

CAP 3300



Air Operator Certification Manual

Scheduled Commuter & NSOP Airplanes

Approved by the Director General of Civil Aviation

Second Edition – 2017

Directorate General of Civil Aviation, India

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
FOREWORD.....	5
RECORD OF REVISIONS.....	9
LIST OF EFFECTIVE PAGES	10
ABBREVIATIONS.....	11
DEFINITIONS.....	12
CHAPTER 1 – INTRODUCTION.....	1
1. General.....	1
2. Applicable Rules and Requirements.....	1
3. Purpose of AOC/AOP	2
4. Air Operator’s Permit/ Certificate	4
5. Application for AOC/AOP	5
6. Continued Compliance.....	5
7. Suspension/ Cancellation or Revocation of AOC/AOP	5
CHAPTER 2 – BACKGROUND	6
1. Certification Process	6
2. Responsibility of the Applicant.....	7
3. Authorization for the issue of an Air Operator’s Certificate/Permit.....	8
4. Schedule of Events	8
5. Statement of Compliance (Declaration of Conformance).....	9
6. Air Operator’s Permit/Certification and Operations Specifications (Ops Spec).....	9
Appendix E.	9
CHAPTER 3 - INITIAL ISSUE OF AN AOP/AOC	11
1. The Pre-Application phase	11
1.1 Pre- Application - Statement of Intent	11
1.2 Pre-Application Meeting.....	12
1.3 Post Pre-Application Meeting.....	14
2. The Formal Application Phase	14
2.2 The Schedule of Events	15
2.3 Manuals/ Information to be produced with the formal application	15
2.4 Statement of Compliance	15
2.5 Nominated Post Holders.....	15
2.6 Aircraft Facilities and Services.....	17
3. The Document Evaluation Phase.....	19
3.1 General	19
3.2 Lease Agreements	19
3.3 Manuals	19
3.3.2 Use of language in Manuals / Documents	21

3.4	Operations Manual	22
3.5	Aircraft Flight Manual.....	22
3.6	Route Manual/ Navigation Information.....	22
3.7	Training Manuals, Training Programmes and Training Personnel.....	24
3.8	Dangerous Goods Manual.....	26
3.9	Maintenance Control Manual (CAME)	26
3.10	Security Manual.....	28
3.11	Safety and Emergency Procedures	28
3.12	Ground Handling Procedures	28
3.13	Passenger Handling and Warning Manual.....	28
3.14	Flight Safety Manual.....	29
3.15	Safety Management Systems Programme.....	29
3.16	Flight Safety Documents System.....	30
3.17	Passenger Safety Briefing Card.....	30
3.18	Minimum Equipment List	31
3.19	Statistical Returns	31
4.	Permission to import Aircraft	31
5.	The Demonstration and Inspection Phase	32
5.1.	General	32
5.2	Proving/ Validation Flights	33
5.3	Evacuation and Ditching Demonstration	33
6.	Certification Phase.....	35
6.2	Issue of an Air Operator Permit/Certificate.....	35
7.	Renewal of Air Operator Permit/Certificate	35
7.1	The Application for Renewal.....	36
7.2	Inspection for Renewal of AOP/AOC	36
7.3	Lapsed AOP/AOC	36
7.4	Amendment to AOP/AOC/ Operations Specifications	36
	CHAPTER 4 – CERTIFICATION PROCESS	38
1.	Air Operator's Certification Team	38
2.	Pre-application Phase.....	33
3.	Formal Application Phase	35
3.2.	Formal application meeting.....	36
4.	Document Evaluation Phase.....	38
	Document approval by AOCMB.....	40
5.	Inspection and Demonstration Phase.....	42
6.	Certification Phase.....	44
	CHAPTER 5 – MANAGEMENT OF AIR OPERATOR PERMIT/ CERTIFICATE.....	47
1.	Air Operator Certificate (AOC)/ Non-Scheduled Operator Permit (NSOP) Team(AOP)	47
	APPENDIX A – Application For Permission To Establish Air Transport Services In India	50
	FORMAL APPLICATION	59
	APPENDIX B – Schedule of Events.....	63
	APPENDIX C – Statement of Compliance	71

APPENDIX C1 – AIR OPERATOR CAR/ Circular Compliance Template	77
APPENDIX D – Certification Check Lists	78
CHECKLIST 01 – Assessment of General Status	79
CHECKLIST 02 – Technical assessment for issue of Operations Specifications	80
CHECKLIST 03 – Assessment of Post Holders	82
CHECKLIST 04 – Assessment of Operations Manual.....	83
CHECKLIST 05 – Organizational Structure, Staffing and Administrative Facilities	85
CHECKLIST 06 – Assessment of Flight Manual and Cockpit Checklists.....	87
CHECKLIST 07 – Provision of Operational Information and Support to Crew	89
CHECKLIST 08 – Arrangements for Maintenance of Documents/ Records	91
CHECKLIST 09 – Inspection of Loading and Load Control	95
CHECKLIST 10 – Inspection of Aircraft	97
CHECKLIST: 11-A – Inspection of Ground Handling Arrangements.....	103
CHECKLIST: 11-B – Inspection of passenger handling and warning of dangerous goods.	117
CHECKLIST 12 – Inspection of Training Facilities	119
CHECKLIST 13 – Operational Control.....	122
CHECKLIST 14 – Flight Operations Inspectors Final Report	141
CHECKLIST 15 – Proving Flight	144
CHECKLIST – 20 – Maintenance Organizational Structure and Staffing.....	151
CHECKLIST – 22 – Technical Data	169
CHECKLIST – 23 – Fueling of Aircraft	171
CHECKLIST – 25 – Weight & Balance Control.....	177
CHECKLIST – 29 – Accomplishment, and Control of Mandatory Modifications/ Airworthiness Directives.....	185
CHECKLIST – 30 – Airworthiness Inspection of Aircraft.....	187
CHECKLIST – 31 – Inspection of Maintenance Systems	191
CHECKLIST – 32 – Time-In-Service and Maintenance Records	195
CHECKLIST – 33 – Contractual Arrangements.....	197
CHECKLIST – 34 – Assessment of Head of Maintenance.....	201
CHECKLIST – 36 – Airworthiness Team Leader’s Final Report	204
APPENDIX E – Format of Air Operator’s Permit and Operations Specifications	206
3. Operations specifications for each aircraft model.....	207
APPENDIX F – Reserved.....	211
APPENDIX G – Introducing a type of Aircraft that is not already in service in India – Special additional requirements.....	212
1.1 Application.....	212
1.2 Aircraft.....	212
1.3 Flight Deck.	212
1.4 Cabin.....	213
1.5 Flight Crew Training:	213
1.6 Inspector involvement.....	215
1.7 Cabin crew training	215
1.8 Operations.....	216
1.9 Documentation	216

1.10	Maintenance aspects.....	217
1.11	Maintenance trainer.....	217
	APPENDIX H - Recommended Qualifications for Nominated Post Holders.....	215
	APPENDIX I – Pre Certification Facility Inspections	216
2.	Management and Executive Staff	216
3.	Administration Facilities.....	216
4.	Record Keeping	216
5.	Retention of records.....	217
6.	Operations Library	217
7.	Crew Scheduling.....	218
8.	Crew room	218
9.	Operations Planning	218
10.	Flight Planning Facilities.....	219
11.	Operational control.....	219
12.	Load Control.....	219
13.	Passenger Handling & Facilities	221
14.	Training Facilities.....	221
15.	Aircraft Servicing	223
16.	Inspection of Aircraft.....	223
17.	Inspection of operating bases (Stations).....	224
18.	Proving/ Validation Flights	225
19.	Emergency Evacuation Demonstrations.	233
20.4	REPORTING PROCEDURES.....	245
	Air Operator Partial Ditching Demonstration Report	245
	APPENDIX J – Checklist for the Issuance of an AOP.....	246
	Checklist for Issue of Air Operator’s Permit.....	246
	APPENDIX K –Timelines for Completion of Certification Process including time lines for completion of major events for induction of Aircraft.	249
	Aircraft Details.....	254
	Manuals	255
	Aircraft Personnel.....	257
	Appendix M – Application for Amendments to the Operations Specifications.....	258
	Appendix N - Requirements for International Operations.....	259
	Appendix O – Proving Flight Readiness Check	262
	Appendix P: Review Checklist – Reporting of Deficiencies.....	263

FOREWORD

In accordance with the provisions of Rule 134 of the Aircraft Rules, 1937 no persons shall operate any scheduled air transport service from, to, in, or across India except with the permission of the Central Government. In order to promote/ enhance Regional Connectivity, the concept of Scheduled Commuter Air Transport Services has been introduced under the National Civil Aviation Policy - 2016. Further, Rule 134A of the Aircraft Rules, stipulates that no air transport service, other than a scheduled air transport service, shall be operated by an Indian air transport undertaking unless it holds a Non-Scheduled Operator's Permit granted by the Central Government. The authority to grant the permission has been delegated by the Government to DGCA. Accordingly, Air Operator Certificates/ Permits for operating the following types of air transport services are presently issued by DGCA to applicants who meet the laid down requirements for the specific type of air transport service:

1. Scheduled Commuter Air Transport Service (Passenger)
2. Scheduled Commuter Air Transport Service (Cargo)
3. Non- Scheduled Air Transport Service (Passenger)
4. Non- Scheduled Air Transport Service (Cargo)

Operators undertaking Scheduled Commuter Services would be issued a Scheduled Air Operator Certificate (Scheduled Commuter) while non-scheduled operators would be issued Non- Scheduled Air Operators Permit (Passenger) or Non- Scheduled Air Operators Permit (Cargo) as applicable. Such certificates are required to be granted by ICAO member States in accordance with the provisions of Annex 6 Part Part III. Certificates/ Permits are granted subject to the applicant showing satisfactory capability to undertake the type of operations to the regulator. Hence certification of an air operator is a very vital role in the regulatory system. In order to assess the competence of an Operator, the DGCA has to conduct an in-depth evaluation of the proposed operation, which should at least cover organization, staffing, equipment & facilities, proposed routes, level and type of service and finances.

The issue of an Air Operator Certificate/Permit would be dependent upon the applicant demonstrating an adequate organization, method of control and supervision of flight operations training programmes as well as ground handling and

maintenance arrangements consistent with the nature and extent of the operation specified.

The certification team of Inspectors of DGCA is responsible for conducting the required evaluations to ensure the applicant's capability of meeting the actual and potential obligations in establishing and continuing to maintain safe operation of air services, prior to issuance of the AOC/AOP. Hence, all Inspectors involved in the certification process of the issuance of an AOC/AOP, shall be guided by the requirements stipulated in this manual.

On compliance of the requirements by the applicant and after evaluation by DGCA, the applicant would be issued a certificate/ permit, setting forth the operational authorisation and limitations to carry out the specified commercial air transport operations.

Subsequent to the issuance of an Air Operator Permit/Certificate, DGCA would continue to monitor the operations by a systematic procedure of surveillance and inspections.

CAP 3300 – Air Operator Certification Manual - Aircrafts provides the guidance to an applicant seeking such a Certificate for Aircraft operations. The purpose of this manual is to explain the administrative procedure involved, for the issue and renewal of an Air Operator Permit/Certificate and to indicate the requirements to be met by an applicant for such a Permit/Certificate. Every application is considered on its merits. Furthermore, this guidance is for DGCA Inspectors to certify operators for an issue of an AOC/AOP. It is expected that the applicant of an Air Operator Certificate/Permit will be benefited by this manual as it explains the administrative procedures involved so that the process would be independent and transparent. The list of guidance material issued by DGCA as indicated in the manual needs to be referred to, in conjunction with this manual.

Prospective applicants may visit the DGCA official website at <http://dgca.nic.in> to obtain further details.

(Vikram Dev Dutt)
Director General of Civil Aviation

(Rev. 3 approved vide F. No. DGCA-22031/85/2021-FSD Dated 14th February 2024)

RECORD OF REVISIONS

Flight Standards Directorate, DGCA, India is responsible to ensure that this manual is updated as required and to maintain the contents of the manual current at all times.

Amendments to this manual are promulgated by means of revisions issued whenever necessary to cover corrections and to add or modify the contents.

Any Revisions to the manual shall be shown with a vertical bar on the right side of the revised data. The page number and the revision number of the effected page must be changed accordingly. The list of effective pages and history of revisions page must be amended accordingly.

All revisions to this manual shall have the approval of the approving authority of this manual prior to publishing of the revisions.

REVISION NUMBER	DATE ENTERED	ENTERED BY
1 st Edition	12 th January 2017	CFOI, DGCA
2 nd Edition	July 2017	CFOI, DGCA
2 nd Edition, Rev. 01	June 2018	CFOI, DGCA
2 nd Edition, Rev. 02	November 2022	CFOI, DGCA
2 nd Edition, Rev. 03	February, 2024	CFOI, DGCA

LIST OF EFFECTIVE PAGES

Reference	Page No(s).	Revision No.	Effective Date
Chapter 0	i-xi	Rev 1	June 2018
Chapter 1	1-5	Rev 0	July 2017
Chapter 2	6-10	Rev 0	July 2017
Chapter 3	11-32	Rev 0	July 2017
Chapter 4	33-49	Rev 0	July 2017
Chapter 5	50-52	Rev 0	July 2017
Appendix A	53-66	Rev 0	July 2017
Appendix B	67-74	Rev 0	July 2017
Appendix C	75-80	Rev 0	July 2017
Appendix C1	81	Rev 3	Feb 2024
Appendix D	82-188	Rev 3	Feb 2024
Appendix E	189-193	Rev 1	June 2018
Appendix F	194	Rev 2	Nov 2022
Appendix G	195-199	Rev 0	July 2017
Appendix H	200	Rev 0	July 2017
Appendix I	201-222	Rev 0	July 2017
Appendix J	223-225	Rev 0	July 2017
Appendix K	226-229	Rev 1	Nov 2022
Appendix L	230-235	Rev 0	July 2017
Appendix M	236	Rev 0	July 2017
Appendix N	237-238	Rev 0	July 2017
Appendix O	239	Rev 0	July 2017
Appendix P	240	Rev 1	June 2018
Chapter 3	16, 17 & 21	Rev 2	Nov 2022

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 0
	Revision 0		July 2017

ABBREVIATIONS

AIC	- Aeronautical Information Circular
AFM	- Aircraft Flight Manual
AIP	- Aeronautical Information Publication
AIRAC	- Aeronautical Information Regulation And Control
AMT	- Aeromedical Transport
AOP	- Air Operator Permit
AOC	- Air Operator Certificate
AOCMB	- Air Operator Certification Management Bureau
APM	- Airworthiness Procedures Manual
AWOP	- All Weather Operations
CAME	- Continues Airworthiness Maintenance Exposition
CAR	- Civil Aviation Requirements
CSI	- Cabin Safety Inspector
C of A	- Certificate of Airworthiness
C of R	- Certificate of Registration
DGCA	- Director General of Civil Aviation
DGR	- Dangerous Goods Regulations
FOI	- Flight Operations Inspector
ICAO	- International Civil Aviation Organization
MOCA	- Ministry of Civil Aviation
MCM	- Maintenance Control Manual
MEL	- Minimum Equipment List
MMEL	- Master Minimum Equipment List
NOTAM	- Notice to Airmen
OM	- Operations Manual
Ops Spec	- Operations Specifications
PBN	- Performance Based Navigation
RNAV	- Area Navigation
RNP	- Required Navigational Performance
SARPs	- Standards and Recommended Practices
SOPs	- Standard Operating Procedures

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 0
	Revision 0		July 2017

DEFINITIONS

“Noted”

This is a term to be used when completing the Declaration of Conformance to indicate that the Operator has read and understood the provisions made in the Regulations but it does not require him to take any action to comply with the regulation.

“Noted & Complied”

This is a term to be used when completing the Declaration of Conformance to indicate that the Operator has read and understood the provisions in the Regulations and action has been taken to comply with it. When the operator states “Noted and Complied” it is necessary to make necessary cross-reference to the relevant documents of the operator which describes action/step that he has taken for such conformance. This may be done by quoting the applicable section and /or paragraph numbers and the title of the Operator’s Manuals.

“Noted but Compliance deferred”

This is a term to be used when completing the Declaration of Conformance to indicate the Regulations which the operator has failed to comply with at the time of application.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 1	
		Revision 0	July 2017

CHAPTER 1 – INTRODUCTION

1. General

- 1.1 In accordance with Rule 134 of the Aircraft Rules, 1937 no persons shall operate an air transport service to, from and within India without permission of the Central Government. The authority to grant the permission has been delegated by the government to DGCA which is granted in the form of an Air Operator Permit/Certificate. AOC/AOP specifies the nature and scope of operations granted to an air operator together with the terms, conditions and limitations applicable to such operations. An operator is required and expected to ensure that all operations undertaken are well within the requirements specified in the AOC/AOP.
- 1.2 Accordingly, Air Operator's Certificates/ Permits for operating the following types of air transport services are presently issued by DGCA to applicants who meet the laid down requirements for the specific type of air transport service:
 - Scheduled Commuter Air Transport Service (Passenger)
 - Scheduled Commuter Air Transport Service (Cargo)
 - Non- Scheduled Air Transport Service (Passenger)
 - Non- Scheduled Air Transport Service (Cargo)
- 1.3 These Air Operator's Certificate/Permit are granted in compliance with the provisions of Annex 6 Part I.

2. Applicable Rules and Requirements

- 2.1 In discharge of its responsibilities for regulating air transportation and ensuring safety of Aircraft operations, DGCA has laid down detailed rules, regulations and procedures under the provisions of Aircraft Act, 1934. The main responsibility for the safe conduct of the operations and for compliance with the laws, rules, regulations and directions issued from time to time is that of the operator. These laws and regulations cannot in themselves provide the operator with comprehensive and detailed instructions on which to base his operations. The operator should, therefore, develop his own detailed operating procedures necessary for safety, regularity and efficiency of operations within the frame work of the laws, rules, regulations, and directions issued by DGCA from time to time.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 1	
		Revision 0	July 2017

2.2 While requirements on various aspects relating to air transport services are laid down in the Aircraft Rules, 1937, Civil Aviation requirements and ICAO Annexes, the following documents stipulate the specific requirements for grant of permit to operate air transport services.

- I. Schedule XI and Rule 134A of the Aircraft Rules, 1937 - Requirements for Grant of Air Operator Permit/Certificate for Scheduled/Non-Scheduled Operations.
- II. Civil Aviation Requirement, Section 3, Series 'C' Part III - Minimum Requirements for Grant of Permission and to operate Non-Scheduled Air Transport Services (Passenger).
- III. Civil Aviation Requirement, Section 3, Series 'C' Part IV - Minimum Requirements for Grant of Permission and operation of Air Transport Services (Cargo).
- IV. Civil Aviation Requirement, Section 3, Series 'C' Part X – Minimum requirements for undertaking aircraft operations with aircraft owned by State Governments/ Public Sector Undertakings of Central/ State Governments.
- V. Civil Aviation Requirement, Section 3, Series 'C' Part XII – Minimum requirements for Grant of Permission and to operate Scheduled Commuter Air Transport Services.

3. Purpose of AOC/AOP

- 3.1 The purpose of an AOC/AOP is to certify that specified commercial air transport operations are authorised by DGCA and are to be conducted in compliance with applicable regulations and rules.
- 3.2 The DGCA issues the AOC/AOP in two parts, the AOC/AOP itself and the associated operations specifications (Ops Spec) that specifies the nature and scope of operations authorised together with relevant conditions and limitations (eg. RVSM, PBN, RNP etc).
- 3.3 The DGCA is authorised to suspend or cancel an AOC/AOP, if one or more of the conditions stipulated therein is breached or not maintained to the same level as demonstrated at the initial certification.
- 3.4 Prior to issuing an AOC/AOP, the DGCA needs to be satisfied that the operator conforms to all the requirements of relevant rules, requirements and associated guidance published by the DGCA and in that:
 - (i) the Aircraft shall meet the appropriate standards of airworthiness and operational requirements, and thereby be equipped with all mandatory items for communication, navigation, surveillance and safety and emergency

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 1	
		Revision 0	July 2017

equipment in accordance with the applicable Civil Aviation Requirements published by the DGCA, for safe, secure, efficient and regular operations of proposed services;

- (ii) the operator has provided for adequate servicing and maintenance of the aircraft and established an effective system of maintenance control for this purpose;
- (iii) The operator has provided for an effective means of operational control of the Aircraft that he intends to operate. This should include the policies and procedures covering the type of operations, the pre-departure functions, the dispatch functions, flight following, dual responsibility if any, continuation of flight, termination or en-route diversion of flight;
- (iv) the organizational structure, staffing and administrative facilities in the areas such as operations, maintenance and/or all other associated areas of the operator is appropriate and the nominees for the Designated Post Holders have adequate experience and required qualifications and are acceptable to and approved by the DGCA as in **Appendix H** in this manual;
- (v) detailed procedures, techniques and guidance are included in Operator's Manuals giving specific instructions / information as to how the operator's personnel are required to carry out their duties and functions and such manuals shall receive approval from the DGCA;
- (vi) flight & cabin crew and all other personnel required for operation of Aircraft (eg. dispatchers or ground handling staff), who are qualified and trained as per published requirements and are available in sufficient numbers to carry out operations;
- (vii) the operator shall have a FDTL Scheme approved as per the limitations for flight time, flight duty periods, duty periods and rest periods for fatigue management of flight & cabin crewmembers as given in the relevant CARs;
- (viii) all required training and checking programmes, Examiners/ Instructors/ Check pilot and training infrastructure including training/ checking facilities (local, in-house outsource and abroad) simulators, and any other synthetic devices have the approval of DGCA, where applicable;
- (ix) type(s) of Aircraft are approved for the proposed operations and are suitable for the proposed operations and they are available in sufficient numbers;
- (x) facilities and ancillary services required for the proposed operations have been organized to ensure safe, secure, efficient and regular operation;

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 1	
		Revision 0	July 2017

- (xi) potential and actual liabilities of the operator in respect of Aircraft, crew, passengers, cargo and third party are covered with an insurance policy; (Carriage by Air Act, 1972);
- (xii) an effective safety management system is in place;
- (xiii) flight safety documents system is in place;
- (xiv) flight data analysis programme & system of preservation of data, if applicable, is in place;
- (xv) air operator makes available to flight crew and operational personnel, adequate navigation information contained in the AIP, AIRAC, AIC, pre-flight aeronautical information etc., for the safety, regularity and efficiency of air navigation;
- (xvi) an accident victim relief programme has been drawn up as per guidance of ICAO CIR- 285/AN/166;
- (xvii) Operational requirements in relation to Ground handling, Passenger handling & public safety, provision of operational information including dissemination of weather data and NOTAMS to crew, arrangements of proposed fuel policy, flight and cabin crew scheduling, operations support services, operational loading and load control, take off & landing minima of the operator are in place;
- (xviii) Installations, equipment and staff facilities associated with main and operational base stations is adequate for the proposed operation;
- (xix) Compliance with requirements related to transportation of Dangerous Goods by air are adhered and documented;
- (xx) maintenance requirements in relation to technical data, fuelling, maintenance facilities, weight and balance, Aircraft servicing, spares holding/ stores control, MEL, CDL, maintenance release, accomplishment/ control of airworthiness directives, maintenance systems, time-in-service/ maintenance records, maintenance contractual agreements and Defects reporting system of the operator are adhered and documented;
- (xxi) Any other element identified as a requirement during the certification process is in place and is sufficient to ensure the conduct of operation with the type(s) of Aircraft to be operated.

4. Air Operator's Permit/ Certificate

- 4.1 The AOC/AOP and the associated Operations Specifications specify the nature and scope of the authorizations in relation to the technical competency of the operator for safe, secure, efficient and regular operation of air services.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 1
	Revision 0		July 2017

5. Application for AOC/AOP

The application for the issue of an AOC/AOP must be prepared in accordance with the requirements prescribed in **Appendix A** of this manual.

6. Continued Compliance

- 6.1 Once certified, the operator is responsible for the continued compliance with the initial conditions of certification and applicable legislative requirements and DGCA's requirements promulgated from time to time. The DGCA will maintain regular surveillance on the operator's activities to ensure continued compliance, in addition to conducting formal and detailed audits where the operator's actual operations are checked against approved procedures in the operator's documents.

