



FLIGHT REGULARITY AND PUNCTUALITY

AIR NAVIGATION ORDER

VERSION : 1.0
DATE OF IMPLEMENTATION : 30-11-2018
OFFICE OF PRIME INTEREST : Air Transport & Economic Regulations Directorate

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TYPE OF DOCUMENT	AIR NAVIGATION ORDER (ANO)		
STATUS OF DOCUMENT	CONTROLLED		

A. AUTHORITY:

This ANO has been issued by the DG CAA in pursuance of powers vested in him under Rule 4 (3), 5, 180, 334(3), 360 and all other enabling provisions of Civil Aviation Rules 1994 (CARs 1994).

B. PURPOSE:

The purpose of this ANO is to ensure that airlines minimize flight cancellations and delays, thereby, reducing inconvenience to passengers and improving passenger facilitation.

C. SCOPE:

C1. Applicable to all air operators / airlines operating at least 30 flights per month from major international airports of Pakistan.

D. DESCRIPTION:

D1. DEFINITIONS: Any term used in this ANO shall have the same meaning as given in Civil Aviation Ordinance 1960, Pakistan Civil Aviation Authority Ordinance 1982, CARs, 1994 and Carriage by Air Act, 2012.

D1.1 FLIGHT REGULARITY: means percentage of scheduled flights that are operated during a specified time period.

D1.2 FLIGHT PUNCTUALITY: means percentage of operated flights departing from the gate within 15 minutes of scheduled departure time during a specified time period.

D2. A number of complaints are received by the Civil Aviation Authority from passengers regarding flight cancellations and delays. Cancelled flights cause inconvenience to passengers in the form of disruption of their travel plans and also adversely affect the optimum utilization of airport capacity. Delayed flights cause inconvenience to passengers who are on a tight schedule and also result in congestion at airports, sometimes affecting other flights also that are otherwise on schedule. The probable consequent law and order situation is also a potential threat to airport property.

D3. Keeping these problems in view, these regulations / orders are issued to safeguard the interest of traveling passengers and reduce congestion at airports.

D4. MEASURES FOR IMPROVING FLIGHT REGULARITY AND PUNCTUALITY

D4.1 Airlines' Rankings on the basis of flight regularity and punctuality will be displayed on CAA website for the information of consumers, thereby, helping the consumers in making informed choice of airline according to their priorities. This may help the airlines with higher flight regularity and punctuality to attract more customers as compared to the airlines with lower regularity and punctuality.

D4.2 Airlines having regularity lesser than 80% at major international airports of Pakistan, in the last 06 months of preceding calendar year for summer schedule / first 06 months of ongoing calendar year for winter schedule, will have to review the number of scheduled flights filed for approval in the new seasonal schedule. The authority may reduce the number of scheduled flights of the airline having regularity lesser than 80% in the above stated period. The reduction may be proportionate to the number of percentage drop below the 80% regularity benchmark. The airline may file for approval of extra flights during the season if the passenger demand increases and if the authority deems it appropriate for facilitation of passengers.

D4.3 Airlines having regularity greater than 95% and punctuality greater than 90% may be given preference in time-slot allocation in the new seasonal schedule, over airlines having regularity lesser than 70% and punctuality lesser than 60%, at major international airports of Pakistan in the above stated time period.

D4.4 If an airline's regularity falls below 60% or punctuality falls below 50% at major international airports of Pakistan, in the above stated time period, then a financial penalty of PKR 100,000/= for every 1 percentage drop below these benchmarks, may be imposed.

D4.5 All the above stated percentage benchmarks for regularity and punctuality are including force majeure cancellations and delays, therefore, the benchmarks have been adjusted accordingly to cater for the force majeure factors. The domestic operations and international operations will be considered separately for the above stated purposes.

D4.6 Enforcement actions in case of non-payment of financial penalties are outlined below:

D4.6.1 Variation in allocated slots / Withdrawal of historic slots;

D4.6.2 Reduction in frequency / routes of airline;

D4.6.3 Suspension / Cancellation of Air Operator Certificate;

D4.6.4 Suspension / Cancellation of RPT Licence.

E. EVIDENCES (ACRONYMS/RECORDS/REFERENCES):

E1. ACRONYMS:

ANO AIR NAVIGATION ORDER
PKR PAKISTANI RUPEES

E2. RECORDS:

Biannual Schedules

E3. REFERENCES:

E3.1 Civil Aviation Rules, 1994
E3.2 National Aviation Policy 2015
E3.3 Document & Record Control (CAAO-001-MSXX)

IMPLEMENTATION:

This Air Navigation Order – Flight Regularity & Punctuality (ANO-003-ATCP-1.0) shall be implemented with effect from **30th November 2018**.

(G. HASSAN BAIG)
Director General
Pakistan Civil Aviation Authority

Dated: - November **2018**

(SYED MUZAFFAR ALAM)
Director Air Transport & Economic Regulations

Dated- November **2018**
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