### Template for Remarks

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**Note:** This document is to be placed in the master file of the Flight Standards Directorate, after the signature of the approving authority.

**Note:** Cabin Crew Member(s) to be read as Cabin Crew Member(s) / Cabin Attendant(s).

**Note:** Flight Operations Officer(s) to be read as Flight Operations Officer(s) / Flight Despatcher(s).
### RECORDS OF REVISIONS AND AMENDMENTS

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**FOREWORD**

This manual contains the Policies, Procedures, Processes and Guidelines concerning issue and renewal of Air Operator Certificate. It has been prepared as a guidance tool for the information of person(s)/organization having acquired an appropriate license and are intending to apply for an Air Operator Certificate (AOC). This manual may well be used by the AOC holders for provision of latest information concerning renewal of their AOC.

The information contained herein reflects the current legislative requirements, procedures and processes. These requirements and the procedures are subject to change, therefore, applicants are cautioned to ensure, before committing themselves to any course of action, that they are using a current version of this guide.

Throughout this guide there are references to "inspectors". Inspector is a generic term used to refer to any one of the following officers; Flight Operations Inspector (Captains), Flight Operations Inspector (Flight Engineer), Ground Operations Inspector (cabin safety and/or Technical), Airworthiness Officer or Surveyor, as the situation may dictate.

This guide contains reference to various requirements, which a potential operator must satisfy before qualifying for the issue of an AOC, or that the holder of an AOC must satisfy before the AOC can be renewed. The Authority for imposing those requirements is to be found in the individual source document; this guide merely compiles the information in a single set of pages for ease of reference. Where there is a difference between the guide and the relevant source documents(s), the source document prevails.

(CAPT. NAVEED AHMED AZIZ)
Director Flight Standards
Pakistan Civil Aviation Authority

Dated: 03rd January, 2011.
GLOSSARY OF TERMS AND ABBREVIATIONS/ACRONYMS

1. DEFINITIONS

When the following terms are used in this document, they have the following meanings:

a) **Accelerate-stop distance available (ASDA).** The length of the take-off run available plus the length of stop way, if provided;

b) **Aerial work.** 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;

c) **Aerodrome.** A defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft;

d) **Aerodrome operating minima.** The limits of usability of an aerodrome for:
   i) Take-off, expressed in terms of runway visual range and/or visibility and, if necessary, cloud conditions;
   ii) Landing in precision approach and landing operations, expressed in terms of visibility and/or runway visual range and decision altitude/height (DA/H) as appropriate to the category of the operation;
   iii) Landing in approach and landing operations with vertical guidance, expressed in terms of visibility and/or runway visual range and decision altitude/height (DA/H); and
   iv) Landing in non-precision approach and landing operations, expressed in terms of visibility and/or runway visual range, minimum descent altitude/height (MDA/H) and, if necessary, cloud conditions.

e) **Aeroplane.** A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight;

f) **Aircraft.** Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth’s surface;

g) **Aircraft operating manual.** A manual, acceptable to PCAA, 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. The aircraft operating manual is also a part of the operations manual;

h) **Air operator certificate (AOC).** A certificate authorizing an operator to carry out specified commercial air transport operations;

i) **Alternate aerodrome.** An aerodrome to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the aerodrome of intended landing. Alternate aerodromes include the following:
   i) **Take-off alternate.** An alternate aerodrome at which an aircraft can land should this become necessary shortly after take-off and it is not possible to use the aerodrome of departure;
   ii) **En-route alternate.** An aerodrome at which an aircraft would be able to land after experiencing an abnormal or emergency condition while en route;
   iii) **ETOPS en-route alternate.** A suitable and appropriate alternate aerodrome at which an aeroplane would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an ETOPS operation;
iv) **Destination alternate.** An alternate aerodrome to which an aircraft may proceed should it become either impossible or inadvisable to land at the aerodrome of intended landing.

**Note:** The aerodrome from which a flight departs may also be an en-route or a destination alternate aerodrome for that flight.

j) **Altimetry system error (ASE).** The difference between the altitude indicated by the altimeter display, assuming a correct altimeter barometric setting, and the pressure altitude corresponding to the undisturbed ambient pressure;

k) **Approach and landing operations using instrument approach procedures.** Instrument approach and landing operations are classified as follows:
   i) **Non-precision approach and landing operations.** An instrument approach and landing which utilizes lateral guidance but does not utilize vertical guidance;
   ii) **Approach and landing operations with vertical guidance.** An instrument approach and landing which utilizes lateral and vertical guidance but does not meet the requirements established for precision approach and landing operations;
   iii) **Precision approach and landing operations.** An instrument approach and landing using precision lateral and vertical guidance with minima as determined by the category of operation;

**Note:** Lateral and vertical guidance refers to the guidance provided either by a ground-based navigation aid or computer generated navigation data.

iv) **Categories of precision approach and landing operations are:**
   - **Category I (CAT I) operation.** A precision instrument approach and landing with a decision height not lower than 60 m (200 ft) and with either a visibility not less than 800 m or a runway visual range not less than 550 m;
   - **Category II (CAT II) operation.** A precision instrument approach and landing with a decision height lower than 60 m (200 ft), but not lower than 30 m (100 ft), and a runway visual range not less than 350 m;
   - **Category IIIA (CAT IIIA) operation.** A precision instrument approach and landing with a decision height lower than 30 m (100 ft) or no decision height; and a runway visual range not less than 200 m;
   - **Category IIIB (CAT IIIB) operation.** A precision instrument approach and landing with a decision height lower than 15 m (50 ft) or no decision height; and a runway visual range less than 200 m but not less than 50 m;
   - **Category IIIC (CAT IIIC) operation.** A precision instrument approach and landing with no decision height and no runway visual range limitations;

**Note:** Where decision height (DH) and runway visual range (RVR) fall into different categories of operation, the instrument approach and landing operation would be conducted in accordance with the requirements of the most demanding category (e.g. an operation with a DH in the range of CAT IIIA but with an RVR in the range of CAT IIIB would be considered a CAT IIIB operation or an operation with a DH in the range of CAT II but with an RVR in the range of CAT I would be considered a CAT II operation);

l) **Area navigation (RNAV).** A method of navigation which permits aircraft operation on any desired flight path within the coverage of ground- or space-based navigation aids or within the limits of the capability of self-contained aids, or a combination of these;

**Note:** Area navigation includes performance-based navigation as well as other operations that do not meet the definition of performance-based navigation.

m) **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;
n) **Commercial air transport operation.** An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire;

o) **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;

p) **Crew member.** A person assigned by an operator to duty on an aircraft during a flight duty period;

q) **Cruise relief pilot.** A flight crew member who is assigned to perform pilot tasks during cruise flight, to allow the Pilot-in-Command or a co-pilot to obtain planned rest;

r) **Cruising level.** A level maintained during a significant portion of a flight;

s) **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 Technical Instructions or which are classified according to those Instructions;

t) **Decision altitude (DA) or decision height (DH).** A specified altitude or height in the precision approach or approach with vertical guidance at which a missed approach must be initiated if the required visual reference to continue the approach has not been established;

Note 1: Decision altitude (DA) is referenced to mean sea level and decision height (DH) is referenced to the threshold elevation.

Note 2: The required visual reference means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and rate of change of position, in relation to the desired flight path. In Category III operations with a decision height the required visual reference is that specified for the particular procedure and operation.

Note 3: For convenience where both expressions are used they may be written in the form ‘decision altitude/ height’ and abbreviated ‘DA/H’.

u) **Duty.** Any task that flight or cabin crew members are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue;

v) **Duty period.** A period which starts when flight or cabin crew members are required by an operator to report for or to commence a duty and ends when that person is free from all duties;

w) **Emergency locator transmitter (ELT).** A generic term describing equipment which broadcast distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. An ELT may be any of the following:

i) **Automatic fixed ELT (ELT(AF)).** An automatically activated ELT which is permanently attached to an aircraft;

ii) **Automatic portable ELT (ELT(AP)).** An automatically activated ELT which is rigidly attached to an aircraft but readily removable from the aircraft;

iii)** Automatic deployable ELT (ELT(AD)).** An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors. Manual deployment is also provided;
iv) **Survival ELT (ELT(S)).** An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

x) **Fatigue.** A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness and/or physical activity that can impair a crew member’s alertness and ability to safely operate an aircraft or perform safety related duties;

y) **Flight duty period.** A period which commences when a flight or cabin crew member is required to report for duty that includes a flight or a series of flights and which finishes when the aeroplane finally comes to rest and the engines are shut down at the end of the last flight on which he/she is a crew member;

z) **Flight crew member.** A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period;

aa) **Flight data analysis.** A process of analysing recorded flight data in order to improve the safety of flight operations;

bb) **Flight duty period.** The total time from the moment a flight crew member commences duty, immediately subsequent to a rest period and prior to making a flight or a series of flights, to the moment the flight crew member is relieved of all duties having completed such flight or series of flights;

c) **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;

dd) **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;

ee) **Flight plan.** Specified information provided to air traffic services units, relative to an intended flight or portion of a flight of an aircraft;

ff) **Flight recorder.** Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation;

gg) **Flight safety documents system.** A set of interrelated 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;

hh) **Flight simulation training device.** Any one of the following three types of apparatus in which flight conditions are simulated on the ground:

i) A flight simulator, which provides an accurate representation of the flight deck of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc. aircraft systems control functions, the normal environment of flight crew members, and the performance and flight characteristics of that type of aircraft are realistically simulated;

ii) A flight procedures trainer, which provides a realistic flight deck environment, and which simulates instrument responses, simple control functions of mechanical, electrical, electronic, etc. aircraft systems, and the performance and flight characteristics of aircraft of a particular class;

iii) A basic instrument flight trainer, which is equipped with appropriate instruments, and which simulates the flight deck environment of an aircraft in flight in instrument flight conditions.
ii) Flight time - aeroplanes. The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight;

Note: Flight time as here defined is synonymous with the term 'block to block' time or 'chock to chock' time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.

jj) Ground handling. Services necessary for an aircraft’s arrival at, and departure from, an airport, other than air traffic services;

kk) 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;

ll) Human performance. Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations;

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

nn) Landing distance available (LDA). The length of runway which is declared available and suitable for the ground run of an aeroplane landing;

oo) Large aeroplane. An aeroplane of a maximum certificated take-off mass of over 5 700 kg;

pp) Maintenance. The performance of tasks required to ensure the continuing airworthiness of an aircraft, including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair;

qq) Maintenance organization's 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;

rr) Maintenance program. A document which describes the specific scheduled maintenance tasks and their frequency of completion and related procedures, such as a reliability program, necessary for the safe operation of those aircraft to which it applies;

ss) Maintenance release. 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;

tt) Master minimum equipment list (MMEL). A list established for a particular aircraft type by the organization responsible for the type design with the approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight; The MMEL may be associated with special operating conditions, limitations or procedures;

uu) Maximum mass. Maximum certificated take-off mass;

vv) Minimum equipment list (MEL). A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type;
Minimum descent altitude (MDA) or minimum descent height (MDH). A specified altitude or height in a non-precision approach or circling approach below which descent must not be made without the required visual reference;

Note 1: The required visual reference means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and rate of change of position, in relation to the desired flight path. In the case of a circling approach the required visual reference is the runway environment.

Note 2: For convenience when both expressions are used they may be written in the form ‘minimum descent altitude/height’ and abbreviated ‘MDA/H’.

Navigation specification. A set of aircraft and flight crew requirements needed to support performance-based navigation operations within a defined airspace. There are two kinds of navigation specifications:

i) Required navigation performance (RNP) specification. A navigation specification based on area navigation that includes the requirement for performance monitoring and alerting, designated by the prefix RNP, e.g. RNP 4, RNP APCH;

ii) Area navigation (RNAV) specification. A navigation specification based on area navigation that does not include the requirement for performance monitoring and alerting, designated by the prefix RNAV, e.g. RNAV 5, RNAV 1.

Night. The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the appropriate authority;

Note: Civil twilight ends in the evening when the centre of the sun’s disc is 6 degrees below the horizon and begins in the morning when the centre of the sun’s disc is 6 degrees below the horizon.

Obstacle clearance altitude (OCA) or obstacle clearance height (OCH). The lowest altitude or the lowest height above the elevation of the relevant runway threshold or the aerodrome elevation as applicable, used in establishing compliance with appropriate obstacle clearance criteria;

Note 1: Obstacle clearance altitude is referenced to mean sea level and obstacle clearance height is referenced to the threshold elevation or in the case of non-precision approaches to the aerodrome elevation or the threshold elevation if that is more than 2 m (7 ft) below the aerodrome elevation. An obstacle clearance height for a circling approach is referenced to the aerodrome elevation.

Note 2: For convenience when both expressions are used they may be written in the form ‘obstacle clearance altitude/height’ and abbreviated ‘OCA/H’.

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

Operational flight plan. The operator's plan for the safe conduct of the flight based on considerations of aeroplane performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes concerned;

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

Operations specifications. The authorizations, conditions and limitations associated with the air operator certificate and subject to the conditions in the operations manual;
eee) **Operator.** A person, organization or enterprise engaged in or offering to engage in an aircraft operation;

fff) **Operator's maintenance control manual.** A document which 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;

ggg) **Performance-based navigation (PBN).** Area navigation based on performance requirements for aircraft operating along an ATS route, on an instrument approach procedure or in a designated airspace;

Note: Performance requirements are expressed in navigation specifications (RNAV specification, RNP specification) in terms of accuracy, integrity, continuity, availability and functionality needed for the proposed operation in the context of a particular airspace concept.

hhh) **Pilot-in-Command.** The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight;

iii) **Pressure-altitude.** An atmospheric pressure expressed in terms of altitude, which corresponds to that pressure in the Standard Atmosphere;

jjj) **Psychoactive substances.** Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents, whereas coffee and tobacco are excluded;

kkk) **Repair.** The restoration of an aeronautical product to an airworthy condition to ensure that the aircraft continues to comply with the design aspects of the appropriate airworthiness requirements used for the issuance of the type certificate for the respective aircraft type, after it has been damaged or subjected to wear;

lll) **Required communication performance (RCP).** A statement of the performance requirements for operational communication in support of specific ATM functions;

mmm) **Required communication performance type (RCP type).** A label (e.g. RCP 240) that represents the values assigned to RCP parameters for communication transaction time;

nnn) **Rest period.** A continuous and defined period of time, subsequent to and/or prior to duty, during which flight or cabin crew members are free of all duties;

ooo) **Runway visual range (RVR).** The range over which the pilot of an aircraft on the centre line of a runway can see the runway surface markings or the lights delineating the runway or identifying its centre line;

ppp) **Safe forced landing.** Unavoidable landing or ditching with a reasonable expectancy of no injuries to persons in the aircraft or on the surface;

qqq) **Safety management system.** A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures;

rrr) **Safety program.** An integrated set of regulations and activities aimed at improving safety;

sss) **Small aeroplane.** An aeroplane of a maximum certificated take-off mass of 5 700 kg or less;

ttt) **State of Registry.** The State on whose register the aircraft is entered;

uuu) **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;
vvv) **State safety program.** An integrated set of regulations and activities aimed at improving safety;

www) **Target level of safety (TLS).** A generic term representing the level of risk which is considered acceptable in particular circumstances;

xxx) **Total vertical error (TVE).** The vertical geometric difference between the actual pressure altitude flown by an aircraft and its assigned pressure altitude (flight level);

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

### 2. LIST OF ABBREVIATIONS

Following are the abbreviations that may have been used in this document:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Alternating current</td>
</tr>
<tr>
<td>ACAS</td>
<td>Airborne collision avoidance system</td>
</tr>
<tr>
<td>ADS</td>
<td>Automatic dependent surveillance</td>
</tr>
<tr>
<td>ADS-C</td>
<td>Automatic dependent surveillance — contract</td>
</tr>
<tr>
<td>AFCS</td>
<td>Automatic flight control system</td>
</tr>
<tr>
<td>AGA</td>
<td>Aerodromes, air routes and ground aids</td>
</tr>
<tr>
<td>AIG</td>
<td>Accident investigation and prevention</td>
</tr>
<tr>
<td>ANO</td>
<td>Air Navigation Order</td>
</tr>
<tr>
<td>AOC</td>
<td>Aeronautical operational control</td>
</tr>
<tr>
<td>AOC</td>
<td>Air operator certificate</td>
</tr>
<tr>
<td>APU</td>
<td>Auxiliary power unit</td>
</tr>
<tr>
<td>ASDA</td>
<td>Accelerate stop distance available</td>
</tr>
<tr>
<td>ASE</td>
<td>Altimetry system error</td>
</tr>
<tr>
<td>ASIA/PAC</td>
<td>Asia/Pacific</td>
</tr>
<tr>
<td>ATC</td>
<td>Air traffic control</td>
</tr>
<tr>
<td>ATM</td>
<td>Air traffic management</td>
</tr>
<tr>
<td>ATS</td>
<td>Air traffic services</td>
</tr>
<tr>
<td>CAS</td>
<td>Calibrated airspeed</td>
</tr>
<tr>
<td>Cat I</td>
<td>Category I</td>
</tr>
<tr>
<td>Cat II</td>
<td>Category II</td>
</tr>
<tr>
<td>Cat III</td>
<td>Category III</td>
</tr>
<tr>
<td>Cat IIIA</td>
<td>Category IIIA</td>
</tr>
<tr>
<td>Cat IIIB</td>
<td>Category IIIB</td>
</tr>
<tr>
<td>Cat IIIIC</td>
<td>Category IIIC</td>
</tr>
<tr>
<td>Cm</td>
<td>Centimeter</td>
</tr>
<tr>
<td>CDL</td>
<td>Configuration deviation list</td>
</tr>
<tr>
<td>CFIT</td>
<td>Controlled flight into terrain</td>
</tr>
<tr>
<td>CPDLC</td>
<td>Controller-pilot data link communication</td>
</tr>
<tr>
<td>CVR</td>
<td>Cockpit voice recorder</td>
</tr>
<tr>
<td>DA</td>
<td>Decision altitude</td>
</tr>
<tr>
<td>DA/H</td>
<td>Decision altitude/height</td>
</tr>
<tr>
<td>DC</td>
<td>Device control</td>
</tr>
<tr>
<td>DH</td>
<td>Decision height</td>
</tr>
<tr>
<td>DME</td>
<td>Distance measuring equipment</td>
</tr>
<tr>
<td>DSTRK</td>
<td>Desired track</td>
</tr>
<tr>
<td>ECAM</td>
<td>Electronic centralized aircraft monitor</td>
</tr>
<tr>
<td>EFIS</td>
<td>Electronic flight instrument system</td>
</tr>
<tr>
<td>EGT</td>
<td>Exhaust gas temperature</td>
</tr>
<tr>
<td>ELT</td>
<td>Emergency locator transmitter</td>
</tr>
<tr>
<td>ELT(AD)</td>
<td>Automatic deployable ELT</td>
</tr>
<tr>
<td>ELT(AF)</td>
<td>Automatic fixed ELT</td>
</tr>
<tr>
<td>ELT(AP)</td>
<td>Automatic portable ELT</td>
</tr>
<tr>
<td>ETOPS</td>
<td>Extended range operations by turbine-engined aeroplanes</td>
</tr>
<tr>
<td>EURO</td>
<td>CAE European Organization for Civil Aviation Equipment</td>
</tr>
<tr>
<td>FDAU</td>
<td>Flight data acquisition unit</td>
</tr>
<tr>
<td>FDR</td>
<td>Flight data recorder</td>
</tr>
<tr>
<td>FL</td>
<td>Flight level</td>
</tr>
<tr>
<td>FM</td>
<td>Frequency modulation</td>
</tr>
<tr>
<td>ft/min</td>
<td>Feet per minute</td>
</tr>
<tr>
<td>g</td>
<td>Normal acceleration</td>
</tr>
<tr>
<td>GCAS</td>
<td>Ground collision avoidance system</td>
</tr>
<tr>
<td>GNSS</td>
<td>Global navigation satellite system</td>
</tr>
<tr>
<td>GPWS</td>
<td>Ground proximity warning system</td>
</tr>
<tr>
<td>hPa</td>
<td>Hectopascal</td>
</tr>
<tr>
<td>IFR</td>
<td>Instrument flight rules</td>
</tr>
<tr>
<td>ILS</td>
<td>Instrument landing system</td>
</tr>
<tr>
<td>IMC</td>
<td>Instrument meteorological conditions</td>
</tr>
<tr>
<td>INS</td>
<td>Inertial navigation system</td>
</tr>
<tr>
<td>ISA</td>
<td>International standard atmosphere</td>
</tr>
<tr>
<td>kg</td>
<td>Kilogram</td>
</tr>
<tr>
<td>kg/m²</td>
<td>Kilogram per metre squared</td>
</tr>
<tr>
<td>km</td>
<td>Kilometer</td>
</tr>
<tr>
<td>km/h</td>
<td>Kilometer per hour</td>
</tr>
<tr>
<td>kt</td>
<td>Knot</td>
</tr>
<tr>
<td>kt/s</td>
<td>Knots per second</td>
</tr>
<tr>
<td>lb</td>
<td>Pound</td>
</tr>
<tr>
<td>LDA</td>
<td>Landing distance available</td>
</tr>
<tr>
<td>m</td>
<td>Metre</td>
</tr>
<tr>
<td>MDA</td>
<td>Minimum descent altitude</td>
</tr>
<tr>
<td>MDA/H</td>
<td>Minimum descent altitude/height</td>
</tr>
<tr>
<td>MDH</td>
<td>Minimum descent height</td>
</tr>
<tr>
<td>MEL</td>
<td>Minimum equipment list</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------</td>
<td>------------</td>
</tr>
<tr>
<td>MHz</td>
<td>Megahertz</td>
</tr>
<tr>
<td>MLS</td>
<td>Microwave landing system</td>
</tr>
<tr>
<td>MMEL</td>
<td>Master minimum equipment list</td>
</tr>
<tr>
<td>MNPS</td>
<td>Minimum navigation performance specifications</td>
</tr>
<tr>
<td>MOPS</td>
<td>Minimum Operational Performance Specification</td>
</tr>
<tr>
<td>m/s</td>
<td>Metres per second</td>
</tr>
<tr>
<td>m/s²</td>
<td>Metres per second squared</td>
</tr>
<tr>
<td>N1</td>
<td>Low pressure compressor speed (two-stage compressor); fan speed (three-stage compressor)</td>
</tr>
<tr>
<td>N2</td>
<td>High pressure compressor speed (two-stage compressor); intermediate pressure compressor speed (three-stage compressor)</td>
</tr>
<tr>
<td>N3</td>
<td>High pressure compressor speed (three stage compressor)</td>
</tr>
<tr>
<td>NAV</td>
<td>Navigation</td>
</tr>
<tr>
<td>OCA</td>
<td>Obstacle clearance altitude</td>
</tr>
<tr>
<td>OCA/H</td>
<td>Obstacle clearance altitude/height</td>
</tr>
<tr>
<td>OCH</td>
<td>Obstacle clearance height</td>
</tr>
<tr>
<td>PANS</td>
<td>Procedures for Air Navigation Services</td>
</tr>
<tr>
<td>PBN</td>
<td>Performance-based navigation</td>
</tr>
<tr>
<td>PCAA</td>
<td>Pakistan Civil Aviation Authority</td>
</tr>
<tr>
<td>RCP</td>
<td>Required communication performance</td>
</tr>
<tr>
<td>RNAV</td>
<td>Area navigation</td>
</tr>
<tr>
<td>RNP</td>
<td>Required navigation performance</td>
</tr>
<tr>
<td>RVR</td>
<td>Runway visual range</td>
</tr>
<tr>
<td>RVSM</td>
<td>Reduced vertical separation minima</td>
</tr>
<tr>
<td>SICASP</td>
<td>Secondary Surveillance Radar Improvements and Collision Avoidance Systems Panel</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard operating procedures</td>
</tr>
<tr>
<td>SST</td>
<td>Supersonic transport</td>
</tr>
<tr>
<td>STOL</td>
<td>Short take-off and landing</td>
</tr>
<tr>
<td>TCAS</td>
<td>Traffic alert and collision avoidance system</td>
</tr>
<tr>
<td>TAS</td>
<td>True airspeed</td>
</tr>
<tr>
<td>TAWS</td>
<td>Terrain awareness warning system</td>
</tr>
<tr>
<td>TLA</td>
<td>Thrust lever angle</td>
</tr>
<tr>
<td>TLS</td>
<td>Target level of safety</td>
</tr>
<tr>
<td>TODA</td>
<td>Take-off distance available</td>
</tr>
<tr>
<td>TORA</td>
<td>Take-off run available</td>
</tr>
<tr>
<td>TVE</td>
<td>Total vertical error</td>
</tr>
<tr>
<td>VFR</td>
<td>Visual flight rules</td>
</tr>
<tr>
<td>VD</td>
<td>Design diving speed</td>
</tr>
<tr>
<td>VMC</td>
<td>Visual meteorological conditions</td>
</tr>
<tr>
<td>VMC</td>
<td>Minimum control speed with the critical engine inoperative</td>
</tr>
<tr>
<td>VOR</td>
<td>VHF omnidirectional radio range</td>
</tr>
<tr>
<td>VS0</td>
<td>Stalling speed or the minimum steady flight speed in the landing configuration</td>
</tr>
<tr>
<td>VS1</td>
<td>Stalling speed or the minimum steady flight speed in a specified configuration</td>
</tr>
</tbody>
</table>
Chapter 1

GENERAL

1.1 Regulatory Documents

Tabulated below, is the list of Regulatory Documents, which may be required for guidance on various requirements and for preparing the statement of compliance. These are available at places shown against each at the cost given in the Fee Schedule. All these places mentioned are located in HQPCAA that is within close proximity of JIAP Karachi.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Document</th>
<th>Place of Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Civil Aviation Rules, 1994</td>
<td>Legal Directorate</td>
</tr>
<tr>
<td>2.</td>
<td>Air Navigation Orders</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) Personnel Licensing 90- Series</td>
<td>Personnel Licensing Office</td>
</tr>
<tr>
<td></td>
<td>b) Flight Operations 91- Series</td>
<td>Flight Standards Directorate</td>
</tr>
<tr>
<td></td>
<td>c) Airworthiness 92- Series</td>
<td>Airworthiness Directorate</td>
</tr>
<tr>
<td>3.</td>
<td>Air Safety Circulars</td>
<td>Flight Standards Directorate</td>
</tr>
<tr>
<td>4.</td>
<td>Airworthiness Notices</td>
<td>Airworthiness Directorate</td>
</tr>
<tr>
<td>5.</td>
<td>Licensing Circulars</td>
<td>Personnel Licensing Office</td>
</tr>
<tr>
<td>6.</td>
<td>DCP/DCFE Manual</td>
<td>Flight Standards Directorate</td>
</tr>
</tbody>
</table>

1.2 PCAA Offices / Contacts

<table>
<thead>
<tr>
<th>Head Offices</th>
<th>Field Offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>DG PCAA</td>
<td>Aero Medical Centre</td>
</tr>
<tr>
<td>HQPCAA, Terminal – 1</td>
<td>HQPCAA, JIAP, Karachi</td>
</tr>
<tr>
<td>Jinnah Int'l Airport, Karachi.</td>
<td>Tel: 99242751</td>
</tr>
<tr>
<td>Tel: 99242002-3 Fax: 99242004 Email: <a href="mailto:dgCAA@CAApakistan.com.pk">dgCAA@CAApakistan.com.pk</a></td>
<td>Fax: 99242752</td>
</tr>
<tr>
<td>Dy. DG PCAA</td>
<td>Controller of Airworthiness (South)</td>
</tr>
<tr>
<td>HQPCAA, Terminal – 1</td>
<td>JIAP, Karachi.</td>
</tr>
<tr>
<td>Jinnah Int'l Airport, Karachi.</td>
<td>Tel: 99242757</td>
</tr>
<tr>
<td>Tel: 99242014 Fax: 99242015 Email: <a href="mailto:Riazulhaq@CAApakistan.com.pk">Riazulhaq@CAApakistan.com.pk</a></td>
<td>Fax:</td>
</tr>
<tr>
<td>Airworthiness Directorate</td>
<td>Controller of Airworthiness (North)</td>
</tr>
<tr>
<td>HQPCAA</td>
<td>Islamabad International Airport</td>
</tr>
<tr>
<td>Jinnah Int'l Airport Karachi.</td>
<td>Tel: 042-99240511 Fax: 042-99240532 Email: <a href="mailto:Ghulam.Murtaza@CAApakistan.com.pk">Ghulam.Murtaza@CAApakistan.com.pk</a></td>
</tr>
<tr>
<td>Tel: 99242776 Fax: 34604306 Email: <a href="mailto:Ghulam.Murtaza@CAApakistan.com.pk">Ghulam.Murtaza@CAApakistan.com.pk</a></td>
<td></td>
</tr>
<tr>
<td>Flight Standards Directorate</td>
<td>FSD Field Office (North)</td>
</tr>
<tr>
<td>HQPCAA</td>
<td>BBIAP, Islamabad</td>
</tr>
<tr>
<td>Jinnah Int'l Airport Karachi.</td>
<td>Tel: 051- 4474007 Fax: 051- 4474004 Email: <a href="mailto:dfs@CAApakistan.com.pk">dfs@CAApakistan.com.pk</a></td>
</tr>
<tr>
<td>Tel: 99242766 Fax: 99242767 Email: <a href="mailto:dfs@CAApakistan.com.pk">dfs@CAApakistan.com.pk</a></td>
<td></td>
</tr>
<tr>
<td>Personnel Licensing Office</td>
<td></td>
</tr>
<tr>
<td>HQPCAA, Karachi</td>
<td></td>
</tr>
<tr>
<td>Tel: 99072650, Fax:</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:GMlicense@CAApakistan.com.pk">GMlicense@CAApakistan.com.pk</a></td>
<td></td>
</tr>
</tbody>
</table>
1.3 **Fee Schedule (Flight Standards Directorate)**

1.3.1 Fee Schedule/ Service charges cater for the functional expense incurred by the Authority and is based on the nature of task to be performed and man-hour involved in discharge of the service or the function.