7. Suspension/ Cancellation or Revocation of AOC/AOP

- 7.1 Failure on the part of the operator to comply with the applicable requirements may result in either the imposing of administrative penalties or suspension/ cancellation or revocation of the AOC/AOP.
- 7.2 An operator should note that in the event of a suspension/ cancellation or revocation of an AOC/AOP, the operator needs to be recertified, with a process as determined by the DGCA, based on the reason for the suspension/cancellation
- 7.3 An operator should note that even if an enforcement action was not taken by the DGCA, and operations are conducted in breach of a condition or conditions of the AOC/AOP, such operations are construed to be unauthorised and the operator is liable for enforcement action by the DGCA, on detection of such occurrences even belatedly.
- 7.4 The guidance for enforcement is given in detail in the Enforcement Policy & Procedures Manual.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 2	
		Revision 0	July 2017

CHAPTER 2 – BACKGROUND

1. Certification Process

1.1 The certification process requires the DGCA to ascertain through a systematic process whether or not a prospective applicant has both the required ability and resources to comply with the applicable legislative requirements and to fulfill the applicant's actual and potential obligations for operation of safe, secure, efficient and regular air transport services as proposed. This process involves five distinct phases as stated below:

- a. **Pre-application.** During this phase, the applicant conducts initial studies, prepares plans, makes inquiries from the DGCA in regard to the opportunities available under the existing air services agreements and seeks advice as to the validity of different proposals. The prospective applicant at this stage is required to submit a statement of intent to the DGCA outlining the proposal and apply to Ministry of Civil Aviation for issuance of NOC (assessment concerning the financial, economic and legal aspects). On the issuance of NOC and the request of proposed operator thereafter, the DGCA arranges for a pre-application meeting. However, a pre application meeting can also be conducted for an applicant who does not have a NOC and needs to be guided on the process. In such cases the NOC will have to be submitted by the applicant prior to initiating the formal application stage. Receipt of NOC in such cases will constitute the completion of the Pre application stage.
- b. **Formal application.** On completion of pre application phase if the applicant desires to proceed further then the applicant is required to submit the complete application (**Appendix A**) to the DGCA together with the fees and relevant documents to support the intended operation and this will constitute initiation of the formal application phase. The DGCA will then make a formal assessment of the completeness of the applicant's proposal and invite the applicant for a Formal Application meeting where the details relating to the certification process would be formally discussed.
- c. **Document evaluation.** During this phase, the DGCA will undertake a detailed scrutiny of the applicant's manuals and other documents, which accompanied the formal application. The documentation must be complete, accurate and current to satisfy the DGCA's requirements. Qualifications and experience of the nominees for Designated Post holders will be evaluated and the designated post holders will be interviewed. Approval/Acceptance for the same will be granted. There will be series of discussions between the DGCA and the approved/accepted post holders of

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 2	
		Revision 0	July 2017

the applicant at this stage in regard to establishing the validity/ acceptability of the applicant's proposals. It should be noted that the documents shall reflect precisely the mode and manner in which the applicant intends conducting the proposed operations and once approved, they shall form a part of the understanding between the DGCA and the operator in regard to future functioning of the operator.

- d. **Demonstration and Inspection prior to certification.** During this phase, the applicant needs to demonstrate to the DGCA that the applicant is in a position to conduct the proposed operations in accordance with the procedures detailed in the documents/ manuals reviewed during the previous phase utilizing the personnel/ facilities/ equipment identified in the formal application. Aircraft, maintenance facilities and arrangements will be inspected. Training facilities, programmes and training personnel will be evaluated. Company's organizational structure, channels of communication, delegation of powers, financial strength and sources of funding will be subjected to detailed scrutiny to ensure that the company has sufficient resources, effective arrangement and control to satisfy its obligations. Facilities for flight operations, ground handling, facilities and services for passenger, baggage and cargo handling including dangerous goods and security arrangements would be evaluated. Flight, cabin and technical crew, operations and maintenance staff, flight operations officers, examiners/ flight engineers and load/ trim personnel, as applicable, will also be assessed. If the DGCA is satisfied with the above arrangements, proving flight(s) will be conducted to one or more destinations of intended operations, as determined by the DGCA. This phase may reveal the need for some operational changes, which in turn may require the applicant to make amendments to the documents originally submitted. All elements must be satisfactorily completed before proceeding to the certification phase. During this phase, administrative action to formally approve the, the Aircraft, facilities and procedures specified in the Operations Manual, CAME, Training & Checking organization will also be undertaken.
- e. **Certification.** When all the previous phases have been satisfactorily completed, the DGCA will issue the Air Operator's Certificate/Permit and the associated Operations Specifications.

2. Responsibility of the Applicant

- 2.1 A major objective of the air operator certification is to ensure that an applicant for an AOC/AOP is fully aware and has clearly understood at the very outset about the actual & potential obligations arising out of the proposed operations (especially the legal & social responsibilities) and the financial commitments required to sustain the proposed operations in conformity with the published civil aviation requirements relating to safety, efficiency and regularity of air

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 2	
		Revision 0	July 2017

transportation.

- 2.2 Accordingly, an Air Operator Certificate/Permit will not be issued until the DGCA is fully convinced and satisfied beyond any doubt that all requirements for issue of an Air Operator's Certificate/Permit have been complied with, prior to commencement of the proposed operations and that the operator has both the required aptitude and resources to maintain proposed services without compromising any of the initial conditions of certification.
- 2.3 The type of Aircraft proposed may require the applicant to provide the DGCA staff with type specific training if the DGCA does not have type qualified inspectors on its strength. The applicant will be responsible for the cost of training of a maximum of two Flight Operations Inspectors and two Airworthiness Inspectors, as also any other officer(s) of the Certification Team as specified during the certification process. It should be noted that type endorsement training for the FOIs would involve ground and flight/simulator time. The inspector(s) must have completed their training either before any member of the operator commences their training or at the same time that the first crewmembers of the prospective operator receives their training.
- 2.4 In the event, the holder of an AOC/AOP inducts or replaces any of their Aircraft with a new type of Aircraft or an Aircraft for which type qualified inspectors are not available with DGCA at that time in service, the AOC/AOP holder shall incur the same responsibilities and expenses as outlined in paragraph 2.3 above.

3. Authorization for the issue of an Air Operator's Certificate/Permit

- 3.1 Initial issue of an AOC/AOP together with the Operations Specification, which is required for the intended operations, will be issued once the certification team makes the required recommendations and the Project Manager submits the completed and signed checklists to the Project Coordinator in the Air Transport Directorate.

4. Schedule of Events

4.1 This is a written statement to be provided by the applicant in a form as specified in **Appendix B**, containing a list of items, documents, manuals, activities, Aircraft, and/or facility acquisition or procurements which the applicant must accomplish or make ready, including the dates on which they will be submitted to the DGCA for approval or will be ready for the DGCA inspection. The Schedule of Events shall be pre-coordinated with the Project Manager in charge of the certification process. Revision to timelines is mandatory in the event the Project Manager foresees the inability of the applicant or certification team to perform given task as per original schedule.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 2	
		Revision 0	July 2017

5. Statement of Compliance (Declaration of Conformance)

- 5.1 Statement of compliance is a declaration by an applicant that the applicant is aware of and has a plan that is approved by DGCA to satisfy all pertinent regulations and applicable safety standards promulgated by the DGCA. The statement is in the form of a detailed list of CARs and Advisory Circulars that will be applicable to the proposed operations. The applicant is required to provide a brief narrative, describing the intended method of compliance, which shall be achieved against each item of the regulatory requirements. The format of the compliance statement to be completed by an applicant is found in **Appendix C**.
- 5.2 Where the operator does not or cannot comply with the normal requirements and seeks a concession in lieu, the Compliance Statement should reflect that a particular concession has been sought. Under these conditions, approval of the Compliance Statement is contingent on approval of each requested concession.
- 5.3 Operators, after receiving the formal authorization for flight operations through an AOP/ AOC and associated Operations Specification, shall ensure compliance with all changes to DGCA regulations as issued from time to time and provide an update to the respective inspector.

6. Air Operator's Permit/Certification and Operations Specifications (Ops Spec)

The format of Air Operator's Permit and Operations Specifications is placed at **Appendix E**.

7. Certification Team

7.1 The DGCA will appoint a team for the certification process. A certification team is a group of DGCA Inspectors appointed to carry out the document reviews, inspections and assessments required prior to certifying an applicant as suitable to hold an AOC/AOP. The size of the team will vary according to the size and complexity of the task(s) involved. The team will be headed by a Project Manager who shall be responsible for managing the overall certification process and in particular, the coordination of the activities of operations and airworthiness teams.

7.2 The certification team may comprise of the following directorates/ divisions of the DGCA:

- Air Transport
- Flight Standards
- Airworthiness

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 2	
		Revision 0	July 2017

- Cabin Safety
- Dangerous Goods
- Air Safety and any other department member as deemed appropriate for the type of operations.

NOTE: The DGCA Inspectors will be using the relevant checklists to evaluate the applicant's arrangements for the proposed operations during the Documentation Evaluation Phase and Demonstration and Inspection phase prior to Certification Phase. These checklists are in **Appendix D**.

- 7.3 Inspectors of each discipline are further guided by the requirements published in their respective Manual for the issuance of an AOC/AOP, and will use the relevant checklists in the Manual for any additional requirement, when conducting Inspections for the above purpose.
- 7.4 Checklist for the issuance of an AOC/AOP is in **Appendix J**.
- 7.5 The DGCA, if satisfied beyond any doubt that the applicant is capable of meeting the requirements of the Aircraft Act and rules made there under, for operations of air services as proposed, an AOC/AOP and Operations Specifications will be issued.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

CHAPTER 3 - INITIAL ISSUE OF AN AOP/AOC

Detailed process followed by DGCA is given in Chapter 4 of this manual. An applicant is free to make contact with the DGCA without making a commitment to determine the feasibility of a proposal. An applicant will formally notify the DGCA in the form of a Statement of intent once decided to proceed with obtaining an AOP/AOC.

1. The Pre-Application phase

There are three distinct activities, which are conducted during this phase.

1.1 Pre- Application - Statement of Intent

1.1.1 The applicant is required to provide a Statement of Intent, which should contain the following:

- a. The type of operation;
- b. The type(s) of Aircraft;
- c. Aircraft owned or leased;

Note: details relating to leased Aircraft operations is found in the CAP 3200: Aircraft Leasing Manual

- d. Type and duration of the lease agreement;
- e. The Aircraft registration;
- f. The areas(s) of operation and route(s) proposed;
- g. Operational control mechanism planned;
- h. The nature of Aircraft and/ or simulator training and operational facilities;
- i. Location of administrative, maintenance and operational facilities;
- j. The qualifications of Nominated Post Holders
- k. The planned company trading name; and
- l. The approximate date of commencement.

Note: The statement of intent may not have all or some portion of the above information. Individual or an operator may seek a pre- application meeting for guidance on the certification process.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 3	
		Revision 0	July 2017

1.1.2 The applicant is also required to apply to Ministry of Civil Aviation for issuance of NOC(assessment concerning the financial, economic and legal aspects) .On the issuance of NOC and the request of proposed operator thereafter, the DGCA will peruse the details provided by the applicant and will arrange for a pre- application Meeting.

1.2 Pre-Application Meeting

1.2.1 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 DGCA can start planning allocation of resources for the issue of an AOP/AOC.

1.2.2 As a minimum, the following points will be discussed during this meeting:

- a) The specific requirements particular to the proposed operation, and relevant regulatory requirements (CARs, circulars etc.).
- b) The qualifications and experience required for the nominated post holders.
- c) The certification process - The applicant must closely liaise with the DGCA certification team.
- d) The required form and content of the Formal Application and its attachment – The formal application and its attachments must be submitted at least 90 working days before the date of intended revenue operation. Ninety (90) working days will only provide adequate time to handle the application if all aspects are correct and complete at the time of submission. This does not mean that the DGCA will be able to complete the certification process within this time span. The completion of the certification process would not only depend on the completeness of the application, and the willingness of the applicant to satisfy the DGCA requirements but also the workload already undertaken by the DGCA inspectors under its annual work programme.
- e) It is imperative that the applicant understands that no revenue operations shall be permitted until the AOP/AOC and Operations Specifications are issued.
- f) The fee which shall accompany the formal application will not be refunded. If certification has not been completed within the validity of the initial NOC due to either a lapse or a delay on the part of the applicant, the application may be deemed to have expired. The following are examples of situations that can result in delays of certification;
 - i) Not meeting the schedule of events;

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 3	
			Revision 0	July 2017

ii) Not providing lease agreements or other documentation as required by

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 3	
			Revision 0	July 2017

DGCA;

iii) Unreasonable timing in the schedule of events or failing to provide adequate buffers to cover possible delays;

iv) Submission of incomplete or unacceptable material or other required documents that must be returned for correction;

v) Nomination of unacceptable personnel as Nominated Post Holders, lack/ inadequacy of proficiency of crewmembers or maintenance personnel;

vi) Unsatisfactory standards as revealed by inspections and/ or demonstrations, e.g. proving flights, conformity checks, etc;

vii) Untimely or unsatisfactory development of the maintenance programs and/ or delays in obtaining a conformity inspection for the Aircraft;

viii) Non availability of applicable manuals, records and other documents which are required to be completed / approved or accepted prior to certification. These should be drafted and completed prior to the submission of the formal application;

ix) Special additional requirements, where an applicant is introducing a type of Aircraft not already in service in India (See **Appendix G**).

1.3 Post Pre-Application Meeting

1.3.1 Following the pre-application meeting, and if the applicant decides to proceed the applicant will inform the DGCA, of the same and also submit a copy of NOC as obtained from MOCA (if not submitted earlier). The DGCA will advise the operator (in writing) to prepare and submit the formal application along with requisite fees associated with the certification process.

2. The Formal Application Phase

2.1 General

2.1.1 The formal application phase commences when the applicant forwards the formal application as per Appendix A with its accompanying documentation, together with the fees. The application should be signed by either the owner (when applying as an individual) or all members of the Board of Directors when applying as a company.

2.1.2 When the formal application is received, the DGCA will arrange a formal application meeting, subject to DGCA certification team confirming the manuals and documents submitted are in order.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 3	
			Revision 0	July 2017

- 2.1.3 The formal application must be submitted at least ninety (90) working days before date of intended revenue operations. A brief description, applicable attachments and a detailed check-list of items to be covered in the formal application are placed at **Appendix A**.

2.2 The Schedule of Events

2.2.1 This is a list of items, activities, Aircraft, and/ or facility acquisitions which must be accomplished or made ready, including the dates on which they will be ready for the DGCA to inspect. It is important that the schedule be realistic and contains sufficient flexibility to allow for unforeseen contingencies. A factor which must be considered when the schedule of events is forwarded is whether the DGCA has operations and airworthiness inspectors already trained on the proposed Aircraft type and if not, how long will it take to train them

2.3 Manuals/ Information to be produced with the formal application

- 2.3.1 The manuals as given in item 9 of Appendix A (2 copies each) must accompany the application.
- 2.3.2 Detail on the contents of the various manuals is provided in the section related to the document evaluation phase. In addition, the applicant is required to provide details of the planned organization, general policies, duties and responsibilities of personnel, channels of communication (hierarchy), airworthiness control policy, operational control policy and procedures. Such matters are usually provided in Operations Manual and in Maintenance Control Manual/ CAME.

2.4 Statement of Compliance

- 2.4.1. The compliance statement (**Appendix C**) should be in the form of a detailed listing of CARs and Circulars that will be applicable to the proposed operation with a brief narrative description of compliance.
- 2.4.2. If the method of compliance has not been fully developed, a statement of intent should be provided indicating the intent to comply. At this stage of the certification process, the applicant is expected to have considered the proposal in details and there should be a few areas, if any, in which precise compliance information is not available. Documents that may be referred to in the compliance statement includes the manuals indicated in para 2.3.1.

2.5 Nominated Post Holders

- 2.5.1 The duties and responsibilities and authorities shall be clearly defined and that clear delineation of functional tasks and lines of reporting shall be established and documented and in this regard the operator shall have following persons responsible for the following posts that should be approved

	CAP 3300	
	Chapter 3	
	Revision 0	July 2017
Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		

by DGCA:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

- a) Accountable Manager
- b) Director Flight Operations
- c) Director Engineering & Maintenance
- d) Director Quality Assurance
- e) Director Safety Management System
- f) Director Flight Safety
- g) Director Training
- h) Director Security
- i) Director Cabin Safety – if applicable
- j) Director of ground Operations
- k) Chief pilot of each fleet

NOTE: Some of the above positions may be combined depending on the size and complexity of the operation, if the management structure is acceptable to DGCA. However, the Director Flight Safety shall be an independent functionary reporting directly to the Accountable Manager only.

2.5.2 The guide to the qualifications expected of the nominated post holders is given in the **Appendix H**. Resumes should be provided containing information on the qualifications and expertise, including licenses and ratings of personnel selected, for the above or equivalent positions.

2.6 Aircraft Facilities and Services

2.6.1 The type of aircraft intended to be used for the operation shall receive prior approval from DGCA. Evidence should be provided that the Aircraft, facilities and services will be available to conduct the proposed operations. Evidence should be in the form of proof of purchase, formal contracts or financial lease agreements.

2.6.2 The Operator should have at least one Aircraft, which will be used for intended operations, to be certified as an Operator. It shall be noted that the validity of the AOP/AOC becomes null and void automatically in the event that the operator does not have at least one Aircraft in its fleet.

2.6.3 If the formal contracts/ financial lease agreements are not available at this stage, letters showing the agreements will be satisfactory until the formal documents are available. It will also be necessary to provide documents showing details of the insurance for the Aircraft, its occupants and third parties. The insurance scheme should be in compliance with the

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 3	
			Revision 0	July 2017

applicable

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

convention(s) and / or local legislation.

3. The Document Evaluation Phase

3.1 General

3.1.1 During this phase, the DGCA inspectors will inspect the documents provided in support of the formal application. The documents must specifically relate to the proposed operations.

3.2 Lease Agreements

3.2.1. Aircraft Leasing has been dealt in CAP 3200: Aircraft Leasing Manual.

3.3 Manuals

3.3.1 Manual Standards

Any Manual /Document prepared by an applicant for the approval of the DGCA or to satisfy its regulatory requirements shall contain the following, in order to ensure effective production, amendment, distribution and/or uniform use of, or compliance with information relating to the company requirements.

a) Reference Number used to identify the Document

This number shall be printed on top of the right hand corner of the front / cover page and on each page of the Manual/Document.

b) Trade Mark / logo of the applicant

This shall be printed on front / cover page and top of the left-hand corner on each page of the Manual/Document.

c) Title of the Manual / Document

This shall be printed on front / cover page and immediate inner page after the cover page.

d) Edition Number and Year of edition

This shall be printed on front / cover page.

e) Title of the person under whose authority the document is printed.

The title of the person who authorized the production of the Manual / document should be written at the bottom of the cover / front page;

f) Control Number

In addition to whatever information the applicant may wish to print on the inner page immediately after the cover page, it shall contain the control number (which indicates the serial number) of the document;

g) Record of Revision

This shall contain three running columns to indicate the Revision Number, date entered and name of the person making the revision;

h) List of effective pages

This shall contain three running columns to indicate the Page Number, last date of revision and effective date;

i) History of Revision

A brief description in regard to each amendment introduced subsequent to the initial issue.

j) Table of Contents

The table of contents shall be expanded to cover at least two sublevels with page numbers.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

k) Preamble/ Forward

This shall at least contain information relating to the purpose of the Manual in brief, the level of compliance expected from the user. The preamble of all Manuals/ documents shall be signed by the Accountable Manager;

l) Abbreviations

All abbreviations and acronyms used in the Manual or documents should be clearly explained in full;

m) Definitions

All words, which has or requires a specific meaning in relation to the matter being explained, shall be defined clearly in order to avoid ambiguities. In the absence of a definition for a word or phrase, DGCA, India will have the right to interpret such word or phrase with due regard to its obligations for safety and security;

n) Separation of sections/ chapters

Manuals should be divided into chapters or sections based on topics being dealt with. In view of the necessity of future updating requirements, each new chapter or section shall start with a new page and such sections/ chapters shall be identified with distinctive separators;

o) Header

There shall be a header for each page of a Manual or document and it shall contain at least the applicant's logo/ trade mark, name of the organization, document name, document identification number (if any), volume number (if any), revision number, chapter/ section number, subject of the chapter and any other information the applicant may wish to display;

p) Footer

There may be a footer for each page which should contain the page number and any other information (than the header) which the applicant may wish to display;

q) Index

There shall be an index to a Manual / document for ease of reference.

NOTE: *This Manual itself may be used as guidance for the development of applicant's Manual(s) in keeping with the aforesaid requirements.*

The applicant shall also maintain a Master Distribution Record in relation to the production and distribution of the Manual/ document and its subsequent amendments.

All Manuals/ documents submitted by the applicant to the DGCA shall be in duplicate so that one copy will be returned with the appropriate attestation, on approval.

The relevant page or pages of the original document which carries the DGCA attestation shall be submitted, whenever an amendment is forwarded to the DGCA for approval.

All Manuals / documents which contain information/ instructions which are subject to change shall be compiled in a loose binder (ring binders) and any manual/ document to be used in the flight deck shall be printed on papers of A5 size.

It is the responsibility of the Operator to update the Manuals submitted to the DGCA from time to time to ensure the information contained therein is complete, accurate, and up to date.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

3.3.2 Use of language in Manuals / Documents

The applicant shall ensure that all Manuals/ Documents are written in the English language and the following words are used to give the meaning as indicated against such words.

“shall” or “must” – compliance is mandatory.

“will” – the action referred to will not take place at the present moment but there is a commitment to comply with the requirement.

“should” – compliance is recommended but not compulsory.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

“may” – there is discretion for the applicant/ operator to apply alternate means of compliance or to ignore the requirement.

Any specific instruction issued by the applicant to the operational staff shall be given using the words “shall” or “must”.

3.4 Operations Manual

The Operations Manual is the means by which the applicant intends to control all aspects of the intended operation. Through the Operations Manual the operator shall ensure that all operations personnel are properly instructed in their particular duties & responsibilities and the relationship of such duties to the operation as a whole, especially all aspects of operational control including the pre-departure functions, the dispatch functions, flight following, dual responsibility if any, continuation of flight, termination or en-route diversion of flight. The Operations Manuals shall contain information/ instructions relating to the topics listed in the CAR Section 8 Series O Part VII as amended from time to time. The Manual shall be compiled as per guidance in CAP 8100.

3.5 Aircraft Flight Manual

- 3.5.1 The Aircraft Flight Manual is a document that is approved by the respective civil aviation authority of the State of manufacturer. There is usually no requirement for this manual to be approved by the DGCA unless there have been substantial modifications to the Aircraft by other than a means approved by the State of manufacturer. The operator shall ensure that the flight manual is updated by implementing changes made mandatory or approved by the State of Manufacturer as per guidance given in applicable CAR. The manual shall be in English or if it's a translation it shall be signed by the State of the manufacturer as a true translation. The AFM should contain information and instructions relating to the following.

- a) The identification of the Aircraft;
- b) The operating procedures and limitations of the Aircraft;
- c) The performances and loading of the Aircraft; and
- d) Special/ Optional equipment, if any.

3.6 Route Manual/ Navigation Information

- 3.6.1 An operator may have a route manual to ensure that it contains 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 air operator may deem necessary for the proper conduct of flight operations. Alternately the operator

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

shall demonstrate availability of adequate maps and charts or alternate means

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

(e.g. approved GPS) to enable safe and efficient air navigation for the entire intended area of operations.

3.7 Training Manuals, Training Programmes and Training Personnel

- 3.7.1 The training information and arrangements shall be included in the operator's Operations Manual Part D. The training arrangements are subjected to DGCA approval and must address all aspects of training pertaining to flight and cabin crew, operational personnel and any other personnel involved in Aircraft operations. The applicants are advised to liaise with the Flight Standards Directorate of DGCA in developing the required training programme for flight crew and flight operations officer/ dispatchers. All training programmes for personnel who are involved with flight operations and dispatching of company Aircraft must be approved by DGCA. The company may include additional materials for guidance and information for company personnel over and above the information required by the DGCA.
- 3.7.2 The training manuals must cover syllabus, equipment and facilities intended to be used, including the place where the training is to be conducted. In case the operator intends to undertake training in-house, the qualification of instructors, evaluation method, record keeping etc shall also be covered. All training that is required must be included in the operations manual and shall have the appropriate training programme. If any portion of the training programme is to be conducted by any other entity external to the operator, relevant information concerning this shall be included. An operator may use a training programme that has already received approval for the use of another operator with the prior approval of the DGCA.
- 3.7.3 All training organisations that are intended to conduct training for operations personnel shall have the approval of DGCA/ ICAO Contracting State and such organisations shall conduct training as per the approved training programmes.
- 3.7.4 Safety and Emergency Procedures training programmes/ information for persons other than the flight crew (e.g. Cabin Crew) shall be compiled as per the DGCA laid down requirements in the form of a Manual.
- 3.7.5 All instructors and simulator facilities pertaining to Aircraft flight operations shall have prior approval of the DGCA.
- 3.7.6 Operator's arrangements for checking of the competence of the flight crew shall be in conformity with the procedures specified in the relevant CAR issued by the DGCA.
- 3.7.7 It is essential that the operator shall organize not only initial training for its operational staff but also recurrent training programmes at regular intervals, transition (conversion), requalification, upgrade, recent experience, familiarisation, differences, safety management and other specialised training as applicable & as required by the DGCA (refer relevant CARs). Details of all such training programmes and facilities shall be included in the Operations

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

Manual and shall have prior approval of the DGCA.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

3.8 Dangerous Goods Manual

3.8.1 The operator shall be guided by the requirements stipulated in IATA guidelines when intending to carry dangerous goods. Following are the requirements that the operator needs to fulfill prior to issuance of an AOP/AOC.

- a) Commercial operators are required to provide a dangerous goods manual/ requisite information in the Ops Manual for the use of information and guidance of company operational personnel. Such Manual shall form a part of the operations manual even if it is issued as a separate volume. When the manual has been approved, it should be distributed to relevant persons associated with the operations and DGCA. Suitable amendment and distribution procedures must also be in place.
- b) Operators are required to provide training programmes for all personnel involved with handling or transport of dangerous goods by air. Arrangements for training must be produced to cover this requirement and required information shall form part of the operations manual.
- c) The operator shall have procedures for reporting of occurrences involving carriage of dangerous goods and to handle any emergency arising out of dangerous goods. All operational staff should be educated of these procedures and it shall be the duty of the operator to notify forthwith the relevant State agency which is in charge of investigation if any of Aircraft carrying dangerous goods, meets with an accident.

3.8.2 Where an operator does not intend to carry dangerous goods, the following requirements shall apply:

- a) The operator shall provide information in his operations manual about this policy of the operator. The operator shall also give specific written instructions/ guidance to its technical and operational staff in this regard.
- b) Operators are required to provide applicable dangerous goods training to allow the identification of dangerous goods for personnel involved in the handling of passengers and cargo, crew members and security staff in order to prevent the inadvertent carriage of such goods either in the cabin or cargo hold of Aircraft operated by the operator. Accordingly, a suitable section of the Operations Manual must be devoted to this subject. The training arrangements for these personnel must be included in the Operations Manual, and must be approved by the DGCA.

3.9 Maintenance Control Manual (CAME)

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

3.9.1 The maintenance control manual shall describe the operator's procedures necessary to ensure the continuing airworthiness of the operator's Aircraft. A maintenance control manual must be submitted for approval by the DGCA.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
			Revision 2 Nov 2022

3.9.2 This document shall be titled as Continuous Airworthiness Management Exposition (CAME). The manual should be arranged into general information and specific Aircraft maintenance systems. Separate volumes may be utilized for the purpose of separation of topics. Copies of the **CAME** must be provided for the following-

- a. All locations where maintenance is performed; and
- b. Maintenance and inspection personnel who need the manual in the execution of their duties.

3.10 Security Manual

3.10.1 The operator shall ensure that the security manual is developed and approved by BCAS.

3.11 Safety and Emergency Procedures

3.11.1 The operator shall ensure that all personnel involved in flight operations are in possession of a copy of the approved Safety and Emergency Procedures. The procedures shall form a part of the Operations Manual and shall have acceptance of the DGCA.

3.12 Ground Handling Procedures

3.12.1 Ground handling includes all the services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services. Ground handling includes a wide variety of activities like passenger handling, baggage handling, cargo handling, freight and mail handling, ramp handling, aircraft services, fuel and oil handling, aircraft maintenance, pre-flight & post flight activities, surface transport, catering etc. It is therefore a very critical element for safety and efficiency of aircraft operations.

3.12.2 For detailed guidelines, the applicant shall refer Air Transport Circular 01 of 2022.

3.13 Passenger Handling and Warning Manual

An operator shall develop a Passenger Handling Manual which shall lay down the Company's policies, procedures, methods and training in accordance with requirements stipulated in ICAO Technical Instructions Doc 9284. A minimum the following shall be covered in the operators Passenger Handling Manual:

- 3.13.1. Operator Policies and procedures for passenger Warning
- 3.13.2. Procedures for sharing of Manual/Information/Instructions to the Handling agents.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 3	
			Revision 2	Nov 2022

3.13.3. Procedures for Training Requirements: Each employee who interfaces with a passenger in the process of ticket purchase, boarding pass issuance, Acceptance of checked baggage and aircraft boarding must be trained in DGR as per applicable category.

3.13.4. Procedures for Information to passengers: Passengers are warned as to the types of dangerous goods which they are forbidden from transporting aboard an aircraft as provided for in the Technical Instructions. as follows:-

- (i) Ticket issuance
- (ii) Boarding pass issuance
- (iii) Check in counter
- (iv) Passenger information notification elements

3.13.5. Passenger check in procedures

3.13.6. Procedures Shift briefing of Passenger check in staff on Dangerous Goods

3.13.7. Provisions for Dangerous Goods Carried by Passengers or Crew

3.14 Flight Safety Manual

3.14.1 An operator shall develop a Flight Safety Manual which shall lay down the Company's safety policies, flight safety awareness and accident/ incident prevention programme in accordance with requirements stipulated in CAR Section 5 Series F Part I.

3.15 Safety Management Systems Programme

An operator shall develop a Safety Management Systems Programme in conformity to the State's Safety Programme to ensure that all reasonable measures have been taken in order to identify possible risks inherited in the system and human errors that may adversely affect flight safety and to mitigate such risks and errors. The guidance material in addition to mandatory requirements are published in CAR Section 1 Series C Part I.

3.15.1 The operator shall ensure that all personnel involved in operations of Aircraft are trained on SMS to the satisfaction of DGCA.

3.15.2 a minimum the following shall be covered in the operators SMS programme.

- a. The identification of safety hazards;
- b. The necessary remedial action to mention an acceptable level of safety;
- c. Continuous monitoring and regular assessment of the safety level achieved; and

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

d. Continuous improvement to the overall level of safety

3.16 Flight Safety Documents System

3.16.1 General

- i) Flight Safety Documents System encompasses all the safety related documents published by the operator in view of guiding the users to establish safety in the organization. Flight Safety Documents System needs to be in the form of Manuals, Training Programmes, Checklists etc. and needs to be organized in the following manner.
 - a. Time critical information, e.g., information that can jeopardize the safety of the operation if not immediately available.
 - b. Time sensitive information, e.g., information that can affect the level of safety or delay the operation if not available in a short time period.
 - c. Frequently used information
 - d. Reference information, e.g., information that is required for the operation but does not fall under b) or c) above, and
 - e. Information that can be grouped based on the phase of operation in which it is used.
- ii) Time critical information should be placed early and prominently in the flight safety documents system. Time critical information, time sensitive information, and frequently used information should be placed in cards and quick-reference guides.
- iii) The requirement of the Flight safety Document System to be published in the OM and CAME as all the other publications forms a part of or link to the OM and CAME.

3.17 Passenger Safety Briefing Card

3.17.1. An operator shall provide each passenger seat with a safety briefing card containing in pictographic form, the information required. The safety briefing cards need to be provided to supplement oral briefings and be in particular to the type and model of Aircraft and the specific emergency equipment in use. The safety briefing card shall have the prior approval of the DGCA.

3.17.2 The passenger safety briefing card shall contain the following information as a minimum

When seat belts are to be fastened. Illustration showing the fastening, tightening and unfastening of seat belts.

When and how Oxygen equipment is to be used.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

Restrictions on Smoking.

Location and method of opening emergency exits.

How to brace oneself while experiencing impact loads for all seat

orientations. Location and Use of Life Saving Rafts/Jackets for over water

flights Restrictions on use of mobile phone, laptops, electronic devices, etc

Routes from passenger area to emergency exits (if applicable).

3.17.3 For Aircrafts when cabin crewmembers are not required, all of 3.16.2 & the location of the safety equipment in the Aircraft shall be depicted in the safety card.

3.18 Minimum Equipment List

3.18.1 The operator is required to prepare the MEL based on the MMEL and shall submit the same to the Certification Team for initial approval. The PAWI shall scrutinize the MEL as per the APM checklist on the basis of the MMEL.

3.18.2 While approving the MEL, the procedures against (M) and (O) items are also required to be approved. In case the manufacturer has provided a Dispatch Deviation Guide (DDG)/ Configuration Deviation List(CDL) for the type of aircraft, while approving the MEL, it shall be ensured that the DDG/ CDL is customized to the specific aircraft configuration and MEL.

3.18.3 After scrutiny by PAWI, it shall be submitted to the POI on file for further scrutiny of the MEL from operations angle. A copy of the latest MMEL shall also be provided to the POI who will scrutinize the MEL and complete the applicable job aid.

3.18.4 On successful review from operations angle the MEL and the duly signed checklist will be returned to PAWI for approval action.

3.19 Statistical Returns

3.19.1 Each operator holding an AOP/AOC issued by the DGCA is required to implement a programme to ensure that statistical returns in respect of commercial operations will be furnished to the DGCA on a regular basis as stipulated in CAR Section 3 Series C.

4. Permission to import Aircraft

4.1 Permission to import Aircraft shall be granted by Air Transport Directorate (o/o DGCA). DGCA will issue the permission for import of Aircraft subject to the preparation and submission of documents required for the grant of AOP/AOC by the applicant and their approval/ acceptance by DGCA. Requirements for import of Aircraft are stipulated in CAR Section 3 Series C.

4.2 For applicants of Scheduled air operators permit, the permission shall be

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

subject to obtaining in-principle approval from the Ministry of Civil Aviation.

5. The Demonstration and Inspection Phase

CAR Section 3 Series C stipulates requirements for demonstration for the issue/ amendment to an AOP.

Note 1: Evacuation and ditching Demonstration including proving flight(s) are required for AOC/ AOP applicants on addition/ induction of new Aircraft types introduced after 21st May 2009.

Note 2: Type trained Flight Operations Inspector, Airworthiness Inspector and Cabin Safety Inspector will be required for the proving flight readiness check and for the proving flights. In case of non-availability of type trained inspector(s), the activity can be carried out by inspector(s) type-rated on similar category and after undergoing a differences briefing.

5.1. General

5.1.1. Detailed requirements for facilities, staff, equipment and procedures are set out in CARs and Circulars. The purpose of the pre-certification inspection is to ensure that the requirements have been satisfied as explained in the written procedures of the applicant. **(See Appendix I for details)**

5.1.2. The DGCA must be satisfied that qualified and trained personnel are employed in sufficient numbers on a full time basis, where appropriate. 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 specifications or instructions contained in the company Operations Manual.

5.1.3. 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 through to essential items such as passenger handling, Aircraft servicing, Aircraft maintenance at various levels, training of flight, technical or cabin crew, or even to the extent of leasing Aircraft and operating crews. Operational items or services of any nature that are provided under contract will normally require inspection and approval by the DGCA. The sub-contracting of services can be accomplished only from another organization(s) acceptable to the DGCA.

5.1.4. In order to demonstrate that the airplane seating configuration, location and operation of emergency exits, and crew training and procedures will permit a successful evacuation of passengers in an emergency situation, the applicant will have to perform an emergency evacuation demonstration, prior to issuance of an AOC/AOP, for each aircraft type which he intends to operate.

5.1.5. The applicant must demonstrate competency in removing and launching life rafts or slide rafts and in the use of emergency and survival equipment contained in those rafts, as applicable.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 2		Nov 2022

5.2 Proving/ Validation Flights

5.2.1 Proving flights will be required to demonstrate the readiness of the applicant to conduct operations using the equipment, facilities, services and personnel identified in the application and the associated documents in accordance with the procedures spelt out in the Operations Manual. When these flights are conducted with passengers e.g for re-certification of existing operators the flights will be termed as validation flights. The scope and nature of proving flights are detailed in Appendix 'I' Para 18.

5.2.2. An initial draft of the Operations Specifications will be drawn up by the applicant's personnel and discussed in detail with the DGCA's certification team who will indicate to the applicant whether or not they are acceptable. This iteration (which will be clearly labelled draft) will be used during the proving flights after clearance from the Certification Team, which includes inspectors from Flight Standards, Airworthiness and Cabin Safety. The draft Operations Specifications may be subsequently modified as required by DGCA or requested by the operator before the final version is issued by the DGCA with the Air Operator Permit to form a part of the Operations Manual.

5.2.3 The applicant/ operator will be required to conduct proving/ validation flights for the following purpose:

- First issue of an AOC/ AOP for scheduled or non-scheduled operations.
- The introduction of a new Aircraft type in the organisation.
- Prior to commencing any special operations.
- Any other circumstances as considered necessary by DGCA.

Conduct of proving flight readiness check may be required for operations in a new area of operations.

5.2.4 Conduct of a proving flight

- Applicant for a Schedule Commuter Service/non-scheduled operator's permit will be required to conduct a minimum of 2 flight sectors on intended routes/ area of operations, with total duration of not less than 2 flights hours.
- EDTO approvals for new aircraft/ engine combination – Refer CAR Section 8, Series S Part I.

5.3 Evacuation and Ditching Demonstration

5.3.1 Evacuation and Ditching drills will be required to demonstrate the readiness of the applicant to demonstrate its capability to carry out evacuation/ ditching

in
the event of an emergency where applicable. The scope and nature of these
demonstrations are detailed in Appendix 'I' Para's 19 and 20

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

6. Certification Phase

6.1 Final version of the Operation Specifications

6.1.1 Application for approval for special operations shall be submitted along with para wise compliance of the CAR related to the operation. The supporting documents fulfilling requirements of the relevant CAR and the specified Checklist shall also be submitted by the operator. The checklist should comprise the compliance and its location in the notes section. Verification remarks column of the checklist will be used by DGCA officer for reviewing the request for approval.

6.1.2 PAWI shall scrutinise the application from airworthiness aspects and following satisfactory CAR compliance, the same shall be forwarded to the POI for scrutiny of Operations aspects. POI will evaluate the documents and complete the job aids and forward the same to CFI for issue of approval letter for the Special operations. Approval copy for Special Ops will be forwarded to DAT for necessary action for inclusion into Ops Specs.

6.1.3 Upon successful completion of the proving flights, the certification team will assess the Operations specifications and review the Compliance Statement to ensure all requirements have been satisfied for the approval of Op Specs and grant of an Air Operator Permit/Certificate.

6.2 Issue of an Air Operator Permit/Certificate

6.2.1 Based on the recommendations of the Certification team, the Project manager will submit the file for approval of the Competent Authority. The detailed process to be followed is given in Chapter 4.

6.2.2 Competent Authority, if satisfied, that the certification process has been conducted according to the required standards, may approve the issuance of the AOP/AOC along with required Operations Specifications certifying the competency of the applicant as an air operator.

6.2.3 A scheduled commuter operator before starting operations shall have the schedule approved from DGCA.

6.2.4 Certified true copy of an AOP/AOC along with Operations Specification shall be carried on board each Aircraft operated by the operator.

NOTE: Sample of an Air Operator's Permit/Certificate & Operations Specification is at **Appendix E**.

7. Renewal of Air Operator Permit/Certificate

An applicant who is a holder of an AOP shall apply for the renewal, to the DGCA at least a minimum of 90 days prior to the date of expiry. The requirements for renewal of the AOP/AOC shall be as per the applicable part of CAR Section 3 Series C.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
			Revision 0 July 2017

7.1 The Application for Renewal

7.1.1 A request for renewal of an AOP/AOC shall be forwarded to the DGCA in the prescribed form (**Appendix L**) at least 90 days prior to the lapse of the validity of the AOP.

7.1.2 The DGCA will then confirm a date for an inspection for AOP/AOC renewal.

7.2 Inspection for Renewal of AOP/AOC

7.2.1 The purpose of this inspection is to ensure that the applicant has maintained the initial conditions of certification and is in a position to continue maintaining the applicable certification standards.

7.2.2 It will be necessary for the DGCA to look in to any or all aspects of the operation to ensure that the operator has continued to maintain the standards that were required for initial certification, in particular to safety surveillance records in relation to training & checking records of flight crewmembers, base inspections, regulatory audits and incidents / accidents reports etc. DGCA will renew the AOP/AOC on the basis of the satisfactory Audit Report. In case of short-comings, DGCA will inform the AOP/AOC holder well before the date of expiry of the AOP/AOC to take appropriate corrective actions up to the level of satisfaction of DGCA. Renewal of AOP/AOC will be denied in case the AOP holder fails to come up with adequate corrective actions to the best satisfaction of DGCA.

7.2.3 A formal Inspection shall be carried out by the Inspectors prior to renewal of AOC/AOP. The Project Manager will determine the Inspection team & the relevant areas that will be inspected by the team.

7.3 Lapsed AOP/AOC

7.3.1 An AOC/AOP after issue requires renewal prior to expiry of the validity specified thereon.

7.3.2 If the validity of an AOC/AOP lapsed, it may be restored after completion of a process which may entail a part or whole of the certification process as may be determined by the DGCA.

7.4 Amendment to AOP/AOC/ Operations Specifications

7.4.1 Any requests for amendments to the Operations Specifications, Authorizations or Limitations issued to AOP/AOC holder, shall be forwarded to the Air Transport Directorate of the DGCA by duly completing the document in **Appendix M**. Air Transport Directorate will obtain confirmation from relevant directorates of DGCA, by circulating the “**Confirmation for Ops-Spec amendments**” form depending on the amendment requested by the Operator, prior to granting approval.

7.4.2 Amendment to Ops Specs will be required for the following but not limited to:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 3
	Revision 0		July 2017

- a) Addition of new type of Aircraft in the organization.
- b) Addition of same type of Aircraft in the organization.
- c) Special operations.
- d) Commencement of international operations to new destination.

7.4.3 For a), b) and c) the certification process applicable for issue of AOC/AOP will be followed. For d), the checklist for international operations will be complied. (**Appendix N**) . For b) the procedure at Chapter 5 shall be followed.

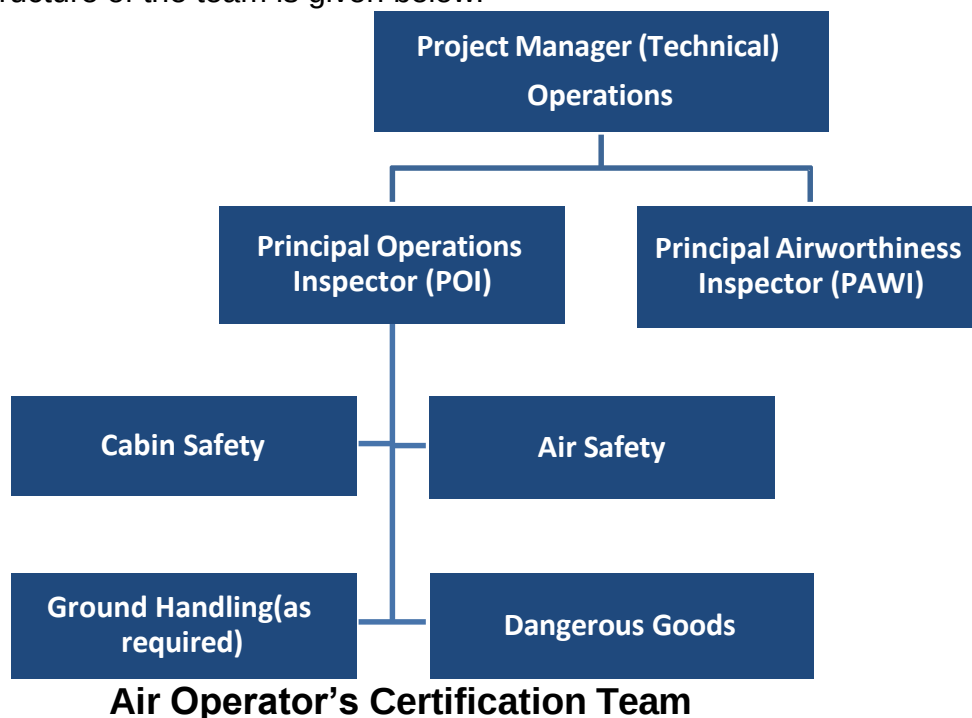
	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 4	
			Revision 0	July 2017

CHAPTER 4 – CERTIFICATION PROCESS

1. Air Operator's Certification Team

- 1.1. The certification of an air operator shall be carried out by an Air Operator's Certification (AOC/AOP) Team.
- 1.2. The AOC/AOP team comprises of Flight operations, airworthiness, cabin safety, and dangerous goods inspectors (and other personnel as appropriate). Amongst the assigned flight operations inspectors and airworthiness Inspectors, one each shall be nominated as Principal Flight Operations Inspector (POI) and Principal Airworthiness Inspector (PAWI).

The structure of the team is given below:



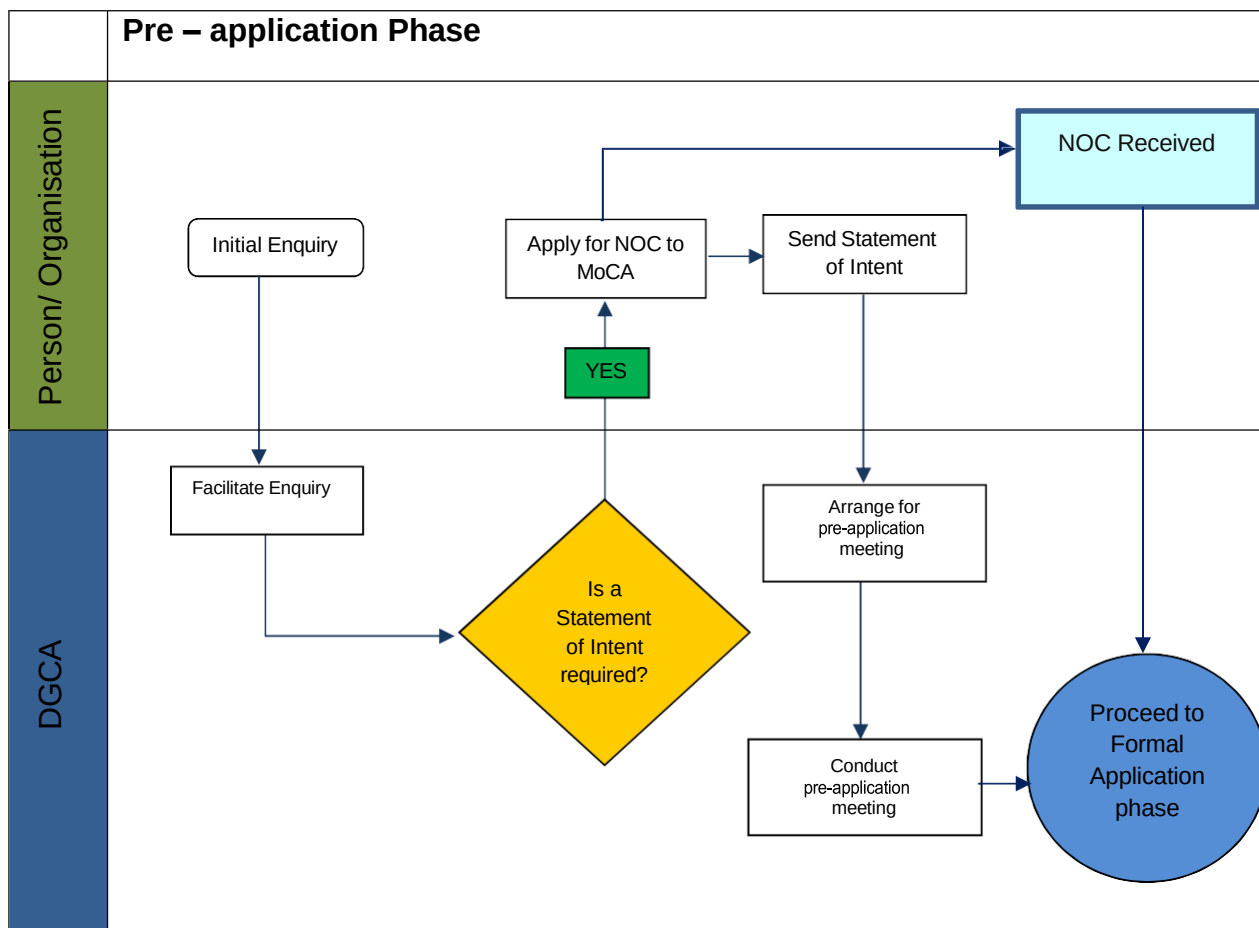
- 1.3. The AOC/AOP team shall be headed by the Project Manager who shall either be a Deputy CFI / SFI
- 1.4. The POI and the PAWI are responsible for Operations and Airworthiness related matters for the issuance of an AOP/AOC.
- 1.5. POIs and PAWIs have with them flight operations inspectors and airworthiness inspectors (at the regional offices) to assist in the certification process.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

- 1.6. DAT (AOC/AOP) during Phase 1 of the certification process will obtain nominations of inspectors (flight operations, airworthiness, Cabin Safety and Dangerous Goods or any other discipline, as required) from AOCMB , for the formation of the AOC/AOP team.
- 1.7. Nomination of POI/ PAWI: On receipt of intimation from Air Transport Directorate:
- ICFOI will along with DDG (DAW) shall identify the certification team, depending on the size of the intended organization, consisting of PM, POI, PAWI, Cabin Safety Inspector(s), Dangerous Goods Inspector(s), Air Safety Representatives and such additional Flight Operations Inspectors (FOI)/ Airworthiness Inspectors from concerned regional offices to assist the POI and the PAWI.
 - The POI will act as the Team Leader (Operations) for FOIs, CSIs and DGIs for such cases while the PAWI will be the Team Leader (Airworthiness) for the Airworthiness Inspectors in his team.
 - Nomination of the Certification Team after approval by CFOI shall be sent to DAT.
- 1.8. Selection Policy – POI and PAWI:
- 1.8.1. Principal Operations Inspector (POI): POIs may be selected from any of the FOIs trained in certification process. The additional FOI if nominated should be trained on the tasks assigned to him/ her by the POI. The POI/ FOI must be type rated for the relevant aircraft.
- 1.8.2. Principal Airworthiness Inspector (PAWI): PAWIs should be an Airworthiness officer of the level of at least Dy. Director of Airworthiness for an applicant of AOC and Asst Director of Airworthiness for applicant of NSOP. The nominated officer as PAWI should have experience of at least ten year of service in the directorate and trained on certification process.
- 1.8.3. Airworthiness Inspector(s): The nominated Airworthiness Official shall be an officer of the level of at least Asst. Director of Airworthiness. The nominated officer normally should be from the concerned regional office where the operator is based. In the event of non-availability of adequately trained officer from the concerned regional office, DAW (Hqrs) may nominate appropriately trained officer from Hqrs/ other regional offices. The nominated officer as Inspector (Airworthiness) should have experience of at least five years of service and should be familiar with the process followed for certification of AMO, CAMO, air operator certification process, Special operations etc. The officer must have received type training on the type or on similar type of Aircraft applied for issuance of AOP for operation.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

2. Pre-application Phase



2.1. Perform Enquiry

2.1.1 The **Applicant** will make initial contact with Dte of AT in regards to applying for an AOP/AOC.

2.1.2 The Air Transport Directorate will:

- a. Offer non-technical advice as required.
- b. Direct the Applicant to relevant forms and guidance material.