1.3.2 The Schedule provided herein pertains to certification activities carried out by Flight Standards Directorate. These activities include field inspections, Reviews, audits, proficiency checks/tests, approvals, issuance of certification documents and any other regulatory function performed by Flight Standards Directorate.

a) The service charges/Fee Schedule (from the operator point of view) is based on:
   
   i) No delay or interruptions during the activity;
   
   ii) An average size of fleet; and
   
   iii) Operator’s Main Base only (no operating ports).

b) The Operator shall be charged for utilization of any additional time of the PCAA (at the rate of Rs.2000/Hr.) which could be due to:
   
   i) Delays/interruptions by the operator;
   
   ii) The size of the fleet;
   
   iii) Larger Size of the main base; and/or
   
   iv) Various number of Operating ports to be inspected.

c) Authorized representative of the operator seeking objective based meetings with DFS and FOIs pertaining to their operational matters, shall be charged @ Rs.3,000/- per meeting (for maximum time of one hour) and if the session continues, further time taken shall be reckoned @ Rs.50/- per minute till the meeting is called off. Total man-hour involved in the meeting shall be recorded on prescribed proforma (Appendix “L”) duly signed by the operator, DFS or FOI as documentary evidence for deduction of the amount from the operator’s account. Meetings called on by DFS for any inquiry / investigation / clarification are excluded.

d) An additional 75% charges for each activity shall be payable to PCAA by all those operators operating with wet leased aircraft.

e) The service charges for the inspections and/or approvals are applicable to the base of Inspectors only. An operator or person as applicable shall also pay the additional expenses, such as accommodation, transportation, communications and daily allowance compatible with major National Air Carrier while any such service is required to be performed out of the base of Inspectors.

1.3.3 The fee/charges against any activity/document shall be non-refundable. An inspection / activity resulting in unsatisfactory result/report shall require a re-inspection / check for which the operator shall have to deposit the requisite service charges in accordance with this schedule.

1.3.4 The prescribed service charges against each service/activity/document are to be deposited in Pak Rupees and shall be payable in the following Account Number. An original slip of the same is to be attached with letter / application for the requested service / activity:

   “PCAA Collection Account No.2561-8 (CAT-C), National Bank of Pakistan”.

**Note:** In this Schedule, “Approval” means Check, inspection and/or review for the purpose of Approval, and the result of which may be satisfactory or otherwise.
1.3.5 **Air Operator Certificate**

<table>
<thead>
<tr>
<th>a) RPT/Aerial work &amp; Charter Ops. of weight Cat. 5700 kgs and more</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) AOC Pre-application Briefing/meeting</td>
<td>10,000</td>
</tr>
<tr>
<td>ii) AOC Inspection (Initial Issue) (Administrative/operational facilities and aircraft)</td>
<td>60,000</td>
</tr>
<tr>
<td>iii) AOC Re-Inspection (Within the agreed time after initial inspection and for those areas which were unsatisfactory in initial inspection)</td>
<td>15,000</td>
</tr>
<tr>
<td>iv) AOC Renewal Inspection</td>
<td>35,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b) Aerial work &amp; Charter Ops. of weight Cat. Below 5700 kgs</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) AOC Pre-application Briefing/meeting</td>
<td>5,000</td>
</tr>
<tr>
<td>ii) AOC Inspection (Initial Issue) (Administrative/operational facilities and aircraft)</td>
<td>10,000</td>
</tr>
<tr>
<td>iii) AOC Re-Inspection (Within the agreed time after initial inspection and for those areas which were unsatisfactory in initial inspection)</td>
<td>4,000</td>
</tr>
<tr>
<td>iv) AOC Renewal Inspection</td>
<td>7,000</td>
</tr>
</tbody>
</table>

1.3.6 **Approval of Operations Manual**

<table>
<thead>
<tr>
<th>Parts Of Operations Manual</th>
<th>RPT Operations</th>
<th>Aerial work &amp; Charter Operations of weight Cat. 5700 kgs &amp; more</th>
<th>Below 5700 kgs</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) <strong>Part A</strong> - General/Basic All non type-related operational policies, instructions and procedures.</td>
<td>20,000</td>
<td>50,000</td>
<td>35,000</td>
</tr>
<tr>
<td>b) <strong>Part B</strong> - Aircraft Operating Matters including Wt. &amp; Balance, MELs and Cabin Crew SEP</td>
<td>18,000</td>
<td>10,000</td>
<td>7,000</td>
</tr>
<tr>
<td>c) <strong>Part C</strong>. Route and Aerodrome Instructions and Information including AIP and Route Manuals</td>
<td>NIL</td>
<td>12,000</td>
<td>7,000</td>
</tr>
<tr>
<td>d) <strong>Part D</strong>. Training including all training policy, syllabi and instructions for all personnel</td>
<td>12,000</td>
<td>12,000</td>
<td>7,000</td>
</tr>
<tr>
<td>Total</td>
<td>50,000</td>
<td>50,000</td>
<td>35,000</td>
</tr>
</tbody>
</table>

**Note:** Additional Rs. 5,000/- for RPT and Rs. 3,000/- for Aerial Work and Charter of both Categories shall be charged for Approval of MEL of each additional Type of Aircraft.

| e) Review of each additional Manual                            | 5,000          | 3,500                                                          | 2,000         |
| f) Repeat Review of any part of Operations Manual              | 5,000          | 3,500                                                          | 2,000         |
| g) Each Amendment to Operations Specifications                 | 3,000          | 2,000                                                          | 1,000         |
| h) Each additional Aerial Work Rating                          | -              | 2,500                                                          | 1,500         |

1.3.7 **Approval of other Document / Trg. Equipment (Simulator not included)**

| a) Syllabus                                                    | 5,000          | 3,500                                                          | 1,500         |
| b) Trg. aid/equipment                                         | 5,000          | 3,500                                                          | 1,500         |

1.3.8 **Evacuation Drill/Ditching Drill/Practice Fire Drill**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Evacuation Drill</td>
<td>6,000</td>
</tr>
<tr>
<td>b) Ditching Drill</td>
<td>7,000</td>
</tr>
<tr>
<td>c) Fire Drill or any other special Procedure</td>
<td>3,000</td>
</tr>
</tbody>
</table>
1.3.9 **Aircraft Proving Test and Validation Flight**

a) Proving test/flight for initial certification of an operator shall be flown through min. of two sectors. Depending upon the quantum of operation and the shortfalls; the proving test may require a series of flights.

b) Validation flights may be required for validation of certain approvals like ETOPs, New route, new destination, and major change in aircraft and/or operations.

<table>
<thead>
<tr>
<th>Aircraft Proving Test and Validation Flight Type</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proving Test for Operator’s initial certification</td>
<td>6,000</td>
</tr>
<tr>
<td>Proving test for an aircraft of a type, new to an operator</td>
<td>6,000</td>
</tr>
<tr>
<td>Validation Flight</td>
<td>6,000</td>
</tr>
</tbody>
</table>

1.3.10 **Approval of Person**

<table>
<thead>
<tr>
<th>Activity/Approval</th>
<th>Initial</th>
<th>Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) DCP “A” Check</td>
<td>8,000</td>
<td>5,000</td>
</tr>
<tr>
<td>b) DCP “B” Check</td>
<td>8,000</td>
<td>5,000</td>
</tr>
<tr>
<td>c) DCFE “A” Check</td>
<td>8,000</td>
<td>5,000</td>
</tr>
<tr>
<td>d) DCFE “B” Check</td>
<td>8,000</td>
<td>5,000</td>
</tr>
<tr>
<td>e) CFI/CP</td>
<td>8,000</td>
<td>-</td>
</tr>
<tr>
<td>f) Key Appointments</td>
<td>8,000</td>
<td>-</td>
</tr>
<tr>
<td>g) Leading Cabin Crew (LCC)</td>
<td>3,000</td>
<td>5,000</td>
</tr>
<tr>
<td>h) Designated Check Cabin Crew (DCCC)</td>
<td>5,000</td>
<td>4,000</td>
</tr>
<tr>
<td>i) Ground Instructor (Operations)</td>
<td>6,000</td>
<td>5,000</td>
</tr>
</tbody>
</table>

1.3.11 **Proficiency /Route Check (Initial, Renewal or Failure as applicable)**

<table>
<thead>
<tr>
<th>a) Proficiency Check</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Captain</td>
<td>8,000</td>
</tr>
<tr>
<td>ii) First Officer /Co-pilot</td>
<td>8,000</td>
</tr>
<tr>
<td>iii) Flight Engineer</td>
<td>8,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b) Route Check</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Captain</td>
<td>8,000</td>
</tr>
<tr>
<td>ii) First Officer/Co-pilot</td>
<td>8,000</td>
</tr>
<tr>
<td>iii) Flight Engineer</td>
<td>8,000</td>
</tr>
</tbody>
</table>

**Notes:**

a) The operator/individual shall pay the additional charges equal to the extra time prior to the approval of the said check if:

i) The flight time of a PPC/FEPC exceeds 02 Hrs.

ii) The flight time of a Route Check (min. two sectors) exceeds 03 Hrs.

iii) An oral test is held under the requirements of the Rules.

b) The charges for PPC/FEPC shall be reduced for 20% if the check is conducted in simulator.

c) For Flight/Simulator Check, the operator/individual shall manage the availability of Aircraft / Simulator and shall pay all charges incurred thereby.

1.3.12 **Approval of Simulator Qualification**

<table>
<thead>
<tr>
<th>a) Approval of Simulator Qualification</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Initial /Upgrade Qualification</td>
<td>40,000</td>
</tr>
<tr>
<td>ii) Recurrent Evaluation</td>
<td>20,000</td>
</tr>
<tr>
<td>iii) Recurrent (under OTP) each</td>
<td>10,000</td>
</tr>
</tbody>
</table>
iv) Recurrent (Extended interval) each  
\[10,000\]

b) Validation of an Approved Simulator  
<table>
<thead>
<tr>
<th>Charges</th>
</tr>
</thead>
</table>
| i) For a particular qualification of an Operator’s crew  
\[10,000\] |
| ii) After Modification Of Simulators  
\[10,000\] |
| iii) After shifting the Simulator to new location  
\[15,000\] |
| iv) With new owner/operator  
\[20,000\] |
| v) After removal from qualification status(for less than a year)  
\[20,000\] |

1.3.13 Certification of Aviation Training Centres/ Satellite Training Centre  
The Certification covers the aviation training centres other than those covered in Part VI of CARs 94 (Rule 53, 54 for PPL & CPL)

a) Aviation Training Centres  
<table>
<thead>
<tr>
<th>Charges</th>
</tr>
</thead>
</table>
| i) Initial Approval  
\[40,000\] |
| ii) Recurrent Approval  
\[30,000\] |

b) Satellite Training Centre  
<table>
<thead>
<tr>
<th>Charges</th>
</tr>
</thead>
</table>
| i) Initial Approval  
\[20,000\] |
| ii) Recurrent Approval  
\[10,000\] |

1.3.14 Regulatory Documents/Publication  

<table>
<thead>
<tr>
<th>Document/Publication</th>
<th>Charges</th>
</tr>
</thead>
</table>
| a) Air Navigation Order (Each ANO)  
\[300\] |
| b) Air Safety Circular (Each ASC)  
\[300\] |
| c) AOC Guide (PCAAD-617)  
\[5,000\] |
| d) DCP/DCFE Manual  
\[5,000\] |
| e) Patter Book  
\[500\] |
| f) BFT Manual (PCAAD-625)  
\[1,000\] |
| g) Flt. Ops. Inspector Manual (PCAAD-624) (Issued to PCAA Flight Inspectors only)  
\[5,000\] |
| h) Civil Aviation Rules 1994 (Provided by Legal Directorate HQPCAA on Prescribed Rate.)  
\[5,000\] |

Note: Flight Standards Directorate does not sell any publication. However, provision of the above publication may be made upon request.

1.3.15 Approval - Facilities of Ground Handlers  
a) Operations & Traffic Facilities  
<table>
<thead>
<tr>
<th>Initial</th>
<th>Renewal</th>
</tr>
</thead>
</table>
| i) Main Base Inspection  
\[20,000\] |  
\[12,000\] |
| ii) Station Inspection  
\[15,000\] |  
\[12,000\] |

b) Training Centre  
<table>
<thead>
<tr>
<th>Initial</th>
<th>Renewal</th>
</tr>
</thead>
</table>
| i) Main Training Centre  
\[20,000\] |  
\[12,000\] |
| ii) Satellite Training Centre  
\[8,000\] |  
\[6,000\] |

c) Approval of Ground Instructor  
\[6,000\] |  
\[5,000\] |

d) Approval of Training Program (Syllabi)  
\[5,000\] |  
\[5,000\] |

Note: Training Centres and Ground Instructor approval shall pertain to Operation related subjects only.
Chapter 2

REGULATORY REQUIREMENTS FOR
AIR OPERATOR CERTIFICATE

2.1 General

2.1.1 “AOC Guide for Commercial Air Operations” has been prepared with an aim to bring regulatory requirements/documents pertaining to Commercial Air Operations (Regular Public Transport, Aerial Work, Charter) and Flying Schools under one publication. This will facilitate an aspirant of an AOC to know the detailed requirements for the initial issue, renewal and continued life of an AOC.

2.1.2 Air Operator Certificates (AOC): A certificate issued by the Pakistan Civil Aviation Authority which shall authorize the holder to engage in Commercial Flight Operations within the conditions and limitations of that certificate, provided that he/she has also been granted a licence for such operations by the Federal Government.

2.1.3 Commercial Air Operations is categorized into three areas of operations i.e. Regular Public Transport (Airlines), Charter and Aerial Work. Possession of an AOC is a Regulatory requirement for all these types of Operations. Civil Aviation Rules 1994 Part-XI Rule 188 is quoted for reference which states that:

“An Air Operator Certificate issued under this Part shall be:

(a) an “Air Operator Certificate - Airline” which shall authorise the holder to engage in regular public transport operations within the conditions and limitations of that certificate, provided that he/she has also been granted a licence for such operations by the Federal Government;

(b) an “Air Operator Certificate - Charter” which shall authorise the holder to engage in charter operations within the conditions and limitations of that certificate, provided that in the case of international charter operations, and of charter operations by aircraft with a maximum permissible take-off mass greater than 5,700 Kgs, he/she has also been granted a licence for such operations by the Federal Government; or

(c) an “Air Operator Certificate-Aerial work” which shall authorise the holder to engage in aerial work operations within the conditions and limitations, of that certificate, provided that in the case of international aerial work he/she has also been granted a licence by the Federal Government.”

2.2 Regulatory Requirement to hold an AOC

2.2.1 While the Operator’s license answers the questions as to whether or not the proposed service is authorized from an economic standpoint; the attachment (Terms and Conditions) to the license requires the operator to have a valid AOC prior to commencement of the type of operations applied for.

2.2.2 The requirement to hold an AOC is provided under:

a) Rule-186 of CARs 1994 which states that “an aircraft shall not fly for the purpose of regular public transport; charter; or aerial work; unless the operator of that aircraft holds an Air Operator Certificate issued by the Director General”.

b) Rule 52 of CARs states that “a person or an organisation shall not give, or offer to give, instruction for the purpose of qualifying a candidate for the issue of a flight crew licence, or the endorsement of a rating thereon, under Part V, unless that person, or organisation, holds an appropriate licence and Air Operator Certificate granted by the Director General”.

c) Air Navigation Order No. 91-0001 and 91-0024, also provide the detailed requirements for issuance, renewal and continued validity of AOC.
2.2.3 Although, the Regulatory requirements pertaining to the AOC are provided in Civil Aviation Rules 1994 and in above quoted Air Navigation Orders but for the ease of Operators, these requirements have been amplified in this manual. The contents of this manual are applicable to both, the existing AOC holders and to all the prospective operators intending to engage in Commercial Operations.

2.2.4 The assessment of the operating capability for proposed operation is a part of consideration by the Flight Standards Directorate. Flight Standards Directorate in conjunction with the Airworthiness Directorate is responsible for the conduct of all of the activities that are required to take place prior to issuance/renewal of an Air Operator Certificate. The Director General awards the Air Operator Certificate after certification by the Flight Standards Directorate and Airworthiness Directorate that all requirements for the issue of an AOC have been fully satisfied. Major part of these requirements being that the Operator is fully capable of meeting the responsibility for safe operations, and that he/she shall comply with the Civil Aviation Rules and regulations in a proper and continuing manner.

2.3 **Eligibility for Issuance of an AOC**

2.3.1 Before issuance of an AOC, PCAA has to ensure that the operator can and shall comply with all the requirements of relevant legislation, and that;

a) A suitable organization is established and management system is in place to ensure provision of suitable method for operational control of all flights that he/she intends to operate in accordance with ANO 91-0004.

b) The organization is capable and effective enough and the chain of command is established within the organization, appropriate for conduct of safe and efficient operations of the type(s) of aircraft to be operated;

c) The management structure is appropriate and personnel selected by the operator for specified management positions have required experience and qualification and are acceptable to and approved by the PCAA;

d) Suitable procedures and practices are in place to have control over the proposed operation and the organization for the provision of safety of operation and services;

e) An adequate number of suitably qualified, experienced and competent personnel are employed including the key management personnel with appropriate experience in management, flight safety and operational control;

f) Ground handling services necessary for an aircraft’s arrival at, and departure from planned aerodromes are inplace for planned operations, as specified in ANO 91-0001, ANO 91-0003, ANO 91-0011, ANO 91-0024 and CAAO 11-6A;

g) The Operations Manual is prepared and submitted (02 copies) as a part of its flight safety document system for the use and guidance of operations personnel concerned, in English language, which shall contain all applicable requirements, information and instructions, as part of the flight safety documents system (customized FCOM/AOM/FOM, QRH, Mass & Balance Manual, policies, instructions, procedures, MEL/CDL, checklists, training requirements, limitations and guidance material). This shall be reviewed by FSD, PCAA and:

i) Upon satisfactory results of the review, it shall be accorded an approval;

ii) After approval, it takes the shape of a regulatory document which shall be implemented and followed for all facets of operations by the operator;

iii) It shall not be revised, amended or altered without prior approval of PCAA;

iv) FSD, PCAA shall retain a copy of the approved Operations Manual

v) All the revision pages shall be structured as follows:

- The revision page must provide with revision number, effective date and highlights of all the amendments pertaining to any addition or deletion along with page number and item number;
- Each page must have revision number and effective date;
- Any change/addition/deletion shall be highlighted on the applicable page with a vertical line in right hand side margin;
vi) Revisions, after the approval of PCAA shall be incorporated in all the copies as shown in the distribution list and shall be sent to PCAA for record.

h) Required training program and training infrastructure are approved by PCAA and are sufficient to ensure adequate maintenance and safe operation of the aircraft type(s) to be operated;

i) A safety management system is established which shall clearly define lines of safety accountability throughout the operator's organization, including a direct accountability for safety on the part of senior management;

j) A flight data analysis program as part of its safety management system is established;

k) The facilities available and directly required, for the safe operation of the aeroplane and the protection of the passengers, are adequate for the type of operation and are adequately operated for this purpose.

l) 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;

m) The aircraft meet the appropriate Airworthiness / Safety Standards and have been proven in flight to be acceptable for the operation proposed;

n) The equipment is adequate to ensure the safe operation of the type(s) of aircraft to be operated;

o) Arrangements for maintenance and inspection of aircraft, associated parts & equipment in accordance with relevant Airworthiness Notice are adequate;

p) Insurance policies (Aircraft, Third Party and Hull) within and outside Pakistan in accordance with Rule 179(2)(c) and 199 of CARs 94 are available and valid;

q) Compliance statement is prepared describing as to how the applicant intends to comply with applicable Rules, ANOs, and other related requirements.

2.3.2 The application for the issue or renewal of an AOC shall be prepared in the form as specified in Appendix- A.

2.4 Operators Obligations

2.4.1 An AOC issued under the Rules shall be subject to the under mentioned conditions:

a) Operations Specifications issued as a part of the AOC shall be strictly adhered to and shall not be varied unless a prior approval has been sought from PCAA.

b) Operations Specifications shall be placed in a separate section of the Operations Manual.

c) Operator shall nominate a person who may be the only person who shall suggest the amendments/revisions to Operation Specifications and MCM.

d) Where a Certificate holder is unable to comply with the operational specifications so issued, he/she will cease operations until able to comply with those specifications.

e) A Certificate holder shall for the purposes of ongoing compliance, continue to satisfy the competent authority in relation to all the matters specified in CARs, ANOs, ANs, PCAAD-617 and Operation's specifications.

2.5 Validity of an AOC

2.5.1 Subject to the validity of the license and compliance to the terms and conditions, an AOC shall be valid for period of one year.

2.5.2 The Competent Authority may suspend, withhold or cancel a Certificate if any of the conditions required for the issue of the Certificate are breached or not maintained to the same level as required for certification.

2.5.3 The Certificate is non-transferable.
2.6 **Airworthiness Requirements / Maintenance Arrangements**

2.6.1 The Operator shall provide a system of maintenance of aircraft and establish a system of maintenance control in accordance with Airworthiness Notices and other applicable ANOs issued by the Airworthiness Directorate.

2.7 **Aircraft Registration Requirements**

2.7.1 Aircraft registration shall be governed by the guidelines directives and instructions issued by the Competent Authority from time to time.

2.8 **Operation With Leased Aircraft**

2.8.1 Regardless of the type of lease, an AOC holder may be allowed to operate with leased aircraft provided that any lease arrangement entered into and operation of leased aircraft thereafter, satisfies the following conditions:

a) That such arrangements shall not be equivalent to giving a lessor of another country access to traffic rights not otherwise available to that lessor;

b) The responsibility of the continued airworthiness and the adequacy of operating and maintenance standards of the leased aircraft having registration other than the State of Operator or of the State of Operator, shall be established to the satisfaction of the PCAA of both Contracting States;

c) The Operator (lessee) shall be responsible for the operational control of leased aircraft;

d) For leased aircraft operations in Pakistan, the aircraft should have been type certificated by Federal Aviation Administration of USA or Joint Airworthiness Authority of Europe or Civil Aviation Authority of UK or any other authority acceptable to PCAA;

e) The lessee shall provide to PCAA information as stipulated in Appendix-A of ANO 91-0016 about the aircraft proposed to be leased;

f) The restrictions on age and origin of aircraft proposed for induction shall be governed as per instructions/policy/directives issued by Federal Government, Ministry of Defence, and/or DGPCAA;

g) PCAA may refuse import or operation of any aircraft under lease if reasonable doubt exists regarding airworthiness of the aircraft;

h) PCAA may withdraw permission for operation of a particular aircraft in Pakistan under lease agreement if during service it is found that safety of the aircraft operations is in doubt or the requirements of this ANO or any other safety rules and regulations are not being complied with;

i) PCAA may stipulate such additional requirements as may be considered necessary from time to time to do so with a view to ensure and enhance the safety of operations, which shall be complied with;

j) That leased aircraft shall meet the Noise Certification as applicable;

k) That, for the purpose of ensuring safety standards and compliance, all leasing arrangements, shall have prior approval from the PCAA;

l) That wet leasing of foreign registered aircraft, shall not be approved for operation until all requirements of CARs 1994, ANOs and transfer agreement under ICAO Article 83 bis are met.

Note: Detailed guidance on “Operation with Leased Aircraft” is provided in ANO 91-0016

2.9 **Training of PCAA Inspectors**

2.9.1 Where an Operator brings/adds 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. The AOC holder shall also arrange recurrent training of Flight Inspectors periodically.
2.10 **PCAA Safety Oversight Functions**

2.10.1 The PCAA Inspectors, for the purposes of issuance, renewal and for continued validity of the AOC, are delegated the powers under Rule 4(2) & 5 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;

2.10.2 The Operator shall ensure that the PCAA inspectors are provided:
   a) Uninterrupted entry to any place, aircraft, repair shop, necessary for the purposes of inspection and or compliance with Regulatory requirements;
   b) Any documents related to the operation, maintenance and training;
   c) With facilities for any direct or indirect examination/tests and or spot-checks of the crew, maintenance personnel and/or the aircraft.