Statement of Intent

An applicant will be required to:

Apply to Ministry of Civil Aviation for obtaining Initial No-Objection Certificate; and

Formally notify the DGCA in the form of a Statement of intent (3 copies) once decided to proceed with obtaining an AOP/AOC.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

2.2. Pre-application meeting

2.2.1. On receipt of the Statement of Intent, Air Transport Directorate will:

- Provide one copy of the Statement of Intent to AOCMB
- Initiate the process of obtaining nominations of inspectors (flight operations, airworthiness, Cabin Safety and Dangerous Goods or any other discipline, as required) from AOCMB, for the formation of the AOC/AOP team.
- Arrange for a pre-application meeting after formation of AOC/AOP team

Pre-application Meeting

- The Applicant must:
 - Provide any information required by DGCA.
 - Seek clarification on any areas of the certification process where required.
- The DGCA Project Team will:
 - Ensure the Applicant understands the requirements of the certification process and has an appreciation of the resources that could be involved.
 - Take minutes of the pre-application meeting.

DAT will:

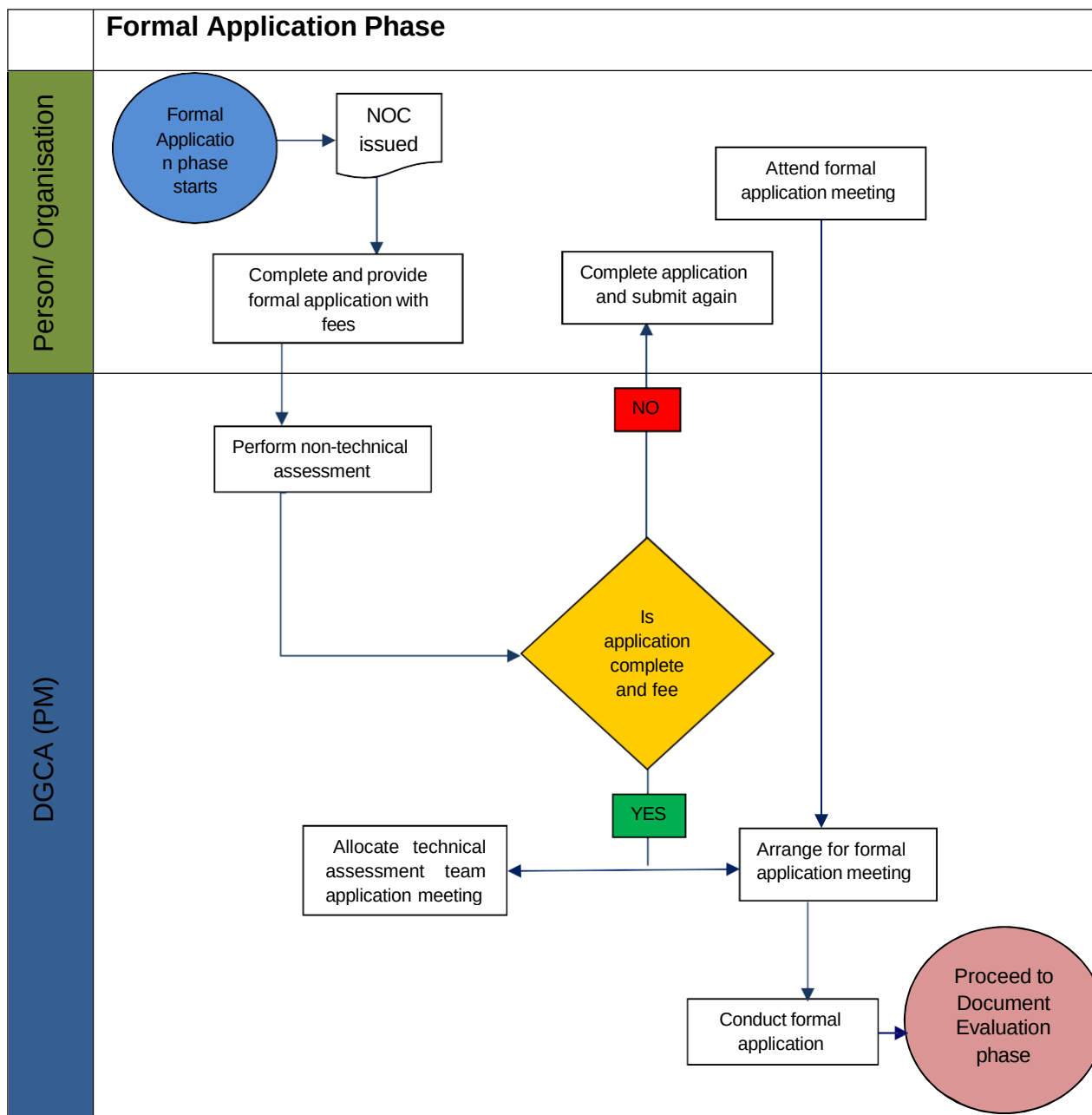
- (i) Prepare and finalise minutes of the pre-application meeting.
- (ii) Distribute the minutes to all attendees.
- (iii) Keep a record of the minutes on file.

*Note: All documents pertaining to Phase 1 go to **Phase 1: Pre-application folders** for the applicant.*

Proceed to 3. *Formal Application Phase*

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

3. Formal Application Phase



The **Applicant** must:

Complete the relevant AOP/AOC Form (3 copies). (On receipt of initial NOC from MoCA). Prepare all required supporting documentation.

Send the signed AOP/AOC Application Form together with all required supporting documentation to DGCA.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

3.1 Perform technical/non-technical assessment

3.1.1. **DAT** will:

Receive the application and supporting documentation and acknowledge their receipt via email.

Review the application for completeness along with fees.

Note: Initial over view of technical documents to be done by

AOCMB If no deficiencies, proceed to 3.1.3.

If deficiencies, provide written advice to the Applicant of the deficiencies and request Applicant to address the deficiencies before the application is processed.

3.1.2. The **Applicant** will:

Provide required information to DGCA if they wish to continue with their application.

3.1.3. The **DAT** will:

- (a) Provide two copies of the application along with requisite documents to Certification team members .
- (b) Call for a formal application meeting.

3.1.4 On receipt of the formal application from DAT, the **PM** will:

- (a) Identify suitable date for the formal application meeting.
- (b) Organize the formal application documentation into the Formal Application section of the master certification file.

3.2. Formal application meeting

3.2.1. **DAT** will:

- a. Arrange for the formal application meeting.
- b. Inform the applicant of the formal application meeting.
- c. Provide a draft agenda (prepared in consultation with PM) for the meeting.
- d. Advice the applicant on any information needed to provide for the formal application meeting.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

Formal application Meeting

The formal application meeting will be attended by:

- a. Applicant's team
- b. Project Manager
- c. POI and other officials related to Operations
- d. PAWI and officers of concerned airworthiness regional office
- e. Officials from DAT
- f. Any other official required

3.3. During the formal application meeting:

3.3.1. The **Applicant** must:

- a. Provide any information required by DGCA during the formal meeting.
- b. Confirm on the Schedule of Events.
- c. Confirm the draft Ops Specs.
- d. Seek clarification on any areas of the certification process where required.

3.3.2. The **DGCA Certification Team** will:

- a. Review the Schedule of Events and discuss with the Applicant.
- b. Take minutes of the formal application meeting.

3.4. After the meeting:

3.4.1. **DAT** will:

- a. Prepare and finalise minutes of the formal application meeting.
- b. Distribute the minutes to all attendees and to FSB.
- c. Keep a record of the minutes on file.

3.4.2. **PM** will finalise the Schedule of Events

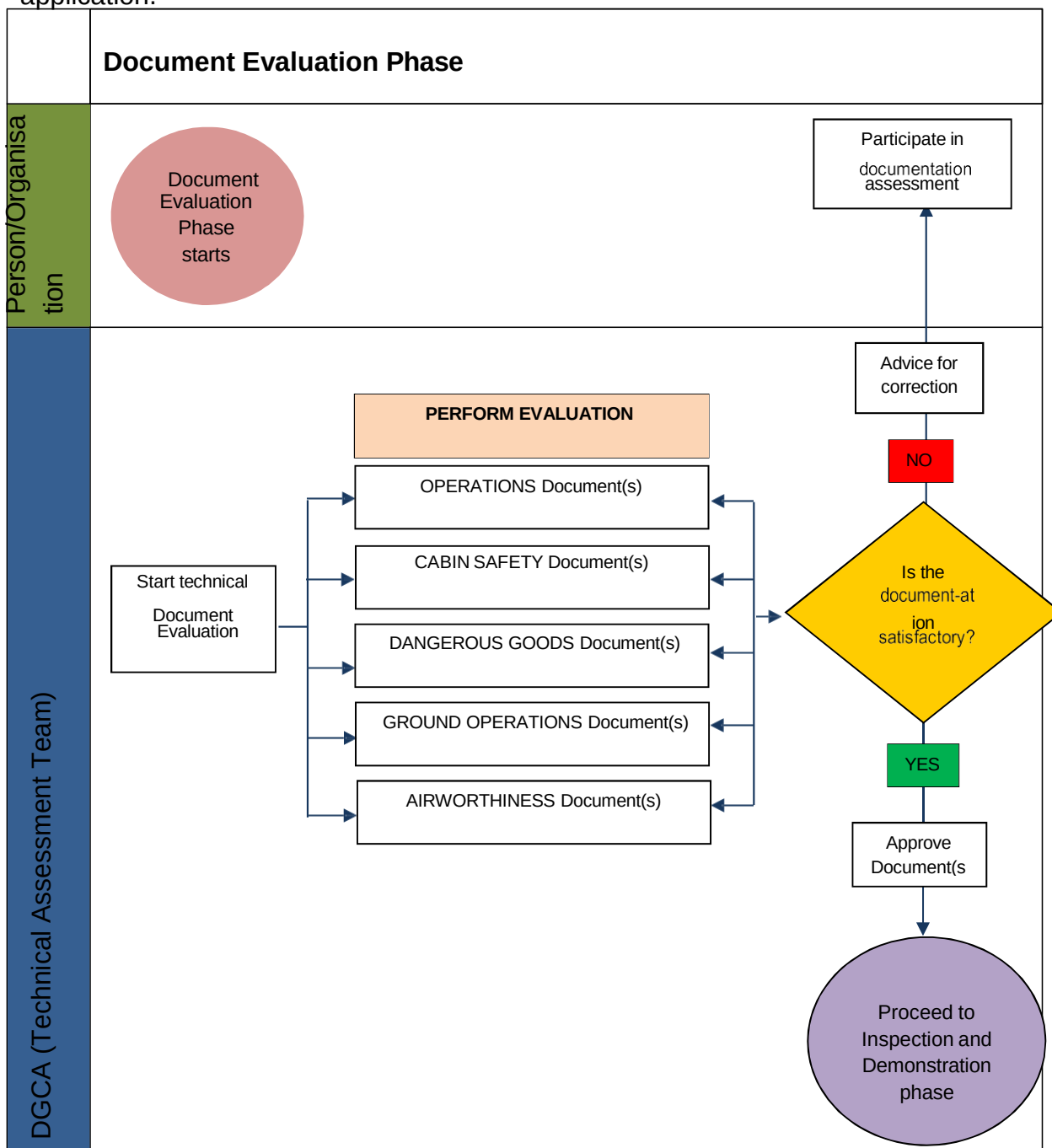
Note: All documents pertaining to Phase 2 go to **Phase 2: Formal Application folders** for the applicant.

Proceed to 4. *Document Evaluation Phase*

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

4. Document Evaluation Phase

This phase establishes whether the documentation provided by the Applicant is complete and suitable for proposed operations, and meets the safety and legislative requirements applicable to the operations proposed in the AOP/AOC application.



	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

4.1. Document evaluation:

4.1.1. The **Project Manager** must:

- a. Gather all documents required for the technical documentation assessment in the master certification file, and assign them to the appropriate team members for review and assessment.
- b. Coordinate the following technical documentation assessments, in accordance with procedures laid down in respective area manuals:

Operations

- ☐ CAP 8200 Flight Operations Inspectors Manual
- CAP 8100 - Preparation and Certification of Operations Manual
- CAP 8300 Flight Operations Inspector's Performance Based Navigation Operational Approval Handbook

Cabin Safety

- ☐ CAP 8400 Cabin Safety Inspector Handbook

Airworthiness

- ☐ Airworthiness Procedures Manual

Dangerous Goods

- ☐ Dangerous Goods Inspectors' Handbook

Safety Management System

- ☐ CAR Section 1 Series C Part I

If not satisfactory, advise applicant for amendment.

Liaise with the Applicant to address any deficiencies that have been found. Deficiencies must be confirmed to the Applicant in writing. Advise the Applicant, in writing, that the job may be suspended until the deficiencies are addressed.

4.1.2 The **Applicant** must:

Address the deficiencies cited by DGCA and provide required documentation or advice DGCA in a timely manner.

4.2. End of Document evaluation:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

4.2.1. Certification Team Members must:

Process acceptance/ approval of documents as required by regulations in accordance with table listed below.

- b. Communicate readiness of acceptance/ approval of documents to Project Manager who will then confirm them to the applicant in writing once the documents are approved/ accepted.

Document approval by AOCMB

		Review by type qualified		Approved/ accepted	Appro val*
		Airworthiness	Operations		
1.	Minimum Equipment List (MEL)	AWI	FOI	Approved	DDAW (H)
2.	CDL	AWI	-	Accepted	DDAW (H)
3.	Operations Manual				
(a)	Part A – General Operations Manual	-	FOI	Approved	CFOI/ PM
(b)	OM Part B – Aircraft type specific information				
	i) Flight Crew Operating Manual (FCOM)	-	FOI	Approved/ Accepted	CFOI/ PM
	ii) Aircraft Flight Manual (AFM)	AWI	FOI	Accepted/ Approved	CFOI/ PM
	iii) Performance planning document	-	FOI	Accepted	CFOI/ PM
(c)	OM Part C – Route Manual	-	FOI	Approved	CFOI/ PM
(d)	OM Part D – Training Program				
	i) Flight Crew	-	FOI	Approved	CFOI/ PM
	ii) Cabin Crew	-	CSI	Approved	PM/ CSI
	iii) Flight Dispatch	-	FOI	Accepted	CFOI/ PM
4.	Continuing Airworthiness Maintenance Exposition (CAME)	AWI	-	Approved	DAW
5.	Maintenance Program	AWI	-	Approved	DAW
6.	Training Manual for maintenance personnel	AWI	-	Approved	DAW

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

		Review by type qualified		Approved/ accepted	Approval*
		Airworthiness	Operations		
7.	SEP Manual	--	CSI	Accepted	PM/ CSI
8.	Flight Dispatch Manual	--	FOI	Accepted	CFOI/ PM
9.	Safety Management System (SMS) Manual	--	DAS	Accepted	JDG (DAS)
10.	Special Operations (PBN/ RVSM/ DG etc)				
a)	Process (Spl Ops approval for inclusion in Ops Spec. or Letter of Authorisation)	AWI	POI	Approved (Spl Ops)	CFOI/ PM
b)	Manual (Maintenance) for specific operation (if applicable)	AWI	--	Approved	DAW
c)	Manual (Operations) (Part of OM)	--	POI	Approved	CFOI/ PM
11.	Weight and Balance Manual	AWI	-	Accepted	DAW
12.	Aircraft Loading and handling Manual or Ground Handling Manual	AWI	POI	Accepted	DAW
13.	Dangerous Goods Manual	--	DGI	Approved	DRI
14.	Passenger Briefing Card	AWI	CSI	Approved	IPM/ CSI
15.	Aircraft Search procedure checklist	AWI	FOI/ CSI	Approved	CFOI/ PM
16.	Load and Trim Sheet	AWI	--	Approved	DDAW
17.	Aircraft Journey Log book/ Maintenance Deferred Defects Log	AWI	--	Approved	DDAW
18.	Flight Safety Documents System	--	ASO	Accepted	DAS
19.	Simulator/ flight training device	--	FOI	Approval	CFOI/ PM

Note: All documents pertaining to Phase 3 go to *Phase 3: Documentation Evaluation folders* for the applicant.

Proceed to 5. *Inspection and Demonstration Phase*

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

5. Inspection and Demonstration Phase

Verification and Testing

- a. This phase will also include the verification and testing phase for confirmation of the documentation approved/ accepted by DGCA.
- b. Area-wise verification and testing will be sought by respective area Inspectors.

5.1. Verification and Testing:

5.1.1. The Certification Team Member(s), under the coordination and guidance of the Project Manager shall:

- a) Verify and test for confirmation of the documentation approved/ accepted by DGCA.
- b) Plan and conduct evacuation exercises, as required.
- c) Plan and conduct ditching exercises, as required
- d) Advice on any changes required in the documents, in writing, as a result of verification/ testing/ exercises.

5.1.2. The Applicant must:

- a. Participate in the test/ verification/ demonstration.
- b. Amend the documents, as required.

5.2. Final Inspection for issuance of an AOP/AOC:

5.2.1. The Project Manager and the Team shall:

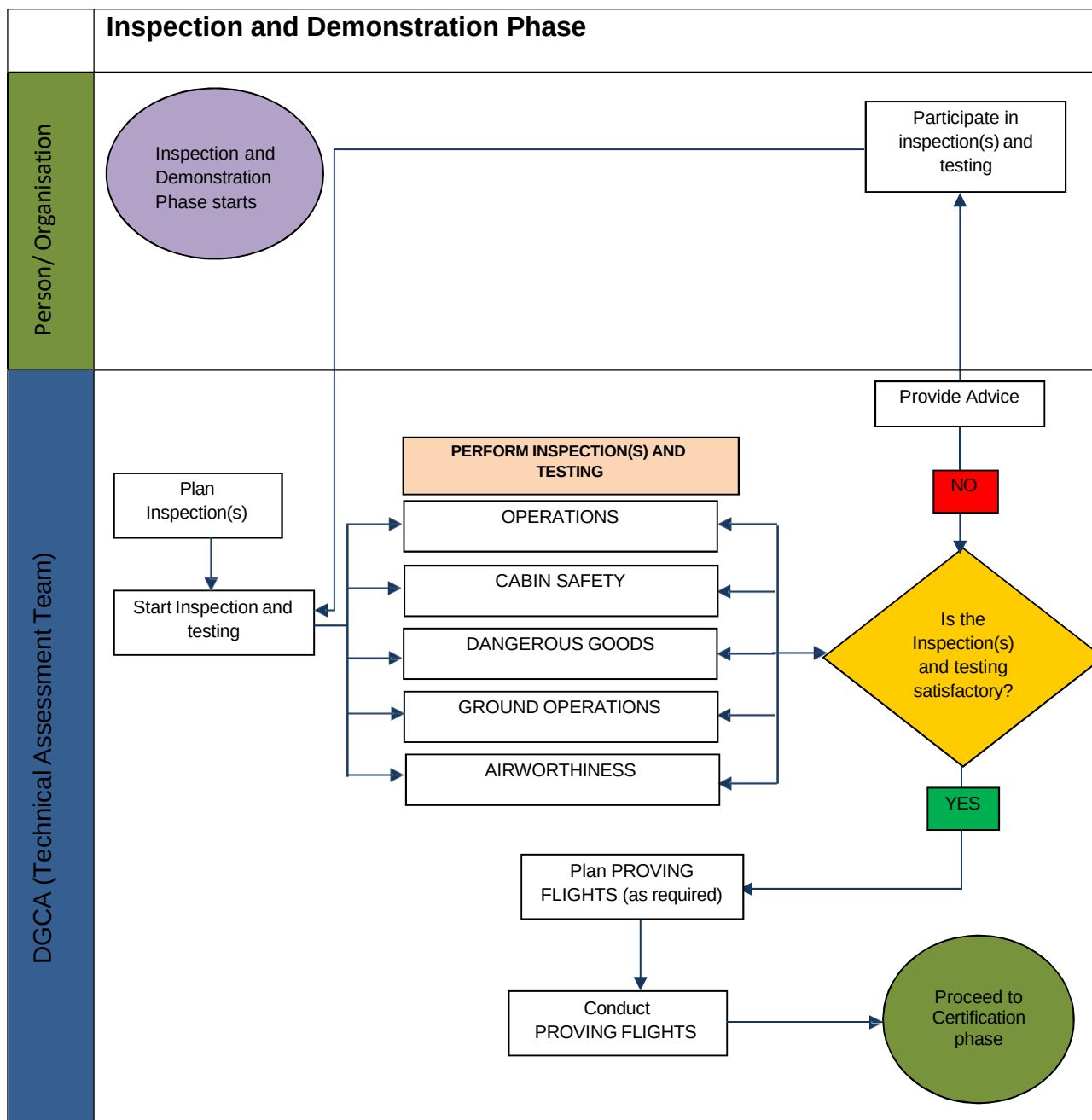
- a. Plan Final Inspection of the applicant for issue of an AOP/AOC.
- b. Conduct the final inspection.

5.2.2. The Applicant must:

- a. Participate in the final inspection.

Any deficiencies found during the Inspection and Demonstration phase will need to be corrected before going for the Certification Phase

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 4	
			Revision 0	July 2017



*Note: All documents pertaining to Phase 4 go to **Phase 4: Inspection and Demonstration folders** for the applicant.*

Proceed to 6. Certification Phase

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Chapter 4	
			Revision 0	July 2017

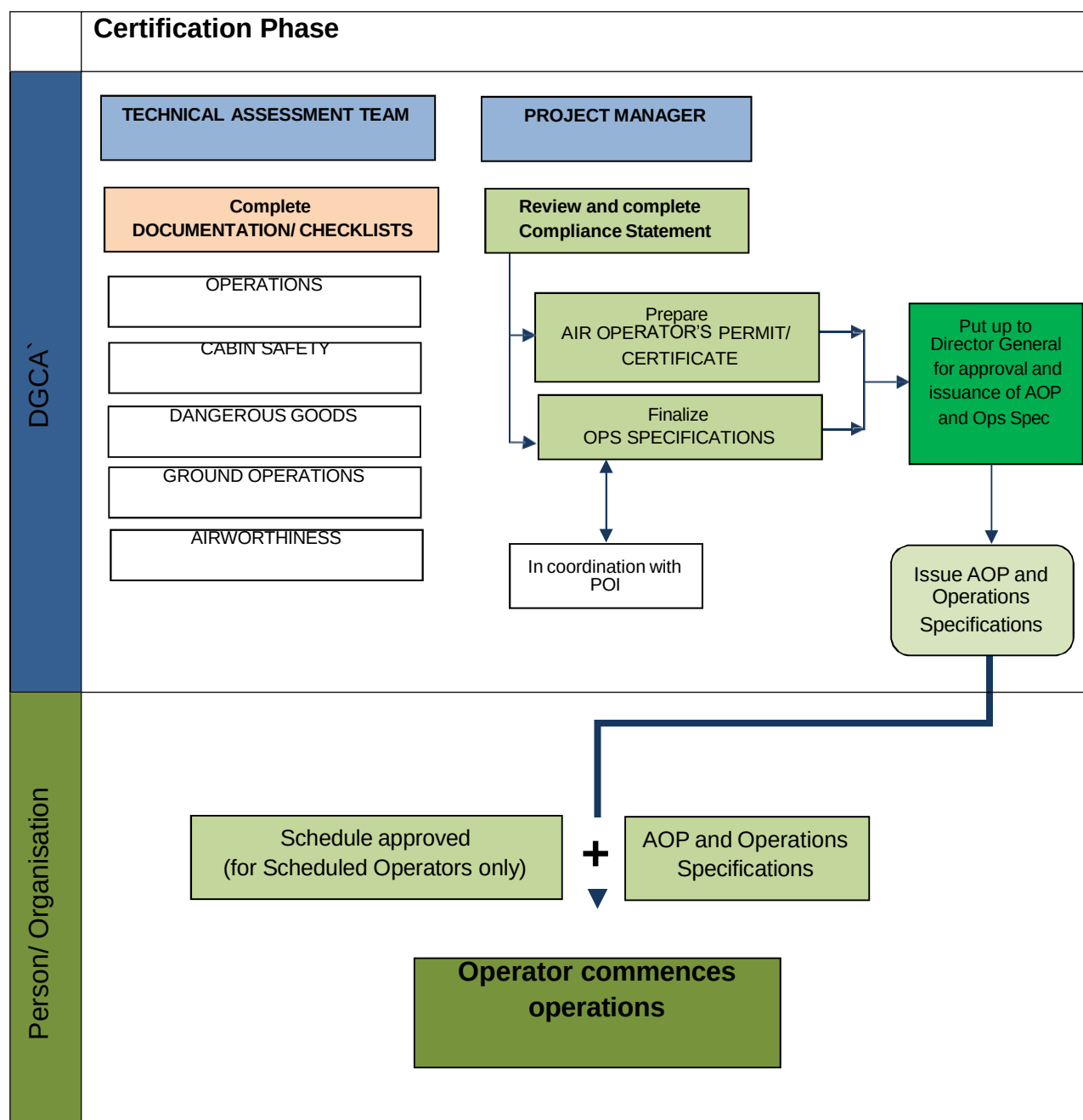
6. Certification Phase

Complete Documentation and Checklists

6.1.1. **Technical Assessment Team (POI and PAWI)** must:

Complete all checklists pertaining to their areas

Submit completed checklists to the PM



	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

POI must complete Checklists (03 – 13)

PAWI must complete Checklists (13 and 20 – 36)

PM must complete Checklist (02)

DAT must complete Checklist (01)

6.1.2 **Project Manager** must:

- a. Complete Checklist 02
- b. Review the completed checklists provided by POI and PAWI for completion.
- c. Finalise Ops Spec
- d. Send completed Checklist 02 and Ops Spec to DAT for initiating process for issuance of AOP/AOC

6.2. Preparation of AOP/AOC and Ops Spec

6.2.1 On receipt of completed Checklist 02 and Ops Specs, **DAT** shall:

- a. Complete Checklist 01
- b. Complete Appendix J
- c. Prepare AOP/AOC
- d. Prepare final Ops Specs and obtain approval of CFOI before putting up AOP/AOC and Ops Specs to Director General through the Joint Director General for approval and signature.