2.11 **Charges for Various Checks / Inspection**

2.11.1 Schedule of Charges/Fee for various activities/inspections performed by PCAA, is provided in Chapter 1. An operator who has not satisfactorily met the requirements of an inspection, and is required to undergo a re-inspection shall arrange for the travel and lodging as per the entitlement of the Inspector(s), in addition to the payment of re-inspection fee as specified.

2.11.2 Where an Inspector is required to conduct any additional inspection task e.g. proficiency check, proving flights etc. the operator shall be responsible to bear the expenses of the PCAA Inspector, stated in the above para in addition to the payment of re-inspection fee as specified.

2.11.3 Where Airworthiness services are rendered the necessary fee shall be charged as per current fee schedule of Airworthiness Directorate.

2.12 **Correspondence with PCAA**

2.12.1 The Operator shall nominate a person/appointment who shall be authorized to correspond with PCAA and vice versa. No correspondence from any other person/office shall be acceptable unless the absence of the nominated person/appointment has been notified by the operator. The responsibility of conveying/retrieving the required information/data from other offices of the management shall rest with the operator who is to ensure that the nominated person in this regard does the needful.
Chapter 3

INITIAL ISSUE OF AIR OPERATORS CERTIFICATE (AOC)

3.1 General

3.1.1 The purpose of an AOC is for the PCAA to certify that an operator has satisfied the requirements of the Rules and is prepared for the conduct of specified operations that are authorized.

3.1.2 A major objective of the certification process is to ensure that the certificate holder recognizes the responsibilities under the rules, and in particular, his responsibility for safety. The conduct of operations with the highest possible degree of safety rests with the operator and should be in strict compliance with applicable rules and other directives issued by the Director General from time to time.

3.1.3 An applicant/operator having valid RPT, Aerial Work, Charter, and/or Flying School License issued by the PCAA may apply for issue of an Air Operator Certificate to Director Flight Standards HQPCAA.

3.1.4 An applicant/operator or his representative may with prior appointment seek the advice of the Director Flight Standards to determine the feasibility of a proposal or for any guidance/clarification even before he/she has obtained a license from the Federal Government.

3.1.5 During certification process, the operator, who has the ultimate responsibility for the safety of his operation, must satisfy PCAA of his:
   (a) Eligibility for the issue of an Air Operator Certificate;
   (b) Ability and competence to conduct safe and efficient operations and to comply with applicable regulations and rules.

3.1.6 PCAA, in addition to assessing the operator's ability and competence, shall also act as a guide for the operator in organizational and procedural matters. Such an approach shall result in a safe and economically successful operation.

3.1.7 AOC Issue Process: Flow charts outlining all the activities that have to be accomplished during an application process by an applicant/operator for an AOC are placed at Appendix “C”. Assessment of the operator is carried out under the established procedures provided under the Rules. The process of AOC issuance is completed through six distinct phases of evaluation, which are:
   a) Pre-Application Phase;
   b) Formal Application Phase;
   c) Preliminary Financial, Economic and Legal Assessment Phase;
   d) Preliminary Technical Assessment and Documents Evaluation Phase;
   e) Pre-Certification Inspection Phase;
   f) Decision on application and AOC Issue Phase.

3.2 Pre-Application Phase

This phase includes all of the preliminary contact between the prospective operator and the FSD, PCAA prior to the submission of a formal application. During this time and in response to the operator's initial queries, the FSD, PCAA will make the potential operator fully aware of the regulatory requirements which must be met in order to obtain an AOC and of the exact steps in the certification process which must be accomplished before the AOC may be issued. It is essential that the applicant has a clear understanding of the form, content, and documents required for the formal application. He/she shall be asked to study and follow the requirements, processes and procedures as outlined in this Guide. The activities conducted during this phase are as follows:
3.2.1 Pre application Statement of Intent:
The applicant will be asked to provide a Pre-Application Statement of Intent when reasonably certain of proceeding to certification. This statement may be in the form of a letter and contain the following information:

a) Proposed company name;
b) Proposed date of commencement of operation;
c) Type and the area of operation;
d) Type(s) of aircraft with their Registration;
e) Aircraft owned or leased, and if leased, type and duration of the lease agreement;
f) Proposed Operational / Maintenance Control Mechanism;
g) Nature of training proposed (aircraft and/or simulator);
h) Location of administrative, maintenance and operational facilities,
i) The qualifications of key management personnel;

3.2.2 Pre-Application Meeting:
The purpose of this meeting is to ensure that the applicant has a clear understanding of the certification process and to provide a firm basis on which the PCAA can prepare a quote for the issue of an AOC. As a minimum, the following points will be discussed during this meeting:

a) Responsibilities of the Operator and PCAA: The applicant must be aware of the division of responsibility between company personnel and the PCAA. The applicant must also be aware of the desirability of submitting required items as soon as they become available and advising the certification team of any problems or changes in the operation as proposed;
b) Regulatory Requirements: Specific requirements peculiar to the proposed operation with regards to applicable CARs and ANOs. It is essential that the applicant understand which regulatory requirements are relevant to the intended operations;
c) Contents of the Formal Application and its attachments;
d) Qualification of key personnel: The qualifications and experience required of key operations, airworthiness and management personnel;
e) Manuals and documentation: The type of manuals, records and other documents, which shall have to prepared and submitted to FSD and Airworthiness for approval prior to certification. The required Manuals/Documents must completely be drawn up prior to the submission of the formal application;
f) Timeframe for the Certification Process: The application and its attachments must be submitted at least 80 days before the date of intended revenue operation. This will provide adequate time to handle the application if all aspects are correct and complete at the time of submission.
g) Delays/Interruption in the process of certification: If the certification has not been completed due to non-conformity or because of any other delay from the applicant within that period, the application may be deemed to have lapsed and the fee has to be paid for any re-inspection.
h) Processing Fee: The fee which accompanies the formal application is non-refundable and is based on completion of all processes within the time frame of 80 days from the date of submission of application along with all required evidence in shape of manuals, documents etc. Each activity performed by the Regulatory body has a separate fee i.e. inspection, review, demonstration etc. Refer to Chapter 1 for the Fee Schedule.
i) Guidance from PCAA: There is a distinction between general advice from the PCAA (which is free), formal advice from the PCAA (for which a fee is charged) and specialist advice (which is available from consultants).

Note: It shall be obligatory for the prospective operator to make all arrangements of pre-application meeting for the PCAA Inspectors including the arrangements at out-stations, if required.
3.2.3 Provision of Estimate:
Following the pre-application meeting, and given that the applicant has decided to proceed, the PCAA will prepare an estimate of the cost for all the activities associated with the certification process in the following frame of order:

a) Total charges/fee for all the documentation and the activities associated with issuance of an AOC. These charges would be in Pakistani Rupees or equivalent in US dollars and applicable only if there are no delays or re-inspections involved.

b) A summary of the nature of the operation envisaged for certification;

c) The time frame covered by the estimate.

3.2.4 Decision to Proceed:
Where the applicant decides to proceed for an AOC, formal application must be submitted along with the attachments mentioned in 3.3.3. In case, an applicant does not process the formal application within 90 days of pre-application meeting, he/she would be required to hold a fresh pre-application meeting if he/she wants to proceed to next phase of AOC issue process. This is for the PCAA to assess the latest position of the intended operations.

3.3 Formal Application Phase

3.3.1 General

a) Submission of a formal application is interpreted by the PCAA to mean that the applicant is aware of the specific regulations and rules applicable to the proposed operation and that he/she is prepared to show his method of compliance.

b) The Formal Application Phase commences when the formal application is submitted along with its accompanying documentation, together with processing fee. The application shall be signed either by the owner (when applying as an individual) or by an authorized officer (when applying as a company). The application shall be submitted on the prescribed form as per the specimen given in Appendix “D2”.

c) All the activities associated with certification shall be completed within 80 days from the date of submission of an application. Upon receipt of application, the operator shall be advised to prepare for an in-depth inspection of required manuals, training program, facilities, aircraft, support equipment, records and key personnel involved in the proposed operation as well as the functioning of administrative and operational organization.

3.3.2 Contents of Formal Application

The application for an Air Operator Certificate or an amendment thereto should contain at least the following information:

a) Company/Airline Name;
b) Name of the owner(s);
c) Address(es) with Tele., Fax No. and E-mail;
d) Principle place of business/ Main Base;
e) Names and addresses of entities and individuals with financial interest;
f) Operator’s Financial data;
g) Proposed business plan and date of commencement;
h) Type of Operation proposed with applicable details;
i) Operating Licence Type, Date of Issue;
j) Management organization including Operations & Training);
k) Key Management Personnel;
l) Flight Crew Data;
m) Cabin Crew Data;
n) FOOs Data;
o) Flight crew/Cabin crew / FOO Training Source:
   i) Type technical;
   ii) Simulator (where applicable);
iii) Flight training;
iv) Others (FOO, SEP, DGR, CRM, Security).

p) Adequacy of Facilities & Infrastructure for the type of Operations:
i) Staffing;
ii) Flight Despatch/Flight Operations;
iii) Office Accommodation;
iv) Crew Scheduling;
v) Briefing room;
vi) Passenger Handling Facilities;
vii) Cargo and Baggage Handling Facilities;
viii) Technical Library;
ix) Engineering Infrastructure.

q) Ground Handling Facilities:
i) Ramp operations;
ii) Passenger services;
iii) Baggage services;
iv) Cabin services;
v) Weight and balance control;
vi) Ground support equipment;
vii) Fuel services;

r) Operating Ports & Facilities Available

s) Status on Flight Safety Document System:
i) Operations Manual (All Parts);
ii) Safety Management Manual;
iii) FDA Program;
iv) Mass and Balance Program;
v) Ground Handling Manual;
vii) MCM and other Maint. Manuals/Programs.

t) Aircraft Types with Registration Number and State of Registry;
u) Arrangements for maintenance;
v) Transfer Agreement under R-368A;
w) Aircraft Lease Agreement;
x) Details of the following included in the draft Ops. Specs:
i) List of Communications and Navigation Equipment on each aircraft;
ii) Type of Instruments and Major items of Equipment to be used on each aircraft;
iii) Proposed routes with Geographical Tracks;
iv) List of Aerodromes to be used including Alternate;
v) Operating Minima of Desired Aerodrome;
vii) Procedures & Source for obtaining latest weather and aerodrome conditions.

y) Statement of compliance for fulfilling the regulatory requirements with reference to each rule and regulation.

3.3.3 **Attachments** to be submitted along with the Application:
a) Duly filled in Operations Audit Checklist (Appendix “K”) for subsequent inspection of Flight Inspectors;
b) Copy of the License attained for the type of Operation;
c) Voucher of the Fee/Charges deposited for attaining an AOC;
d) Copy of the Insurance policy for the proposed operation;
e) Aircraft Lease Agreement(s): Copy of Aircraft Lease Agreement if any, shall be attached with the application. The monetary amounts may be "blanked out" of the lease documents(s), however, the remaining language must remain. For detailed guidance, refer to ANO 91-0016 on operation with leased aircraft;
f) Compliance Statement: The compliance statement should be in the form of a detailed listing of ANOs and CARs (to sub-paragraph level if required) that will be applicable to the proposed operation with either a brief narrative description or a reference to an applicable document that describes compliance. If the method of compliance has not been fully developed, a statement of intent should
be provided indicating the intent to comply. Documents that may be referred to in the compliance statement includes the CARs 1994, ANOs, AWNs, Operations Manual, Exposition Manual/Maintenance Control Manual and Maintenance Manual;

j) Contractual Agreement(s): Copy of all the contractual agreements or arrangements on infrastructure, operational control, maintenance and/or training shall be placed as an attachment;

k) Organization Charts with Resume of all the Key Management Personnel including their duties and responsibilities;

l) Exposition Manual/Maintenance Control Manual, Aircraft maintenance manuals, maintenance training program, and maintenance reliability program shall be submitted to Airworthiness Directorate for review and Approval. For detailed guidance, refer to relevant Airworthiness Notice and applicable ANOs;

m) Operations Manual: An Operations Manual shall be submitted to Flight Standards for review and approval;

n) Data on the available Base facilities & Infrastructure like Operations room, Crew Room, Briefing room, Staff, Office Accommodation, Technical Library, Crew Scheduling and Passenger Handling Facilities;

o) List of the Operating Ports along with the available facilities;

p) Data of each Flight Crew / Engineering Certification Personals including their Type Rating and Currency on the Type proposed;

q) Details on Training & Checking Organization along with the Organogram;

r) Details on Flight Crew / Engineering Personals Training Source for all kind of required training;

s) Proposed Operation Specifications (as specified in ANO 91-0002) containing at least the:
   i) List of aircraft to be used with the country of Registration, Registration number and type;
   ii) Type of Communication & Navigation Equipment, Instruments and Major items of Equipment used on the aircraft;
   iii) List of Aerodromes to be used including Alternates and proposed routes with their geographical tracks;
   iv) Desired Aerodrome Operating Minima;
   v) Procedures & Source for obtaining latest weather and aerodrome conditions;
   vi) Details of Operational / Maintenance Control Methods.

g) Any other detail/document required by PCAA.

Note: All the Manuals mentioned above shall be in English language, clearly legible and submitted in original.

3.3.4 Certification Team:
As all the certification activities have to be undertaken by all the regulatory departments of PCAA as a procedures for coordination on certification, licensing and approval activities, therefore the certification team shall include a rep from all the concerning areas like Airworthiness, Personnel Licensing and Aero-Medical. When the formal application is received, the PCAA will form a certification team that shall consist of but may not be limited to:

a) Flight Operation Inspectors
b) Airworthiness Officers
c) GM Licensing or his rep.
d) Chief Medical Officer or his rep

All the relevant offices shall be informed in writing about the activity, venue, date and timings by FSD, PCAA.
Note: The size of the certification team shall depend upon the magnitude of the proposed operation.

3.3.5 Formal Application Meeting
This meeting shall be held at the end of preliminary technical assessment. The purpose of this meeting is to ensure that the applicant has a clear understanding of the certification process in general and subsequent in depth inspection in particular. Following points will be discussed during this meeting:

a) Confirmation of any commitments made or serious difficulties noted during the course of the preliminary assessment;

b) Preparedness of an in-depth inspection of all aspects of the applicant's organization, aircraft, facilities, equipment and personnel that shall be carried out during the inspection phase.

c) Alterations, if any in the proposed operation that shall be based on preliminary assessment.

d) Plan of action or the schedule of events for the inspection phase. The time frame of activities that are to be performed both by the operator and the PCAA shall be decided in this meeting. Schedule of events due to be performed have to be decided and be agreed upon. It is very important that the schedule of events be realistic and contains sufficient flexibility to allow for unforeseen contingencies.

e) Any shortcomings found during the preliminary technical assessment shall be discussed. Flight Standards Directorate / Airworthiness Directorate shall offer guidance or advice as appropriate, to the applicant.

3.4 Preliminary Financial, Economic and Legal Assessment Phase

3.4.1 The importance of a thorough and careful preliminary assessment of the application cannot be overemphasized. The more thoroughly the applicant's competence is established at the initial stage, the less will be the likelihood of having serious problems in the operational inspection phase or during the course of subsequent operations. Such an assessment is essential at an early stage to reveal any critical deficiencies in the applicant's proposals and enable the operator to prepare alternative proposals. If deficiencies are found which are such that they can be rectified, the applicant should be given a reasonable opportunity to do so; otherwise the application should be rejected.

3.4.2 In assessing the application prior to a detailed operational inspection it will be necessary for the PCAA to make a preliminary investigation with total satisfaction that the applicant has:

a) Sufficient financial resources;

b) A route structure for the proposed operation;

c) An intended level of service that meets a need or demand and is in the public interest;

d) Proposed a type and level of operation that is in accord with bilateral or multi-lateral air transport agreements relating to traffic rights, frequencies, capacity, routes, etc., to which the State is a party;

e) Presented traffic studies or other data indicating that the proposed operation should be economically successful; and

f) Management structure and suitable personnel, equipment, facilities, manuals, buildings, service agreements, etc., or will be able to obtain them.

3.4.3 Financial assessment of the prospective operator, as a practice and policy, is carried out at very initial stage when, he/she is in the process of obtaining the licence. As a prerequisite, the financial assessment is carried out through Directorate of Air Transport (DAT). Only after having a satisfactory report on financial viability of the operator, the licence is issued.

3.4.4 The above process is followed for the reason that frequently, the financial viability of the operation is the critical factor in reaching a decision as to whether a licence/AOC should
Financial feasibility has even become an essential because of growing leased operation where aircraft are leased in/out with or without flight crew or cabin crew. Thus, in many instances the lease will involve aircraft on the register of one State leased to an operator having the nationality of another State. Unless suitable arrangements are made by the State of Registry and the State of the Operator, complex legal problems as well as safety problems, particularly in respect of the continuing airworthiness and operations supervision, may result. Consequently, the assessment of any proposed leasing arrangements is carried out in detail and in this case ultimate aspect remains ‘the finances’.

3.4.6 If the proposed operation is not considered to be viable in respect of the financial, economic and legal factors, issue of licence is declined.

3.4.6 AOC application also includes the financial aspect. Upon scrutiny of application, the data provided by the operator is compared with the one already provided to the DAT, PCAA and after an in-depth inspection, the data achieved through this inspection/audit by a finance specialist from PCAA, it is again verified. This process gives pretty fair idea of the financial condition of an operator and ultimately viability of the proposed operation.

3.5 Preliminary Technical Assessment - Document Evaluation Phase

After the PCAA has determined that the proposed operation meets the necessary financial, economic, and legal criteria, a preliminary technical assessment of the operation will be undertaken.

Preliminary Technical Assessment (Flight Standards and Airworthiness). The preliminary assessment of the applicant's technical fitness for the proposed operation will require a general review of the procedures, practices and methods detailed in the Operation Manual, Airworthiness Manual, training programs and other technical instructions issued by the applicant. All other attachments to the application will also be generally reviewed/assessed.

It is emphasized that the company manual or manuals must be sufficiently detailed to provide a comprehensive account of practically every aspect of the operator's organization, policies, and procedures. The primary focus of the preliminary technical assessment will be upon the information provided by the prospective operator in these manuals.

During this phase, evaluation of all the documents provided in support of the formal application shall be evaluated by FSD. These documents must specifically relate to the proposed operation. Various manuals and documents submitted shall be evaluated with reference to Regulatory requirements of PCAA and ICAO Annexes.

3.5.1 Operations Manual

a) Operator is required to prepare and submit an operations manual (02 copies) as a part of its flight safety document system for the use and guidance of operations personnel concerned, in English language, which shall contain all applicable requirements, information and instructions, as part of the flight safety documents system. This shall be reviewed by FSD, PCAA and after approval; it shall be
implemented by the operator before grant of AOC. The Operations Manual, which may be issued in one or more separate volumes, must provide:

i) Clear, complete and detailed instructions, policies and procedures so that operational staff, are fully informed of what is required of them;

ii) Procedures that are effective & represent a sound safety philosophy and are capable of implementation;

iii) The necessary guidance and instructions to personnel in a suitable and easy to read, easy to amend format;

iv) Adequate guidance with any other personnel directly involved with the operations of any aircraft;

b) The Operator is to ensure that:

i) The contents of the Operations Manual, including all amendments or revisions, do not contravene the conditions intended/contained in the Air Operator Certificate (AOC) or any applicable regulations of PCAA and the countries into or over which its aircraft are operated or planned to be operated and must have an approval of PCAA. Approval will be issued by DFS Office in the shape of an Approval letter, copy of which may be placed in the opening pages of manual(s);

ii) The Structure and contents of the Operations Manual are in accordance with ANO 91-0003;

iii) The Operations Manual contains all instructions and information necessary for operations personnel to perform their duties and the relationship of such duties to the operation as a whole;

iv) The Operations Manual is amended or revised as is necessary to ensure that the information contained therein is kept up to date and all such amendments or revisions after the Approval of FSD, PCAA, are issued to all personnel that are required to use this manual. All amendments and revisions required by FSD, PCAA shall be incorporated;

v) The approved Operations Manual is provided at the Operators headquarter, flight dispatch, operating ports and with each member of his operating staff;

vi) FSD, PCAA is provided with a copy of Approved Operations Manual, and all its amendments or revisions thereafter;

vii) Those current parts of the Operations Manual relevant to the duties of the crew are carried on each flight and are easily accessible to the crew on board the aeroplane;

viii) Such mandatory material as PCAA may require is incorporated in the operations manual;

ix) The Approved Operations Manual is followed for all the facets of operations without any deviation;

x) All operations personnel have easy access to a copy of each part of the Operations Manual, which is relevant to their duties. In addition, the operator shall supply crewmembers with a personal copy of, or sections from, Parts A, B and D of the Operations Manual as are relevant for personal study.

c) The Operations Manual shall include operator’s policies, instructions, procedures, MEL/CDL, checklists, training requirements, training programs, performance, limitations and related guidance material for use by personnel in execution of their operational duties. It is typically divided into four parts. Organization and structure of each part shall be as follows:

Part A  General/Basic
This part shall comprise all non type-related operational policies, company organization, instructions, procedures and aspects of flight operations needed for a safe operation including cabin crew safety and emergency procedures.
Part B  Aircraft Type-related Operating Matters  
This part shall comprise all type-related instructions and procedures, MEL/CDL, mass & balance (type related), performance, checklists and standard operating procedures. It shall take account of any differences between types, variants or individual aeroplanes used by the operator.

Part C  Route, Area and Aerodrome Instructions and Information  
This part shall comprise all instructions and information relating to communications, navigation and aerodromes including minimum flight levels and altitudes for each route to be flown and operating minima for each aerodrome planned to be used. This part of operations manual is generally covered by reference to route manuals, AIP and other related publications on routes, aerodromes and navigation.

Part D  Training  
This part shall comprise Training policy, syllabi and checking programs for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight. This shall pertain to all types of training for all the operations personnel e.g. Initial, recurrent, refresher, upgrade, familiarization, differences, conversion/transition, route and aerodrome, simulator, line, to fly from either seats, safety and emergency, first aid, CRM, human factor, handling of dangerous goods and security training.

Note:  Flight Safety Document System may be organized in a manner that adequately provides guidance concerning important aspects of the carrier's operation. Refer to ANO 91-0003 for complete details on contents of Operations Manual.

d) There are two ways for placing information in the operations manual. One is to place the information directly into the text of the operations manual and the other method is to 'incorporate by reference'. Depending upon the size and the scope of operation, the Ops. Manual either may consist of a number of volumes/ parts or may be in a shape of one Manual. Very small operators may reasonably cover the entire subject areas in one volume.

e) The Operations Manual and subsequent amendments have to be submitted to PCAA for approval. The PCAA will require revision of the Manual as necessary to achieve compliance with PCAA Rules and Flight safety requirements.

f) A detailed review of the Operations Manual is completed by a Flight Standards prior to initiating the operational inspection. Thus, a check of capability is carried out right at outset of the applicant's organization to effectively carry out the policies and instructions set in the Operations Manual.

3.5.2  Qualification of Management Personnel  
Qualification and the resumes of the key management personnel shall be evaluated to suit to the Regulatory and Operational requirements. Keeping in view the scope of the operations, these requirements may vary for the key appointments.

a) To enable the PCAA to clearly identify the persons responsible for different aspects of the operation, the applicant shall nominate and seek approval for those personnel selected for at least the following positions:

b) Director Flight Operations/General Manager Operations/CP (responsible for the overall functioning of the operation);

c) Director of Maintenance/Engineering (responsible for the conduct and standard of maintenance) and Head of Quality Assurance Deptt;

d) Head of the Training and Checking Organization as Chief Pilot Training. (responsible for the conduct and standards of flight crew training).

Note: It is not obligatory to use these titles, however, the offices responsible for the duties listed above must be clearly identified. Suitably qualified personnel may be given additional responsibilities in case of aerial work, charter and flying school.
As the qualification and level of experience of key operational staff will vary according to the scope and size of the proposed operation, PCAA will use its judgment in deciding whether or not particular experience of qualifications are acceptable. Following paragraphs provide an example of the level of experience required for various services:

f) **Head of Line Operations (DFO/GM/CP)**
   
i) 5000 hours flight time in operations identical or substantially similar to those proposed;
   
ii) 1000 hours in command of aircraft of the same type or a type substantially similar to the major type of aircraft proposed to be operated;
   
iii) Hold Pakistan license and rating(s) appropriate to the proposed operation;
   
iv) Before the commencement of revenue services, hold a P1 endorsement of the major type of aircraft intended for operation. Should the fleet change in the future, the head of line operations must maintain a first class endorsement on at least one major type in current;

**Note:** It is not necessary that the head of line operations actually operate the company's aircraft in revenue service, although the person appointed may choose to do so. The requirement is that the head of line operations be personally experienced in the manner in which the company requires its major type of aircraft to be operated. The candidate's performance within the past 5 years should be such that there is no doubt as to his character, integrity or judgment in relation to flight operations. He/She should also have a history of maintenance of and compliance with regulatory requirements.

g) **Head of Training and Checking Organization**
   
i) 1000 hours flight time in operations identical or substantially similar to those proposed;
   
ii) 1000 hours in command of aircraft of the same type or substantially similar to those proposed to be operated. 500 hours as an unrestricted check pilot on the same type of aircraft or an aircraft substantially similar to those proposed.

**Note:** Duty as a check pilot may include aircraft, simulator, route or base checking or any combination thereof; hold a license and rating(s) appropriate to the proposed operations; prior to the commencement of revenue services, hold unrestricted approval as a check pilot on the major type of aircraft to be operated. Should the fleet change in the future, maintain an unrestricted approval as a check pilot on at least one major type in current operations; and the candidate's performance within the past 5 years, should be such that there is no doubt as to his character, integrity of judgment in relation to flight operations and maintenance of regulatory requirements.

h) **Director of Maintenance/Engineering**
   
The Director of Maintenance / Chief Engineer / Maintenance Controller (as applicable), must be acceptable to the Authority and will be responsible to the Certificate of Registration holder for all functions required by the maintenance control document. To be acceptable to the Authority, the person nominated must:
   
i) Be in possession of relevant maintenance qualification; or
   
ii) Demonstrate a broad range or experience relevant to the responsibilities;
   
iii) Have adequate knowledge of the regulatory documents and the operator's maintenance control document.
   
iv) All the attachments to the application indicated in para 3.3.3 shall be reviewed/evaluated to suit to the proposed operations and conformity to the Regulatory requirements.
3.5.7 Based upon review of the content of the operator's flight safety document system, the information contained in the application, and additional information obtained during meetings with appropriate operator's officials, the PCAA makes following general determinations:

a) The applicant has aircraft which are suitable for the proposed operation.
b) The applicant has the potential overall ability to conduct the proposed operation.
c) Selected routes or areas of operation and minimum flight altitudes can be navigated safely with the navigation equipment available;
d) The applicant has a full appreciation for the responsibilities under the regulatory requirements including the obligations as a potential holder of an AOC;
e) The applicant has an overall fitness to safely conduct the proposed operation; this shall include a comprehensive review of the background of the individuals who hold responsible positions in management or any position of significant control over the applicant's activities.
f) There are provisions for the establishment of safety management system and accident prevention and flight safety program.
g) The company's organizational structure and management practices and philosophy are adequately described so as to enable all employees to carry out their duties safely and in a standardized manner;

3.5.8 When the preliminary assessment is completed, the PCAA shall be in possession of sufficient information to determine, with a reasonable degree of certainty, the ability of the applicant to satisfactorily conduct the proposed operation. If the assessment is favorable, the applicant shall be encouraged to proceed with its plans with the assurance that an AOC will be issued subject to satisfactory completion of the operational inspection.