6.3 Issuance of AOP/AOC and Ops Spec

6.3.1 **DAT** shall:

Issue the AOP/AOC and Ops Spec to the applicant

Provide a copy of AOP/AOC and Ops Spec to AOCMB for filing in Phase 5 section of the certification file.

6.3.2 **Applicant** shall:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 4	
		Revision 0	July 2017

Receive AOP/AOC and may start operations provided the Schedule is approved (for scheduled operators only).

6.3.3 **PM** shall:

Ensure that all documentation, checklists, approval signoffs, demonstration and inspection documents, etc., are organized in the five-phase certification master folders for the operator in FSBAOCMB.

Note: The master file may consist of several binders reflecting the five phases of the certification process, with additional referenced and incorporated files or binders for such certification events as special operations approvals and demonstration event.

Store all 5-Phase binders for the applicant at assigned locations. These form the initial certification documents for the operator. Any amendment to the Ops Specs (depending on the change required) shall be treated as a new certification process and requiring a minimum of at least Phases 3, 4 and 5 completion.

*Note: All documents pertaining to Phase 5 go to **Phase 5: Certification folders** for the applicant.*

END PROCESS

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Chapter 5	
		Revision 0	July 2017

CHAPTER 5 – MANAGEMENT OF AIR OPERATOR PERMIT/ CERTIFICATE

1. Air Operator Certificate (AOC)/ Non-Scheduled Operator Permit (NSOP) Team(AOP)

1.1 The continued management of an Air Operator Permit/Certificate shall be carried out by the dedicated Certificate Management team assigned to the Air Operator.

1.2 The Certificate Management team shall comprise of Flight operations, airworthiness, cabin safety, and dangerous goods inspectors (and other personnel as appropriate). Amongst the assigned flight operations inspectors and airworthiness Inspectors, one each shall be nominated as Principal Flight Operations Inspector (POI) and Principal Airworthiness Inspector (PAWI).

1.3 The structure of the Certificate Management team shall be same as the Certification team except that there shall be no Project Manager.

The functions of the Certificate Management team shall include continuous management of the Air Operator Permit/Certificate and would consist of amendments to operator's documents based on changes in regulations or on specific request of the operator. It would also include continued inspection and surveillance of assigned certificated air operators (airworthiness and operations aspects) to ensure continual compliance with regulations and safe operating practices.

2. Changes to Documents.

2.1 Application Procedure. Application for amendments to existing approvals/ additional approvals shall be submitted to the Regional offices along with para wise compliance of the CAR related to the approval sought. The supporting documents fulfilling requirements of the relevant CAR and the specified Checklist shall also be submitted by the operator. The checklist should comprise the compliance and its location in the notes section. Verification remarks column of the checklist will be used by DGCA officer for reviewing the request for approval.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 5
	Revision 0		July 2017

2.2 Amendments to the Ops Manual/ Checklists shall be submitted by the operators to the POI. POI shall vet the same and get the amendments approved in accordance with the applicable procedure for initial approval of the document.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Chapter 5
	Revision 0		July 2017

- 2.3 Amendments to the MEL shall be submitted by the operator to the Regional Airworthiness Office (RAO). The RAO shall scrutinize the MEL as per the APM checklist on the basis of the MMEL. RAO shall forward the MEL to the POI along with the copy of the latest MMEL. A link for the MMEL approved by the EASA and FAA has also been provided on the DGCA's website (<http://dgca.nic.in>). FOIs may obtain updated/latest copies of the MMEL from the site. It needs to be ensured that the MEL is not less restrictive than the MMEL. On successful review from operations angle and completion of checklist the MEL will be returned to Regional office for approval.
- 2.4 Whenever an additional aircraft is added by an operator to their fleet that already has such approvals, the approval may be granted by the AOCMB after scrutiny of operator's request from Airworthiness aspects and Operations aspects. The checklists for Airworthiness aspects will be completed and documents forwarded to POI by Regional Airworthiness Office. The POI will review the operations aspects and assess the applicant's capability to absorb the new helicopter(s) in terms of availability of trained crews, maintenance arrangements, parking slots etc. POI will complete the checklist before returning to Regional Airworthiness Office. Approval letter shall be issued by the regional office under intimation to the Air Transport Directorate for endorsement in the AOC.
- 2.5 In the case of applications for amendments to Op Specs, Regional Airworthiness Office shall scrutinise the application from airworthiness aspects and following satisfactory CAR compliance, the application along with a copy of completed checklist shall be forwarded to the Airworthiness Directorate at DGCA HQ. The application in respect of the operator based in a sub-regional office, after scrutiny from airworthiness angle, shall be forwarded to Regional Airworthiness Office for further action. After satisfactory evaluation and completion of checklist, Airworthiness Directorate shall forward the proposal to FSD at DGCA, HQ for scrutiny of Operational aspects. POI will evaluate the documents and complete the job aids and forward the same to CFOI for issue of approval letter for the Special operations. Approval copy for Special Ops will be forwarded to DAT for necessary action for inclusion into Ops Specs.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

APPENDIX A – Application For Permission To Establish Air Transport Services In India

Form No. : DGCA/OP/001

		APPLICATION FOR PERMISSION TO ESTABLISH AIR TRANSPORT SERVICES IN INDIA		For office use only AT File Number:
The undersigned applies for the permission pursuant to Aircraft Rules, 1937 to establish Air Transport Services in India as herein described and certifies that the facts stated in this application are complete, accurate and timely and that the copies of any documents to the application are true copies.				
1. Particulars of the Applicant				
i.	Name of the Operator:			
ii.	Doing Business As:			
iii.	Registered as:			
iv.	Chief Executive Officer			
	Name		Title	
	Contact Details		Telephone:	
			Fax:	
			Email:	
v.	Mailing address (Head Office):	Telephone:		
		Fax:		
		email:		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

vi.	Mailing address (Main Flight Operations Base):	Telephone:					
		Fax:					
		email:					
vii.	Principle place of business (if different from v & vi):	Telephone:					
		Fax:					
		email:					
2.	Details of NOC (issued by Ministry of Civil Aviation)	No.:					
		Dated:					
		Valid upto:					
3.	Category of Operations proposed	Scope of Operation					
		Domestic			International		
		Passengers	Cargo	Mail	Passengers	Cargo	Mail
	Scheduled Commuter	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
	Non-Scheduled	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
4.	Proposed Routes: <i>(Please indicate proposed destinations, alternates, weekly frequencies and place(s) where the traffic rights are sought - if applicable)</i>						

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix A	
			Revision 0	July 2017

5.	Particulars of connecting services: (Please furnish particulars regarding agreements with other carriers for Code-sharing, Block Seat arrangements etc.)			
6.	Insurance: (Please attach a concise statement of present and/ or proposed insurance coverage and limits for employees, passenger liability, cargo and liability to third parties for injury or damages)			
7.	Operational Details			
A.	Nominated Accountable Manager			
	Name	Title	Qualification	Experience
B.	Organizational Structure and Nominated Post Holders of the company: (Attach the organization Structure)			
	Position	Name	Qualifications	Experience
i.	Director Flight Operations			
ii.	Director Engineering & Maintenance			
iii.	Director Quality Assurance			
iv.	Director Safety Management System			
v.	Director Flight Safety			
vi.	Director Training			
vii.	Director Security			
viii.	Director Cabin Safety – if applicable			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix A
	Revision 0		July 2017

C.	Aircraft Details		
i.	Type of Aircraft		
ii.	Year of Manufacture		
iii.	Serial number		
iv.	Registration number		
v.	Type of engines		
vi.	Maximum seating capacity		
vii.	MTOW		
viii.	Design service goal		
ix.	Flight cycles		
x.	Crew Requirement		
xi.	Communication equipment available		
xii.	Navigation equipment available		
xiii.	Surveillance and safety equipment available		
D.	Method of acquisition of Aircraft:		
	Owned Dry Lease Wet Lease ☐ ☐ ☐ Note: At least one Aircraft will be either owned or dry leased.		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

E.	Hangar and parking facilities available:
F.	Places of proposed operations and facilities and service available:
G.	Training programmes for operational staff including particulars of simulators intended to be used for training: (Please attach training programmes)
H.	Training, Testing and checking arrangements for operational staff:
I.	Preflight preparations , facilities for Flight-Following and Dispatch Procedures:
J.	Line stations, staff and procedures, arrangement, facilities and services available for flight dispatch:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

K.	Proposed Flight Schedule :		
L.	Scheme for flight time, flight duty period, duty period and rest periods for fatigue management of flight and cabin crew members:		
M.	Minimum number of flight crew and method of proposed recruitment:		
N.	Special approvals required:		
	☐ RNP/PBN	☐ RVSM	☐ AMT
	☐ DANGEROUS GOODS	☐ ANY OTHER	☐ ANY OTHER

8.	Maintenance arrangements : <i>(Please provide following information)</i>
	a) Maintenance Management Exposition b) Maintenance Control Manual/CAME c) Operator's Aircraft maintenance programmes d) Journey Log

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

	e) Where appropriate, the technical specification(s) of the maintenance contract(s) between the operator and any approved maintenance organization f) Number of Aircrafts
9.	Manuals : (Please provide following manuals in English language) The following manuals in English (2 copies each) must accompany the application, a) Operations Manual (individual manuals and items listed below form part of the operations manual) b) Safety Management Systems Manual c) Training Manual d) Security Manual e) Route Manual f) Dangerous Goods Manual g) Aircraft Flight Manual h) Master Minimum Equipment List and MEL i) Maintenance Control Manual j) Maintenance Schedule in respect of each Aircraft k) Weight and Balance Manual l) Safety and Emergency Procedures Manual m) Flight Safety Manual n) Ground Handling Manual o) Any other Manual produced by the Manufacturer in respect of each Aircraft p) Normal and emergency checklist q) Passenger briefing card r) Runway analysis data s) EDTO Manual (if required) t) CAT II/ CAT III Manual (if required)
10.	Declaration of Compliance
11.	Schedule of Events

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

	(Please complete Appendix B)
12.	Training proposals for DGCA Inspectors (The applicant shall provide complete training (type courses) at its own expenses for two Flight Operations Inspectors, two Airworthiness Inspectors and any other officer as desired by DGCA, if the applicant intends operating Aircraft which are not familiar to DGCA Inspectors)
13.	Contracted Services (Please provide details of facilities, services and equipment or personnel , which the applicant has contracted)
14.	Line Station Management (Please provide details as to how the applicant intends maintaining and operating its line stations)
15.	Accident Victim Relief Programme

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

16.	Additional information <i>(Please supply any other information, which the applicant deems necessary and suitable in support of the application)</i>		
17.	Nature & description of Aircraft livery : <i>(Please attach a colour photograph)</i>		
18.	Details of Fees <i>(As per Aircraft Rules, 1937)</i>		
<table border="1" style="width: 100%;"> <tr> <td style="width: 40%; vertical-align: top;"> Date: Place: </td> <td style="width: 60%; vertical-align: top;"> Name and Signature of proposed Accountable Manager </td> </tr> </table>		Date: Place:	Name and Signature of proposed Accountable Manager
Date: Place:	Name and Signature of proposed Accountable Manager		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix A	
			Revision 0	July 2017

FORMAL APPLICATION

1. General

1.1 Applicants seeking permission to establish air transport services in India in pursuance of Aircraft Rules, 1937 shall submit their applications to Director General of Civil Aviation in strict accordance with the procedures explained below.

1.2 Applicants should be fully aware of the requirements of the Directorate General of Civil Aviation and its procedures for the initial certification of an operator. In this regard, applicants are advised to make themselves familiar with the relevant rules, Civil Aviation Requirements and procedures contained in Flight Operations Inspector Manual, Airworthiness Procedures Manual and all other Manuals as applicable to the proposed operation.

1.3 The formal application "Application for Permission to establish Air Transport Services in India" can be downloaded from DGCA's Website under Forms.

1.4 Application shall be completed in full and adequate information pertaining to significant and relevant facts, with respect to each of the areas described therein. In case an operator feels that a particular paragraph in the form is not applicable to its scope of operations, the same may be reflected as 'Not Applicable'.

2. **Exhibits and Documents:** Exhibits and Documents should be attached with the application and shall be properly identified with the pertinent portion of the application.
3. **Signature:** The original of the application shall be signed by the applicant/proposed Accountable Manager.
4. **Amendment:** Any change in the application by the applicant or additional information required by DGCA shall be in the form of an amendment to the original application.
5. **Maps:** One set of maps is required showing particulars of the routes, including distances in statute mile or nautical miles between the adjacent stopping places and between the terminals of the route.

Instructions for Filling the Form

Pt 1. Particulars of the Applicant: *Provide all the details as required in the form.*

Pt. 2. Details of NOC: *Provide the NOC number and the date of issue of the NOC including its validity.*

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

Pt. 3. Category of Operations Proposed:

- a) *Indicate whether the proposed operations are domestic or international.*
- b) *Specify whether the operations would be Scheduled Commuter or Non-Scheduled*
- c) *Further, indicate whether the operations would be*
 - a. *Passengers only;*
 - b. *Cargo only;*
 - c. *Passengers, cargo and mail*

Pt. 4. Proposed Routes: *Provide the proposed destinations, alternates, weekly frequencies etc. Specify if traffic rights are sought (applicable for International Ops)*

Pt. 5. Particulars of connecting services: *Please furnish Particulars regarding agreements with other carriers for Code-sharing, Block Seat arrangements etc if applicable*

Pt. 6. Insurance *A concise statement shall be furnished of present and / or proposed insurance coverage and limits for;*

- a. *Employees*
- b. *Passenger liability*
- c. *Cargo*
- d. *Liability to third parties for injury or damages*

Pt. 7. Operational details

The applicant shall provide detailed information concerning the following;

A. Nominee for the Accountable Manager with his/her qualifications and experience.

B. Organizational Structure and Nominated Post Holders of the company:

a. *Attach the organization Structure*

b. *Provide the details of nominated post holders. The minimum post holders are specified in the form wherein some of the post may be held concurrently by the same person. However, the Director Safety Management shall be an independent functionary reporting directly to the Accountable Manager only. Similarly the company may decide to have additional post holders by splitting the responsibilities e.g. separate Directors for Operations and Training. This organizational structure should be commensurate with the overall scope of operations of the company.*

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

C. Aircraft Details: *Type of Aircraft intended to be used for operations with year of manufacture, serial number, registration number, type of engines, maximum seating capacity, MTOW, Design service goal, Flight cycles, crew requirement, Communication, navigation and surveillance and safety equipment available.*

D. Method of acquisition of Aircraft: *Owned/ Dry lease/ Wet lease along with certified copy of agreement in the case of a lease. At least one Aircraft will be either **owned or dry leased**.*

E. Hangar & Parking facilities available: *Provide details*

F. Places of proposed operations and facilities and services available: *Provide details*

G. Training programmes for all operational staff including particulars of simulators intended to be used for training: *Please attach training programmes*

H. Training, Testing and Checking arrangements for all operational staff: *Provide details*

I. Pre-flight preparation, facilities for Flight-following and Dispatch procedures: *Provide details*

J. Lines stations, staff and procedures, arrangement, facilities and services available for flight dispatch: *Provide details*

K. Proposed Flight Schedule: *Provide proposed schedule (in case of Scheduled Commuter Operators only)*

L. Scheme for flight time, flight duty periods, duty periods and rest periods for fatigue management of flight and cabin crewmembers: *Provide details.*

M. Minimum number of flight & cabin crewmembers

N. Special approvals sought such as Transport of Dangerous Goods by Air, RVSM, RNP/ PBN etc.

Pt. 8. Maintenance Arrangements

In respect of the operator's maintenance system, the following information must be included in the initial application for an AOP/AOC and when applicable, any variation or renewal applied for and each Aircraft type to be operated;

a. The maintenance management exposition

b. Maintenance Control Manual/CAME

c. The operator's Aircraft maintenance programme(s)

d. Journey log

e. Where appropriate the technical specification(s) of the maintenance contract(s) between the operator and an any approved maintenance organization.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix A	
		Revision 0	July 2017

f. The number of Aircrafts.

Pt. 9. Manuals to be produced with the formal application. *The manuals in English (2 copies each) as given in item 9 of Appendix A must accompany the application.*

Pt. 10. Declaration of Compliance

The Operator shall provide along with the application a State of Compliance in respect of each Regulation in the Aircraft Rules, 1937 and the applicable Civil Aviation Requirements. The operator shall use Appendix - C for this purpose.

Pt. 11. Schedule of Events

The Operator shall provide a time schedule indicating as to how he proposes to establish major facilities, services or equipment needed for the establishment of the proposed services. The operator shall use Appendix - B for this purpose.

Pt. 12. Training proposed for DGCA Inspectors

The Applicant shall provide complete training (type course) at its own expense, for two Flight Operations Inspectors, two Airworthiness Inspectors and any other officer(s) of DGCA as specified by DGCA. Such training will be arranged if the applicant intends operating Aircraft, which are not familiar to DGCA inspectors.

Pt. 13. Contracted Services

Details of facilities, services and equipment or personnel, which the Applicant has contracted, should be clearly specified.

Pt. 14. Line Station Management

Details as to how the applicant intends maintaining and operating its line stations should be explained.

Pt. 15. Accident Victim Relief Programme: *Provide details*

Pt. 16. Additional Information

Supply any other information, which the applicant deems necessary and suitable in support of the applicant.

Note: It would be desirable, if an applicant for an AOP/AOC meets the relevant officials in DGCA with prior appointment to gather the required information and obtain clarifications on matters, which are not understood by him, prior to compilation of the application.

Pt. 17. Nature and description of Aircraft livery: *Provide details along with a colour photograph.*

Pt. 18. Details of Fees

The application should be accompanied with the applicable fees.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix B	
			Revision 0	July 2017

APPENDIX B – Schedule of Events

Director General of Civil Aviation, India

Application for an Air Operator Permit/ Certificate – Schedule of Events

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
1.0 Pre application Phase					
	Submission of pre-application (Statement of Intent)				
*	Assignment of Certification Team by DGCA				
*	Pre-application meeting				
2.0 Initial application review phase					
	Submission of Formal Application				
*	Initial Application Review				
*	Formal Application Meeting				
3.0 Documentary Evaluation Phase					
A. MANAGEMENT RESUMES					
	Submission of Management Resumes				
*	Completion of Compliance Checklist 01 – Assessment of General Status				
	Review and acceptance of Management Resumes				
*	a) Accountable Manager (General manager / Chief executive Officer)				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix B	
		Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
Note: Items with an * will be completed by DGCA					
	b) Director Flight Operations				
	c) Director Engineering and Maintenance				
	d) Director Safety Management (SMS)				
	e) Director Training				
	f) Director Flight Safety				
	g) Directory Quality				
	h) Director Security				
	i) Director Cabin Safety – if applicable				
B. DOCUMENTS					
1. Operations Manual					
	Submission of Operations Manual (OM)				
*	Completion of compliance Checklists 03, 04, 05, 06, 07, 08 and 11(if applicable)				
*	Review and approval of the Operations Manual				
2. Safety & Emergency Procedures Manual					
	Submission of Cabin Crew member Safety & Emergency Procedures Manual				
*	Review and Acceptance of Safety & Emergency Procedures Manual				
3. Flight Safety Manual					
	Submission of Flight Safety Manual				
*	Review and approval of Flight Safety Manual				
4. Safety Management Systems Manual					
	Submission of Safety Management Systems Manual				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix B	
			Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
*	Review and approval of Safety Management Manual				
5. Flight Operations Training Manual					
	Submission of the Flight Operations Training Manual				
*	Review and approval of the Flight Operations Training Manual				
6. Proposed Flight Crew Qualifications					
	Submission of Proposed Flight Crew Qualifications				
*	Review and acceptance of Proposed Flight Crew Qualifications				
7. Aircraft Operating Manual (OM)					
	Submission of an updated Aircraft Operating Manual (OM)				
	Submission of Copy of Current Aircraft Flight Manual				
*	Completion of compliance Checklist 03				
8. Normal and Emergency Checklists					
	Submission of Normal and Emergency Checklists				
*	Review and Acceptance of Normal and Emergency Checklists				
9. Load and Trim Sheet					
	Submission of Load and Trim Sheet				
*	Review and Approval of Load and Trim Sheet				
10. Route and Airport Manual					
	Submission of the Route/Area Manual				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix B	
			Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
*	Review and acceptance of the Route/ Area Manual				
11. Minimum Equipment List (MEL)					
	Submission of Aircraft MMEL				
	Submission of Minimum Equipment List (MEL)				
	Submission of Current Manufacturer's MMEL Deviation Guide				
*	Completion of compliance Checklist 27				
*	Review and Approval of Minimum Equipment List (MEL)				
12. Maintenance Control Manual/ CAME					
	Submission of the Maintenance Control Manual/ CAME				
*	Completion of Checklist 4, 20, 21, 22, 23, 24, 26, 28, 29, 34 & 35 Conformance report				
*	Review and Approval of the Maintenance Control Manual / CAME				
13. Aircraft Journey Log book					
	Submission of a Proposed Aircraft Journey Log book				
*	Approval of a Proposed Aircraft Journey Log book				
14. Maintenance Deferred Defects Log					
	Submission of a Proposed Maintenance Deferred Defects Log (part of Journey Log book)				
*	Submission of Checklist 35 Conformance report				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix B	
			Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
*	Approval of a Proposed Maintenance Deferred Defects Log				
15. Weight and Balance Manual					
	Submission of a Weight and Balance Manual				
*	Submission of compliance Checklist 25				
*	Review and acceptance of the Weight and Balance Manual				
16. Ground Handling Manual					
	Submission of a Ground Handling Manual				
*	Submission of compliance Checklist 02				
*	Review and acceptance of the Ground Handling Manual				
17. Maintenance Program					
	Submission of the Maintenance Program				
	Submission of Current Manufacturer's Planning Document				
*	Approval of the Maintenance Program				
18. Flight Safety Documents System					
	Submission of Flight Safety Documents System				
*	Acceptance of the Flight Safety Documents System				
19. Security Manual (to be submitted to BCAS for approval)					
C. OTHER EVALUATIONS					
	Submission of a copy of Aircraft Lease or Ownership Papers				
*	Approval of the lease: maintenance and operational control				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix B	
		Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
	Submission of a copy of the Aircraft Insurance Policy				
	Submission of Draft contract agreement for continuous Airworthiness				
4.0 Inspection and Demonstration Phase					
*	Inspection of Aircraft (compliance of Checklist 3,09, & 30)				
*	Training Facilities & Equipment Inspection (Compliance of Checklist 12)				
*	Simulator/Training Device Inspections				
*	Authorization for commencement of flight crew ground Training				
*	Authorization of commencement of Flight crew flight training				
*	Evaluation of the flight crew flight training				
*	Evaluation of the designee actions				
*	Designation of examiners				
*	Authorization for commencement of cabin crew ground training				
*	Evaluation of Operators Cabin crewmember Training				
*	Maintenance Training Facility Inspections				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix B	
		Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
*	Authorization for commencement of maintenance training				
*	Structure & Support Service Inspection (Check List 10)				
*	Operational Control Inspection				
*	Station (Base/Line) Inspection				
*	Maintenance Main Base & Facility Inspection (Check List 10, 22, 24, 26 & 35)				
*	Maintenance Control Inspection (Checklist 31)				
*	Contractor Maintenance Facility Inspections (Checklist 22, 24 & 33) if not approved by DGCA				
*	Maintenance Station Inspection (Checklist 22, 23, 24 & 33)				
*	Aircraft Records Inspection (Checklist 07, 29 & 31)				
*	Fuelling of Aircraft (Checklist 23)				
	Preparation for the Ground/Ditching Evacuation Demonstration				
*	Conduct of the Ground/Ditching Evacuation Demonstration				
	Preparation for the Proving Flight(s)				
*	Conduct of the Proving Flight(s) (Check List 13)				
*	Aircraft Inspection				
*	Maintenance Flight Deck En-route Inspection				
*	Method of Flight Supervision				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix B	
			Revision 0	July 2017

Name of Company					
Necessary document, action or event		Proposed Date	Date received/ accomplished	Date returned for Changes	Reference
<i>Note: Items with an * will be completed by DGCA</i>					
*	Minimum Safe Altitudes				
	Passenger Briefing Card				
5.0 Certification Phase					
*	Prepare Air Operator Permit/Certificate				
*	Prepare Operations Specifications				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix C	
		Revision 0	July 2017

APPENDIX C – Statement of Compliance

DECLARATION OF CONFORMANCE TO RULES AND CIVIL AVIATION REQUIREMENTS

AIR OPERATOR COMPLIANCE CHECK LIST

Referenc e of the published Civil Aviation Requirem ents	Description in brief	Level of Operator's compliance Mark first with: R for Read, Ustd for Understood and Cmpd for compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the Company's relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory/ Unsatisfactory (to be filled by DGCA)	
			S	U
CAR/ AIC	Circular			
D3C-C3	Minimum requirements for grant of Permit to operate Non-Scheduled Air Transport Services			
D3C-C1 2	Minimum requirements for grant of AOC for Scheduled Commuter Air Transport Service			
D1C-C1	- Safety Management System (SMS)			
D2B-B1	- Minimum Equipment List (MEL)			
D8D-D2	- Preparation and use of Cockpit and emergency check list			
CAR_M	Continuing Airworthiness Requirements			
D2O-O7	Exit Row seating			
D7D-D6	Requirements for the Qualification of Aircraft Full Flight Simulators and Synthetic Flight Training Devices.			
D2X-X2	Weight and balance control of an aircraft			
D2X-X3	Provision of Medical Supplies in Aircraft			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix C	
		Revision 0	July 2017

Referenc e of the published Civil Aviation Requirem ents	Description in brief	Level of Operator's compliance Mark first with: R for Read, Ustd for Understood and Cmpd for compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the Company's relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory/ Unsatisfactory (to be filled by DGCA)	
			S	U
CAR/ AIC	Circular			
D2X-X6	Aircraft Log Books			
D2X-X7	Document to be carried on board by Indian registered aircraft			
D3C-C7	Instructions for seating in passenger transport aircraft			
D5F-F1	Flight Safety Awareness and Accident/Incident Prevention Programme.			
D5F-F2	Monitoring of DFDR/ QAR/ PMR data for Accident/Incident Prevention			
D5F-F3	Procedure for Medical examination of aircraft personnel for alcohol consumption			
D5X-X1	Safety Hazard – Use of Mobile/Cellular Telephones inside the Aircraft during flight.			
D7D-D6	Requirements for the Qualification of Aircraft Full Flight Simulators and Synthetic Flight Training Devices			
D7I-I3	Criteria for Approval of Check Pilot and Examiners for Non-Scheduled and General Aviation Operations with Fixed Wing Aircraf			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix C	
		Revision 0	July 2017

Referenc e of the published Civil Aviation Requirem ents	Description in brief	Level of Operator's compliance Mark first with: R for Read, Ustd for Understood and Cmpd for compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the Company's relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory/ Unsatisfactory (to be filled by DGCA)	
			S	U
CAR/ AIC	Circular			
D7I-I1	Criteria for approval of examiners/instructors/check pilots for scheduled and non scheduled (except general aviation) Commercial operations with fixed wing aircraft.			
D7I-I2	Authorization of instructors and line training captains for scheduled commercial operators with fixed wing aircraft and for approved training organisations			
D7I-I7	Criteria for approval of Ground Instructors			
D7I-I9	Authorization of Synthetic Flying Instructors for Helicopters			
D7I-I8	Criteria for approval of CRM Facilitators			
D7J-J1	Flight Duty Time and Flight Time Limitations - Cabin Attendant			
D7J-J3	Flight and Duty Time Limitations and Rest Requirements of flight crew engaged in Aircraft operations.			
D7M-M 1	Cabin Crew Training			
D7M-M 2	Flight Dispatchers Training and approval			
D8D-D1	Load and Trim Sheet Requirements			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix C	
		Revision 0	July 2017

Referenc e of the published Civil Aviation Requirem ents	Description in brief	Level of Operator's compliance Mark first with: R for Read, Ustd for Understood and Cmpd for compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the Company's relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory/ Unsatisfactory (to be filled by DGCA)	
			S	U
CAR/ AIC	Circular			
D8D-D2	-	Preparation and use of Cockpit and emergency check list		
D8C-C1		All weather Operations (AWO)		
D8F-F1		Requirements for exercising the privileges of ratings on aeroplanes with AUW exceeding 5700 Kgs.		
D8F-F2		Flight Crew Training And Qualification Requirements For Scheduled and Non-scheduled Operators Having Aeroplanes With AUW Exceeding 5700 Kgs		
D8F-F3		Supervised Take Off And Landing Requirements For Scheduled And Non-Scheduled Operators Having Aeroplanes With AUW Exceeding 5700 Kgs		
D8F-F4		Requirements for exercising the privileges of ratings on General Aviation aeroplanes		
D8F-F6		Flight Crew Training And Qualification Requirements For General Aviation Operations: Small Aeroplanes		
D8F-F7		Flight Crew Training And Qualification Requirements For Scheduled Commuter And Non-Scheduled Operators: Small Aeroplanes		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix C	
			Revision 0	July 2017

Referenc e of the published Civil Aviation Requirem ents	Description in brief	Level of Operator's compliance Mark first with: R for Read, Ustd for Understood and Cmpd for compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the Company's relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory/ Unsatisfactory (to be filled by DGCA)	
			S	U
CAR/ AIC	Circular			
D8F-F8	Flight Crew Training and Qualification Requirements for Scheduled Commuter and Non-Scheduled Operators having Aeroplanes with AUW Exceeding 5700 Kgs			
D8O-O2	Operation of Commercial Air Transport – Aircrafts			
D8O-O7	Requirements for preparation of operations manual			
D8S-S7	Aero-Medical Transport			
D8S-S1	Airworthiness, Maintenance and operational requirements for Extended Range Operations with Twin Engine Aeroplanes for Commercial Air Transport Operations.			
D8S-S3	Requirements for operation of aircraft in MNPS airspace. Requirements for operation of aircraft in North Atlantic High Level Airspace (NATHLA)			
D8S-S4	Performance Based Navigation (PBN)			
D8S-S2	Requirements for Implementation of Reduced Vertical Separation Minimum (RVSM)			
D8O-O7	Requirements for preparation of operations manual			
D11C-C 1	Approval of Dangerous Goods Training Programme			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix C	
		Revision 0	July 2017

Referenc e of the published Civil Aviation Requirem ents	Description in brief	Level of Operator's compliance Mark first with: R for Read, Ustd for Understood and Cmpd for compliance (please give reference to the applicable Page, Section and Chapter, Volume and the title of the Company's relevant document which gives effect to the regulatory requirements, when compliance is indicated)	Satisfactory/ Unsatisfactory (to be filled by DGCA)	
			S	U
CAR/ AIC	Circular			
AIC 3/2010	Grant of Permission for providing ground handling services at Airports other than those belonging to the Airports Authority of India			
D9C-C1	Rules of the air			
AIC 18/1985	Avoidance of fire hazard-fuelling near jet aircraft.			
AIC 10/1983	Procedure and precaution regarding fuelling and defuelling of aircraft, fire and general safety.			
	General AC 1 of 2011	Employment of Services of Aviation Medicine Specialist by all Operators		
AIC 11/2009	Guidelines for aircraft operations during low visibility conditions at IGI Airport, Delhi			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix C1	
			Revision 3	Feb 2024

APPENDIX C1 – AIR OPERATOR CAR/ Circular Compliance Template

Part A: Operator Information				
Registered Name of the Operator:		Air Operator Certificate:		
Address for communication:				
Reference of the published Civil Aviation Requirements	Description in brief	Level of Operator's compliance Mark first with: 'R' for Read, 'Ustd' for Understood and 'Cmpd' for compliance	Satisfactory/Unsatisfactory to be filled by DGCA	
			S	U
CAR / Circular Para No.				

continued.....

Part B: Operator Statement			
The undersigned certifies the above information to be correct and true and that aeroplane system installation, continuing airworthiness of systems, minimum equipment for dispatch, operating procedures and operational personal training comply with the DGCA requirements.			
Name of Head Of Operations		Signature	Date
Remarks by FOI / SFOI			
1.1	The undersigned certifies the above information has been verified and the aircraft as listed in the checklist meets the requirements for CAR / Circular from Operational aspects.		
	Name and designation (FOI/SFOI)	Signature	Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

APPENDIX D – Certification Check Lists

General

1. There are 30 checklists which are required to be completed prior to certification of applicant for AOP/AOC
 - a. Checklist number 02-13 will be completed by the POI with the assistance of Operations team members.
 - b. Checklists number 13 and 20-36 will be completed by PAWI with the assistance from airworthiness team members.
 - c. Check list 01 together with the Final report will be completed by the Project Manager at the completion of the Certification Process.
2. The rest of the Team Members will use their respective checklists for conformance of their respective discipline as per their Inspector Manual. .
3. The Checklists contain only the items that should be examined or looked into. The inspector concerned will determine the standards (assessment criteria) against which an item in the checklist should be assessed. The following principles will be used a rule of thumb.
 - a. Check the item against the rules/ requirements issued, and in the absence of such,
 - b. Check the item against the requirements in the Chicago Convention or any Annex thereto – **The guidance in these Checklists may change from time to time to comply with requirements published by ICAO and as stipulated by the DGCA.**
4. The Checklist is provided only for the guidance of the Civil Aviation Inspectors. However, if an applicant is desirous of knowing the result of an assessment in respect of a particular area, the inspector concerned may issue a copy to the applicant.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL 01(DGCA/OP/CL/01)

Certification of Applicants For Air Transport Operations in India

CHECKLIST 01 – Assessment of General Status

Name of the Applicant:

..... [When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	Initial NOC by Ministry			
1.	NOC No.			
2.	Validity			
B.	Insurance Arrangements: Whether the applicant has organized an adequate Insurance Policy from an Organization acceptable to DGCA in respect of			
1.	Aircraft			
2.	Passengers & Cargo			
3.	Third Party liabilities			
4.	Crewmembers			
5.	Applicant's staff & general properties			
6.	Victim Protection Plan in case of an accident			
General Remarks :				
..... Name of the Officer (DAT) Signature Date				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

CL 02(DGCA/OP/CL/02)

Certification of Applicants For Air Transport Operations in India

CHECKLIST 02 – Technical assessment for issue of Operations Specifications

Name of the Applicant:

..... [The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item	Sat	PM Review No.
1. Administrative		
Checklists 02-13		
Checklists 20 – 36		
Completed Compliance Statement		
2. Management Personnel Acceptance		
Accountable Manager		
Director Flight Operations		
Director Engineering and Maintenance		
Director Quality		
Director Safety Management		
Director Flight Safety		
Director Training		
Director Security		
Director Cabin Safety – if applicable		
3. Documentation and its approval/ acceptance		
Operations Manual		
Safety Management Systems Manual		
Training Manual		
Security Manual		
Route Manual/ Navigation Information		
Dangerous Goods Manual		
Aircraft Flight Manual		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item	Sat	PM Review No.
Master Minimum Equipment List and Operator's MEL		
Maintenance Control Manual		
Maintenance Schedule in respect of each Aircraft		
Weight and Balance Manual		
Safety and Emergency Procedures Manual		
Passenger Briefing Card		
Runway Analysis Data		
Flight Safety Manual		
Ground Handling Manual		
Any other Manual produced by the Manufacturer		
Special authorizations		
a) Transport of Dangerous Goods by Air		
b) RVSM		
c) EDTO		
d) PBN ETC.		
4. Additional Information requirement for endorsement on Permit		
Continuing Airworthiness (Continuous Maintenance Organization Approval - CAMO)		

General Remarks :

.....
Name of the Project Manager

.....
Signature

.....
Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

CL 03(DGCA/OP/CL/03)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 03 – Assessment of Post Holders

Name of the Applicant:

Location.....

.... [The Satisfactory column is the outcome, subsequent to the review of all the below items]

Items	Sat	Date, Review and DGCA File No.
Qualified and Competent Employees: Organization has suitably qualified and competent employees (Refer Appendix H) to act as:		
1. Accountable Manager		
2. Director Flight Operations		
3. Director Training		
4. Director Engineering and Maintenance		
5. Director Quality		
6. Director Safety Management		
7. Director Flight Safety		
8. Director Security		
9. Director Cabin Safety – if applicable		
Remarks: 		
..... Name of Inspector	 Signature	 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

CL 04(DGCA/OP/CL/04)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 04 – Assessment of Operations Manual

Name of the Applicant:

Location.....

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Guidelines This checklist is subdivided in to five steps viz;

1. Checking the *Operations Manual* against the Declaration of Conformance/ Compliance Statement for completeness and acceptability.
2. Checking specific material required by legislation for acceptability.
3. Checking material copied in to the *Operations Manual* for agreement with the Flight Manual.
4. Checking the *Operations Manual* against CAR Section 8 Series O Part VII and CAP 8100 for completeness and uniformity with the given standard format.
5. Checking that all changes required by DGCA to the *Operations Manual* have been included in the final draft.

Items		Sat	Date and Review
A.	Conformity of the Manual with relevant CARs (CAR compliance)		
B.	All text and material taken from a flight Manual and placed into the Operations Manual has been checked for accuracy, completeness and agreement with the original text or material		
C.	Checklist for OM Part A completed as per CAP 8100		
D.	Checklist for OM Part B completed as per CAP 8100		
E.	Checklist for OM Part C completed as per CAP 8100		
F.	Checklist for OM Part D completed as per CAP 8100		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

General Remarks:

.....
Name of the Inspector

.....
Signature

.....
Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL 05(DGCA/OP/CL/05)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 05 – Organizational Structure, Staffing and Administrative Facilities

Name of the Applicant Location [The
Satisfactory column is the outcome , subsequent to the review of all the below items]

Items		Sat	Date and Review
A.	Qualified and Competent Employees: Organization has sufficient number of suitably qualified and competent employees to act as;		
1.	Flight Crew		
2.	Cabin Crew		
3.	Technical trainers		
4.	Operational Planning and Control		
5.	Passenger and Load Handling		
6.	Crew Scheduling		
7.	Administrative Support		
B.	Administrative Facilities		
1.	Office Accommodation and equipment		
2.	Office support staff		
3.	Communication/ Information System that can communicate efficiently and rapidly with all crew and operational support staff		
4.	Printing and/ or distribution facilities		
5.	Office Environment		
6.	Facilities for Record Keeping		
7.	Technical Library		
a.	Facilities		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

Items		Sat	Date and Review
b.	Arrangements		
c.	Availability of documents such as		
i.	Aircraft Act and Rules		
ii.	Civil Aviation Requirements (CAR)		
iii.	Operations Manual		
iv.	Maintenance Control Manual (CAME)		
v.	Minimum Equipment list		
vi.	Flight and Duty Time Limitations		
viii.	Applicable Maps & Charts		
ix.	Aircraft Flight Manual		
x.	Other important documents		
C.	Registered Office		
1.	Principal or Designated Officer : Person responsible to the Company as the contact person for communication between DGCA and the Company		
2.	Contact numbers		

Remarks:

.....
Name of Inspector

.....
Signature

.....
Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL 06(DGCA/OP/CL/06)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 06 – Assessment of Flight Manual and Cockpit Checklists

Name of the Applicant

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Items		Sat	Date and Review
A.	Documents are available in the English Language		
	If the Flight Manual is a translation, has the translated copy been approved by the Manufacturer.		
B.	Information in the Flight Manual is current and up to date.		
C.	Flight Manual contains:		
1.	Identification of the Aircraft		
2.	Operating procedures including, normal, abnormal and emergency procedures		
3.	Aircraft Limitations		
4.	Performance and loading information		
D.	The Flight Manual supplements and appendices are appropriate to the serial numbered Aircraft		
E.	The Flight Manual has performance information appropriate to the Aircraft		
F.	Cockpit Checklists		
1.	Checklists encompass at least items in Flight Manual checklists		
2.	Any differences from the AFM justified by the applicant are satisfactory		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

Items		Sat	Date and Review
3.	Ops Manual instructions provide adequate procedures in the use of checklists		
4.	Multi-crew checklists indicate clearly which duties are to be performed by each crewmember, the appropriate challenges, actions required and responses to be used.		
5.	Checklists, expanded and abbreviated are published as part of the <i>Ops Manual</i> .		
6.	Abbreviated checklists are consistent with expanded checklists in the AFM		
7.	Checklists accessible to all flight crew during flight		
8.	Checklist printing is legible under adverse visual conditions		
9.	Checklist presented in durable form		
F.	The Flight Manual contains an acceptable Loading System		
G.	The Flight Manual contains all relevant amendments – e.g. additional equipment installation etc.		
H.	The Flight Manual has supplements relevant to the applicant's planned special operations – e.g. RVSM,PBN,DG etc.		
General Remarks:			
..... Flight Operations Inspector's Name Signature 			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

CL 07(DGCA/OP/CL/07)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 07 – Provision of Operational Information and Support to Crew

Name of the Applicant

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item		Sat	Date and Review
A.	Availability of Operator Generated Information for Crew Use -		
1.	Navigation information/ route data cards		
2.	Performance Information		
3.	Obstacle Avoidance Procedures		
	Operator understands requirements to assess engine-out obstacle avoidance during climb and cruise		
	Suitable staff and facilities to devise obstacle avoidance procedures for takeoff and climb		
	Procedures given in a simple and understandable presentation		
4.	Instrument approach Minima		
5.	Maximum Weight for Take-off and Landing - reference of the applicable		
6.	Any information applicable to special		
B.	Flight Planning		
1.	Weather information		
2.	Aeronautical Information (NOTAMS)		
3.	Dangerous Goods Information		
C.	Quality Control		
1.	Company-generated information provided for cockpit use is controlled for currency and availability		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

Item		Sat	Date and Review
C.	Quality Control		
1.	Company-generated information provided for cockpit use is controlled for currency and availability		
2.	System responsive to changes in source data		
3.	System verified for accuracy on an ongoing basis		
4.	Procedures given in a simple and understandable presentation		
D.	Operational Control/ Support		
1.	Staff		
a.	Qualifications		
b.	Training		
c.	Competence		
d.	Adequacy in strength (number)		
2.	Suitability of accommodation		
3.	Availability of appropriate information		
4.	Reliability of system to convey current information to crew		
5.	Presence of Dangerous Goods on board		
General Remarks:			
..... Name of the Inspector		 Signature	 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL 08(DGCA/OP/CL/08)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 08 – Arrangements for Maintenance of Documents/ Records

Name of the Applicant

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item		Sat	Date and Review
A	Flight Crew Records		
1.	Licence currency status		
a.	Licence		
b.	Medical		
c.	Ratings		
d.	Special authorizations		
e.	Endorsements/Limitations		
f.	Validity of Licence (age >60 years of age)		
2.	Recent experience status		
a.	Recency (3-take-offs & landings on type)		
b.	Bi-annual Aircraft Type Proficiency Check		
c.	Recency of Route Qualification (12 months)		
d.	Special Ops (as applicable)		
e.	Role Check (as applicable)		
f.	Recency of Instrument Rating (12 months)		
B.	Flight and Duty time limitation records for Flight and Cabin		
1.	Check for allocation of home base to all flight crew		
2.	Check for 24 hours, 7 days, 30 days and		
3.	Check for minimum days off including after night flying.		
4.	Check for daily and monthly cumulative duty hours		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
		Revision 2	Nov 2022

Item		Sat	Date and Review
5.	Report on exceeding Flight & Duty Time Limitations		
6.	Conformance of the flight duty roster to the Flight and Duty Time Limits		
C.	Operating Crew		
1.	Competency in Safety and Emergency Procedures (Annual)		
a.	Flight Crew		
b.	Cabin Crew		
2.	Competency in Transport/ Handling of Dangerous Goods (24 months)		
a.	Cargo Acceptors and supervisors		
b.	Handlers/Loaders and Supervisors		
c.	Flight Crew		
d.	Cabin crew		
e.	Passenger Security Staff		
3.	Competency in Security Procedures (24 months)		
a.	Cargo Acceptors and Supervisors		
b.	Handlers/ Loaders and Supervisors		
c.	Flight Crew		
d.	Cabin crew		
e.	Passenger Security Staff		
D.	Trip Records (Journey Logbook) -		
1.	Entries made in ink or indelible pencil		
2.	Contents as per CAR Section 2 Series X		
E.	Operational Flight Planning Form		
F.	Flight Dispatch Release		
G.	Navigation Log		
I.	Aircraft Loading		
1.	Load sheet		
2.	NOTOC (Dangerous Goods)		
3.	Passenger Manifest		
4.	Cargo Manifest		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

Item		Sat	Date and Review
J.	Log Books and their preservation		
1.	Aircraft log book		
2.	Engine/Propeller log book (for each engine)		
3.	Personal Flying log book (for each pilot)		
4.	Radio maintenance log book		
K.	Documents Carried on Board		
	i. Certificate of Registration; ii Certificate of Airworthiness; iii Airworthiness Review Certificate (ARC); iv A document attesting Noise Certification of the Aircraft; v Air Operator's Permit/Certificate; vi Licences for each member of the flight crew; vii Aeromobile Radio Operation Licence for Radio Communication apparatus; viii Journey Log Book approved by the DGCA; ix Operations Manual;		
	x Minimum Equipment List; xi Aircraft Flight Manual ; xii SEP Manual xiii Cockpit and Emergency Check List xiv Aircraft search procedure checklist; xv Maintenance Release/ Certificate to release to service; xvi LOPA (Layout of Passenger Arrangement); xvii Emergency and Safety Equipment Layout; xviii. Route/ Area guides including current and suitable navigation charts/ maps for the planned flight route and all other routes along which it is reasonable to expect that the flight may be diverted; xix. Weight Schedule ; xx. . Load and Trim Sheet; xxi. Passenger Manifest; xxii. Cargo Manifest; and xxiii. NOTOC (if applicable). xxiv. Cockpit and Emergency checklist		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL 9(DGCA/OP/CL/09)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 09 – Inspection of Loading and Load Control

Name of the Applicant

..... [The Satisfactory column
is the outcome, subsequent to the review of all the below items]

Item		Sat	Date and Review
A	Load System		
1.	Approved by Weight Control Authority		
2.	System appropriate for operations in regard to ease of use, speed of use, appropriate units and divisions used		
3.	Instructions given in the Operations Manual		
4.	If computer is used:		
	System checked for accuracy (applicant should demonstrate)		
	Manual backup system is available		
B.	Approval of Load and Trim Personnel		
1.	Properly appointed by the Operator and approved by DGCA		
2.	Approval process, training syllabus and competency checks contained in a company controlled document		
3.	Appropriate training and competency check is provided		
4.	Competency checked during inspection		
5.	Responsibilities is defined in Operational Manual		
C.	Load Sheet/ AUW Calculation		
1.	Signed by pilot or approved load/ trim sheet personnel		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item		Sat	Date and Review
2.	Contains all information for proper weight and balance control		
3.	Copy carried in the Aircraft and one left at the place of departure		
D.	Communications Systems: satisfactory communication system provided between load/trim personnel and:		
1.	Passenger check-in		
2.	Cargo acceptance		
3.	Aircraft loaders		
4.	Fuel suppliers		
5.	Crew		
E.	Cargo Loading		
1.	System to ensure cargo loaded in correct holds		
2.	Cargo restrained adequately		
Remarks:			
..... Name of the Inspector Signature Date			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

CL 10(DGCA/OP/CL/10)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 10 – Inspection of Aircraft

Name of the Applicant

..... [The Satisfactory column
is the outcome, subsequent to the review of all the below items]

* Items marked with asterisk are to be checked only if applicable.

Item		Sat	Date and Review
A.	Flight-deck items		
1.	Required radio and navigation equipment		
2.	All equipment required by regulations		
3.	All control switches, indicators and gauges visible and accessible to appropriate crew		
4.	Fleet standard layout of instruments and equipment (changes if any)		
5.	Secure flight-deck Door *		
6.	Observer's seat *		
a.	View of operating crew		
b.	Equipped with intercom, oxygen and full harness		
B.	Safety and Security Equipment		
1.	Appropriate survival equipment carried		
2.	Torches at each crew station		
3.	Crash Axe		
4.	Safety Briefing Cards		
5.	Fire extinguishers - required number, type, location suitable, serviced and certified OK		
6.	Safety belts/ harness		
7.	Passenger Seats		
8.	ELT – number as required		
9.	First Aid Kits – number as required		
10.	Medical Kit / universal precautionary kit		
11.	Megaphones/ PA Equipment*		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

Item		Sat	Date and Review
12.	Life vest – accessible to flight/cabin crew *		
13.	Life rafts meet stowage requirements*		
14.	Signaling equipment (if life raft required)*		
15.	Life Jackets for pax/ infants*		
16.	Emergency Response Kit (For handling of DG Incidents)*		
17.	Floor proximity emergency escape path markings *		
18.	Portable Breathing Equipment/Smoke goggles and oxygen for flight crew*		
19.	Portable Breathing equipment for cabin crew*		
C.	Cabin Layout		
1.	Passenger seats do not obstruct emergency exits or Aisles/ can be used as a strong hold in case of turbulence , decompression		
2.	Passenger seating does not exceed maximum number approved in type certificate		
3.	Passenger Seats provided with seats belts		
4.	Weight Placards/ Exit Signs/ Decals for emergency equipment/ No Smoking, Fasten seat belt signs/Life jacket location *		
5.	Lavatory Fire Protection Arrangements (Waste bin extinguisher, Smoke detector)*		
6.	Carry-on Baggage Restraints*		
7.	No major configuration change to that in place for initial emergency demonstration		
D.	Cabin Crewmember Seating*		
1.	As near as practicable to emergency exits		
2.	Seat equipped with shoulder harness		
3.	Access to intercom when seated		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item	Sat	Date and Review
Remarks:		
..... Inspector's Name Signature Date		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL 11(DGCA/OP/CL/11)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 11– Inspection of Operational Bases and Passenger Handling

Name of the Applicant:

Name of the Operating Base:.....