3.6 The Pre-Certification Inspection Phase

a) The preliminary assessment of application, as described in preceding pages, should provide the PCAA with a general appreciation of the scope of the proposed operation and the potential ability of the applicant to conduct it. However, before authorizing the issuance of Air Operator Certificate, the PCAA will need to evaluate thoroughly the operating ability of the applicant. This important and relatively more detailed phase of the inspection/assessment will require the applicant to demonstrate administration and operations, including a series of proving flights, adequacy of facilities, equipment, operating procedures and practices, and the competence of administrative, flight and ground personnel.

b) The Pre-Certification Inspection (operational phase) shall encompass all aspects of proposed operation primarily for safe operating practices. Since the precise details of inspections will be determined by many factors, such as the nature, scope, areas of operations, and method of operational control, therefore it may not be possible to have comprehensive checklist adaptable to universal use. Consequently, following text on this subject may be regarded as a ‘checklist’ of more important aspects of operation to be assessed. Though, the exact procedure for inspection will be determined by the circumstances of each case but it is generally expected that the operator meets the requirements given in following paragraphs.

c) Amongst other requirements, adequate facilities and equipment must be provided to allow staff to carry out their duties related to the conduct of operations in compliance with regulations and manuals, and in safety.

d) Some of the work involved in the conduct of operations may be contracted out. Such work may vary from non-operational aspects such as using an outside accounting firm or contract catering. Operational or essential services such as passenger and freight handling, aircraft servicing, aircraft maintenance at various levels, training of technical or cabin crew, or even to the extent of leasing operations.
aircraft and operating crews may only be contracted out to another operator who holds an AOC.

**Note:** The Rules require that subcontracting of services can only be accomplished from another operator who holds an AOC issued by the Director General. Although, there is no restriction on contracting out the essential services but under such conditions, the applicant or the AOC holders who are not in possession of their own (not contracted) infrastructure, maintenance set-up, staffing, operational control and approved crew training program, shall not be permitted to Wet lease foreign registered aircraft from a person or company who is not in possession of AOC from State of Registry of aircraft.

3.6.1 **Organizations and Administration**

a) The applicant's organizational structure, managerial style, direction and philosophy shall be evaluated to ensure that necessary and proper control is exercised over the proposed operation and the personnel involved. Through discussions with key management personnel and observations, the Inspection Team shall determine whether clear lines of authority and specific duties and responsibilities of subordinate elements and individuals are established.

b) It shall also be determined that acceptable procedures are established, and followed, for conveying company procedures and instructions to keep affected personnel currently informed. The authorities, tasks, responsibilities and relationships of each key position shall have been clearly understood and followed by individuals occupying these positions.

c) The applicant's staffing shall be assessed to determine whether adequate number of personnel is employed at the executive and other levels to perform necessary functions. Through a sampling questioning process, the inspection team shall confirm that management personnel are qualified and competent to perform the assigned duties.

3.6.2 **Administrative Facilities**

It is important that office services of a suitable nature and size are provided. Clerical staff, typists, duplicating equipment, etc., must be sufficient to ensure that operational instructions and information can be produced and circulated to all concerned without delay. Where the provision of printing facilities for manuals, manual amendments and other necessary documentation is not warranted by the size of the company, efficient alternative arrangements must be in existence. This evaluation shall include check on:

a) Adequacy of personnel to handle the workload;

b) Adequacy of the Working space;

c) Conduciveness of Temperature, lighting, and noise levels for effective performance of operations personnel; and

d) Having a controlled access to the facilities;

e) Effective display and dissemination of information;

f) Duty time restrictions for licensed personnel.

3.6.3 **Office Accommodation**

The office of CFI/CP/CE shall be adequately established and provided with appropriate telephone & intercom facilities. A safe place must also be provided for storage of training and other records. The office shall have boards/charts showing the updated records/status of the flight crew/students and maintenance activity.

3.6.4 **Technical Library**

The operator shall be expected to have established a library of an appropriate size that shall have all the concerned documents and manuals for the purpose of guidance/reference including required maps & charts, etc. Arrangements must be in place to ensure crewmembers / Engineering Personals are provided with manual amendments, document revision and operational notices in an appropriate and timely manner. One acceptable method is to place boxes or pigeon hole, one for each crew members based at that location, in or close to the crew room.
3.6.5 **Crew Scheduling**
In this area of inspection, adherence to flight and duty time regulations and the scheduling of only qualified crew are the primary objectives. The operator must have appropriate means and facilities to ensure that these requirements are met.

3.6.6 **Crew Room**
A room of suitable size at convenient location be provided to serve this purpose. The crew room notice board can form a suitable point of contact between the Company and its flight crew for urgent operational messages.

3.6.7 **Operational Control (Flight Dispatch)**

**Note:** Para 3.5.11 to 3.5.14 may not be applicable to charter/aerial work operators if all of their fleet aircraft are in the weight category of below 5700 kgs.

a) Operational control inspection has two primary objectives. The first objective is to ensure that the operator is in compliance with the minimum requirements of the CARs and conforms to ICAO International Standards and Recommended Practices. The second objective is to ensure that the operator's system of control provides positive assurance of public safety. The operator must meet both objectives to obtain and retain an AOC. Following functions shall be evaluated during this inspection:

i) Responsibility for operational control is clearly defined;

ii) An adequate number of operational control personnel are provided;

iii) Applicable manuals contain adequate policy and guidance to allow operational control personnel and flight crews to carry out their duties efficiently, effectively, and with a high degree of safety;

iv) Operational control personnel are adequately trained, knowledgeable, and competent in the performance of their duties;

v) Flight control personnel and flight crews have been provided with the necessary information for the safe planning, control, and conduct of all flights;

vi) The operator provides adequate facilities for operational control functions;

vii) The operator performs all operational control functions required by the regulations;

viii) The operator performs all functions necessary to provide adequate operational control in the environment in which operations are conducted;

ix) Adequate emergency procedures and contingency plans have been formulated.

b) During this inspection, the inspection team shall:

i) Conduct the interviews and records checks, observe actual flight-release and flight control functions;

ii) Observe periodic competency checks being conducted by the operator to evaluate the knowledge level of flight dispatchers and the performance of the supervisor;

iii) Verify type of operations as proposed;

c) Operational functions shall be assessed for pre-departure, departure and post departure procedures for:

i) Crew assignment, Load planning, Aircraft routing and Flight planning;

ii) Release of the aircraft from maintenance;

iii) Control of MEL and CDL limitations;

iv) Compliance with flight operations limitations;
v) Performance Planning, including temperature, obstacles and wind consideration;
vi) Dispatcher Briefing, dual Responsibility and Flight-Following;
viii) Planned Re-release and Inability to Proceed as Released;
ix) Aerodrome Operating Minima and Minimum En Route Altitudes;
x) NOTAMs, fuel and oil supplies, and engine out performance considerations;
xi) Emergency procedures, voice communications and reports;
xii) Dispatchers Qualification and Knowledge of Aircraft and Flight Planning.

3.6.8 **Flight Data Monitoring / Analysis**
Availability of Integrated software solutions for comprehensive measurement, analysis, and reporting tools that can benefit all types of aircraft operators shall be assessed. This program should initially decode the recorded data collected from an aircraft DFDR / QAR into engineering values and thereafter, should enable an easy reconstruction of the flight for comparison of recorded data with the recommended values retrieved from the flight profile, and consequently it should highlight abnormal events and deviations. Following processes, procedures and capabilities shall also be assessed during the audit:

a) Identification of operational risk and quantification of safety margins;
b) Use of the FDM information on the frequency of occurrence, combined with an estimation of the level of severity, to assess the risks and to determine unacceptability if the discovered trend continues;
c) Trend towards unacceptable risk prior to it reaching risk levels that would indicate the SMS process has failed;
d) Risk mitigation techniques to provide remedial action once an unacceptable risk, either actually present or predicted by trends;
e) Remedial actions and their effectiveness by continued monitoring.

3.6.9 **Safety Management System**

a) Safety Policy with visible endorsement
b) SMS organizational structure and responsibilities
c) MS implementation plan and progress on the that plan
d) Coordination and Emergency plan
e) Documentation
f) Safety Risk Assessment
g) Safety Assurances
h) Safety promotion
i) Quality Policy

3.6.10 **Load Control**

a) The operator is responsible for establishing an approved system of load control. Load control method is evaluated for knowing reasonably accurate aircraft weight at the flight planning stage for comparison with performance chart to determine limiting conditions.
b) The responsibility of the aircraft weight and balance calculation using the approved system may be shared both by the flight crew and the load control staff but it is more usual to employ a separate load control.
c) If a separate load control facility is used, a means of communication between the flight planning facility and the load controller is require so that zero fuel weight can be passed to the flight planner and fuel loads transmitted to load control. The personnel employed in load control facility will have to be competent and approved for the purpose.
d) It is essential that the load be placed aboard the aircraft in the manner assumed by the load control calculations. Close liaison between load control and the loading staff will be necessary to achieve this.
3.6.11 Ground Handling Facilities

a) The facilities shall be inspected for adequacy of operator’s Ground Handling arrangements, procedures and services necessary for an aircraft arrival / departure from an Apron, other than Air Traffic Services;

b) An organizational structure which includes the responsibilities and authority for the management of all ground handling functions:
   i) Ramp operations;
   ii) Passenger services: Passenger handling facilities will be inspected only as they affect safety and security for the following:
      • Passenger protection from blast, propellers, moving aircraft, and moving vehicles/equipment;
      • The possibility of falling from passenger loading devices;
      • The feasibility of timely evacuation, if it is planned to refuel aircraft with passengers aboard.
   iii) Baggage services: Size and weight, contents pertaining to dangerous goods, carry-on baggage, Security and safety of baggage from safety aspects
   iv) Cabin services;
   v) Weight and balance control: Qualification of load controllers, System of load control as covered in para 3.6.10;
   vi) Operational Control: FO0s, Training, Duties and responsibilities as covered in para 3.6.7;
   vii) Ground support equipment;
   viii) Fuel services.

c) When the operator is performing the functions of ground handling, possession of GHOC under CAAO 11-6, Ground Handling Manual(subcontracting policy, training, processes and procedures), approvals and records on all ground handling aspects shall also be inspected;

d) When this function is contracted out to a GHA, following areas/documents shall be inspected:
   i) Retention of overall responsibility with the operator;
   ii) A valid agreement;
   iii) Approvals and GHOC of respective GHA;
   iv) Audit/Inspection of the GHA.

3.6.12 Training Program Inspections

a) The primary objective of a training program inspection is to ensure that the operator's overall training continues to provide quality instruction by conducting an evaluation of training program curriculum, facilities, instructors, check Aircrew, courseware, instructional delivery methods, and testing and/or checking procedures. This information shall be cross-checked with the contents of Operations Manual Part - D of the operator;

b) Each training program must specify at least the minimum training and qualification requirements for flight crew members, cabin attendants, Flight dispatchers and for other operation related personnel;

c) Training programs shall be assessed widely on their complexity depending on the operator's size, aircraft fleet diversification, number of crewmembers, training locations, and scope of operation. Training program inspections shall be carried out mainly in four areas which are:
   i) Training manual or curricula: Training curricula should be consistent with the approved syllabus for the type of operation being conducted. The curriculum should outline enough descriptive detail to ensure that the features of each principal subject such as lesson plans, instructor
guides, computer software or audiovisual programs, and hand-outs, is addressed appropriately;

ii) Course Material: In this the assessment shall cover total material of the course, instructional delivery methods, such as lectures, workshops, slide tape presentations, training devices, and simulators are sufficient enough to convey information to the student;

iii) Testing and checking: Evaluation of operator's standards shall be carried out by pass/fail rates, which shall in turn determine whether a desired level of knowledge and skill has been acquired by the students being trained;

iv) Simulators: The general condition of the equipment, any significant periods of 'down time', the reasons for the down time, and the operator's general ability to maintain the equipment as approved, shall be assessed. The inspection team shall specifically look for the Approval, general condition, and the related publications.

3.6.13 Training Facilities/ Training Aids Inspection
This inspection shall include the following main factors:

a) Adequate provisions of student seating, storage areas for training materials, and facilities for instructors to prepare/deliver their lessons;

b) Provisions to cater for excessive temperatures, extraneous noise, poor lighting;

c) Provisions of training aid and equipment such audiovisual equipment, systems mock-up boards, panel layouts, ground training devices, instructor equipment and other related items, in terms of equipment shall be evaluated.

3.6.14 Inspection of Records
Civil Aviation Rules require that an operator shall maintain records on flight preparation, operational flight plans, flight crew licenses, Fuel and oil, Flight time and duty period and emergency/ survival equipment. Adequate staff must be employed to ensure accurate maintenance of records in these areas. The minimum retention period for these records varies from one to the other and CARs 94 shall be followed for this purpose. PCAA shall be inspecting this area of records for:

- Adequacy of recording essential information
- Practicality of method for easiness in recording flight time members should be easy for employees to use
- Accessibility of records to personnel
- Security of access to unauthorized individuals
- Currency as regards to expeditious updating
- Accuracy in current and total time

a) Flight/Flight Trip/Service Records: During the conduct of the inspection, all of the available documents for each flight shall be examined and crosschecked with trip records. Inspections will normally be conducted at the operator's principal base of operations. Operators shall be required to establish a system where transit stations forward all trip records information to one central location where the information is retained for the required time period.

b) Flight And Duty Time Records: Regulatory requirements of flight time, duty time, flight and duty time and rest period record maintenance for all the flight crew, cabin crew and operation personnel is a binding on the operator. The inspection in this area of record keeping shall be carried out to ascertain compliance with regulatory requirements on flight and duty time period and rest period limitations.

c) Training and Qualification Records: Operator is to ensure that records are available for each company employee who is required to receive flight, ground, simulator, emergency, or operational control training to confirm that:

i) Appropriate training prescribed in the approved training program has been conducted as and when required.

ii) Records reflect each individual's attendance, participation, aptitude, and performance.
iii) Adequate and accurate records are being maintained and retained in accordance with applicable regulations. Each record of a training event in an individuals file should contain the following information as a minimum:

- Specific type of training or qualification conducted
- Date(s) on which training was conducted;
- Employee's name and Employee's position;
- Results of training or qualification, complete or incomplete, satisfactory or unsatisfactory etc; and
- Instructor or examiner's name and signature.

3.6.15 Evaluation of Aircraft

The inspection team will inspect the aircraft that are proposed to be used in revenue operations. The aircraft inspections may be carried out at any time prior to certification but it would be desirable to have the aircraft inspected before they are used for any kind of operation. Portions of the inspection may be combined with surveillance, training or proving flights. The basis of this inspection is as follows:

a) To determine that the cabin layout and equipment meets safety standards.
b) To ensure that the communications and navigation equipment is appropriate to the proposed operation.
c) To ensure that the cockpit controls and equipment match the description in the operations manual and conform to the aircraft checklist.
d) Ensure that company procedures should adequately cater for servicing and safe ground handling.

3.6.16 Catering facilities

These facilities shall be inspected (particularly by the CMO or his rep) for adequacy and conformity to hygienic requirements for:

a) Life of the food items;
b) Food storage facilities;
c) Refrigerating and freezing facilities;
d) Packing of meals;
e) Water quality;
f) Medical fitness of working staff.

3.6.17 Inspection of Operating Ports / Feeder Stations

It is usual for an operator to have one main base and number of other major or minor feeder stations/ports. The main base generally has the company headquarters, training establishments, and majority of company personnel including flight crewmembers. The ports or destinations, which the applicant intends to serve, will be either major or minor ports depending on the facilities provided. Pre-certification inspection of facilities will tend to concentrate on the main base. A port would generally be considered a major one if flight crew is based at the port and/or Maintenance (other than transient maintenance) is scheduled. Each port/feeder station facilities shall be inspected in the same manner as outlined for the main base before an AOC is issued.

3.6.18 Proving Tests / Flights (As Applicable)

a) Civil Aviation Rules require that an operator shall not commence operation or use an aircraft until it has undergone the proving flight/test(s). Proving flights provide the operator with an opportunity to demonstrate its ability to conduct all time operation functions, with a specific aircraft, in compliance with the PCAA Regulations and safe operating practices.

b) Number of proving tests/flights shall depend upon number of aircraft, routes and destinations intended or being served. Initial draft of the Operation Specifications submitted along with the application (which will be clearly labeled as draft) will be used during the proving flights after clearance from the Director Flight Standards PCAA.
c) Operator will be required to conduct a number of proving flights to demonstrate operational readiness. Proving flights will be conducted in all respects as if they were revenue services demonstrate following functions:
   i) Scheduling of aircraft and crews;
   ii) On-time departures and arrivals;
   iii) Recording and rectification of defects encountered;
   iv) Load control;
   v) Baggage and/or cargo loading and unloading;
   vi) Passenger handling;
   vii) Flight and cabin crew familiarity with duties and company procedures;
   viii) Capacity of port facilities to support the service;
   ix) Adjustment of schedules to accommodate delays encountered due to ATC, weather or aircraft un-service abilities;
   x) Capacity of notify relevant persons of operational changes.

d) The applicant will also be required to submit a detailed plan of how the proposed proving test flight hours will be used this includes specific schedules for the en-route phase, showing departure and arrival dates, times and stations and the PCAA require these details approximately two weeks before that phase is started;

e) A minimum of two inspectors will accompany each proving flight, with one officer occupying a seat on the flight deck. On large aircraft, more inspectors will be needed to adequately observe the operation. No passengers shall be permitted on these flights for revenue purposes.

3.6.19 Emergency Evacuation / Ditching Drills (Where Applicable)

a) For issuance of an AOC or variation to an AOC, the adequacy of an operator's training and procedures along with the proper functioning of aircraft emergency exits shall be determined through a partial evacuation demonstration. In this demonstration, a full complement of crew members are required to carry out the procedures for an emergency evacuation, including opening of 50 per cent of the emergency exits and successfully deploying the escape slides at those exits within a specified time frame;

Note: During this demo no passenger seats are occupied and no person is required to actually exit the airplane by means of an escape slide.

b) A ditching demonstration is required during the operational inspection phase of the certification process for each aircraft type, model and configuration that will be operated on flights over water routes (on any route that passes more than 50 nautical miles from land). The purpose of the demonstration is to evaluate the operator's ability to safely prepare passengers, airplane, and ditching equipment for a planned water landing;

c) Note: Prior to conducting this demonstration the PCAA shall determine whether the aircraft for which this demonstration is being carried out, has an airworthiness certification for ditching. If the aircraft is not certificated for ditching, extended flights over water shall not be authorized;

d) The operator will provide for the demonstration an aircraft of the type, model, and cabin configuration/type mock up and for which approval is sought, along with a qualified and current cockpit crew and two complete compliments of cabin crewmembers. The purpose of requiring two complete compliments of cabin attendants is so that the PCAA may select, immediately prior to the demonstration, the flight attendants who will actually participate in the demonstration. During the demonstration, the following four areas are evaluated:
   i) Emergency training program;
   ii) Ditching procedures;
   iii) Crewmember competency;
   iv) Equipment adequacy and reliability.
3.6.20 Airworthiness and Licensing Requirements
All the requirements pertaining to issue of AOC on airworthiness and licensing are contained in AN-65 and Licensing ANOs respectively. Operator is required to fulfill those requirements over and above mentioned in the preceding paras.

3.6.21 Observations during Pre AOC Inspection
Fight Inspector or any member of the Inspection Team shall, on spot notify any observation on “Confirmation Request” form (Appendix-M) and deliver it to the operator in original for immediate corrective action.

3.7 Air Operator Certificate Issue Phase

3.7.1 Certification Report:
   a) Inspection Team shall prepare a final report on all the activities during certification process. This report shall be thoroughly discussed with the operator's management for discrepancies (if any) and action required on those shortcomings. This report shall be submitted along with recommendations to Director Flight Standards, who then would be in a position to recommend that the applicant:
      i) Is either properly equipped and capable in all respects of conducting the proposed operation safely, efficiently and reliably in accordance with the AOC's operations specifications or limitations; or
      ii) Is not, or is not yet (pending correction of specified deficiencies), capable of conducting the proposed operation in an acceptable manner.
   b) Should the PCAA consider that the applicant is not, or not yet, capable of conducting the proposed operation in the required manner, an AOC will not be issued and the applicant should be so advised, indicating the reasons for the declining the AOC issue.

3.7.2 Final Version of Operation Specifications:
In those cases where the award of an AOC is recommended, the initial draft of the Operation Specifications submitted along with the application shall be drawn up in final shape by the applicant's personnel and discussed in detail with the PCAA's certification team.

3.7.3 Final Version of Compliance Statement:
The original Compliance Statement may have been modified in the course of the certification inspections. The certification team will review the Compliance Statement in its final form to ensure all requirements have been met.

3.7.4 Issue of “The AOC”:
When the specified requirements are found to be satisfied, the certification report along with final version of Ops. Specs shall be forwarded to the Director General, PCAA. After satisfactory review of all documents, he/she may issue the AOC. The original copy of the certificate will be issued to the applicant, with a copy held by the issuing office. Certified copy of the AOC shall be displayed in every aircraft at a prominent place and the copy of approved Ops. Specs shall be incorporated in the Operator's Operations Manual.

3.7.5 Issue of Operations Specifications:
After the issue of Air Operator Certificate by the Director General, Operations Specifications already submitted shall be reviewed for conditions, limitations and any special authorization by Flight Standards Directorate. Operations Specifications shall be issued by the Flight Standards Directorate in accordance with ANO 91-0002. All conditions of limitations, authorizations, revision, variations and provision of its copies shall be met by the operator in accordance with ANO 91-0002.
3.7.6 **Applicant not Ready for Certification:**
Where the certification team is of the opinion that there are major deviations from schedule of events, unacceptable manuals, inadequate maintenance arrangements etc., the team shall immediately notify the shortcomings in writing to DFS. If the DFS agrees with the recommendations of the team, the applicant shall be informed and briefed accordingly for the deficiencies. All documents submitted by the applicant would be returned and the applicant advised to re-apply for AOC when he/she is ready for the AOC audit.

**Note:** The PCAA shall not be responsible of any kind of loss incurred to the prospective operator during the process of preparation/certification for an AOC.

3.7.7 **Variation of an Air Operators Certificate:**

a) Requirement of variation in the AOC / Operations Specifications (Ops. Specs) of AOC may arise due to changes in the Operator’s planned operations, or as a result of action under the provision of the CAR’s 94 and the Air Navigation Orders;

b) Where a variation is likely to take place in the planned operations under an AOC, the holder has an obligation to notify the PCAA of the proposed changes and seek approval of the amendments to the respective AOC / Operations specifications;

c) In case an operator is seeking an addition or deletion to the existing Operations Specifications, he/she should give in writing to PCAA the change wanted, the reason for the requested change, procedures to be followed to comply with the change and the proposed date the change is to take place. Failure to notify the change in the operations specifications and to operate without prior approval of the procedures for that operation is a breach of CAR’s 1994 and the ANO’s.

3.7.8 **Addition / Removal of an Aircraft to/from Operations Specifications:**

a) An operator is required to submit an applications to include/exclude an aircraft in/from the Operations Specifications in reasonable time for the PCAA to assess the operator’s competence to utilize that type;

b) Based upon knowledge of the operator’s current fleet, the need for further inspection of the operator’s facilities, training and checking organization, maintenance organization and aircraft will be determined. If these are necessary, the operator shall provide details as to when the facilities and aircraft (as applicable) will be available for inspection. The operator must also provide appropriate amendments to operations manual, training manual and aircraft flight manual, minimum equipment list of each aircraft for approval if already not approved.

3.7.9 **Withholding, Suspension and Cancellation of a Certificate:**
The competent authority may refuse to grant or renew the Certificate, or suspend / cancel the same under the Rules.
If the applicant has committed a financial breach of not paying the renewal fee or any other PCAA outstanding dues, his certificate is liable to be with held, suspended or cancelled.
Chapter 4
AERIAL WORK / CHARTER OPERATION
SPECIFIC REQUIREMENT

4.1 Applicability

4.1.1 Specific requirements of Aerial Work and Charter operations provided in this chapter are applicable to the operation of aircraft in weight category of 5700 kgs or less. These requirements may vary for this weight category but the process of issue and renewal of an AOC would remain same as specified in chapter 3 and chapter 7.

4.1.2 For operation with aircraft above 5700 kgs, all the requirements and processes as specified in Chapter 3 and chapter 7 shall be applicable for issue and renewal of an AOC.

4.2 Requirement of Chief Pilot / GM Operations

4.2.1 All operators for aerial work / charter operations are to appoint a full time Chief Pilot.

4.2.2 Minimum Qualification / Experience- Chief Pilot/GM Operations:
Unless otherwise approved by the competent authority, following minimum qualification and experience shall be required for this appointment:

<table>
<thead>
<tr>
<th>Operator's Fleet</th>
<th>Total Flying Hrs</th>
<th>Experience in commercial ops.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Engine aircraft</td>
<td>1000 Hrs.</td>
<td>6 months</td>
</tr>
<tr>
<td>M/Engine aircraft (5700 kgs &amp; below)</td>
<td>1500 hours with minimum of 100 Hrs. on multi-engine A/C</td>
<td>2 years</td>
</tr>
</tbody>
</table>

4.2.3 Approval

a) A person shall not be appointed as or act as a Chief Pilot, unless his appointment has been approved in writing by the competent authority.

b) The operator is to submit an application as per specimen placed at appendix "F", which shall include the following details of the person for whom the approval is required:
   i) Current licenses, ratings and endorsements held.
   ii) Total flight time, total time as pilot-in-command and, where applicable, total instrument, instructional and multi-engine aircraft flight time; and
   iii) A comprehensive outline of flying history, including experience as CP in other organizations, details of involvement in accident / incidents, violation of rules and procedures.

c) The data provided in the application/attachments shall be assessed for the suitability of the applicable appointment and if found satisfactory, the proposed person shall be:
   i) Interviewed for the adequacy of knowledge in both, professional and regulatory aspects, by DFS or a person designated by him,
   ii) Flown if required with a Flight Inspector to demonstrate his level of experience.

d) After a comprehensive assessment, the Operator shall be informed in writing for the approval or otherwise. Where an approval is granted, it shall be subject to:
   i) Conditions and limitations specified in the letter of approval;
   ii) Maintaining a satisfactory level of performance;
iii) The employment of the person with the same operator;
iv) Completing a standardization flight annually with a PCAA Inspector.

Note: An approval so granted shall be cancelled if the above requirements are not met.

e) A person shall not be approved to the appointment of CP, if: he/she has:
i) Been blamed for any flying incident/accident in the past two years;
ii) Been penalized for any violation of CARs, ANOs, or any regulatory instructions in the past two years;
iii) Not maintained a satisfactory record in the conduct of operational management.