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item		Sat	Date and Review
A.	Availability of Company Documentation at Bases		
1.	Specific take-off & landing charts		
2.	Route briefing/ SOP		
3.	Accuracy of <i>Operations Manual</i> information		
4.	Reference Library		
B.	Airports		
1.	Type (Licensed/ Non-Licensed)		
2.	Lighting availability		
3.	Adequate data on obstacle gradients, movement areas, hazards etc		
4.	Suitability for type of Aircraft operated		
C.	Airspace		
1.	Controlled or uncontrolled		
2.	Obstacle Limiting Areas/ Surfaces		
D.	Dispatch		
1.	NOTAM and Weather availability		
2.	Flight notification		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item		Sat	Date and Review
3.	Communications		
4.	Suitable “work area”		
5.	Crew rest		
E.	Local Load Control Systems		
1.	Scales for weighing baggage and cargo at each base		
2.	Cargo handling and manifests		
3.	Load sheet preparation		
4.	Identification and prevention of carriage of Dangerous Goods by passengers		
5.	Passenger manifest		
F.	Marshalling/ Parking		
1.	Designated marshallers		
2.	Standards signals		
G.	Security and Dangerous Goods		
1.	Staff trained in DG identification and handling		
2.	Passenger security check		
3.	Passenger airside safety		
H.	Refuelling		
1.	Refuelling Precautions		
2.	Fire extinguishers		
I.	Passenger Handling Arrangements		
1.	Identification of passengers and seat allocation		
2.	Checking and prevention of passengers carrying restricted items onboard		
3.	Control of loose articles in cabin		



CAP 3300

Appendix D

Revision 2

Nov 2022

Item		Sat	Date and Review
	(carry-on-baggage)		
4.	Procedure for issue of Boarding Card		
5.	Passengers occupying assigned seats		
J.	Ground Handling Arrangements/ Procedures		
1.	Ground Handling Arrangements		
2.	Checked luggage handling procedures		
General Remarks:			
..... Name of the Inspector Signature Date			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL – 11-A(DGCA/OP/CL/011-A)

Certification of Applicants for Air Transport Operations in India

CHECKLIST: 11-A – Inspection of Ground Handling Arrangements

Name of the Applicant:

Name of the Operating Base.....

[The Satisfactory column is the outcome, subsequent to the review of all the below items

LOCATION:

FSD	SAT / UNSAT	REMARKS
<u>Baggage Services</u>		
1. Carry-on Baggage		
a. Procedures to ensure that only hand baggage is taken in the cabin that can be adequately and securely stowed and does not block the exit or cause injury or damage.		
2. Cargo Loading		
a. Procedures to ensure cargo is loaded in the correct location		
b. Cargo loading locations are included on the load sheet.		
c. Cargo restrain system/s		
d. Certification		
e. Labelling		
f. User Instructions		
g. Cargo netting.		
h. Cargo tie-down points		
3. Procedures for handling unaccompanied luggage		
4. Procedures for handling mishandled baggage		
5. In case carriage of dangerous goods is permitted, the following shall be included:		
a. Copy of approval granted by DGCA for carriage of dangerous goods		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

b. Details of handling agent/contract services		
c. Procedures for sharing manuals and information/instructions with handling agents.		
d. Relevant information/ instructions on dangerous goods for passenger handling staff		
e. Procedures of acceptance and carriage of dangerous goods (DG) on the aircraft.		
f. Emergency procedures for DG leakage /spillage / contamination etc		
<u>Cabin Services</u>		
System for control of articles in the cabin (carry-on-baggage)		
1. Procedure for load control to liaison with cabin crew for passengers occupying assigned seats and headcount		
2. Catering		
a. Procedures for catering services		
b. Procedures for dealing with health and security aspects relating to catering services (including of nature of utensils provided)		
<u>Ground Handling Training Requirements</u>		
1. Personnel should be given initial and recurrent training commensurate with their responsibilities to carry out their job in a safe manner. The objective of the training is to promote safety awareness and to provide personnel with competency for their tasks. Comprehensive training records should be maintained for each employee.		
2. The training programme should include theoretical training, on-the-job training and regular competency checks. Recurrent training should reflect the periodicity required for particular subject areas. The training programme should be outlined in the Ground Handling Procedures Manual and should be regularly reviewed and updated.		
3. The training should be provided by qualified instructors and documented in the Ground Handling Procedures Manual.		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

4. Training of personnel involved in ground handling activities may include:		
a. Passenger Handling, training programme (for Ticketing staff, Passenger Check-in staff, Boarding gate staff etc.)		
b. Hazardous Materials Training programme (passenger check-in staff, loaders etc.) *		
c. Load Planning Training programme		
d. Aircraft Servicing Training programme		
e. Security Staff training programme (engaged in screening passenger baggage)		
Ground Handling Arrangements		
1. Air operators are considered to be ultimately responsible for ground handling operations safety, including when these are subcontracted.		
2. Details of Ground Services handled by the operator/ third party (Ground Handling Agent)		
3. Details of the contract or a service level agreement with the third party (Ground Handling Agent) prior to obtaining ground Operations /handling services. Note: The Contract/ Service level agreement should provide for allowing DGCA Inspectors to have access to and examine all safety aspects of services provided by the third party (Ground Handling Agent). This should also be reflected in the Ground Handling Agent's Operations Manual. Note: The Contract/ Service level agreement should contain the items listed in Appendix A.		
4. Procedures for conducting an audit on the third party (Ground Handling Agent) within a defined period. Note: This should include who would conduct the audit and at what time periods.		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

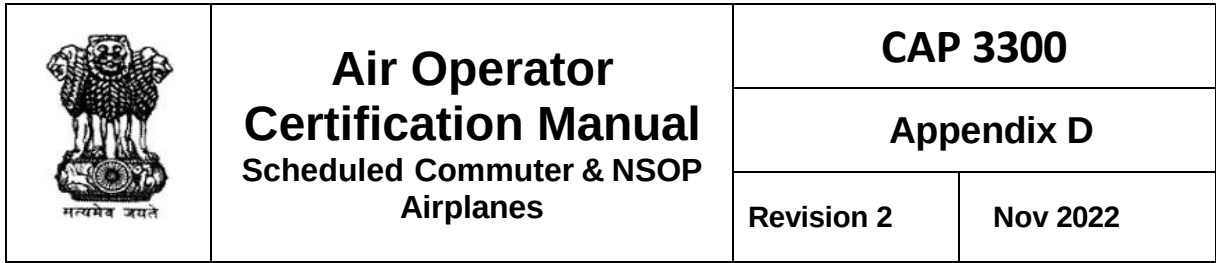
5. The internal audits on contractors' ground operations should be conducted by the Operator, at least once every two years. Note: The operator should also conduct an audit of the third party (Ground Handling Agent) during initial, renewal or significant variation of the ground operations activities.		
6. The third party audit shall include an audit of the contractor as well as procedures within the Operator:		
a. Check how management establishes control over the contractor's performance.		
b. Management to assure adequate training for the contractor personnel		
c. Operator to ensure all licensed and authorized personnel from the contractor are trained and qualified to perform the required activities.		
d. The contractor maintains copies of the qualifications and training of the personnel.		
e. Procedure to establish adequate control over contractor		
f. Check standards issued to contractors, level of supervision and the quality system.		
Operator's contract/ service level agreement with a third party (Ground Handling Agent)		
The operator's contract/ service level agreement with a third party (Ground Handling Agent) should inter alia include the following:		
a. Statement to indicate that the operator retains the responsibility in maintaining the ground operations standards as outlined in the operator's Operations Manual or Ground Handling Procedures Manual		
b. Validity of the contract/ service level agreement and date of effectiveness		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

c. Contract/ service level agreement to list all ground operations services that are being contracted		
d. A statement that the contractor can be supervised by the operator's personnel stationed at the location, if required or by other equivalent means		
e. Statement to indicate that all contractor personnel assigned to the contracted activities are trained to the operator's standard as stipulated in the Operator's relevant manual.		
f. Statement to indicate that all contractor personnel assigned to the contracted activities undergo recurrent training as required by the operator and specified in the Operator's relevant manual.		
g. The contract/ service level agreement shall indicate that the contractor will allow the operator including the DGCA inspectors to have access to all premises, facilities, data, documents, records and staff during an audit or when required.		
h. Statement to indicate that the contractor shall carry out all ground operations activities as described by the operator's Operations Manual or Ground Handling Procedures Manual.		
i. Statement to indicate that the contractor must have an SMS system or safety systems, as required.		
j. Statement to indicate that contractor must have a safety reporting system. All flight safety including occupational safety reports that are associated with the operations shall be reported to the operator within the time frame as stipulated in the Operator's Ground Handling Procedures Manual.		
k. The contract must specify the operator's safety performance indicators as well as service level performance related to safety issues which include ground incidents etc.		
l. The contract must contain the termination period.		
m. The contract must specify the liability and indemnity.		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

<u>Passenger Services</u>		
1. Availability of sufficient working space at each operating base for the needs of ground staff, storage and records.		
2. Availability of trained staff for passenger service		
3. Procedures for identification of seat allocation for differently-abled persons.		
4. Procedures for seat allocation for infants and children.		
5. Procedures for accepting, loading and stowing a battery-operated wheelchair or mobility aids for a passenger (including notification to the commander).		
6. Denied Boarding Procedures		
7. Procedure for flight cancellation		
8. Hazardous Material. *		
a. Procedures for the handling hazardous materials		
b. Procedure for notification to the flight crew		
Note: Adequate information, guidance and procedures should be provided to the staff for performing their duties. The procedures should be reviewed and updated from time to time.		
9. Measures to ensure dangerous goods information on types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided on/during: *		
a. Passenger Tickets		
b. Boarding Pass		
c. Email Confirmation		
d. Online Check-in Process		
e. Operator's website		
10. Availability of dangerous goods warning notices at: *		
a. Tickets sales desks		
b. Check-in desks and boarding areas (including measures to ensure they are displayed by handling agents)		
11. Procedures and provisions for carriage of dangerous goods by the passenger(s) or crew including dry ice and arms/ammunition in passenger or crew baggage. *		



Nov 2022

12. System of reporting incidents/accidents related to the carriage of undeclared/ misdeclared dangerous goods in passenger/ crew baggage. *		
13. Passenger Movement		
a. Protection from jet or prop blast.		
b. Movement of passengers across the ramp		
c. Procedure for handling passengers with disability.		
Remarks:		
..... Inspector's name Signature Date		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

DAW	SAT / UNSAT	Remarks
Weight and Balance Control		
1. Availability of weighing scales for checked-in baggage and cargo		
2. Procedures for calibration of weighing scale for checked-in baggage and cargo		
<u>Ground Support Equipment</u>		
1. Availability of Ground Support Equipment (GSE)		
2. Procedures for maintenance and operability of ground support equipment (GSE).		
3. Procedures for staff with regard to the maintenance and operations of GSE		
Note:		
a. GSE may comprise belt conveyors, cargo loaders, catering trucks, baggage tugs and most equipment found on aprons.		
b. The equipment should be suitable for the location and the purpose for which it will be used and should be maintained in an efficient condition. The equipment should have proper controls, including emergency stops, guards and interlocks		
c. All operators of the equipment should be provided with information and training		
Fuel Services		
1. General safety precautions during fuelling.		
2. Establishing a fuelling safe zone (a minimum radius of 3 m is recommended) around the aircraft fuelling receptacles, fuel vents and fuelling equipment.		
Note: Within the fuelling safety zone, the use of portable electronic devices (e.g. mobile telephones, handheld radios, pagers, photographic flash bulbs or electronic flash		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

equipment) and other sources of ignition or fire should be prohibited		
3. Safety precautions while re-fuelling/de-fuelling with passengers embarking, onboard or disembarking and should ensure availability of		
a. At least one qualified person remains at a specified location during fuelling operations with passengers on board.		
b. A qualified person to man the re-fuelling process capable of handling emergency procedures concerning fire protection and firefighting, handling communications and can initiate and directing an evacuation.		
c. A two-way communication by the aircraft's inter-communication system or other suitable means between the ground crew supervising the fuelling and the qualified personnel onboard the aircraft.		
4. Procedure for refuelling, de-fuelling and fuel spillage.		
5. Procedures for rapid evacuation in case of fire during refuelling.		
<u>Ramp Operations</u>		
1. Aircraft Towing & Movement		
a. Does the operations manual contain enough information, guidance & procedures about Aircraft Towing & Movement for staff to perform their duties?		
b. Does the push-back and towing procedures comply with the appropriate standard and procedures?		
Note: Does the Operator ensure that pre or post taxi positioning of the aero plane is not executed by tow-bar less towing unless aero plane protected by its own design from damage to its nose wheel steering system or system procedure to alert the flight crew such damage may or has occurred or tow-bar less towing vehicle is designed to prevent damage to the aero plane?		
2. Ramp Area		
a. Is the Ramp Area clean & clear of FOD?		
b. Does it include an FOD bin/container?		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

c. Is there is a regular program for inspecting & cleaning ramp surface?		
3. Lighting		
a. Is there sufficient lighting for safe ground operations. (night operations)		
4. De-icing (Where applicable)		
a. Does the Operator ensure procedures are established and followed when ground de-icing and anti-icing and conduct related inspections of the aero plane where necessary?		
b. Check correct Fluid Type. Has the same been documented by the operator?		
c. Holdover Time and information provided to crew?		
5. Marshalling		
a. Check proper procedures for marshalling and availability of trained personnel.		
6. Chocks/Mooring		
a. Check procedures are established to ensure chocks in place and the personnel are adequately trained. Has the same been documented by the operator?		
b. State of Parking ramp.		
7. Limited Access Areas		
a. Procedures to ensure only authorized personnel have access to the ramp area		
8. Ramp		
a. Check ramp vehicles parked within safety lanes. Has the same been documented by the operator?		
9. Contingency Planning		
a. To have action plan for accidents, injury, illness, fuel spills, Bomb threats, hijacking, severe weather & hazardous materials spills.		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

b. Action plan should be easily accessible.		
c. The action plan should contain an emergency notification checklist and procedures for suspending or cancelling operations.		
d. An emergency telephone listing for currency and easy access		
e. Safety routes available for emergency evacuation		
10. Staff in Attendance with passenger		
11. Positioning of step ladder(s)/ ramp ladder(s)		
12. Use of aerobridges		
13. Protection from Jet Blast		
14. Clearance from propeller		
15. Clearance from taxiing aircraft and moving vehicles		
16. Procedures for boarding including during night/ inclement weather conditions		
Remarks:		
..... Name of Airworthiness Inspector Signature Date		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

DGR	SAT / UNSAT	Remarks
1. Does the Hazardous Materials Training program includes		
a. Hazardous Materials Initial Training		
b. Hazardous Materials Recurrent Training.		
2. Hazardous Material		
a. Does the Operator have procedures for the Hazardous Materials?		
b. Is the procedure constantly updated?		
c. How to notify Flight Crew?		
d. Is the information & guidance, procedures enough for the staff to perform their duties?		
3. Dangerous Goods Carriage		
a. DG Approval granted by DGCA.		
b. Check Handling agent/contract services.		
a. Dangerous Goods Carriage		
a. Check "Classification", ensure that articles & substances are classified as DG as specified in the Technical Instructions (TI).		
b. Check packing complied with packing requirements, as specified in the TI.		
c. Check labelling. & marking, ensure that packages, over packs & freight containers are labelled & marked as specified in the TI.		
d. Check latest IATA & ICAO TI for DG.		
e. Emergency procedures for DG leakage /spillage / contamination etc. Has the same been documented by the operator?		
f. Does the Ground Manual has relevant information / instructions on dangerous goods for passenger handling staff?		
b. Does the Operator has procedures of sharing manuals and information/instructions to handling agents?		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

c. Does the Operator has established a system to ensure availability of Dangerous goods warning notices at a. Tickets sales desks, b. Check-in desks and boarding areas (including measures to ensure they are displayed by handling agents)		
d. Does the Operator has measures to ensure dangerous goods information on types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided with/in a. Passenger Tickets b. Boarding Pass c. Email Confirmation d. Online Check in Process e. On Website		
e. Does the Operator has procedures for accepting, loading and stowing a battery operated wheelchair or mobility aids for a passenger (including notification to the commander)		
f. Does the Operator has made arrangements for regular shift briefing to the Passenger handling staff on Dangerous Goods?		
g. Does the Operator has a Procedure and Provisions for Dangerous Goods Carried by Passenger or Crew including Dry ice and Arms/Ammunition in passenger or crew baggage?		
h. Does the Operator has system of reporting incidents/accidents related to carriage of undeclared/ mis- declared dangerous goods in Passenger/ crew baggage?		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

Remarks:

.....
Name of DGR Inspector

.....
Signature

.....
Date

- All items marked with * to be checked by DGR inspector from Directorate of Regulation and Information.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL – 11-B(DGCA/OP/CL/011-B)

Certification of Applicants for Air Transport Operations in India

CHECKLIST: 11-B – Inspection of passenger handling and warning of dangerous goods.

Name of the Applicant:

Name of the Operating

Base..... [The Satisfactory column is the outcome, subsequent to the review of all the below items

LOCATION.....

Type of Operations.....

S NO.	ITEM	STATUS			REMARKS
		SAT	UNSAT	N/A	
1.	Does the Operator has relevant manuals and information/instructions on dangerous goods for passenger handling staff?				
2.	Does the Operator has procedures of sharing manuals and information/instructions to handling agents?				
3.	Does the Operator has established a system to ensure availability of Dangerous goods warning notices at I. ticket sales desks, II. check-in desks and boarding areas (including measures to ensure they are displayed by handling agents)				
4.	Does the Operator has measures to ensure dangerous goods information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided with/in I. Passenger tickets II. Boarding pass III. Email confirmation IV. online check in process V. on website				
5.	Does the Operator has Procedures for accepting, loading and stowing a battery operated wheelchair or mobility aids for a passenger (including notification to the commander)				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 2	Nov 2022

6.	Does the Operator has the system to ensure that the Passenger handling staff are appropriately trained : Ticketing staff Pax Check in staff Boarding gate staff				
7.	Does the Operator has a system to ensure that the security staff engaged in screening passenger baggage are appropriately trained?				
8.	Does the Operator has established a system of seeking confirmation from the passengers that their baggage does not contain dangerous goods that are not permitted in passenger baggage?				
9.	Does the Operator has made arrangements for regular shift briefing to the Pax handling staff on Dangerous Goods?				
10.	Does the Operator has a Procedure for Provisions for Dangerous Goods Carried by Passengers or Crew including Dry ice and Arms/Ammunition in Passenger or Crew baggage?				
11.	Does the Operator has system of reporting incidents/accidents related to Carriage of undeclared/mis-declared dangerous goods in Pax/crew baggage?				
Remarks :					

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

CL 12(DGCA/OP/CL/12)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 12 – Inspection of Training Facilities

(Not required if facilities are out-sourced to an approved ATO/ GTO)

Name of the Applicant

..... [The Satisfactory column
is the outcome, subsequent to the review of all the below items]

Item		Sat	Date and Review
A	Class Room & Training Areas		
1.	Number & Size adequate for the purpose		
2.	Student accommodation		
a.	Seating/Writing		
b.	Visibility		
c.	Hearing		
d.	Minimal visual and aural distractions		
3.	Heating/Cooling/Ventilation/Lighting		
4.	Equipment, such as black/white boards, viewgraphs, projectors, video etc.		
B.	Special Equipment [Syllabus-identified training aids adequate for purpose]		
1.	Briefing Rooms		
2.	Number/size appropriate to task		
3.	Adequately furnished / equipped		
4.	Briefing Room for cabin crew to conduct pre flight briefing		
C.	Recording System Security		
1.	Controlled access		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

Item		Sat	Date and Review
2.	Privacy / Tampering		
3.	Adequate/ effective/ Usable		
D.	Course Records Adequate to monitor effectiveness of training system		
E.	Individual Training Records Detailed records kept with respect to each operating crew member, recording at least;		
1.	Each ground training course completed or attempted, including results for each phase or subject and the final assessment of the standard achieved		
2.	Each endorsement training course completed or attempted, including results for each phase of training, the number of time each exercise was undertaken and the results of checks or tests		
3.	Each flight or simulator proficiency check completed or attempted, including the number of times each exercise was undertaken and the results of the tests or checks		
4.	Any other training over and above that prescribed, undertaken in an Aircraft or simulator, including the exercises completed or attempted and an assessment of the standard achieved		
F.	Examination Facilities		
1.	Exam rooms/area adequate for purpose		
2.	Equipment adequate for purpose		
3.	Secure storage for exam papers		
4.	Unused papers		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 2		Nov 2022

Item		Sat	Date and Review
5.	Completed papers		
G.	Administration		
1.	Adequate accommodation/ Facilities		
2.	Adequate support services		
3.	Training schedules co-ordinated with operational		
4.	Adequate qualified staff available to conduct training courses		
5.	Facilities available for the production of required training course notes and material		

Remarks:

.....
Name of the Inspector

.....
Signature

.....
Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 3	Feb 2024

CL 13 (DGCA/OP/CL/13)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 13 – Operational Control

Name of the Applicant

.....