4.2.4 Duties and Responsibilities

4.2.4.1 The CP shall have control of all flight crew training and operational matters affecting the safety of the flying operations of the operator. The duties and responsibilities of a CP shall, unless the competent authority otherwise specifies in writing include the following:

a) Ensuring that the operator's air operations are conducted in compliance with the CARs, ANOs, ANs, ASCs, AOC Guide, operations manual and other orders / instructions issued from time to time;

b) Arranging flight crew rosters;

c) Maintaining a record of licenses, ratings, medical fitness and route qualifications held by each flight crew member, including fitness and route qualification, validity, recency, type endorsements and any applicable restrictions imposed on the license;

d) Maintaining a system to record flight crew duty and flight times to ensure compliance with duty and flight time limitations, in accordance with CARs and operations manual;

e) Ensuring compliance with loading procedures specified for each aircraft type used by the operator and proper completion of loading documents, including passengers and cargo manifests;

f) Monitoring operational standards, maintaining training records and supervising the training and checking of flight crew of the operator;

g) Conducting proficiency tests in the execution of emergency procedures;

h) Training flight crew in the acceptance and handling of dangerous goods;

i) Maintaining a complete and up-to-date reference library of operational documents as required for the class of operations conducted.

j) Allocating appropriate aircraft.

k) Submit returns (RCN) accurately and in time to the PCAA.

l) Keep the company operations manual updated.

m) Issue orders and instructions in form of Flying Orders for ensuring safety of operations where necessary.

n) Conduct test and checks whenever assigned by competent authority.

o) Summarily prohibit or suspend a person from flying in company aircraft or cause him to be recalled when the person is engaged in piloting the aircraft if the persons conduct or actions are likely, in the CP opinion, to endanger the continued safety of flying operations or prejudice the Company's reputation and flying standards.

4.3 Aircraft Flight Crew

4.3.1 Flight Crew Composition

a) The number and composition of the flight crew shall not be less than that specified in the Aircraft Flight Manual and certificate of airworthiness.

b) Where an operator considers it essential to conduct two pilot operation, and the aircraft is certified for single pilot operation, may with prior approval of the PCAA carry an additional pilot, provided the aircraft is equipped and the duties are specified in the operations manual.
4.3.2 **Flight Crewmember Emergency Duties**
An operator shall, for each type of aircraft, assign to all flight crewmembers the necessary functions they are to perform in an emergency or in a situation requiring emergency evacuation. Annual training in accomplishing these functions shall be contained in the operators training program and shall include instruction in the use of all emergency and lifesaving equipment required to be carried, land drills in the emergency evacuation of the aircraft.

4.4 **Training Program**
An operator shall establish training and checking organization for implementing the training programs.

4.5 **Pilot Proficiency Checks**
An operator shall ensure that piloting technique and the ability to execute emergency procedures is checked in such a way as to demonstrate the pilot's competency. Where the operation may be conducted under instrument flight rules, an operator shall ensure that the pilot's competence to comply with such rules is demonstrated to either a check pilot of the operator or to a PCAA flight Inspector for charter, WIP/VIP and operations of an aircraft below 5700 kg AUW. Such checks shall be performed at least once within a period of every 12 months.
Chapter 5

FLYING SCHOOL – SPECIFIC REQUIREMENTS

5.1 General

5.1.1 This chapter outlines the specific requirements related to the obtaining of an AOC ‘Flying School/Flying Training Organization’ and subsequent conduct of training operations, and should be read in conjunction with ANO 90-0003 and other chapters of this Guide.

5.1.2 An FTO/FS is an organization staffed, equipped and operated in a suitable environment offering flying training, and/or synthetic flight instruction and, if applicable, theoretical knowledge instruction for specific training programs.

5.1.3 An applicant/operator having valid Flying School License issued by the PCAA may apply for issue of an Air Operator Certificate (AOC) to Director Flight Standards.

5.1.4 During certification process, the operator, who has the ultimate responsibility for the safety of his operation, must satisfy PCAA of his:
   a) Eligibility for the issue of an Air Operator Certificate;
   b) Ability and competence to conduct safe and efficient operations and to comply with applicable regulations and rules.

5.1.5 PCAA, in addition to assessing the operator's ability and competence, shall also act as a guide for the operator in organizational and procedural matters.

5.2 AOC Issue Process

5.2.1 Flow charts outlining all the activities that have to be accomplished during an application process by an applicant/operator for an AOC are placed at Appendix “D4”. Assessment of the operator is carried out under the established procedures provided under the Rules. The process of AOC issuance is completed through five distinct phases of evaluation, which are:
   a) Pre-Application Phase
   b) Formal Application Phase
   c) Preliminary Financial, Economic, and Legal Assessment Phase;
   d) Preliminary Technical Assessment, and Documents Evaluation Phase;
   e) Pre-Certification Inspection Phase;
   f) Decision on application, and AOC Issue Phase.

5.2.2 The requirement of each inspection area for AOC might vary for Flying Schools but the process of issue of an AOC would remain the same as outlined in chapter 3.

5.2.3 An operator shall not be granted an AOC-FS until PCAA is satisfied that he/she has established a ground training school with adequate facilities and qualified personnel.

5.3 Responsibilities of FTO/FS

5.3.1 An FTO/FS wishing to offer approved training to meet PCAA Licensing requirements of pilots, shall obtain an AOC in accordance with Rule 52 of CARs; and shall have:
   a) A well equipped library having aviation books, literature, upto date CARs, Air Navigation Orders, relevant Airworthiness Notices, Aircraft Manuals, AIP, Navigation Charts, relevant course study material and necessary route maps.
   b) Recruited a suitable pilot and an engineer to function as Chief Flight Instructor and a Quality Control Manager of the FTO/FS. It shall also recruit Chief Ground Instructor and have an adequate number of flight instructors, ground instructors and engineering personnel.
5.3.2 An FTO/FS shall provide following particulars of the aircraft to be used:
   a) Detail of instruments and equipment installed on the aircraft for both VFR and IFR flights.
   b) Certificate of registration and certificate of airworthiness of the aircraft.

5.3.3 An FTO/FS shall also provide the following documents:
   a) Approval of maintenance organization and Quality Control Manager by the PCAA Airworthiness Directorate.
   b) Names, license / approval and endorsements of the engineers and flight instructors.
   c) Details of facilities, equipment, procedures and necessary manpower.
   c) Operations and Training Manuals.

5.4 Management and Staffing

5.4.2 The management structure shall ensure supervision of all grades of staff by persons having the experience and qualities necessary to ensure the maintenance of high standards. Details of the management structure, indicating individual duties and responsibilities, shall be included in the Operations Manual.

5.4.3 The FTO/FS shall satisfy the Authority that an adequate number of qualified and competent staff is employed. Two persons on the staff shall be employed full time in the following positions:
   a) Chief Flying Instructor (CFI)
   b) Chief Ground Instructor (CGI)

5.4.4 For the first time approval of the supervisory staff, there shall be an open book AP-1 examination on Annex 1, CARs, ANOs and ASCs of both Licensing and Flight Standards.

5.5 Supervisory Staff Requirements

5.5.1 Chief Flying Instructor (CFI)

   a) The CFI shall be responsible for the supervision of the flying training. In order to standardize the flying training activities in the flying training institutes/clubs/schools engaged in abinitio flying training for grant of pilots' licenses, the minimum requirements for approval of Chief Flight Instructor (CFI) shall be as under:
      i) ATPL
      ii) Total Flying: 2000 Hrs.
      iii) Instructional: 1000 Hrs.

   b) The Flight Instructor seeking approval as CFI should be free from prejudices and capable of recording fair assessment of the trainee pilots. The Flight Instructor seeking the approval as CFI and meeting the experience requirements shall undergo an oral and flight test for approval by Flight Standards Directorate. Personnel licensing office would issue approval certificate to the candidate on recommendations made by Flight Standards Directorate.

   c) When a CFI changes from one institute to another, he/she can be approved in the same capacity for the new institute without undergoing the tests if the scope of training activities of the new institute is not higher than that of the institute for which the CFI was approved. An approved CFI of an FTO may be removed from CFI position by the FTO management only with prior approval of PCAA.

   d) CFI approval may be suspended or cancelled by the Authority if he/she is found lacking in any of the requirements or if found unfit in any manner or in case of serious safety violations.
e) The privileges of a CFI shall be as under:
   i) To conduct student pilot’s licence (SPL) examination.
   ii) To conduct FRTO examination.
   iii) To impart flying training to trainee pilots and to carry out their periodical progress checks.
   iv) To authorize flights of the aircraft operated by the institute/club/school.
   v) To act as overall in charge of the flying training activities of the institute/club/school.
   vi) To authenticate the entries in the pilot’s log book.
   vii) To conduct standardization checks of FIs of the FTO/FS.
   viii) To carry out skill test for renewal of Licence and Instrument Rating.

5.5.2 Additional Responsibilities of CFI

a) Ensuring that the standards of flying and ground training conducted are to the satisfaction of the PCAA;

b) Maintain a recording system, which will provide an up-to-date description of each student’s progress in both flight and ground training. He/She shall review these records at regular intervals, and where a student’s progress is not satisfactory, he/she shall annotate his assessment of the reasons for unsatisfactory progress and indicate remedial measures to be taken. Records shall be kept securely and also be made available to both instructors and students.

c) Carry out a standardization and proficiency flight check of each flight instructor employed by the flying school.
   i) Before the flight instructor commences instructional duties with the school and
   ii) At intervals of not more than one year.
   iii) A detailed record of the content and result of each of these flights shall be kept.

d) Student pilot is to be checked for his progress and standards of training at least once in every 3 months or 40 hours, whichever is earlier.

e) Ensure that a flight instructor adequately briefs each student in the relevant sequence before and after each flight.

f) A CFI / CP, in exercising any responsibility, may delegate duties to other members of the operator’s staff in writing, but is not to delegate training and checking duties without the written approval of the GMGA.

5.5.3 Chief Ground Instructor (CGI)

a) The CGI shall have a practical background in aviation and have undergone a course of training in instructional techniques or have had extensive previous experience in giving theoretical knowledge instruction.

b) The privileges of a CGI include conduct of all theoretical knowledge instruction, standardization of all theoretical ground instruction and the supervision of all ground instructors.

5.5.4 Flight Instructors (FI)

a) The Flight Instructor at an FTO/FS shall have a flying record free of any accident attributable to his proficiency in handling any type of aircraft during the preceding three years.

b) The Flight Instructor shall possess the following valid licences/ratings:
   i) CPL/ATPL.
   ii) FI Rating.
   iii) FRTO.
   iv) Aircraft type rating.
   v) Instrument Rating.
c) The number of part time instructors in relation to the scope of training offered shall be acceptable subject to approval by the PCAA.

d) The ratio of all regular students to flight instructors shall not exceed 5:1. Class numbers in ground subjects involving a high degree of supervision or practical work shall not exceed 12 students.

e) The maximum flying hours flown in a stipulated period, and maximum duty hours and minimum rest time between instructional duties of instructors, shall be in accordance with the prescribed duty time limitations as provided for in PCAA Regulations.

5.6 Training Aircraft

5.6.1 An adequate fleet of training aircraft appropriate to the courses of training offered shall be available. Each aircraft shall be fitted with duplicated primary flight controls for use by the instructor and the student. Swing-over flight controls shall not be acceptable. The fleet shall include, as appropriate to the courses of training, aircraft suitable for demonstrating stalling and spin avoidance. At least one aircraft shall be equipped to simulate instrument meteorological conditions and equipped for the instrument flight training (NDB/VOR and ILS).

5.6.2 Only aircraft approved by the PCAA for training purposes shall be used.

5.7 Training Manual and Operations Manual

5.7.1 A FTO/FS shall prepare and maintain a Training Manual and Operations Manual containing information and instructions to enable staff to perform their duties; and to give guidance to students on how to comply with course requirements.

5.7.2 An FTO shall make available to staff and, where appropriate, to students the information contained in the Training Manual, the Operations Manual.

5.7.3 The amendment procedure shall be stated and amendments shall be properly controlled.

5.7.4 The Training Manuals as a part of operations manual, shall state the standards, objectives and training goals for each phase of training that the students are required to comply with and shall include the following:
   a) The Training Plan
   b) Briefing and Air Exercises
   c) Synthetic Flight Training, where applicable
   d) Theoretical Knowledge Instruction

5.8 Flight Checks

Chief Flight Instructors (CFI) are required to regularly carry out flying checks of the trainee pilots to ensure that the flying training institute is imparting a standardized flying training. CFI should carry out regular flying checks of Flight Instructors to ensure that standardized flying training is being imparted to the trainee pilots.

5.9 Ground Training Organization (GTO)

5.9.1 The under mentioned facilities shall be established to accommodate the ground training school of pilots:
   a) Class rooms;  
   b) Assembly/conference hall;  
   c) Instructors accommodation;  
   d) Technical library;  
   c) Demonstration equipment room;  
   d) Printing and copying room; and  
   e) FRTO /language laboratory  
   f) Training Aids
5.10 **Operations from Satellite Aerodromes**

5.10.1 The holder of an AOC-FS shall not operate from another aerodrome without prior approval of FSD and Operations Directorate. The aerodrome shall have:

a) Requisite facilities including place for conducting briefing / debriefing of the students.

b) At least one runway that is fit for training aircraft to make a normal take off and landing at full gross weight:
   i) Under calm wind (not more than 5 Kts) conditions and temperatures equal to the mean high temperature for the operating area.
   ii) Clearing obstacles in the take of flight path by at least 50 feet.
   iii) With the Power Plant operations and landing gear and flap operation, if applicable, recommended by the manufacturer and
   iv) With smooth transition from lift – off to the best rate of climb speed, without exceptional piloting skills or techniques.

c) A windsock that is visible from the ends of each runway at ground level.

d) An operating control tower; and

e) In case of night flights must have runway lights.

5.10.2 An instructor shall be designated by the CFI as in charge of flying from the satellite aerodrome.
Chapter 6

SURVEILLANCE / INSPECTIONS BY PCAA

6.1 General

6.1.1 The issuance of an air operator certificate to an operator is based upon demonstrating an adequate organization, method of control and supervision of flight operations. The continued validity of that certificate shall be dependent upon maintaining the standards, which it demonstrated at the time of issuance of the certificate.

6.1.2 It is important to make a clear distinction between surveillance and certification activities. Certification process takes place for issuance of an AOC but the surveillance ensures continued validity of the issued certificate.

6.2 Objectives of PCAA Surveillance

6.2.1 The primary objective of surveillance is to provide the PCAA, by means of comprehensive inspections, with an accurate, real-time evaluation of the safety status of the air transportation system. This chapter describes the subsequent periodic surveillance and inspections necessary to:

a) Determining each operator's compliance with regulatory requirements, effectiveness against PCAA standards and safe operating practices;

b) Verify the degree of compliance of AOC holders with standards applicable to their specific type of operations and detecting changes as they may occur in the operational environment;

c) Measuring the effectiveness of previous corrective actions and need for regulatory, managerial and operational improvements

d) Promote continued safety of aircraft operations

6.3 Operator's Obligation

6.3.1 An AOC holder shall be required to maintain his/her organization, staffing, operating standards at the level which were approved at the time of issue of AOC. These parameters as given in Chapter-2 would be complied with at all times for continued validity of an AOC.

6.3.2 A number of activities/inspections of various types shall be undertaken by PCAA on a regular basis to ensure that an operator maintains adequate standards and follows approved procedures. These activities may be planned and in many cases, may be without any prior notice to the operator. Where information to an operator is necessary for the function of an activity, the operator shall be informed in advance but in the activities where presence of operator's management or staff is not necessary, the operator may not be given any prior notice for completion of that surveillance activity. It is an obligation of the operator to facilitate the inspectors with an un-interrupted access and complete co-operation in completing the surveillance activities, which is in-turn for the safety of the operator.

6.4 Surveillance Activities

The objective of surveillance is accomplished by PCAA through numerous inspections of the operator that are given in the following text.

Note: Surveillance activities given in the following text may not be applicable to all types of operations. Applicability of each activity shall be in accordance with the operator's type of operation.
6.4.1 **Main Base Inspections:**

Main Base Inspections are normally conducted either during the renewal of an AOC or at any time it is considered necessary for the validity of the AOC. The operations portion of these Inspections will normally be accomplished in six areas as follows:

a) **Operations Manual:** The objective of an inspection of an Operations Manual is to substantiate that it:

i) Implements Pakistan Civil Aviation Rules, Air Navigation Orders, and does not conflict with the regulations of any other state where operations will be conducted;

ii) Provides clear, complete, and detailed instructions, policies, and procedures so that operational staff is fully informed of what is required of them. Procedures should be effective and represent sound safety philosophy. Through the proper use of tilts material it is expected that personnel will be able to perform their duties to a high degree of precision, thus resulting in safe and efficient operations;

iii) Presents necessary guidance and instructions to personnel in a suitable and convenient format;

iv) Outlines standardized procedures for all crew member functions; and

v) Is updated regularly.

b) **Operational Control Inspections:** Operational control inspection has two primary objectives. The first objective is to ensure that the operator is in compliance with the minimum requirements of the CARs. The second objective is to ensure that the operator's system of control provides positive assurance of public safety. The operator must meet both objectives to obtain and retain an air operator certificate. To make this determination, the PCAA, on continuing bases, will evaluate the operator to ensure the following:

i) Responsibility for operational control is clearly defined;

ii) An adequate number of operational control personnel are provided;

iii) Applicable manuals contain adequate policy and guidance to allow operational control personnel and flight crews to carry out their duties efficiently, effectively, and with a high degree of safety;

iv) Operational control personnel are adequately trained, knowledgeable, and competent in the performance of their duties;

v) Flight control personnel and flight crews have been provided with the necessary information for the safe planning, control, and conduct of all flights;

vi) The operator provides adequate facilities for operational control functions;

vii) The operator performs all operational control functions required by the regulations;

viii) The operator performs all functions necessary to provide adequate operational control in the environment in which operations are conducted; and

ix) Adequate emergency procedures and contingency plans have been formulated.

c) **Operations and Flight (Trip) Records Inspections:** The primary objective of operations and flight records inspections is to ensure that operators meet established operator procedures and appropriate civil aviation regulations for the proper preparation and retention of operational trip records. The inspector's evaluation provides the PCAA with the methods of information acquisition, dissemination, adequacy of operational procedures while being in conformity to PCAA Rules. This part of the surveillance normally takes care of requirements on:

i) Load manifest;

ii) Dispatch or flight release;

iii) Flight plan;

iv) Maintenance or airworthiness release.
d) Training Program Inspections: The primary objective of a training program inspection is to ensure that the operator's overall training program continues to provide quality instruction by conducting an evaluation of training program curriculum, facilities, instructors, check aircrew, courseware, instructional delivery methods, and testing and/or checking procedures, which were previously approved by the PCAA. The PCAA will periodically conduct an overall evaluation of an operator's training program through a "modular" approach to approve or evaluate a:
   i) Training syllabus;
   ii) An instructor;
   iii) Courseware both for instructor and of students;
   iv) Training aids and environments

e) Training and Qualification Records Inspection: Operator shall ensure that records are available for each company employee who is required to receive flight, ground, simulator, emergency, or operational control training to confirm that:
   i) Appropriate training prescribed in the approved training program has been conducted as and when required;
   ii) Such records reflect each individual's attendance, participation, aptitude, or performance;
   iii) Adequate and accurate records are being maintained and retained in accordance with applicable regulations with an appropriate accessibility and security;
   iv) Employees are properly licensed and rated in conformity to the duties assigned.

6.4.2 En-Route Cockpit Inspections
a) The primary objective of cockpit en route inspections is for the PCAA to evaluate in-flight operations of the operator within the total operational environment of the air transportation system. En-route inspections are one of the most effective methods of accomplishing air transportation surveillance objectives and responsibilities. These inspections provide the PCAA with an opportunity to assess elements of the aviation system that are both internal and external to an operator.

b) A cockpit en-route inspection is a routine surveillance function that is distinct from a route check required by Civil Aviation Regulations. Its purpose is to observe and evaluate the en-route cockpit crew Elements of the aviation system which are internal to the operator and shall be evaluated during cockpit en-route inspections, include:
   i) Crewmembers knowledge, ability, and proficiency
   ii) Operator manuals and checklists
   iii) Use of Minimum Equipment Lists and Configuration Deviation Lists.
   iv) Operational control functions (dispatch, flight-following, flight-locating)
   v) Use of checklists, approved procedures, and safe operating practices
   vi) Crew coordination/cockpit resource management
   vii) Cabin safety
   viii) Aircraft condition and servicing
   ix) Training program effectiveness.

Note: Operators shall establish a procedure flexible enough as to permit use of an available cockpit jump seat on short notice. Though, the operators will be informed for such inspections in advance but it can still be a no notice inspection.

6.4.3 Cabin En-Route Inspections
a) Cabin en-route inspections are conducted to assess the level of cabin safety by evaluation of operations conducted in the aircraft cabin. Cabin inspections provide the PCAA with information concerning flight attendant training programs,
operator procedures, and the condition and maintenance of aircraft emergency equipment and furnishings.

b) Areas, which shall be assessed during cabin inspections, may be grouped into three broad categories as follows:

i) Aircraft. The "aircraft" inspection area applies to the general airworthiness of the aircraft and the condition and availability of aircraft cabin emergency equipment and furnishings.

ii) Crewmember. The "crewmember" inspection area applies to flight attendants who perform duties during a cabin inspection. Inspectors should evaluate such items as crewmember knowledge, ability, and proficiency by directly observing flight attendants performing their respective duties and functions.

iii) Flight Conduct. The "flight conduct" inspection area refers to items that relate to a particular phase of the flight such as stowage of girt bars, passenger briefings, turbulent air security, and stowage of carry-on luggage.

Note: Operators shall establish a procedure flexible enough as to permit use of an available cabin seat on short notice. Though, the operators will be informed for such inspection in advance but it can still be a no notice inspection.

6.4.4 Station Facilities Inspections

a) Station facility operations may be defined as those support activities required to originate, turn around, or terminate a flight. Station Facility inspection shall be conducted periodically at every transit base/feeder station where the operator uses facilities and services in connection with his/her operations. A Station Facility inspection encompasses both, the operations and the line facilities required to conduct these operations.

b) This surveillance activity is used to evaluate the areas as:

i) Personnel at a station for adequacy and proficiency.

ii) Manuals availability, currency, and content of the written guidance required by employees in the performance of their assigned duties.

iii) Records required to be maintained by the operator at the station.

iv) Training for the training given to assigned personnel as demonstrated by their knowledge of their duties.

v) Facility/Equipment/Surface required to support flight operations, such as ramp areas, blast fences, signs, signaling devices, lighting, passenger and cargo-loading equipment, aircraft servicing, and towing equipment.

vi) Conformance of the operator's procedures with civil aviation regulations and the compliance of the operator's employees with the operator's direction and guidance.

vii) Flight Control for the support of aircraft flight operations.

viii) Servicing procedure required for the safe handling of the operator's aircraft.

ix) Management effectiveness

x) Security procedures and their implementation regarding passenger and cargo screening and access to restricted areas.

Note: Such inspection shall be coordinated with the operator ahead of time to establish a date and time for conducting the inspection.

6.4.5 Ramp Inspections

a) The primary objective of a Ramp inspection is to provide PCAA with the opportunity to evaluate an operator's operation while the crewmembers and aircraft are on the ground. During this inspection, evaluation of routine methods and procedures used by an operator's personnel during the period immediately before or after a flight is carried out. A ramp inspection is an effective method for
evaluating an operator's ability to prepare both the aircraft and crew for a flight to be conducted.

b) When conducted after the completion of a flight, a ramp inspection is an effective method for determining whether the aircraft and crew were adequately prepared for the flight; as well as for evaluating the operator's post flight and/or turn around procedures and crew member and ground personnel compliance with these procedures.

c) Areas which may be observed and evaluated during ramp inspections fall into six different categories:

i) Crewmember: This includes evaluation of crewmember manuals and any required flight equipment, flight planning, licenses and medical certificates, cabin crew certificates, crewmember disposition of trip paperwork, and other items that relate crewmember responsibilities.

ii) Station Operations: various methods and procedures used by the operator to support the flight, such as distribution of dispatch, flight release, and flight-locating paperwork; distribution of weather reports, PIREPs and other flight planning material; passenger handling; boarding procedures; and carry-on baggage screening.

iii) Aircraft: aircraft's general airworthiness, logbook entries, MEL compliance, carryovers, and required items of emergency and cabin safety equipment.

iv) Servicing and Maintenance: ongoing servicing, such as refueling with passengers on board, de-icing, or catering.

Note: The operator shall not be given any advance notice that a ramp inspection is going to be conducted.

6.4.6 Emergency Evacuation Drill

a) The purpose of this drill is to evaluate the operator's ability to safely prepare passengers and airplane for a planned or an unplanned emergency evacuation.

b) Emergency evacuation demonstration is normally required during the operational inspection phase of the certification process.

c) During the continued validity of the AOC or any variations to the conditions of an AOC, the operator's crew shall carry out this drill for their initial certification and then at a specified interval. This exercise when falling due for the conditions set out by the Regulations shall be planned in coordination with Flight Standards Directorate.

d) Specific areas which shall be evaluated during the evacuation demonstration are:

i) Adherence by flight and cabin crewmembers to the execution of assigned duties and responsibilities both in the aircraft and on the ground;

ii) Effectiveness of the pilot-in-command in the exercise of command responsibilities;

iii) Succession to command in event of casualties;

iv) Effectiveness of crew members in performing their assigned evacuation duties;

6.4.7 Ditching Drill

a) The purpose of the demonstration is to evaluate the operator's ability to safely prepare passengers, airplane, and ditching equipment for a planned water landing.

b) A ditching demonstration is normally required during the operational inspection phase of the certification process for each aircraft type, model and configuration which will be operated on flights over water routes (on any route which passes more than 50 nautical miles from land).

c) The operator's crew shall carry out this drill for their initial certification and then at specified intervals during the continued validity of the AOC. This exercise
when falling due shall be planned in coordination with Flight Standards Directorate.

d) During the demonstration, the following four areas shall normally be evaluated:
   i) Emergency training program
   ii) Ditching procedures
   iii) Crewmember competency
   iv) Equipment adequacy and reliability

6.4.8 **Flight Crew Proficiency Checks**

a) AOC holders are required to conduct proficiency and competency checks to ensure that all flight crew are competently performing their duties and responsibilities.

b) PCAA Inspectors, as a part of surveillance activity, may observe these checks at any time as an inspection job function. The objectives of this activity are as follows:
   i) Evaluate individual flight crew performing their duties and responsibilities.
   ii) Assess the effectiveness of the operator's training program.
   iii) Evaluate individual DCP/DCFE performing their duties and responsibilities.
   iv) Evaluate the effectiveness of the operator's standardization, and quality control program.
   v) Identify previously approved or accepted operational procedures, manuals, or checklists that are deficient.
   vi) Assess the effectiveness of the operator's simulators and equipment.
Chapter 7

RENEWAL OF AN AOC

7.1 General

7.1.1 An applicant who is the holder of an AOC must comply with the requirements of this chapter for the renewal of the AOC.

7.1.2 In case the AOC is not renewed within 90 days of the last validity date, the AOC would be renewed after fulfilling the complete requirements of initial issue of an AOC. The renewal application is a formal request in letterform as placed at Appendix – “A” that must contain essentially the same information as for the initial issue.

7.2 Formal Application for Renewal

7.2.1 Formal Application must be submitted at least 45 days before the expiry date of present AOC.

Note: Description of the major attachments follows and a detailed checklist of items is covered in the Formal Application/letter placed as Appendix -A.

7.2.2 Information pertaining to any substantial changes to the type of operation, addition of aircraft and/or maintenance status if proposed shall also be included as a part of the application.

7.2.3 Attachments required to be submitted along with the Application are:

a) Duly filled in Operations Audit Checklist (Appendix "K") for subsequent inspection of Flight Inspectors;

b) Copy of the License attained for the type of Operation;

c) Voucher of the Fee/Charges deposited for renewal of the AOC. The Fee shall be deposited in accordance with the Fee Schedule placed chapter-1 of this Guide;

d) Copy of the Insurance policy for the operation;

e) Aircraft Lease Agreement(s): Copy of Aircraft Lease Agreement if there has been any change/variations in the aircraft or the agreement. The monetary amounts may be "blanked out" of the lease documents(s), however, the remaining language must remain. For detailed guidance, refer to ANO 91-0016 on operation with leased aircraft;

f) Compliance Statement: Renewed compliance statement in the form of a detailed listing of ANOs and CARs (to sub-paragraph level if required) that is applicable to the operation with either a brief narrative description or a reference to an applicable document that describes compliance;

g) Contractual Agreement(s): Copy of all the contractual agreements or arrangements on infrastructure, operational control, maintenance and/or training shall be placed as an attachment if there has been any change from previous;

h) Data of each Flight Crew / Engineering Certification Personnel including their Type Rating and Currency on the Type proposed;

i) Details on Training & Checking Organization along with the Organogram;

j) Details on Flight Crew / Engineering Certification Personnel Training Source for all kind of required training;

k) Copy of previous Operation Specifications.

7.2.4 Inspection Team:

When the formal application is received for renewal, the PCAA will form an inspection team that shall consist of but may not be limited to:

a) Flight Operation Inspectors

b) Airworthiness Officers

c) GM Licensing or his rep.

d) Chief Medical Officer or his representative

e) CFO or his rep.
Note: The size of the certification team shall depend upon the magnitude and the type of the operation.

7.3 **General Criteria For AOC Renewal**

7.3.1 The purpose of this inspection is to ensure that the applicant has a clear understanding of the certification and continuing surveillance process and to provide a firm basis on which the PCAA can renew the AOC.

7.3.2 The certification criteria that was used in the initial certification process is essentially identical for renewal of an AOC with the obvious exceptions such as document evaluation, Proving Flights, Aircraft Maintenance Certification and other elements that have been already established and approved. It will be necessary for the PCAA team to look into any or all aspects of the operation and maintenance to ensure that the operator has continued to maintain the standards that were required for initial certification. Among other elements, the inspection team will ascertain if there have been any changes to:

a) The qualifications and experience required of key operations and airworthiness management personnel.

b) Specific requirements peculiar to the proposed operation. (Applicable CARs and ANOs.). It is essential that the applicant understand which regulatory requirements are relevant.

c) The applicant's awareness of the division of responsibility between company personnel and the PCAA. The applicant must also be aware of the desirability of submitting required items as soon as they become available and advising the certification team of any problems or changes in the operation.

d) It is imperative that the applicant understand that failing to successfully complete the AOC renewal inspection, NO operations shall be permitted until after the AOC is renewed.

e) The current status of manuals, records and other documents which are required to be completed and approved for certification which are found to be unsatisfactory. These must have immediate corrective measures taken before the AOC can be reissued.

Note: If the required certification has not been completed within that period during which the AOC is valid, the application for renewal may be deemed to have lapsed. The AOC will also have ceased to be valid on the date indicated.

7.4 **AOC Renewal Inspection**

7.4.1 The AOC renewal Inspection (operational phase) shall encompass all aspects of existing operation primarily for safe operating practices. This inspection shall assess whether or not the operations as approved are conducted in accordance with the approval of the certificate, facilities and equipment is maintained at the level as previously certified.

Note: The Rules require that subcontracting of services can only be accomplished from another operator who holds an AOC issued by the Director General. Although, there is no restriction on contracting out the essential services but under such conditions, the applicant or the AOC holders who are not in possession of their own (not contracted) infrastructure, maintenance set-up, staffing, operational control and approved crew training program, shall not be permitted to Wet lease foreign registered aircraft from a person or company who is not in possession of AOC from State of Registry of aircraft.

7.4.2 Renewal Inspection shall be on the same sequence and methodology as of Initial Issue of AOC and shall also remain as of initial issue. Refer to chapter 3 for more details.

7.4.3 The renewal inspection shall include inspection at least in the areas as given below:

a) Administrative facilities

b) Adequacy of personnel

c) Office Accommodation
d) Technical Library

7.4.4 The renewal inspection may not include document evaluation, proving tests / flights, ditching drill and emergency evacuation drills.

7.4.5 Observations during Pre AOC Renewal Inspection
Fight Inspector or any member of the Inspection Team shall, on spot notify any observation on “Confirmation Request” form (Appendix-M) and deliver it to the operator in original for immediate corrective action.

7.5 AOC Issue Phase

7.5.1 Certification Report: Inspection Team shall prepare a final report on all the activities during re-certification process and shall submit along with recommendations to Director Flight Standards, who then would be in a position to recommend that:

a) the applicant is either maintaining the standards of operation / Maintenance safely and efficiently in accordance with the operations specifications previously issued and in conformity to the PCAA Rules; or

b) the applicant is not conducting the operation in an acceptable manner and in conformity with PCAA Regulations.

7.5.2 Final Version of Operation Specifications: In those cases where the renewal of an AOC is recommended, the Operation Specifications shall be re-written.

7.5.3 Renewed Version of Compliance Statement: The previous Compliance Statement may have been modified due to number of reasons. The operator shall submit a renewed Compliance Statement to ensure that all requirements have been met.

7.5.4 Issue of AOC: When the Flight Standards Directorate and the Airworthiness Directorate are satisfied that all requirements have been met, the certification report shall be forwarded to the Director General. When satisfied on the certification report, he/she may renew the AOC. Upon renewal of AOC, Director Flight Standards shall issue the Operations Specifications. Copy of the AOC shall be displayed in every aircraft at a prominent place and the copy of approved Ops. Specs shall be incorporated in the Operator's Operations Manual.

7.5.5 AOC Renewal not Recommended: Where renewal of the AOC is not recommended, the operator shall be informed of the short comings and after required corrective actions have been taken, he/she can request for renewal. No revenue activity shall take place during the period of lapsed AOC. In this case he/she shall have to resubmit the required fee for renewal.
APPENDICES
### Air Operator Certificate Issue / Renewal Application Form

(Flight Standards Directorate – Pakistan CAA)

**Note:** Please read the instructions on last page carefully before filling and filing this Application Form. The quality and accuracy of information provided by you on these pages has a direct impact on the assessment and completion time of AOC issue / renewal process.

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<table>
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<td>1. Company / Airline Name:</td>
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<td>2. Name of the owner(s):</td>
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<td>3. Address(es) with Tele., Fax No. and E-mail:</td>
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<td>4. Principle place of business / Main Base:</td>
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<td>5. Name and addresses of entitles and individuals with financial interest:</td>
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<td>6. Operator’s Financial data:</td>
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<td>7. Proposed business plan and date of commencement:</td>
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<td>Section</td>
<td>Description</td>
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<td>8.</td>
<td>Type of Operation proposed with applicable details:</td>
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<td>9.</td>
<td>Operating License Type, Date of Issue (Attach a copy):</td>
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<td>10.</td>
<td>Management organization including Operations &amp; Training (Attach a copy of Organogram):</td>
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<td>11.</td>
<td>Key Management Personnel: (Attach a copy of Resume with Title, qualification and experience):</td>
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<td>12.</td>
<td>Flight Crew Data (Use extra sheets where required for Name, Nationality, License Type &amp; Number):</td>
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<tr>
<td>13.</td>
<td>Cabin Crew Data (Use extra sheets where required):</td>
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<tr>
<td>14.</td>
<td>FOOs Data (Use extra sheets where required for Name, Nationality, License Number of each):</td>
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</table>
15. Flight Crew / Cabin Crew / FOO Training Source:
   a) Type technical:
   b) Simulator (where applicable):
   c) Flight training:
   d) Others (FOO, SEP, DGR, CRM, Security):

16. Adequacy of Facilities & Infrastructure for the type of Operations:
   a) Staffing:
   b) Flight Despatch / Flight Operations:
   c) Office Accommodation:
   d) Crew Scheduling
   e) Briefing Room:
   f) Passenger Handling Facilities:
   g) Cargo and Baggage Handling Facilities:
   h) Technical Library:
   i) Engineering Infrastructure:

17. Ground Handling Facilities:
   a) Ramp Operations:
   b) Passenger services:
   c) Baggage services:
   d) Cabin services:
   e) Weight & Balance Control:
   f) Ground support equipment:
   h) Fuel services:

18. Operating Ports & Facilities available:

19. Status on Flight Safety Document System:
   a) Operations Manual (All parts):
   b) Safety Management Manual:
   c) Ground Handling Manual:
   d) MCM and other Maint. Manuals / Programmes:
### 20. Aircraft Types with Registration Number and State of Registry:

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<tr>
<th>Aircraft Type</th>
<th>Registration Number</th>
<th>State of Registry</th>
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### 21. Arrangements for maintenance (see applicable instructions):

- Maintenance schedule
- Manufacturer’s recommendations
- Repair and alteration procedures

### 22. Transfer Agreement under R-368A (see applicable instructions):

- Transfer terms
- Transfer dates
- Transfer conditions

### 23. Aircraft Lease Agreement (see applicable instructions):

- Lease terms
- Lease duration
- Lease conditions

### 24. Is the details of the following included in the draft Ops. Specs?

- **a)** List of Communications and Navigation Equipment on each aircraft
- **b)** Type of Instruments and Major items of Equipment to be used on each aircraft
- **c)** Proposed routes with Geographical Tracks
- **d)** List of Aerodromes to be used including Alternate
- **e)** Operating Minima of desired Aerodrome
- **f)** Procedures & Source for obtaining latest weather and aerodrome conditions

### 25. Statement of compliance for fulfilling the regulatory requirements with reference to each rule and regulation. (see applicable instructions):

- **Certificate:** It is certified that the above given information is correct to the best of my knowledge and belief.

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Instructions related to AOC Applicable

1. It is important for you to know that PCAA may refuse to consider an application or to consider it further from beyond a point while there are requirements that the applicant has not or cannot comply with. Rule 340 of CARs 94 is referred to which states:
   (i) The Director General may refuse to grant or to renew certificate on one or more of the following grounds:
      a) The applicant has failed to satisfy a requirement prescribed by or specified under these rules in relation to the granting of the certificate;
      b) The applicant has made a false or misleading statement in his application, or in connection with his application;
      c) The applicant is the holder of a license that is suspended;
      d) The applicant was the holder of a license that has been cancelled; or
      e) The applicant is not a fit and proper person to have the responsibilities and to exercise the functions and duties of a holder of the certificate for which the application was made.

2. FSD, PCAA strongly recommends that PCAA-617 (AOC Guide for Air Operator) may be followed in true spirit. This document provides comprehensive information on requirements and processes for AOC Issue / Renewal. Following the required procedures while complying with the requirements given therein shall expedite the whole process.

3. Application shall not be considered ‘complete’ if all the attachments as specified in ANO 91.0001 and PCAAD 617 are not provided at the time of its submission to FSD, PCAA.

4. Application submission date shall be the day when all attachments along with completed application are completed. Count down shall start from that date for further processes.

5. This application may only be used for issue, renewal or any variation to AOC i.e. Aerial Work to Charter Class-1, Charter Class-1 to Charter Class-2, Charter Class-2 Cargo to Charter Class-2 Passengers, Charter Class-2 to RPT or vice versa. This shall not be used for any amendment to Operations Specifications.

6. Completed Form of “Pre-requisites for submission of formal AOC Application” is an acknowledgement both for the Operator & the PCAA. If the application and required documents are complete or otherwise, it shall be mentioned so on this Form. Please complete this Form and have it signed from FSD, PCAA for your records.

7. Application Form shall be signed either by the Head of Organization or the person authorized by PCAA. ANO 91.0003 section A0 may be referred to in this regard.

8. No column of this Application Form shall be left blank.

9. Reverse side of Form pages may be used for the data spillover.

10. Extra sheets may be used where required.

11. Where a copy of any document has to be attached, it shall be an attested true copy of the original.

12. Column 21. (if contracted out, give the name of organization and attach a copy of the contract with details in draft Operations Specifications).


AOC formal application shall be considered complete upon meeting the following pre-requisites.

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<tr>
<th>No.</th>
<th>Pre-requisite / documents / required</th>
<th>Yes</th>
<th>No</th>
<th>Will be provided by date</th>
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<tbody>
<tr>
<td>1.</td>
<td>Copy of the Operator’s Licence</td>
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<td>2.</td>
<td>Copy of third party insurance</td>
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<td>3.</td>
<td>Fee deposit voucher</td>
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<td>4.</td>
<td>Copy of Aircraft Lease Agreement (if any)</td>
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<td>5.</td>
<td>Copy of all the contractual agreements (Maintenance Agreements)</td>
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<td>6.</td>
<td>Organizational Chart with the resume of Key Management Personnel</td>
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<td>7.</td>
<td>Exposition Manual / Maintenance control Manual (02 copies)</td>
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<td>8.</td>
<td>Aircraft Maintenance Manuals (02 copies)</td>
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<td>9.</td>
<td>C of A (all aircrafts)</td>
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<td>C or R (all aircrafts)</td>
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<td>11.</td>
<td>C of noise abatement (all aircrafts)</td>
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<td>12.</td>
<td>List of crew with their details</td>
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<td>13.</td>
<td>Copy of licenses / certificates of flight crew / Cabin crew</td>
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<td>Operations Manual (02 copies)</td>
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<td>Flight Operations Manual or BOM (02 copies)</td>
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<td>b)</td>
<td>Aircraft Flight Manual or AOM (02 copies)</td>
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<tr>
<td>c)</td>
<td>Cabin Crew Manual</td>
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<tr>
<td>d)</td>
<td>Flight Despatch Manual</td>
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<td>e)</td>
<td>Training Manual</td>
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<td>f)</td>
<td>Weight &amp; Balance Manual</td>
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<td>g)</td>
<td>MEL &amp; MMEL</td>
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<tr>
<td>h)</td>
<td>Route Manual</td>
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<td>i)</td>
<td>Flight Safety Manual</td>
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<td>j)</td>
<td>Security Manual</td>
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<tr>
<td>k)</td>
<td>Dangerous Goods Manual</td>
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<td>15.</td>
<td>Compliance statement</td>
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</table>

The above mention pre-requisites have been met., YES NO

Agreed by (Sign) ………………………… Designation
APPENDIX – “C”

PROCESS FLOW - ISSUANCE OF AOC FLIGHT STANDARDS DIRECTORATE

Time required for the complete process shall be 80 days

AOC Enquiry → Flight Standards → Pre-application Meeting D.F.S, D.A.W, D.A.T, & D. Finance → Applicant Likely To Proceed

No Further Action

Yes

Formal Application

Certification Team

Not Acceptable

Preliminary Evaluation

Not Acceptable

Acceptable

Document Evaluation/Amendment Phase

Pre-certification Inspection Phase

Inspection of Operating Ports

Proving Tests/Fits, Evac. & Ditching Drills

Not Acceptable

AOC Recommended

All Dues Cleared

Certification Reports

AOC Approved by DG PCAA

AOC Issued

AOC Approved by DG PCAA

AOC Issued
APPENDIX - “D1”

PROCESS FLOW - ISSUANCE OF AOC
FLIGHT STANDARDS DIRECTORATE

CERTIFICATION FLOW CHART
PRE-APPLICATION PHASE

AOC Enquiry

Flight Standards

Pre-Application Meeting
C.F.S, D.A.W, D.A.T, D. Finance

03 WORKING DAYS

Applicant Likely To Proceed

NO

No Further Action

YES

PROCEED TO NEXT PHASE
APPENDIX - “D2”

FORMAL APPLICATION PHASE

Pre Application Phase

- Formal Application
  - Letter or Application /Attachments
  - Schedule of Events
  - Compliance Statement
  - Qualification of Key Personnel
  - Submission of Documents and Fee

Preliminary Evaluation

Certification Team

Formal Application Meeting

Documents Evaluation Phase (25 Days)

Acceptable

Not Acceptable
Not Acceptable
APPENDIX - “D3”

DOCUMENT EVALUATION, INSPECTION AND PROVING FLIGHT PHASE

Formal Application Phase

Applicant’s Representative → Certification Team

Dispute Resolving Procedures

Document Evaluation Phase (25 Days)

Document Evaluation

Document Amendment/Correction (15 Days)

Document Amendment/Correction

Pre-Certification Inspection & Proving Flight Phase (35 days)

Pre-Certification Inspection

Inspection of Operating Ports

Proving Flights

Certification Phase

Certification Report
CERTIFICATION PHASE FOR INITIAL ISSUE OF AOC

1. Operation Specification Final Version of Compliance Statement
2. Certification Team Report
3. Director Flight Standards
   - All the dues paid
   - Returned to Applicant
4. AOC Issue Recommended
   - No Approved
   - Director General Pakistan Civil Aviation Authority
5. AOC & Operation Specification Issue (05 Days)
**AOC Issue/Renewal Inspection — Checklist**

This checklist shall be used to assess an Operator for issue and/or Renewal of an AOC. Parts of the Checklist that are applicable to the operator being inspected may be marked. The Symbols to be used for each item are as follows:

- **S** - Satisfactory
- **U** - Unsatisfactory
- **N** - Not applicable or not observed

**Operator________________________        Place ______________        Date ______________**

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<tr>
<td>c) Proposed Operation Specs.</td>
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<td>a) Aircraft Lease Agreement(s)</td>
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<td>b) Third Party Insurance</td>
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<td>c) Transfer Agreement (Schedule-1)</td>
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<tr>
<td>d) Contractual Agreement(s)</td>
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<tr>
<td>e) Latest Organ-o-gram</td>
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<td>f) Any outstanding Issue</td>
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<tr>
<td>g) Surveillance record</td>
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<th>3. Key Personnel</th>
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<tr>
<td>a) Chief Executive Officer</td>
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<tr>
<td>b) Head of Flt. Ops.(DFO/GM Ops)</td>
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<tr>
<td>c) Head of Training and Checking Org.</td>
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<tr>
<td>d) Chief Pilot</td>
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<tr>
<td>e) Head of the Safety Department</td>
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<tr>
<td>f) Director/GM Engineering</td>
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<tr>
<td>g) Manager Cabin Crew (if applicable)</td>
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<td>h) Trg. &amp; Checking Flt. Crew, Cabin Crew and FOO (as applicable)</td>
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<td><strong>Operations Manual Part A</strong></td>
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<td>a) General</td>
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<tr>
<td>b) Cabin Crew SEP Manual</td>
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<tr>
<td>c) Flight Dispatcher Manual</td>
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<tr>
<td>d) Dangerous Goods Manual</td>
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<td></td>
</tr>
<tr>
<td>e) SMS Manual</td>
<td></td>
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<tr>
<td>f) Security Manual</td>
<td></td>
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<tr>
<td><strong>Operations Manual Part B</strong></td>
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<tr>
<td>a) FCOM/AOM</td>
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<tr>
<td>b) MEL, CDL &amp; DDPG (if applicable)</td>
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<tr>
<td>c) Mass and Balance Manual</td>
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<tr>
<td>d) QRH/Checklists</td>
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<tr>
<td>e) Maintenance Control Manual</td>
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<tr>
<td>f) Maintenance Manuals</td>
<td></td>
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</tbody>
</table>
# Operations Manual Part C
- a) Route Manuals
- b) Maps & Charts

# Operations Manual Part D
- a) Training Policy
- b) Training Programs

## 5. Inspections:
- a) Organizational Structure and Staffing
- b) Administration Facilities
- c) Records & Record Keeping
- d) Crew Scheduling
- e) Operations Library
- f) Crew Facilities & Communications
- g) Flight Dispatch and Support Services
- h) Load Control
- i) Traffic/Passenger Handling (Safety aspect)
- j) Training and Checking Organization
- k) Flight Safety Department
- l) Inspection of Aircraft
- m) Proving Tests/Flights (if required)
- n) Partial Evacuation (if required)
- o) Ditching Demonstration (if required)
- p) Ramp Facilities
- q) Grd. Handling (Safety aspect)
- q) Inspection of Operating Ports

## 6. Aviation Training Centre
- a) Training Programs
- b) Training Facilities
- c) Ground Instructors
- d) Dangerous Goods Course Instructors
- e) CRM Facilitator
- f) Security Facilitator
- g) Training Records

## 7. Operator’s De-Brief  
* S = Carried out/Completed
- a) De-brief on outstanding matters
- b) Issuance of ONCRs
- c) Re-inspection Schedule (if required)
- d) Any Additional Charges
<table>
<thead>
<tr>
<th>8. Reports</th>
<th>S = Received</th>
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<tbody>
<tr>
<td>a) Financial Auditor Report</td>
<td></td>
</tr>
<tr>
<td>b) A.W Surveyor Report</td>
<td></td>
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<tr>
<td>c) CMO’s Report</td>
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<tr>
<td>d) Licensing Office Report</td>
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</table>

<table>
<thead>
<tr>
<th>9. AOC Report</th>
<th>S= Prepared and Submitted</th>
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<thead>
<tr>
<th>10. AOC Inspection Team</th>
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<tbody>
<tr>
<td>Name</td>
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<tr>
<th>11. Remarks:</th>
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Signature of the Team Leader/POI

Date: 
Name: 
Designation:
# APPLICATION FOR APPROVAL OF CHIEF PILOT

<table>
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<tr>
<th>1. Operator</th>
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<tbody>
<tr>
<td>2. Name of the Person</td>
<td>Letter Ref. No.</td>
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<tr>
<td>3. Licenses/Ratings Held</td>
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<tr>
<td>4. Flying Experience</td>
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<tr>
<td>e) Instructional Flg. Hrs.</td>
<td>f) Instrument Flg. Hrs.</td>
</tr>
<tr>
<td>a) Experience in Commercial Operations: (years/months):</td>
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<tr>
<td>5. Summary of Experience: (with reference to the dates)</td>
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<tr>
<td>a) Appointments Held:</td>
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<tr>
<td>b) Employments:</td>
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<tr>
<td>c) Professional Courses:</td>
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<tr>
<td>d) Incidents/ Accidents:</td>
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<tr>
<td>e) Any other Detail:</td>
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**Instructions:**

i) Please Tick the applicable columns
ii) Columns not applicable can be mentioned so
iii) Extra sheets may be attached-with for more details

Date: ______________________

Signature of Operator’s CEO
# APPENDIX – “G”

## 1. TYPES OF AERIAL WORK OPERATION / RATINGS

(Class – I up to 5700 kgs. and Class – II above 5700 kgs.)

<table>
<thead>
<tr>
<th>TYPES OF OPERATION</th>
<th>RATINGS</th>
</tr>
</thead>
</table>
| Aerial Advertising | a) Banner towing  
b) Sky-writing  
c) Light display |
| Aerial Photography | a) Still and motion  
b) Low level filming  
c) Media Link transmission |
| Aerial Spotting    | a) Fire  
b) Fish  
c) Flood  
d) Flora  
e) Fauna |
| Aerial Survey      | a) GEO/ Magnum/ Spectra / Seismic Sampling  
b) GEO Chemical Sampling  
c) Environmental Studies  
d) Pipeline inspection  
e) Power line inspection  
f) Property survey |
| Agricultural or Aerial spray | a) Seeding  
b) Chemical/Fertilizer spreading  
c) Pest (e.g. Mosquito) eradication other than agricultural purposes |
| Ambulance Functions | a) Water and fire retardant  
b) Incendiaries for bushfire control  
c) Food land fodder relief  
d) Messages / flowers  
e) Marine and environmental studies  
f) Lifesaving equipment or personnel |
| Aerial Baiting     | a) Cloud Seeding  
b) Seeds/Fertilizers for forestry purpose  
c) Oil and Chemical dispersants |
| Government/Departmental Functions | a) Carriage of passengers and cargo  
b) VIP Flights  
c) VVIP Flights |

## 2. TYPES OF CHARTER OPERATION

(Class – I up to 5700 kgs. and Class – II above 5700 kgs.)

<table>
<thead>
<tr>
<th>TYPES OF OPERATION</th>
<th>RATINGS</th>
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<tbody>
<tr>
<td>Domestic</td>
<td>IFR/VFR Cargo &amp; passengers</td>
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<tr>
<td>International</td>
<td>IFR/VFR Cargo &amp; passengers</td>
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</table>
### BASE INSPECTION – ISSUE/RENEWAL OF AOC

**(Aerial Work/Charter/Flying School)**

<table>
<thead>
<tr>
<th>Operators name/Address</th>
<th>Inspector(s) name</th>
<th>Date and place of Inspection</th>
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<tr>
<td><strong>Note:</strong> For details see relevant chapters of the Manual of AOC (GA).</td>
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<table>
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<th>U</th>
<th>COMMENTS</th>
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<td><strong>STAFFING &amp; ORGANISATION</strong></td>
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<td>status of manning</td>
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<td>1.1.3</td>
<td>qualification/experience of key personnel</td>
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<td>1.2</td>
<td><strong>Administrative Infrastructure</strong></td>
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<td>Offices: CP/CFI/Admin. Etc.</td>
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<td>- size</td>
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<td>- staff</td>
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<td>safety equipment (general)</td>
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<td></td>
<td>- fire extinguishers</td>
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<td>- first aid kits</td>
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<td><strong>OPERATIONAL FACILITIES</strong></td>
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<td>display of a/c state/ NOTAMS etc.</td>
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<td>Technical/Operations library</td>
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<td>coverage appropriate to operations</td>
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<td></td>
<td>- Flight Manual</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>- Aeronautical Maps/Charts</td>
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<tr>
<td></td>
<td>- Manual of AOC-Gen. Aviation</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>2.5.4</td>
<td>Other books of interest</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 3. RECORD KEEPING

#### 3.1 Flight Crew
- **3.1.1** Licence/ratings validity
- **3.1.2** recent experience (incl. night)
- **3.1.3** instrument time/approaches
- **3.1.4** route/aerodrome clearance
- **3.1.5** emergency procedures training
- **3.1.6** chemical ratings (agricultural pilots)

#### 3.2 Flight & duty time records
- **3.2.1** rostered start/finish time vs actual
- **3.2.2** rest periods
- **3.2.3** duty free period previous 7 days
- **3.2.4** flight time for:
  - 07 days (35 hrs)
  - 30 days (100 hrs)
  - 365 days (1000 hrs)
- **3.2.5** daily flying record vs log book
- **3.2.6** Flight Authorisation Book (PCAA 609)

#### 3.3 Training Records
- **3.3.1** Record of each crew / student in
  - theory training
  - flying / simulator training
- **3.3.2** Records of PCAA / company conducted theory examination and checks.
- **3.3.3** Records of courses

#### 3.4 Operational records
- **3.4.1** flight preparation (charter only)
- **3.4.2** operational flight plan (charter only)
- **3.4.3** weight and balance
- **3.4.4** fuel and oil
- **3.4.5** emergency / survival equipment

#### 3.5 Aircraft records (as required by AW)

#### 3.6 Passenger / cargo & crew manifests
- accuracy
- retention

#### 3.7 Storage facilities
- **3.7.1** adequate and secure
- **3.7.2** accessibility / usability

### 4. PASSENGER AND LOAD HANDLING

#### 4.1 Passenger facilities
- Lounge, size / comfort
- Security check

#### 4.2 Loading & load control
- **4.2.1** determination of load / weight
- **4.2.2** adequate facilities / devices

#### 4.3 Dangerous goods (according to manual)

### 5. MAINTENANCE (Detailed Inspection by AWD)

#### 5.1 Organisation approved, if not lease agreement with: ________________
- **5.2.1** hanger
  - cleanliness, lighting
  - fire pre-cautions/first aid kit
5.2.2 tarmac /parking area
- traffic control
- fire hazards
5.2.3 workshops
5.2.4 storage
- spares
- fuel and oil

6. TRAINING FACILITIES (TCO & SCHOOL)  

<table>
<thead>
<tr>
<th>6.1</th>
<th>Instructional staff (flying &amp; ground trg.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1.1</td>
<td>adequate</td>
</tr>
<tr>
<td>6.1.2</td>
<td>qualifications / experience</td>
</tr>
<tr>
<td>6.1.3</td>
<td>knowledgeable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.2</th>
<th>Class rooms &amp; assembly / conference hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.2.1</td>
<td>number / size adequate</td>
</tr>
<tr>
<td>6.2.2</td>
<td>student accommodation</td>
</tr>
<tr>
<td>6.2.3</td>
<td>seating / writing desks</td>
</tr>
<tr>
<td>6.2.4</td>
<td>visibility / hearing</td>
</tr>
<tr>
<td>6.2.5</td>
<td>lighting reflections</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.3</th>
<th>Training Aids</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.3.1</td>
<td>equipment as per syllabus</td>
</tr>
<tr>
<td>6.3.2</td>
<td>black / white boards / view graphs</td>
</tr>
<tr>
<td>6.3.3</td>
<td>projectors / video / screens / TV</td>
</tr>
<tr>
<td>6.3.4</td>
<td>FRTO language labs</td>
</tr>
<tr>
<td>6.3.5</td>
<td>aircraft models</td>
</tr>
<tr>
<td>6.3.6</td>
<td>sectioned aircraft components, instruments &amp; diagrams</td>
</tr>
<tr>
<td>6.3.7</td>
<td>demonstration equipment room</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.4</th>
<th>Maps and Charts</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.4.1</td>
<td>training areas / route</td>
</tr>
<tr>
<td>6.4.2</td>
<td>local / general lost procedures</td>
</tr>
<tr>
<td>6.4.3</td>
<td>emergency procedures</td>
</tr>
<tr>
<td>6.4.4</td>
<td>circuit patterns</td>
</tr>
<tr>
<td>6.4.5</td>
<td>airfield layout</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.5</th>
<th>Special equipment : list items e.g. simulators, CPTs etc. these also require specific assessment and approval</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>6.6</th>
<th>Books and Publications</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.6.1</td>
<td>Syllabus and related materials</td>
</tr>
<tr>
<td>6.6.2</td>
<td>Books on flying and related topics</td>
</tr>
<tr>
<td>6.6.3</td>
<td>News papers and magazines</td>
</tr>
<tr>
<td>6.6.4</td>
<td>General knowledge books</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.7</th>
<th>Recording System</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.7.1</td>
<td>Security</td>
</tr>
<tr>
<td>6.7.2</td>
<td>Adequate / effective</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.8</th>
<th>Training Records of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.8.1</td>
<td>Theory training / courses</td>
</tr>
<tr>
<td>6.8.2</td>
<td>Flight / simulator</td>
</tr>
<tr>
<td>6.8.3</td>
<td>Endorsement route training</td>
</tr>
<tr>
<td>6.8.4</td>
<td>Assessment in each course / exams</td>
</tr>
</tbody>
</table>

NOTE: in addition to the requirement given in earlier paras.
| 6.8.5 | **PCAA conducted flight check & tests** |
| 6.8.6 | **Record of courses conducted** |
| **6.9** | **Printing and copying facilities** |
| **7.0** | **AGRICULTURAL OPERATOR**  
(ADDITIONAL) |
| **7.1** | **Organisation** |
| 7.1.1 | CP or approved agricultural pilot |
| 7.1.2 | Entomologist availability |
| **7.2** | **Equipment** |
| 7.2.1 | Pesticide filling system (leak proof) |
| 7.2.2 | Fire extinguishers |
| 7.2.3 | First aid kit include pesticide antidotes |
| 7.2.4 | Oxygen kit |
| 7.2.5 | Blood cholinesterase check kit / staff |
| 7.2.6 | Loading devices |
| 7.2.7 | Storage devices |
| **7.3** | **Protective equipment & clothing** |
| 7.3.1 | Flight crew  
- helmet with R/T  
- cover all (fire resistant), gloves  
- respirators (according to pesticide) |
| 7.3.2 | Ground crew  
- overall apron face shield  
- respirators (according to pesticides)  
- rubber gloves & boots (leak proof) |
| **7.4** | **Documentation** |
| 7.4.1 | Agricultural pilot manual |
| 7.4.2 | Chemical rating manual |
| 7.4.3 | “Peskine” manual |
| **7.5** | **Records** |
| 7.5.1 | Dates of cholinesterase check  
- pilots (20 days intervals) |
| 6.8.1 | - engineering / ground staff (30 days) |
| 7.5.2 | Pesticide dispensation |
| 7.5.3 | Deployment of pilots & ground crew |

**8. AIRCRAFT INSPECTION**  
(Note Aircraft are to be pre-flighted and may be flown for check)

| 8.1 | **AIRCRAFT DETAILS**  
| | Aircraft 1 | Aircraft 2 | Aircraft 3 | Aircraft 4 | Aircraft 5 |
| **8.1.1** | Type |
| **8.1.2** | Registration |
| **8.2** | Navigation aids |
| 8.2.1 | VOR/ILS |
| 8.2.2 | NDB/ADF |
| 8.2.3 | Other (GPS, DME, RNAV, RADAR) |
| **8.2** | Communication |
| 8.2.1 | Intercom |
| 8.2.2 | VHF/HF |
| 8.2.3 | Transponder |
### 8.3 Safety equipment

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8.3.1</td>
<td>Seat belts &amp; harnesses</td>
</tr>
<tr>
<td>8.3.2</td>
<td>Fire extinguishers</td>
</tr>
<tr>
<td>8.3.3</td>
<td>Oxygen for crew, pax</td>
</tr>
<tr>
<td>8.3.4</td>
<td>Signalling equipment</td>
</tr>
<tr>
<td>8.3.5</td>
<td>First aid kit</td>
</tr>
<tr>
<td>8.3.6</td>
<td>Emergency exits</td>
</tr>
<tr>
<td>8.3.7</td>
<td>Cargo / baggage storage</td>
</tr>
<tr>
<td>8.3.8</td>
<td>Damp mechanism (Agriculture Aircraft)</td>
</tr>
</tbody>
</table>

### 8.4 Documents

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<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8.4.1</td>
<td>Certificate of Registration</td>
</tr>
<tr>
<td>8.4.2</td>
<td>Certificate of Airworthiness</td>
</tr>
<tr>
<td>8.4.3</td>
<td>Certificate of Maintenance</td>
</tr>
<tr>
<td>8.4.4</td>
<td>Journey log book</td>
</tr>
<tr>
<td>8.4.5</td>
<td>Radio licence</td>
</tr>
<tr>
<td>8.4.6</td>
<td>Flight / ops. manual</td>
</tr>
<tr>
<td>8.4.7</td>
<td>Insurance documents</td>
</tr>
<tr>
<td>8.4.8</td>
<td>MMEL / MEL</td>
</tr>
</tbody>
</table>

### COMMENTS OF CP/CFI:

Date: _________________  
Signature: _________________

### COMMENTS OF PCAA INSPECTOR / GMGA:

Date: _________________  
Signature: _________________

### COMMENTS OF DFS:

Date: _________________  
Signature: _________________
ESSENTIAL KNOWLEDGE FOR CFI / CP

The CFI / CP shall at least have, sufficient knowledge about following things:-

1. Responsibilities of CFI / CP
2. CAR’s 94
3. Aeronautical Information Publication (AIP)
5. Operations Manual
6. All Flight Standards & Licensing ANO’s
7. Contents of Manual of AOC
8. Airworthiness Notices (relevant portion only)
9. CFI shall have a fairly good knowledge about the flying and ground training Subjects / Syllabi.
# Operations Audit Checklist

## OP – 1 PREVIOUS AUDIT

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 1.1</td>
<td>What was the date and purpose of the previous Audit?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 1.2</td>
<td>What was the number of audit findings and conclusion from the previous audit</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 1.3</td>
<td>Are there any outstanding audit findings from the previous audit? How many?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>

## OP – 2 AIR OPERATOR CERTIFICATES AND OPERATIONS SPECIFICATIONS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 2.2</td>
<td>Does the operator possess a current copy of AOC &amp; OPS SPECS?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 2.3</td>
<td>Who is responsible for maintaining the AOC &amp; OPS SPECS docs?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 2.4</td>
<td>What type of AOC does the company hold i.e. commercial / charter &amp; domestic/international?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 2.5</td>
<td>Where are the carrier’s main base &amp; Sub-base(s)? do these meet the applicable standards?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 2.6</td>
<td>What types of aircraft are authorized pursuant to the air operator certificate?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 2.8</td>
<td>Does the company have proof of liability insurance?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>
### AOC GUIDE – COMMERCIAL AIR OPERATIONS

| OP – 2.9 | Does the company use AOC of other contracting state(s)? | ICAO: Annex 6 | *NR:* | *OD:* |
| OP – 2.10 | Does the company maintain the original AOC standards? | ICAO: Annex 6 | *NR:* | *OD:* |
| OP – 2.11 | Has the company made any changes to its AOC, if so – is it coherent with the present status. | ICAO: Annex 6 | *NR:* | *OD:* |

### OP – 3 COMPANY MANUALS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 3.1</td>
<td>Is the operations manual consistent with AOC &amp; OPS SPECs?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em></td>
<td><em>OD:</em></td>
<td></td>
</tr>
<tr>
<td>OP – 3.2</td>
<td>Does the company operations manual Include all items required as follows:</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em></td>
<td><em>OD:</em></td>
<td></td>
</tr>
</tbody>
</table>

**General:**
- organized with the structure: a) general; b) aircraft operating information; c) areas, route aerodromes; and d) training? – [YES / NO]
- instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations? – [YES / NO]
- rules limiting the flight time and flight duty periods and providing for adequate rest periods for flight crew members and cabin crew? – [YES / NO]
- a list of the navigational equipment to be carried including any requirements relating to Operations in RNP airspace? – [YES / NO]
- where relevant to the operations, the long-range NAV procedures, engine failure procedure for ETOPS and the nomination and utilization of diversion aerodromes? – [YES / NO]
- circumstances in which a radio listening watch is to be maintained? – [YES / NO]
- the method for determining minimum flight altitudes? – [YES / NO]
- the methods for determining aerodrome operating minima? – [YES / NO]
- safety precautions during refueling with passengers on board? – [YES / NO]
- ground handling arrangements and procedures? – [YES / NO]
- procedures for pilots-in-command observing an accident? – [YES / NO]
- the flight crew for each type of operation including the designation of the succession of command? – [YES / NO]
- specific instructions for the computation of the quantities of fuel and oil to be carried in all circumstances of the operation including loss of pressurization and the failure of one or more power-units while on-route? – [YES / NO]
- conditions for use & amount of oxygen to be determined? – [YES / NO]
- instructions for mass and balance control? – [YES / NO]
- instructions on ground de-icing/anti-icing operations? – [YES / NO]
- the specifications for the operational flight plan? – [YES / NO]
- standard operating procedures (SOP) for each phase of flight? – [YES / NO]
- instructions on the use and time of use of normal checklists? – [YES / NO]
- departure contingency procedures? – [YES / NO]
- instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-out? – [YES / NO]
- instructions on the use of autopilots and auto-throttles in IMC? - [YES/NO]
- on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved? - [YES/NO]
- procedures for familiarization with areas, routes and aerodromes? - [YES/NO]
- stabilized approach procedure? - [YES/NO]
- limitation on high rates of descent near the Surface? - [YES/NO]
- conditions required to commence or to continue an inst approach? - [YES/NO]
- instructions for the conduct of precision and non-precision instrument approach procedures? - [YES/NO]
- allocation of flight crew duties and procedures for management of crew workload during night and IMC inst app and landing operations? - [YES/NO]
- instructions and training requirements for the avoidance of controlled flight into terrain (CFIT) and policy for the use of the ground proximity warning system (GPWS)? - [YES/NO]
- Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the (ACAS)? - [YES/NO]
- information and instructions relating to the interception of civil aircraft including: A) Procedures, as prescribed in annex 2, for pilots-in-command of intercepted aircraft? - [YES/NO] B) Visual signals for use by intercepting and intercepted aircraft? - [YES/NO]
  - for aeroplanes intended to be operated above 15 000 M (49 000 ft): 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: 1) the necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance? - [YES/NO]
<table>
<thead>
<tr>
<th>2) the action to be taken in the event that communication with the ATS unit cannot be established or is interrupted? - [YES/NO]</th>
</tr>
</thead>
<tbody>
<tr>
<td>details of the accident prevention and flight safety program provided in accordance with chapter ---------, including a statement of safety policy and the responsibility of personnel? - [YES/NO]</td>
</tr>
<tr>
<td>information and instructions on the carriage of dangerous goods, including action to be taken in the event of an emergency? - [YES/NO]</td>
</tr>
<tr>
<td>security instructions and guidance? - [YES/NO]</td>
</tr>
<tr>
<td>The search procedure checklist? - [YES/NO]</td>
</tr>
<tr>
<td>AIRCRAFT OPERATING INFORMATION:</td>
</tr>
<tr>
<td>certification limitations and operating limitations? - [YES/NO]</td>
</tr>
<tr>
<td>the normal, abnormal and emergency procedures to be used by the flight crew and the checklists relating thereto as required by chapter ---------? - [YES/NO]</td>
</tr>
<tr>
<td>operating instructions and information on climb performance with all engines operating, if provided in accordance with chapter --------- ? - [YES/NO]</td>
</tr>
<tr>
<td>flight planning data for pre-flight and in-flight planning with different thrust/power and speed settings? - [YES/NO]</td>
</tr>
<tr>
<td>the maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied having regard to gusts, low visibility, runway surface Conditions, crew experience, use of autopilot, abnormal or emergency circumstances, or any other relevant Operational factors? - [YES/NO]</td>
</tr>
<tr>
<td>instructions and data for mass and balance calculations? - [YES/NO]</td>
</tr>
<tr>
<td>instructions for aircraft loading and securing of load? - [YES/NO]</td>
</tr>
<tr>
<td>aircraft systems, associated controls and instructions for their use, as required by Annex 6 Part 1 [YES/NO]</td>
</tr>
<tr>
<td>the minimum equipment list and configuration deviation list for the aeroplane types operated and specific operations authorized, including any requirements Relating to operations in RNP airspace? - [YES/NO]</td>
</tr>
<tr>
<td>checklist of emergency and safety equipment and instructions for its use? - [YES/NO]</td>
</tr>
<tr>
<td>evacuation procedures, including type specific procedures, crew coordination, assignment of crew's emergency positions and the emergency duties assigned to each crew member? - [YES/NO]</td>
</tr>
<tr>
<td>the normal, abnormal and emergency procedures to be used by the cabin crew, the checklists relating thereto and aircraft systems information as required, including a statement related to the necessary procedures for the coordination between flight and cabin crew? - [YES/NO]</td>
</tr>
<tr>
<td>survival and emergency equipment for different routes and the necessary procedures to Verify its normal functioning before take-off, including procedures to determine the required amount &amp; quantity of oxygen available? - [YES/NO]</td>
</tr>
<tr>
<td>the ground-air visual signal code for use by survivors? - [YES/NO]</td>
</tr>
<tr>
<td>ROUTES AND AERODROMES:</td>
</tr>
<tr>
<td>a route guide to 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 for the proper conduct of flight operations? - [YES/NO]</td>
</tr>
<tr>
<td>the minimum flight altitudes for each route to be flown? - [YES/NO]</td>
</tr>
<tr>
<td>the minimum flight altitudes for each route to be flown? - [YES/NO]</td>
</tr>
<tr>
<td>the increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities? - [YES/NO]</td>
</tr>
<tr>
<td>the necessary information for compliance with all flight profiles required by regulations, including but not limited to, the determination of:</td>
</tr>
<tr>
<td>A) Take-off runway length for dry, wet and contaminated conditions, including those dictated by system failures which affect the take-off distance? - [YES/NO]</td>
</tr>
<tr>
<td>B) Take-off climbs limitations? - [YES/NO]</td>
</tr>
<tr>
<td>C) En-route climbs limitations? - [YES/NO]</td>
</tr>
<tr>
<td>D) Approach climb limitations and landing climb limitations? - [YES/NO]</td>
</tr>
<tr>
<td>E) Landing runway length requirements for dry, wet and contaminated conditions, including systems failures which affect the landing distance? - [YES/NO]</td>
</tr>
<tr>
<td>F) Supplementary information, such as tire speed limitations? - [YES/NO]</td>
</tr>
<tr>
<td>TRAINING:</td>
</tr>
<tr>
<td>Details of the flight crew training program? - [YES/NO]</td>
</tr>
<tr>
<td>details of the cabin crew duties training program? - [YES/NO]</td>
</tr>
<tr>
<td>details of the flight operations officer/flight dispatcher? - [YES/NO]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OP – 3.3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do the company possess the approved copies of at least the following additional manuals:</td>
</tr>
<tr>
<td>ICAO: N/A</td>
</tr>
<tr>
<td>*NR:</td>
</tr>
<tr>
<td>*OD:</td>
</tr>
<tr>
<td>Aircraft flight manual? - [YES/NO]</td>
</tr>
<tr>
<td>Flight crew operating manual? - [YES/NO]</td>
</tr>
<tr>
<td>Security manual? - [YES/NO]</td>
</tr>
<tr>
<td>Safety &amp; emergency equipment procedure manual? - [YES/NO]</td>
</tr>
<tr>
<td>Normal/emergency checklist? - [YES/NO]</td>
</tr>
<tr>
<td>Standard operating procedure? - [YES/NO]</td>
</tr>
<tr>
<td>Flight dispatchers manual? - [YES/NO]</td>
</tr>
<tr>
<td>The DCP manual? - [YES/NO]</td>
</tr>
</tbody>
</table>
**AOC GUIDE – COMMERCIAL AIR OPERATIONS (PCAAD-617)**

**OP – 3.4**
Do applicable crew members and Ground operations personnel have current copies of the company manual?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OP – 3.5**
Are the company manuals coherent with the type(s) of aircraft the company presently possesses and the type of operation it conducts?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OP – 4**
**PUBLICATIONS LIBRARY**

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 4.1</td>
<td>Does the company maintain a library of publications required for its operations?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>

**OP – 4.2**
Does the library include a minimum of the following approved current documents/publications:
- Aviation regulations/standards? - [YES/NO]
- Aircraft flight manual? - [YES/NO]
- AIP? - [YES/NO]
- Company operations manual? - [YES/NO]
- Flight supplement? - [YES/NO]
- En-route charts? - [YES/NO]
- Aircraft flight manuals? - [YES/NO]
- Aircraft operating manuals? - [YES/NO]
- Standard operating procedures? - [YES/NO]

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
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</table>

**OP – 5**
**MANAGEMENT PERSONNEL AND OPERATIONS CO-ORDINATION**

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 5.1</td>
<td>Does the organization reflect that is shown in the company operations manual?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>

**OP – 5.2**
Do management personnel meet the requirements of the regulations?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OP – 5.3**
Is the operations manager carrying out his/her duties in accordance with the regulations?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OP – 5.4**
Is the chief pilot carrying out his/her duties in accordance with the regulations?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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</tbody>
</table>

**OP – 5.5**
Does the system for dissemination of general operational information to crew members functions as described in the company operations manual?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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</tbody>
</table>

**OP – 6**
**COMPANY CHECK PILOT PROGRAM / DESIGNATED CHECK PILOTS**

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 6.1</td>
<td>How many CCPs the operator has and for which aircraft types? Have authorities they possess been approved?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>

**OP – 6.2**
How many PPCs have been conducted by the CCPs?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
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</tbody>
</table>

**OP – 6.3**
Have the PPCs been conducted in accordance with the CCP manual?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
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</tr>
</tbody>
</table>

**OP – 6.4**
Have the CCPs been monitored by a civil aviation inspector within the past 12 months?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
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<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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<td></td>
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</tbody>
</table>

**OP – 6.5**
Has the company been notifying civil aviation on a monthly basis prior to conducting the checks?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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</tr>
</tbody>
</table>

**OP – 6.6**
Has the CCP maintained his or her qualification to conduct PPCs?

<table>
<thead>
<tr>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
OP – 6.7 | If the CCP is not qualified, has he or she conducted any PPCs with an invalid authority? | ICAO: N/A  
*NR:  
*OD:  

OP – 6.8 | Does a review of training records indicate that the CCP has exceeded his or her terms of reference? | ICAO: N/A  
*NR:  
*OD:  

OP – 6.9 | Review pilot check reports and ensure that PPCs are conducted in accordance with reference. | ICAO: N/A  
*NR:  
*OD:  

OP – 6.10 | Does the company forward PPC/IFT forms to civil aviation? | ICAO: N/A  
*NR:  
*OD:  

OP – 6.11 | Does the company forward copies of the planned check rides for the following month? | ICAO: N/A  
*NR:  
*OD:  

OP – 6.12 | Does the company have a system in place to monitor the number of CCP rides which have been completed and when monitor CCP rides are due? | ICAO: N/A  
*NR:  
*OD:  

OP – 7 FLIGHT CREW TRAINING PROGRAM

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
</table>
| OP – 7.1 | Does the air operator have an approved training policy in place in regard to the following requirements:  
- ground and flight training facilities? - [YES/NO]  
- properly qualified instructors? - [YES/NO]  
- ground and flight training in the type(s) of aeroplane? - [YES/NO]  
- coordination & training in all types of emergency and abnormal situations or procedures caused by power plant, airframe or systems malfunctions, fire or other abnormalities? - [YES/NO]  
- knowledge and skills related to visual and instrument flight procedures for the intended area of operation? - [YES/NO]  
- knowledge of all flight crew members on the functions for which they are responsible and the relation of these functions to the functions of other crew members, particularly to abnormal or emergency procedures? - [YES/NO]  
- recurrent training and assessment of competence? - [YES/NO]  
- human performance including threat & error management? - [YES/NO]  
- the transport of dangerous goods? - [YES/NO] | ICAO: Annex 6  
*NR:  
*OD:  |
| OP – 7.2 | Review the company training program in regard to the following:  
- recent experience for pilot in command & co-pilot? - [YES/NO]  
- recent experience for cruise relief pilot? - [YES/NO]  
- pilot experience on area, route & aerodrome qualification? - [YES/NO]  
- pilot proficiency check in aircraft? - [YES/NO]  
- pilot proficiency check in simulator? - [YES/NO]  
- single pilot operation under instrument rules or at night? - [YES/NO] | ICAO: Annex 6  
*NR:  
*OD:  |
| OP – 7.3 | Review the company ground indoctrination training program. | ICAO: Annex 6  
*NR:  
*OD:  |
| OP – 7.4 | Review the line indoctrination training program. | ICAO: Annex 6  
REGULATOR: OPERATOR: |
| OP – 7.5 | Review the up-gradation training program. | ICAO: Annex 6  
*NR:  
*OD:  |
| OP – 7.6 | Review the initial and annual aircraft type training program. | ICAO: Annex 6  
*NR:  
*OD:  |
| OP – 7.7 | Review the initial and annual safety & emergency equipment training program. | ICAO: Annex 6  
*NR:  
*OD:  |
| OP – 7.8 | Review the crew resource management training program. | ICAO: Annex 6  
*NR:  
*OD:  |
### OP – 7.9
Review the minimum equipment list training program.

- **ICAO:** N/A
- **NR:** N/R
- **OD:** OD

### OP – 7.10
Is a synthetic training device used for training or checking?

- **ICAO:** N/A
- **NR:** N/R
- **OD:** OD

### OP – 7.11
Has the synthetic training device been approved by civil aviation?

- **ICAO:** Annex 6
- **NR:** N/R
- **OD:** OD

### OP – 7.12
Has the synthetic training device program been approved by civil aviation?

- **ICAO:** Annex 6
- **NR:** N/R
- **OD:** OD

### OP – 7.13
Are the check pilots of the synthetic training device been approved by civil aviation?

- **ICAO:** N/A
- **NR:** N/R
- **OD:** OD

### OP – 8  FLIGHT CREW TRAINING RECORDS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OP – 8.1</strong></td>
<td>Do the records for each crew member include the required data?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 8.2</strong></td>
<td>Do the training records depict that the following have been completed in respect of each flight crew member: initial and recurrent technical type training? - [YES/NO] initial and recurrent simulator type training? - [YES/NO] initial and recurrent aircraft type training? - [YES/NO] initial &amp; recurrent line indoctrination training? - [YES/NO] initial and recurrent seep training? - [YES/NO] initial and recurrent CRM training? - [YES/NO] up-gradation training? - [YES/NO]</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 8.3</strong></td>
<td>Do the training records depict that flight training times recorded in the training records conform to that of the aircraft journey logs (random sample check)?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 8.4</strong></td>
<td>Do the training records depict that flight training times recorded in the training records conform to that of the airport traffic sheets?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
</tbody>
</table>

### OP – 9  OPERATIONAL CONTROL SYSTEM

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OP – 9.1</strong></td>
<td>Is the air operator's operational control system in place as described in its operations manual?</td>
<td>ICAO: N/A</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.2</strong></td>
<td>Does the air operator have an approved flight dispatcher training syllabus?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.3</strong></td>
<td>Does the air operator have an approved recurrent training program for the flight dispatchers?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.4</strong></td>
<td>Does the air operator have record that each flight dispatcher has successfully completed the initial &amp; recurrent training?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.5</strong></td>
<td>Does the air operator provide cockpit familiarization training and has this been recorded in the appropriate file?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.6</strong></td>
<td>Do all the certified flight dispatchers meet the minimum age requirement as per regulation /company procedure?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.7</strong></td>
<td>Do all flight dispatchers have valid radio telephone operator certification?</td>
<td>ICAO: Annex 6</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
<tr>
<td><strong>OP – 9.8</strong></td>
<td>Does the air operator have a check dispatcher?</td>
<td>ICAO: N/A</td>
<td><em>NR:</em> N/R</td>
<td><em>OD:</em> OD</td>
<td></td>
</tr>
</tbody>
</table>
### AOC GUIDE – COMMERCIAL AIR OPERATIONS (PCAAD-617)

| OP – 9.9 | Has the check dispatcher (if any) been approved? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.10 | Do the records of operations control personnel indicate that their required training syllabus has been followed through? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.11 | Do the operational control personnel perform the duties & authority as described in operations manual? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.12 | Are company aircraft being dispatched as outlined in the company operations manual? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.13 | How does the company meet the ground communication requirements as outlined in the applicable regulations for its operation? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.14 | How information is passed to an aircraft in flight and can the air operator meet the requirement? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.15 | Does the air operator provide the minimum operational flight plan requirements? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.16 | Does the air operator’s flight release system provide a procedure for verification, acceptance and disagreement resolution of the operational flight plan? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.17 | How are MET, NOTAMs etc made available for flight planning? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 9.18 | Does the air operator have duty records for each flight dispatcher exercising duty in the operational control? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.19 | Does the flight watch continue until completion of flight? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.20 | Are in-flight reports directed to the flight dispatcher performing flight watch? | ICAO: N/A  
*NR:  
*OD: |

### FLIGHT FOLLOWING SYSTEM FOR AIR OPERATORS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
</table>
| OP – 9.21 | Is the person qualified to respond to the requests from the pilot-in-command of an aircraft? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.22 | Is the flight following system adequate for all hours during which aircraft are flown? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.23 | Does the flight follower monitor the air operator’s flights from commencement to termination and any intermediate stops? | ICAO: N/A  
*NR:  
*OD: |
| OP – 9.24 | Is there a procedure for the pilot-in-command to pass messages concerning landings and departures to the flight follower? | ICAO: N/A  
*NR:  
*OD: |

### FLIGHT DOCUMENTATION (OPERATIONS CONTROL)

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
</table>
| OP – 10.1 | Does the operational flight plan meet the requirements of the applicable reference? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 10.2 | Do the fuel slips, journey logs and weight & balance forms all agree with respect to fuel weights? | ICAO: Annex 6  
*NR:  
*OD: |
| OP – 10.3 | Do the load manifests and journey logs agree with respect to cargo loads? | ICAO: Annex 6  
*NR:  
*OD: |
### OP – 10

**10.4** Does the weight & balance system meet the requirements of the applicable reference?  
ICAO: Annex 6  
*NR:  
*OD:

**10.5** Are operational flight plans retained in accordance with the applicable reference?  
ICAO: Annex 6  
*NR:  
*OD:

### OP – 11

**AIRCRAFT INSPECTION**

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
</table>
| OP – 11.1 | Are there adequate restraints available to ensure that any cargo or equipment carried is secured and does not shift in flight? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.2 | Is cargo loaded so as to not block or restrict the exit of passengers in an emergency? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.3 | Does the company aircraft have an approved safety feature card on board for each passenger? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.4 | Does the company aircraft have operational and emergency equipment which meets the requirements? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.5 | Have the requirements for emergency exits and floor proximity emergency escape path lighting systems been met? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.6 | Have carry-on baggage requirements been met? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.7 | Does each aircraft have required seatbelts? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.8 | Does each aircraft have required shoulder harnesses for flight attendant seats? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 11.9 | Are aircraft markings and placards in accordance with the aircraft flight manual? | ICAO: Annex 6  
*NR:  
*OD: | | | |

### OP – 12

**AIRCRAFT DOCUMENTATION**

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
</table>
| OP – 12.1 | Is there a current aircraft library on board each aircraft containing at least the following documents/manuals: certificate of registration? - [YES/NO]  
certificate of airworthiness? - [YES/NO]  
certificate of radio license? - [YES/NO]  
certificate of insurance? - [YES/NO]  
aircraft journey logbook? - [YES/NO]  
MEL/CDL? - [YES/NO]  
cabin defect report book? - [YES/NO]  
company operations manual? - [YES/NO]  
aircraft flight manual? - [YES/NO]  
flight crew operating manual? - [YES/NO]  
security/safety & emergency equipment procedure manual? - [YES/NO]  
*NR:  
*OD: | | | |
| OP – 12.2 | Are flight crews reporting aircraft defects in accordance with approved procedures? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 12.3 | Are aircraft configurations and equipment in accordance with the aircraft flight manual? | ICAO: Annex 6  
*NR:  
*OD: | | | |
| OP – 12.4 | Are journey log entries made in accordance with the reference? | ICAO: Annex 6  
*NR:  
*OD: | | | |
### OP – 13  MINIMUM EQUIPMENT LIST

<table>
<thead>
<tr>
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<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 13.1</td>
<td>Does the company utilize an approved MEL/CDL for each type of aircraft?</td>
<td>ICAO: Annex 6</td>
<td></td>
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<tr>
<td>OP – 13.2</td>
<td>Does the company dispatch aircraft in accordance with approved MEL procedures?</td>
<td>Annex 6 *NR: *OD:</td>
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</table>

### OP – 14  CABIN SAFETY

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 14.1</td>
<td>List any outstanding cabin safety audit findings respecting the previous audit</td>
<td>ICAO: N/A *NR: *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 14.2</td>
<td>Since the previous audit, are there any indication of: high turnover of cabin managerial staff? - [YES/NO] high turnover of cabin crew? - [YES/NO] any changes of scope, size, aircraft and type of service? - [YES/NO]</td>
<td>ICAO: N/A *NR: *OD:</td>
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</tbody>
</table>

### CABIN CREW MANUAL & INSPECTION REVIEW

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 14.3</td>
<td>Is there a cabin crew safety manual on board every aircraft?</td>
<td>ICAO: N/A *NR: *OD:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 14.4</td>
<td>Is the cabin crew manual content in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6 *NR: *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 14.5</td>
<td>Is the cabin crew manual maintained up to date, if so, indicate the approval date and the latest revision number.</td>
<td>ICAO: N/A *NR: *OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 14.6</td>
<td>Do cabin crews carry competency cards?</td>
<td>ICAO: N/A *NR: *OD:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 14.7</td>
<td>Indicate whether the cabin crew manual is procedurally consistent with the operations manual and other company manuals? (Such as the manufacturer's aircraft manuals, the standard operating procedures manual, etc?)</td>
<td>ICAO: N/A *NR: *OD:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 14.8</td>
<td>Is the cabin crew training program consistent with the cabin crew manual and other company manuals? (i.e., operations manual, manufacturer's aircraft manuals and the air operator's operation)?</td>
<td>ICAO: Annex 6 *NR: *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 14.9</td>
<td>Are the emergency procedures and signals for flight &amp; cabin crew compatible (is similar terminology used)?</td>
<td>ICAO: N/A *NR: *OD:</td>
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</table>

### AIRCRAFT SAFETY FEATURES CARD

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<tr>
<th>REF</th>
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<th>OK</th>
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</thead>
<tbody>
<tr>
<td>OP – 14.10</td>
<td>Is the safety features card for each aircraft type and model in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6 *NR: *OD:</td>
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### OP – 15  CABIN CREW TRAINING PROGRAM

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<tr>
<th>REF</th>
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</thead>
<tbody>
<tr>
<td>OP – 15.1</td>
<td>Is the training program in accordance with the training manual and regulatory requirements?</td>
<td>ICAO: Annex 6 *NR: *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 15.2</td>
<td>Are the cabin crew training facilities adequate?</td>
<td>ICAO: Annex 6 *NR: *OD:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 15.3</td>
<td>When were the following syllabus and training programs initially approved (date):</td>
<td></td>
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<tr>
<td>OP – 15.4</td>
<td>Are the cabin crew instructors' qualifications in accordance with regulatory requirements?</td>
<td></td>
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<tr>
<td>OP – 15.5</td>
<td>Are instructors qualifications maintained and recorded (record of training)?</td>
<td></td>
<td></td>
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<tr>
<td>OP – 15.6</td>
<td>Are emergency evacuation trainers used (doors, tail-cone, etc.)? If yes, are they in accordance with the regulatory requirements?</td>
<td></td>
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<tr>
<td>OP – 15.7</td>
<td>Is there adequate portable emergency equipment available for training purposes?</td>
<td></td>
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<tr>
<td>OP – 15.8</td>
<td>Is equipment for training representative of the equipment onboard the air operator's aircraft?</td>
<td></td>
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<tr>
<td>OP – 15.9</td>
<td>Are the following training aids accurate and pertinent?</td>
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</table>

| OP – 16 | CABIN CREW TRAINING RECORDS |
| REF | ITEM | REFERENCE | OK | FINDING | NA |
| OP – 16.1 | Are cabin crew training records maintained as per regulatory requirements? | ICAO: N/A | *NR: | *OD: | |
| OP – 16.2 | Does the training performed show the following? |
| | name of cabin crew? - [YES/NO]; types of aircraft qualified on […………………..] the date of training […………………..] passed or failed […………………..] date of initial training […………………..] date of recurrent/annual training […………………..] date of differences training […………………..] date of re-qualification training […………………..] date of first aid training […………………..] date of in-charge training […………………..] date of CRM training […………………..] date of dangerous goods training […………………..] | ICAO: N/A | *NR: | *OD: | |
| OP – 16.3 | How long the training records retained (min requirement is three years)? | ICAO: N/A | *NR: | *OD: | |
| OP – 16.4 | Does the training file contain a copy of the most recent written exam for each aircraft type on which the flight attendant is qualified? | ICAO: N/A | *NR: | *OD: |
### OP – 17  DANGEROUS GOODS

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<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
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</thead>
<tbody>
<tr>
<td>OP – 17.1</td>
<td>Identify any outstanding audit findings respecting the last audit.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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<tr>
<td>OP – 17.2</td>
<td>Review prior company records to establish compliance history.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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<tr>
<td>OP – 17.3</td>
<td>Review dangerous occurrence reports, where applicable</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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<tr>
<td>OP – 17.4</td>
<td>Determine if the company currently has any permits and if they received additional permits since the last audit.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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<tr>
<td>OP – 17.5</td>
<td>Review manual and determine if there has been any amendments to the dangerous goods section of the company operations manual.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
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<tr>
<td>OP – 17.6</td>
<td>Determine if the company has approved dangerous goods manual.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
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<tr>
<td>OP – 17.7</td>
<td>Determine if the manual is available to company personnel as required.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
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</tr>
<tr>
<td>OP – 17.8</td>
<td>Determine if the company has an approved dangerous goods training program.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>OP – 17.9</td>
<td>Determine if the training program reflects all regulatory or operational amendments.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
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<tr>
<td>OP – 17.10</td>
<td>Determine if the company's acceptance procedures are in compliance with the regulations.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
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</tr>
<tr>
<td>OP – 17.11</td>
<td>Determine if the airway bill procedures are in compliance with the appropriate regulations.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 17.12</td>
<td>Determine if the shipper's declaration completion procedures are in compliance with the appropriate regulations.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 17.13</td>
<td>Determine if the pilot notification system procedures are in compliance with the appropriate regulations.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 17.14</td>
<td>Determine if a reporting system exists to identify undeclared or misrelated dangerous goods.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
<td></td>
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<tr>
<td>OP – 17.15</td>
<td>Determine if shipping documents are retained for two years.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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</tr>
<tr>
<td>OP – 17.16</td>
<td>Verify the company has the proper dangerous occurrence procedures in place.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 17.17</td>
<td>Verify the company's storage and loading procedures are in compliance with the regulations.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 17.18</td>
<td>Determine that ticketing / cargo personnel (including agents) are complying with the regulations.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 17.19</td>
<td>Determine the capability of the carrier to replace lost or stolen safety marks.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 17.20</td>
<td>Verify that all employees, who handle, offer for transport and transport, are trained.</td>
<td>ICAO: N/A  *NR:  *OD:</td>
<td></td>
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</tbody>
</table>
### OP – 17.21 Verify that trained employees are able to produce certificates of training upon request or they are available in company file?

<table>
<thead>
<tr>
<th>Reference</th>
<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
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<tbody>
<tr>
<td>OP – 17.21</td>
<td>Verify trained employees are able to produce certificates of training upon request</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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</table>

### OP – 17.22 Determine that the certificates of training contain the required information.

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<tr>
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<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 17.22</td>
<td>Determine certificates are available in company file</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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</tbody>
</table>

### OP – 17.23 Determine that the company has a record of training for trained employees on file.

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<tr>
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<th>Item</th>
<th>Reference</th>
<th>OK</th>
<th>Finding</th>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 17.23</td>
<td>Determine record of training</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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</table>

### OP – 18 FLIGHT INSPECTION AND ROUTE CHECK AUDIT (ON SITE) IN-FLIGHT INSPECTION

#### GENERAL

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 18.1</td>
<td>Does the air operator provide a confirmed passenger seat for the cabin safety inspector performing an in-flight inspection?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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#### APRON SAFETY

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<tr>
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<th>Item</th>
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<th>Finding</th>
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</thead>
<tbody>
<tr>
<td>OP – 18.2</td>
<td>Is the company’s procedure to escort passengers safely to and from the aircraft in compliance of the regulatory requirements?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.3</td>
<td>Is fuelling with passengers on board carried out in accordance with the regulatory requirements?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.4</td>
<td>Are the correct numbers of flight attendants carried in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
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#### CREW BRIEFING

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<tr>
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<th>OK</th>
<th>Finding</th>
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</thead>
<tbody>
<tr>
<td>OP – 18.5</td>
<td>Do the Cabin Crew flight attendants receive a pre-flight briefing from the pilot in command?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.6</td>
<td>If more than one Cabin Crew flight attendant is carried, does the in-charge provide a pre-flight briefing to the other flight attendant(s)?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
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#### PASSENGER BRIEFINGS

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<tr>
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<tbody>
<tr>
<td>OP – 18.7</td>
<td>Are the safety briefings prior to take-off, after take-off, prior to landing and for in-flight turbulence completed in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.8</td>
<td>Are all safety briefings provided in the appropriate languages? What were the languages used?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.9</td>
<td>Are passengers seated at window exits provided with the standard briefing?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.10</td>
<td>Is the safety features card for that aircraft type and model available at each passenger seat?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.11</td>
<td>Is the information contained on the safety features card reflective of the aeroplane and equipment carried?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
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#### CARRY-ON BAGGAGE

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<th>Reference</th>
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<th>OK</th>
<th>Finding</th>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 18.12</td>
<td>Is there at least one carry-on baggage control point outside the aircraft?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 18.13</td>
<td>Does a crew member verify that all carry-on baggage is stowed prior to closure of the passenger entry door?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.14</td>
<td>Is carry-on baggage stowed so that it does not block access to the safety equipment, exits and aisles?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 18.15</td>
<td>Is carry-on baggage stowed so that no passenger's view to the &quot;seat belt&quot; and &quot;no smoking&quot; signs is obscured?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 18.16</td>
<td>Is carry-on baggage placed so as to prevent it from shifting during take-off, landing and in-flight turbulence?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 18.17</td>
<td>Is the procedure for handling unusual or fragile items in accordance with the operations manual and flight attendant manual?</td>
<td>ICAO: N/A</td>
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### CABIN CHECKS

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<tbody>
<tr>
<td>OP – 18.18</td>
<td>Are passengers seated and secured in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 18.19</td>
<td>Are seat belts fastened in accordance to the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>OP – 18.20</td>
<td>Are child restraint systems used in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.21</td>
<td>Are passenger service carts stowed in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
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</tr>
<tr>
<td>OP – 18.22</td>
<td>Is all equipment on board stowed in accordance with the regulatory requirements? (i.e. galleys, overhead bins, etc.)</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.23</td>
<td>Are all video monitors that are suspended from the ceiling in an aisle stowed for take-off and landing?</td>
<td>ICAO: Annex 6</td>
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### ELECTRONIC DEVICES

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<th>REF</th>
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<th>FINDING</th>
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</thead>
<tbody>
<tr>
<td>OP – 18.24</td>
<td>Is the use of electronic devices in accordance with the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
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### ALCOHOL/DRUGS

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<th>REF</th>
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<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
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</thead>
<tbody>
<tr>
<td>OP – 18.25</td>
<td>Is the use of alcohol on board in accordance with the regulatory requirements?</td>
<td>ICAO: N/A</td>
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### SMOKING

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<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 18.26</td>
<td>Are smoking procedures followed in accordance with the regulatory requirements?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

### TURBULENCE PROCEDURES

<table>
<thead>
<tr>
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<th>ITEM</th>
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<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 18.27</td>
<td>If turbulence exceeds light turbulence, does the pilot-in-command direct the flight attendants according to regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.28</td>
<td>If the in-charge considers it necessary, due to turbulence, to fasten seat belts, take jump seats and discontinue service, do they follow the procedures as per regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### EXISTS / DOORS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 18.29</td>
<td>Are all exits serviceable, accessible and correctly placarded with operating instructions and exit locator signs?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.30</td>
<td>Is there a means for the crew, in an emergency, to unlock each lavatory door?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.31</td>
<td>Is there a removable ashtray installed on or near the outside of the door to each lavatory or in some other location that is readily visible to the users of each lavatory from outside the lavatory?</td>
<td>ICAO: Annex 6</td>
<td></td>
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</tbody>
</table>

### PLACARDS

<table>
<thead>
<tr>
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<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 18.32</td>
<td>Is there a &quot;no smoking&quot; symbol or wording in the appropriate language that is readily visible on each lavatory door?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.33</td>
<td>Is cigarette disposal prohibition mark, as applicable, is identifiable and visible?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.34</td>
<td>Is there a placard indicating the location of emergency equipment as per regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 18.35</td>
<td>Have in-flight inspections or route checks been completed using the appropriate forms?</td>
<td>ICAO: Doc-8335</td>
<td></td>
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</table>

### OP – 19 AIRCRAFT PERFORMANCE OPERATING LIMITATIONS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
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<th>OK</th>
<th>FINDING</th>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 19.1</td>
<td>Does the carrier utilize aircraft performance operating limitations for airports from which it operates?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 19.2</td>
<td>Do the aircraft performance operating limitations conform to the appropriate aircraft flight manual?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### OP – 20 AIR OPERATOR FLIGHT SAFETY PROGRAM/FLIGHT SAFETY PROGRAM ELEMENTS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 20.1</td>
<td>Does the person responsible for running the flight safety program have extensive operational experience (normally achieved as a flight deck crew member or equivalent experience in aviation management); and training.</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.2</td>
<td>Does the person responsible for the flight safety program have direct access to the operations manager?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.3</td>
<td>Does the reporting system provide for a timely and free flow of flight safety related information?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.4</td>
<td>Are surveys conducted?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.5</td>
<td>Are flight safety improvement suggestions solicited and processed?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.6</td>
<td>Has a safety awareness program been developed and maintained?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.7</td>
<td>Is a close relationship with the appropriate aircraft manufacturers maintained?</td>
<td>ICAO: N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.8</td>
<td>Are incidents/accidents investigated and are recommendations to preclude a recurrence reported?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Accident Prevention Program

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 20.9</td>
<td>Has a flight safety database been developed to monitor and analyze trends?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 20.10</td>
<td>Has there been a flight safety documentation system properly incorporated in the airline?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>

#### ICAO: Annex 6

**NR:**

**OD:**

**OP – 20.11** Has the air operator established the following programs as a part of accident prevention:

- [YES/NO] terrain avoidance warning system?
- [YES/NO] SOP for all types of its aircrafts?
- [YES/NO] appropriate stabilized approach procedure for landing?
- [YES/NO] flight data analysis programs?
- [YES/NO] airline proactive safety programs?
- [YES/NO] implementation plan for training–CRM?
- [YES/NO] training CFIT prevention?
- [YES/NO] policies for ALAR?
- [YES/NO] loss of control (SOPs/policies and procedures/ human factors and automation)?
- [YES/NO] runway incursion – pilot training?
- [YES/NO] cabin injury reduction during turbulence?
- [YES/NO] midair – ACAS installation/ACAS policies and procedures?

**ICAO: (SASIs)**

**NR:**

**OD:**

### Incident Management

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
<th>NA</th>
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</thead>
<tbody>
<tr>
<td>OP – 20.12</td>
<td>Has an incident reporting system been developed and maintained?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 20.13</td>
<td>Does it provide a process of reporting incidents; investigation of incidents; the means to advise management; and information feedback to employees?</td>
<td>ICAO: Annex 6</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
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</table>

**ICAO: Annex 6**

**NR:**

**OD:**

### Flight Safety Committee

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
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<th>OK</th>
<th>FINDING</th>
<th>NA</th>
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</thead>
<tbody>
<tr>
<td>OP – 20.14</td>
<td>Has a flight safety committee been established to identify safety concerns and deficiencies and to make recommendations for corrective measures to senior management?</td>
<td>ICAO: GASP/NAST</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 20.15</td>
<td>Are members from all operating departments represented?</td>
<td>ICAO: GASP/NAST</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 20.16</td>
<td>Does the committee meet at least twice a year?</td>
<td>ICAO: GASP/NAST</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
<tr>
<td>OP – 20.17</td>
<td>Do meeting minutes provide a record of agenda items, discussions and corrective actions taken, where applicable?</td>
<td>ICAO: GASP/NAST</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>
| OP – 20.18 | Has the company developed a safety management system in its organization to ensure the following:
- identifies safety hazards?
- [YES/NO] ensures that remedial action necessary to maintain an acceptable level of safety is implemented?
- [YES/NO] provides for continuous monitoring and regular assessment of the safety level achieved?
- [YES/NO] aims to make continuous improvement to the overall level of safety? | ICAO: Annex 6 | *NR: | *OD: | |

**ICAO: Annex 6**

**NR:**

**OD:**

### Emergency Response Planning

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
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</tr>
</thead>
<tbody>
<tr>
<td>OP – 20.19</td>
<td>Has an emergency response plan been developed and is it maintained?</td>
<td>ICAO: N/A</td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
</tr>
</tbody>
</table>

**ICAO: N/A**

**NR:**

**OD:**
Has the air operator included the following elements in its emergency response planning:

- air operator policy? - [YES/NO]
- air operator mobilization and agency notification? - [YES/NO]
- passenger and crew welfare? - [YES/NO]
- casualty and next-of-kin co-ordination? - [YES/NO]
- accident investigation on behalf of the air operator? - [YES/NO]
- air operator team's response to the accident site? - [YES/NO]
- preservation of evidence? - [YES/NO]
- emergency response training? - [YES/NO]

### AUDIT (ON SITE) BASE INSPECTION RANDOM SPOT CHECKS

<table>
<thead>
<tr>
<th>REF</th>
<th>ITEM</th>
<th>REFERENCE</th>
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<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP – 20.21</td>
<td>Review flight crew duty time &amp; rest period limitation as prescribed in the regulation and/or by the company.</td>
<td>ICAO: Annex 6</td>
<td></td>
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<td>*NR:</td>
<td>*OD:</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>OP – 20.22</td>
<td>Review cabin crew duty time &amp; rest period limitation as prescribed in the regulation and/or by the company.</td>
<td>ICAO: Annex 6</td>
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<tr>
<td></td>
<td>*NR:</td>
<td>*OD:</td>
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</tr>
<tr>
<td>OP – 20.23</td>
<td>Check the cabin crew manuals held by other departments to verify if they are kept up-to-date? (i.e. flight operations, base offices, etc.)</td>
<td>ICAO: N/A</td>
<td></td>
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<td></td>
<td>*NR:</td>
<td>*OD:</td>
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</tr>
<tr>
<td>OP – 20.24</td>
<td>Check random cabin crew reports to ensure safety issues are dealt with accordingly and record discrepancies.</td>
<td>ICAO: N/A</td>
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<td>*NR:</td>
<td>*OD:</td>
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</table>

### AUDIT (ON SITE) INTERVIEWS AND MISCELLANEOUS

<table>
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<tr>
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<th>ITEM</th>
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<th>FINDING</th>
<th>NA</th>
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</thead>
<tbody>
<tr>
<td>OP – 20.25</td>
<td>How are routine and safety measures given to the flight and cabin crew, i.e., bulletins? Is the method effective? Is the method universal?</td>
<td>ICAO: Annex 6</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.26</td>
<td>Are key management personnel familiar with pertinent sections of the regulatory requirements?</td>
<td>ICAO: Annex 6</td>
<td></td>
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<tr>
<td></td>
<td>*NR:</td>
<td>*OD:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OP – 20.27</td>
<td>Are the management and training personnel job descriptions accurate and applicable to the current position?</td>
<td>ICAO: N/A</td>
<td></td>
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<tr>
<td></td>
<td>*NR:</td>
<td>*OD:</td>
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</tr>
<tr>
<td>OP – 20.28</td>
<td>Is the air operator's organization chart current?</td>
<td>ICAO: N/A</td>
<td></td>
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<td></td>
<td>*NR:</td>
<td>*OD:</td>
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</tbody>
</table>
(This form is valid only if printed on both sides of the sheet)

1. OPERATOR:

2. SERVICE REQUIRED:

3. DOCUMENTS SUBMITTED:

4. PURPOSE OF MEETING:

5. TIME: START: _______________ OFF: _______________

6. TOTAL MAN-HOURS:

7. SERVICE CHARGES: Rs._________________

5. Bank Deposit Slip for Rs._____________ is attached.

or

I authorize deduction of Rs._____________ from the advance deposit account of
M/s._______________________________

Signature of Operator:
Name:
Date: _________________
Designation:

Note: Delete whichever is not applicable
### For Official Use

|-----------|------|-------|

6. Task Allotted to ____________________________
   Task to be completed by ____________________________

   Signature: 
   Name: 
   Date: ________________

   Director Flight Standards

7. Service charges have been deducted from the advance deposit account and the remaining balance is Rs. ________________.

   Signature: 
   Name: 
   Date: ________________

   Department Record Officer

8. Task completed and reply forwarded vide letter No. ________________
   Dated ________________
   Encl. No. ________________
   Vol. ________________

   Signature: 
   Name: 
   Date: ________________

   Designation:
# APPENDIX – “M”

## PAKISTAN CIVIL AVIATION AUTHORITY

**CONFIRMATION REQUEST**

<table>
<thead>
<tr>
<th>Flight Standards Directorate</th>
<th>CAAF-065-FSXX-2.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name:</td>
<td>File Ref. No:</td>
</tr>
<tr>
<td>Auditor’s Name:</td>
<td>Area of Audit:</td>
</tr>
<tr>
<td>Company Representative:</td>
<td>Title:</td>
</tr>
</tbody>
</table>

Revisions:
- **Rev No:** 02
- **Rev Date:** 18.08.2010
- **Rel Doc:** AOC Guide

## SUBJECT MATTER

[Blank]

**Auditor’s Signature**  [Date]

**Company Response Required by:**  [Date and Time]

## COMPANY RESPONSE

[Blank]

**Company Representative’s Signature**  [Date & Time]

**For Inspector / Auditor’s use only:**
- [ ] Company Response Accepted
- [ ] Company Response Rejected
- [ ] Auditor’s Finding
- [ ] Settled
- [ ] Not Settled
- [ ] If not settled recommended for violation action

**Auditor’s Signature**  [Date]