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item		Status		Remarks
		Sat	Unsat	
1 - Organizations				
1.1	Different sections/Function of the OCC (check if rostering section included) Guidance: Manager, Supervisor, Dispatcher, assistant dispatcher (if needed), other (Crew Rostering Representative, Pilot, Representative)			
1.2	Number of staffs in OCC (Supervisor, Dispatcher, Non-Dispatcher) Guidance: Adequacy with the volume of activities, Availability (Multi functions)			
1.3	Selection of Supervisors (Supervisions of OCC) and OJT Trainer (Supervision of the dispatcher OJT) Guidance: Pre-requisite to be Senior Dispatcher and to be OJT Supervisor: Supervisor should have experience in Flight Dispatcher functions and Company SOP OJT Trainer should have experience in Flight Dispatcher functions plus, Some educational skills (recommendations)			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 3	Feb 2024

1.4	Duty Organization (24/7)/ Workload (Roster)(Duty time for staff according to the number of flight) Guidance: Allocation of flights to dispatchers: criteria? How are organized the shift? Is it compliant with the manpower and is it compliant with Duty Time requirements? How is organized a shift to ensure at the same time the continuity of the operations control? In particular when the workload is heavy? Is there a procedure? Briefing to the incoming dispatcher?			
1.5	Management of an Emergency situation when an inexperienced dispatcher is on duty?			
1.6	Occurrence reporting system Guidance: Dispatchers should have access to the occurrence reporting system of the operator including reporting forms. Check that dispatcher are trained in safety management system.			
1.7	Emergency Response Plan Guidance: The dispatchers are aware of his duties in case of ERP activation (Dispatchers are often in the front line when something happens). Interview one dispatcher about this issue (Action/reaction when informed of an accident concerning an aircraft of the company) The dispatcher should have at his disposal: the Emergency Response Plan and a checklist for immediate reaction to an event, as well as all phone number of key managers; e.g. a checklist in case of bomb threat.			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

1.8	Sub-Contracted activities Guidance: Written agreement defining contracted activities and applicable requirements. Including compliance monitoring and safety requirements Authorization/ approval of contracted organization Necessary resources and competences			
2 - Facilities				
2.1	Access to facilities Guidance: Authorized persons and protection of information (Access to personal files, operational/safety data, etc.)			
2.2	Adequate workspaces for the number of staffs, including adequate workspaces for managers/supervisors (with a good overview)			
2.3	Lighting/ air conditioning/ access to food and drink - DOC 8335			
2.4	Briefing area (front desk, crew briefing room), including necessary equipment e. Airport diagram, Navigation chart, AIP, etc.			
2.5	Equipment Computerized (Software Subscriptions) and others (easily accessible and easy to use) Guidance: Weather, NOTAMs, ATS FPL, OFP, Fuel calculations, M&B, A/C performance, etc. Check if there is a redundancy system (or procedure) in case of failure of the main means.			
2.6	Electrical power supply: emergency supply Guidance:			
	Is there one? What functions are maintained when the emergency system is in service? Guidance: Is there one? What functions are maintained when the emergency system is in service?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

2.7	Communication means Guidance: Ground to ground (Dispatcher to maintenance, ground services, ATS...) and possibility to contact the crew at the gate Ground to Air (with the airplane) Internal Backup communications links in case of a failure of the primary system			
3 - Manual and Document				
3.1	Internal documents including procedures and instructions for flight preparations. Guidance Operator's Operation Manual, FDM, MEL, Emergency Manual (Corporate and Local)			
3.2	External documents Operational and Aeronautical information necessary for flight operation/ preparations and performance (e. NOTAMs, WX, FPL, Destination/alternate aerodrome, AIP, etc.) Guidance: How do they manage the external documents? List of data and information needed for flight preparations.			
3.3	How it is ensured that the latest versions are used?			
3.4	The list of documents to be carried on Board.			
3.5	The list of documents to be kept on ground – Returned Flight Document.(e. Copy of FPL, M&B, GD, NOTOC, NOTAMs, WX.)			
3.6	The list of information contained in OFP. Guidance: OFP instruction described in Operation manual Compliant with the regulation and operator requirements			
3.7	EFB Management: How they are updated? (Manual, Navigation chart, Performance calculation software...)			
4 - Training and checking: Dispatcher and Supervisor				
4.1	Is the Flight Dispatcher operating at the moment trained according to the regulations?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

4.2	If Credentials of OJT supervisor?			
4.3	Dangerous goods training and Security training?			
4.4	Computerized systems and software Guidance: Dispatcher shall be trained for the computerized system and software he has to use			
4.5	Training for a new destination (Area of Operations) Guidance: In case a new destination is used, check if the dispatcher is trained.			
4.6	Qualification for the use of communications needs			
4.7	Training on Human factors and CRM			
5 Flight Preparation				
5.1	Elements of navigations			
5.1.1	How the dispatcher ensures that aerodrome on the route and likely to be used are adequate? Guidance: • Check how the aerodrome is defined as adequate and check which verification is done by the dispatchers; e.g.: - ATS availability - Ground facilities and services availability - Lighting - Communication - weather report - navigation aids - emergency services - Aerodrome categories			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

5.1.2	Route and area of operations: How the dispatcher takes into consideration the relevant operational elements when establishing the flight plan? Guidance: • the performance of the aircraft to comply with minimum flight altitude requirements including engine failure case. • the equipment of the aircraft to meet the minimum requirements for the planned operation. • appropriate maps and charts are available. • weather elements (avoidance). • equipment missing (according to the MEL or CDL). • National regulations and policies. • specific path in case of engine failure			
5.1.3	Selection of Destination alternate aerodrome (How the operator selects alternate aerodrome?) Guidance: The operator shall select two			
	destination alternate aerodromes when: 1. the appropriate weather reports and/or forecasts for the destination aerodrome indicate that during a period commencing one hour before and ending one hour after the estimated time of arrival, the weather conditions will be below the applicable planning minima; or 2. no meteorological information is available.			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

5.2	Fuel Calculation			
5.2.1	Fuel policy – General Guidance: Check some calculations The operator shall ensure that the pre-flight calculation of usable fuel required for a flight includes: 1. taxi fuel 2. trip fuel; 3. reserve fuel consisting of I. contingency fuel; II. alternate fuel, if a destination alternate aerodrome is required; III. Final reserve fuel; and IV. additional fuel, if required by the type of operation; and 4. extra fuel if required by the commander.			
5.2.2	Fuel policy – Contingency fuel Guidance: Check some calculations Contingency fuel should be the higher of: I. Either: a) 5 % of the planned trip fuel or, in the event of in-flight re-planning, 5 % of the trip fuel for the remainder of the flight; b) not less than 3 % of the planned trip fuel or, in the event of in-flight re-planning, 3 % of the trip fuel for the remainder of the flight, provided that an en-route alternate (ERA) aerodrome is available; II. or an amount to fly for 5 minutes at holding speed at 1 500 ft (450m), above the destination aerodrome in standard conditions			
5.2.3	Fuel policy – Final Reserve fuel Guidance: Check some calculations Final reserve fuel, which should be:			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

	I. for aeroplane- with reciprocating engines, fuel to fly for 45 minutes; or II. for aeroplanes with turbine engines, fuel to fly for 30 minutes at holding speed at 1 500 ft (m) above aerodrome elevation in standard conditions, calculated with the estimated mass on arrival at the destination alternate aerodrome or the destination aerodrome, when no destination alternate aerodrome is required.			
5.2.4	Fuel policy – Minimum additional fuel Guidance: Check some calculations The minimum additional fuel, which should permit: I. the aeroplane to descend as necessary and proceed to an adequate alternate aerodrome in the event of engine failure or loss of pressurization, whichever requires the greater amount of fuel based on the assumption that such a failure occurs at the most critical point along the route, and (A) hold there for 15 minutes at 1 500 ft (450 m) above aerodrome elevation in standard conditions; and (B) make an approach and landing, except that additional fuel is only required if the minimum amount of fuel calculated is not sufficient for such an event; and II. holding for 15 minutes at 1 500 ft (450 m) above destination aerodrome elevation in standard conditions, when a flight is operated without a destination alternate aerodrome.			
5.2.5	Case of fuel jettison when available (Fuel Dump)			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

5.3	Mass and Balance Inspection Instructions • Check how the Flight Dispatcher check the M&B elements (M&B sheet, OFP, OM- B...)? • Management of the last-minute change • M&B calculation is subject to a specific and detailed inspection and is also checked during the Flight Returned Documents audit. During OCC audit, the dispatcher skill is checked through some questions and the calculations performed for the flight under his control.			
5.3.1	How Flight Dispatcher ensure the Basis Operating Weight or Dry Operating Weight in OFP are the latest one?			
5.3.2	Mass and Balance documentation Guidance: The M&B documentation shall contain the following information: 1. Aircraft registration and type; 2. Flight identification, number and date; 3. Name of the commander; 4. Name of the person who prepared the document. 5. Dry operating mass and the corresponding CG of the aircraft: (i) for performance class B aeroplane and for helicopters the CG position may not need to be on the M&B documentation if, for example, the load distribution is in accordance with a pre- calculated balance table or if it can be shown that for the planned operations a correct balance can be ensured, whatever the real load is; 6. Mass of the fuel at take-off and the mass of trip fuel; 7. Mass of consumables other than fuel, if applicable; 8. Load components including passengers, baggage, freight and ballast; 9. Take-off mass, landing mass and zero fuel mass; 10. Applicable aircraft CG positions; and 11. The limiting mass and CG values			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

5.4	Flight Planning			
5.4.1	Weather forecast used for the preparation and provided to the crew; - Source of information? Reliability? - How the Flight Dispatcher ensures that the PIC has the information he needs? - Update of the forecast? When? Consequence on the flight plan? Information to the crew? Weather analysis (in particular, adverse weather conditions)			
5.4.2	NOTAMs - Which area is selected? How?			
5.4.3	ATS flight plan; - Check in particular the item 18			
	of the OFP - Identification of "Warnings": ATC restrictions, PPR, ATD, slots, etc. Guidance: Check if all flights are subject to ATS flight plan. Nevertheless: (a) If an ATS flight plan is not submitted because it is not required by the rules of the air, adequate information shall be deposited in order to permit alerting services to be activated if required. (b) When operating from a site where it is impossible to submit an ATS flight plan, the ATS flight plan shall be transmitted as soon as possible after take-off by the commander or the operator			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

5.4.4	Preparation of the Operational Flight Plan (OFP): - Content of the OFP- How the OFP is edited and controlled by the Flight Dispatcher - Signatures on the OFP of a flight of the current day (documents to be kept on ground) - Relevance of the information reported on the OFP Guidance: An OFP shall be completed for each intended flight based on considerations of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes/operating sites concerned. The operational flight plan used and the entries made during flight should contain the following items: 1. aircraft registration; 2. aircraft type and variant; 3. date of flight; 4. flight identification; 5. names of flight crew members; 6. duty assignment of flight crew members; 7. place of departure; 8. time of departure (actual off-block time, take-off time); 9. place of arrival (planned and actual); 10. time of arrival (actual landing and on-block time); 11. type of operation (ETOPS, VFR, ferry flight, etc.); 12. route and route segments with checkpoints/waypoints, distances, time and tracks; 13. planned cruising speed and flying times between checkpoints/ waypoints (estimated and actual times overhead); 14. safe altitudes and minimum levels; 15. planned altitudes and flight levels; 16. fuel calculations (records of in-flight fuel checks); 17. fuel on board when starting engines; 18. alternate(s) for destination and, where applicable, take-off and enroute, including information required in (12) to (15); 19. initial ATS flight plan clearance and subsequent re-clearance; 20. in-flight re-planning calculations; and 21. relevant meteorological information. Check a specimen (the model should be in the OM-A. Compare with the model effectively used)			
-------	--	--	--	--

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

5.4.5	Records of Emergency and Survival Equipment Carried Guidance: How information on the emergency and equipment carried on board is communicated to relevant services on request. What is information of Emergency and Survival Equipment Carried available to the dispatcher. Check if the operator has at its disposal all the equipment it needs regarding the authorized operations.			
5.4.6	Risk management (assessment and mitigation) when intended to operate over or near Conflict zone.			
5.4.7	Stored Flight Plans			
6 - Flight monitoring and en-route assistance				
6.1	Flight monitoring and en-route assistance - Communications (means) Guidance: - Tracking (position reports frequency, electronic automatic system,...) according to established procedures - Procedure when a required report is not received? - Record of communications? - Weather, ATC... conditions (changes, update)?			
6.2	Aircraft tracking and location of an aeroplane in distress			
7 - Aircraft release and maintenance				
7.1	Information from Maintenance to the dispatcher; - Change in aircraft schedule - Maintenance delay that could impact operations - Flight under MEL or CDL (to allow Flight Dispatcher to check the relevance of decision and to identify possible limitations) Guidance Check Operation control center ability to use the MEL			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

8 - Interaction with flight crew				
8.1	Crew scheduling Guidance: - Responsibilities of OCC? - Flight Dispatcher responsibilities when a problem with a crew emerges? - Coordination in case of flight delayed or incidents? - How to ensure that crew is compliant with FTL?			
8.2	Flight Crew Briefing Guidance: - Sharing of responsibilities between Captain/Dispatcher clearly defined? - Content of the briefing? - Is the briefing formatted? - Is there a document proving that the briefing has been performed? Signature on a document? - Are specific pilot's requirements identified?			
8.3	Flight returned documents Guidance: Check by dispatcher			
9 - Safety				
9.1	Connection to the reporting system Guidance: - Dispatcher is alert for potential hazards - Means to ensure in any situation a quick and reliable communication of safety messages			
9.2	ERP implementation Guidance: - ERP training - ERP manual and relevant checklist - Bomb threat (security)			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

10 - Special authorizations				
10.1	ETOPS/ETDO General e.g. operation manual, SOP, guidance, training manual, etc.Guidance: • Access to ETOPS operations manual and procedures (or equivalent: Operations or Flight Dispatcher manual) • Training of acting FOO/Dispatcher if monitoring ETOPS flight • Knowledge of the diversion time for different routes used by the operator. • List of EDTO/ETOPS alternate aerodromes is available to FOO/Dispatcher. • Access to aircraft limitations and performance including approved OEI speeds and time limited system capabilities. • A list of airports planning minima is available			
10.1.1	Dispatch of the aircraft Guidance: • Condition of airworthiness (ETOPS MEL, CDL) • Access to the list of significant systems that could have consequences on the ETOPS flight performance. • In case of EDTO/ETOPS more than 180 minute, consideration of time limit			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

10.1.2	Flight Preparation Guidance: • Identification of the maximum diversion time for the flight the dispatcher is responsible for. • Weather conditions • Weather conditions on the route; - Weather conditions at alternate are adequate (equals or exceeds planning minima) for the period commencing at one hour before the earliest time of landing and ending at one hour after the latest time of landing at that aerodrome • Crosswind conditions at alternate for the runway expected to be used od not exceed the: i) manufacturer's recommended crosswind for a one- engine inoperative landing (if published) ; or • ii) maximum demonstrated crosswind (whichever is less), considering the runway condition (dry, wet or contaminated). • Status of navigation aids • Availability of relevant NOTAM • List of ETOPS en-route adequate/suitable aerodromes (map with relevant max diversion times circles, EEP, ETP, EXP and CP according to prevailing wind conditions) including take-off, alternate and destination. • Alternate ETOPS or non ETOPS route • OFP- Identification of EEP, ETP, EXP on OFP - Validity of OFP • Fuel calculation- Knowledge of fuel as well as engine/APU oil consumptions according to atmospheric conditions - Weather conditions at alternate to be considered when determining the amount of fuel to be carried - Critical point calculation and Critical fuel scenario- The minimum fuel amount is the highest of either the standard fuel or the ETOPS fuel.			
--------	--	--	--	--

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

10.1.3	Flight Monitoring Guidance: - Recalculation in case of delayed dispatch by more than 1 hour (recommendation) - Information related to any changes during the flight, in particular related to any significant changes at alternate during the flight - Validity of alternate and window time monitoring - Assistance to evaluation of the aircraft status, fuel remaining, weather and aerodrome conditions (runway surface conditions, landing distances, aerodrome services and facilities) at ETOPS en-route alternates prior EEP. - In-flight re-planning and post-dispatch procedure			
10.1.4	Communication Guidance: - Communication devices availability - List of required communications means (two-way voice and/or data link communication between aeroplane and ATC, as well as between aeroplane and OCC) - In case of more 180 minute, a second mean of communication - Aircraft/Dispatch communication procedures - Control of communication means before EEP			
10.1.5	Other Guidance: - ETOPS briefing - Specific Checklist			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 3	Feb 2024

10.2	RVSM			
10.2.1	Dispatch of aircraft Guidance: - Aircraft approved for RVSM. Dispatcher has a list of authorized aircraft - Adequate Equipment (RVSM MEL): 2 Altimeters - Transponder - Automatic altitude-control system - Altitude alerting device - Pitot heating			
10.2.2	Weather conditions - Guidance: Information related to: - Turbulences area - Icing or strong wind levels - Thunderstorm - Share waves - orographic flow			
10.2.3	Flight planning Guidance: - Identification of RVSM routes - Selection of the route according to weather conditions, operational authorizations, crew constraints... - ATS FPL item 10 ("W")			
10.2.4	Flight monitoring Guidance: Failure of required equipment before entering RVSM airspace (review of the new clearance and consequences)			



Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes

CAP 3300

Appendix D

Revision 3

Feb 2024

	for the flight) Failure of required equipment when in the RVSM airspace (according to different options, review of the flight conditions and recommendation to the Captain)			
10.3	RNP/RNAV			
10.3.1	Dispatcher Training Guidance: If appropriate, ensure that the dispatcher on duty is trained in: - Authorized RNP procedures in particular RNP AR APCH - List of required equipment and MEL requirements - Aircraft performance - Navigation signal availability			
10.3.2	Dispatch of aircraft Guidance: - Database validity (current AIRAC cycle) - Check airworthiness according to MEL - Currency of the database and adequacy with the planned flight - Predictive performance capability to determine if RNP will be available at time and location of the desired RNP operations			
10.3.3	Routing Guidance: - Knowledge of the route requirements for the planned flight - Navigation signal availability, including destination and alternate aerodromes, at the time of flight/approach. Predictive possibility as well as monitoring capability during the whole flight - Alternative solutions in case of loss of PBN capability - Weather changes, mainly wind if RNP AR APCH			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
	Revision 3		Feb 2024

Note:

Remark		
Name of the Signatu Dat		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

CL 14 (DGCA/OP/CL/14)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 14 – Flight Operations Inspectors Final Report

Name of the Applicant

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item		Sat	Date and Review
A.	Formal Application		
B.	Declaration of Conformance to CARs		
C.	Key Personnel Satisfactory:		
1.	Accountable Manager		
2.	Head of Flight Operations		
3.	Head of Training		
4.	Head of SMS		
5.	Head of Flight Safety		
6.	Head of Cabin Safety – if applicable.		
D.	Document Evaluation		
1.	Operations Manual (CL-03)		
2.	Aircraft Flight Manual (CL-05)		
3.	Other Manuals/ SOPs		
E.	Inspections		
1.	Organisational Structure and Staffing Inspection (CL- 04)		
2.	Administration Facility Inspection (CL –04)		
3.	Records System Inspection (CL-07)		
4.	Crew Scheduling Inspection (CL –04)		
5.	Inspection of Facilities for provision of Operational Information to crew (CL-06)		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

Item		Sat	Date and Review
6.	Inspection of Operational Support Services (CL-10)		
7.	Load Control Inspection (CL-08)		
8.	Passenger handling and Public Safety Inspection (CL-10)		
9.	Training Facilities Inspection (CL-11)		
10	Inspection of Operating Ports Inspection.		
11	Demonstration of emergency Evacuation Procedures		
12	Ditching Demonstration		
13	Fuel Policy Inspection (CL-03)		
F.	Approvals / Exemptions / Directions		
1.	Head of Training and Checking		
2.	Training and Checking Pilots / Check Flight		
3.	Persons Appointed to Conduct Emergency Procedure Tests		
4.	Ground Instructors		
5.	Approved Load and Trim Sheet Personnel		
6.	Approved Dangerous Goods Course Instructors		
H.	Organisations Requiring Approval		
1.	Training and Checking Organisation		
2.	Delegations		
I.	Facilities Requiring Approval		
1.	Pilot Engineering Ground Training Facilities		
2.	Audio-Visual Briefing Facilities		
3.	Accreditation of Flight Simulators		
J.	Other Special Operations Approvals		
1.	Area Navigation System		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix D
			Revision 2 Nov 2022

Item		Sat	Remarks
2.	EFB		
3.	RVSM		
4.	PBN		
5.	Flight (Cockpit) Check Systems		
6.	Dangerous Goods Training Courses		
K.	Conditions to be included on AOC/AOP (Attach list)		
L.	Aerodromes and Routes Assessed as Satisfactory (Attach list)		

Recommendations: I am satisfied that the applicant has complied with, or is capable of complying with, the provisions of the Aircraft Act, the Civil Aviation Requirements that relate to safety, including provisions about the competence of persons to do anything that is covered by the Air Operators Permit.

I recommended that:

.....

Signature

Date/...../.....

Name of the Principal Operations Inspector

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

CL 15 (DGCA/OP/CL/15)

Certification of Applicants for Air Transport Operations in India

CHECKLIST 15 – Proving Flight

Name of the Applicant

Type of Operator Permit			
Members of the Inspection Team		1. 2. 3.	
Aircraft Type		Aircraft Regn. No.	
Sector		Date	

Note: This Checklist is required to be filled separately for each sector

[The Satisfactory column is the outcome, subsequent to the review of all the below items]

Item		Sat	Date & Review
1.	Flight Time Limitations - Crew schedules in accordance with flight and duty limits		
2.	Pre/ Flight Documents (available and correct) ▶ Met ▶ NOTAMS ▶ Flight Plans ▶ Fuel load in accordance with <i>Ops Manual</i> Aircraft performance data Landing / Overflight approvals from States concerned (for International ops only)		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item		Sat	Date & Review
3.	Aircraft and Operational Documents (on board)		
	i Certificate of Registration;		
	ii Certificate of Airworthiness;		
	iii Airworthiness Review Certificate (ARC);		
	iv A document attesting Noise Certification of the Aircraft/ Aircraft;		
	v Licences for each member of the flight crew;		
	vi Journey Log Book or equivalent documents approved by the DGCA;		
	vii Operations Manual;		
	viii Minimum Equipment List;		
	ix Flight Manual ;		
	x Cabin Crew Manual (if applicable)		
	xi Cockpit and Emergency Check List		
	xii Aircraft search procedure checklist;		
	xiii Maintenance Release/ Certificate to release to service;		
	xiv LOPA (Layout of Passenger Arrangement);		
	xv. Route/ Area guides;		
	xvi. Current and suitable navigation charts/ maps for the planned flight route and all other routes along which it is reasonable to expect that the flight may be diverted;		
	xvii. Weight Schedule ;		
	xviii. Load and Trim Sheet;		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item	Sat	Date & Review
xix. If carrying passengers, a list of their names and places of embarkation and destination;		
xx. If carrying cargo, a manifest and detailed declarations of the cargo; and		
xxi. If carrying dangerous goods, a list of such goods. This list must be specifically brought to the notice of Pilot-in-Command, before the flight.		
xxii, Emergency and safety equipment layout		
4. ▶ Passenger Handling and Loading ▶ Method of passenger weight calculation in accordance with <i>Operations Manual</i> ▶ Handicapped, sick or injured persons not hazardous to other occupants ▶ Passenger safety on tarmac vehicles/rotors ▶ “Carry on” baggage in accordance with <i>Operations Manual</i> ▶ Method of baggage weight calculation in accordance with <i>Operations Manual</i>		
5. ▶ Baggage and Cargo Loading / Unloading ▶ Baggage loaded in assigned compartment ▶ Cargo restraint ▶ Handling of Dangerous Goods		
6. ▶ Load Control ▶ Communications with ● Baggage loader ● Refueller ▶ Compilation of load sheet ▶ Last Minute Changes (LMCs) to flight crew		
7. ▶ Refuelling Procedures ▶ Proximity of buildings and Aircraft ▶ Refuelling equipment is mobile		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

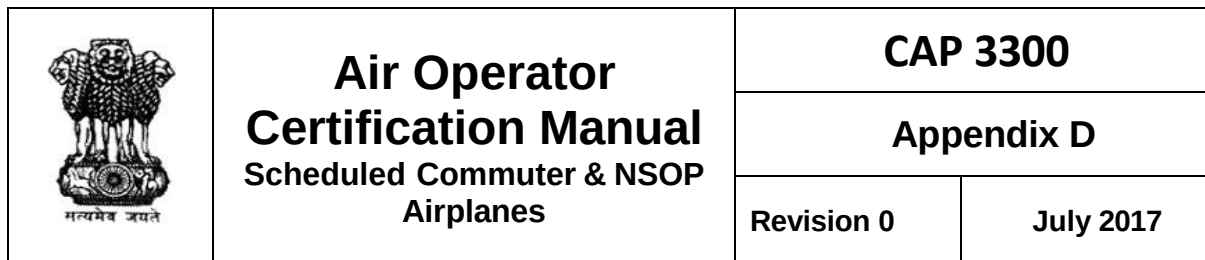
Item		Sat	Date & Review
▶	No-smoking signs on tarmac		
▶	Two or more fire extinguishers available		
8.	Pre-Flight Procedures Flight Crew drills and procedures in accordance with <i>Operations Manual</i> ● Walk-around inspection ● Use of checklist ● Confirmation of load control documents. ● Confirmation of dangerous Goods info. ● Calculation of AUW. ● Navigation systems preparation.		
▶	Flight deck to cabin communications in accordance with <i>Operations Manual</i> (if applicable) Cabin crew drills and procedures in accordance with <i>Operations Manual</i> ● Check of emergency equipment ● Passenger restraints and seats upright. ● Stowage of loose articles ● Aisles and exits clear ▶ Passenger briefing cards ● Correct ● In place		
9.	Taxi/ Pre-take-off Procedures ▶ Push back procedure * ▶ Flight deck/ground communication ▶ Use of checklist - Crew briefing as per <i>Operations Manual</i> - Passenger briefing covers ● No smoking (including Toilets) ● Seat belts ▶ ● Emergency exits ● Survival equipment (if carried) - Check of passenger seat belts		
10.	Flight Phase ▶ Flight deck drills and procedures in		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item	Sat	Date & Review
accordance with <i>Operations Manual</i> ● Monitoring of flight path ● Adherence to clearances ● Crew coordination ● Use of checklist ● Altimetry/ height awareness ● Navigation ● Communications ● Aircraft Systems Operations ● Fuel Management and recording ● Weather considerations ● Operational Control Considerations ● Monitoring/Human Factors ● Approach briefing (inspector to nominate instrument approach procedure) ● Approach /speed control ● Procedures at minima ● Airfield layout knowledge ● ATC requirements and procedures ● En route knowledge ► Cabin crew duties and procedures in accordance with <i>Operations Manual</i> ● Passenger control ● Response to flight deck signals ● Location of emergency equipment ● Fire extinguishers ● Oxygen ● Protective breathing equipment ● Response to simulated emergency ● Onboard cabin fire ● Bomb threat procedures ● Toilet fire ● Handling of incapacitated pax ● Handling of disorderly pax ● Response to turbulence warning (simulate if necessary) ● Knowledge of emergency procedures ● Ditching		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 2	Nov 2022

Item		Sat	Date & Review
	● Crash landing ● Emergency evacuation ● Stowage of equipment prior landing ● Slide disarming procedures*		
11.	Aircraft and Equipment ▶ Belt/no-smoking signs ▶ Life jackets ▶ Rafts/emergency beacon (if required) ▶ Galley equipment/security ▶ PA/Intercom equipment ▶ Fixed oxygen system ▶ Portable oxygen system ▶ Protective breathing equipment		
12.	Intermediate airport/Turn-around (Flight crew considerations) ▶ Airfield layout/Knowledge ▶ Parking arrangements ▶ Refuelling arrangements ▶ Update of operational information ● Met ● NOTAMS ● Flight plans ▶ Recording/ rectification of defects ▶ Use of the MEL (simulated problem) ▶ Maintenance arrangements		
13.	Airport Facilities Capable of Supporting the Services ▶ Passenger handling ▶ Baggage and cargo handling ▶ Tarmac vehicle control ▶ Maintenance arrangements		
14.	Security Arrangements ▶ Control of access to the cockpit ▶ Security arrangement in the cabin ▶ Sterility of passengers ▶ Sterility of Cargo ▶ Sterility of Cabin (with reference to items introduced from outside such as catering,		



Item		Sat	Date & Review
►	newspapers, servicing etc) Preventive measures of any onboard unlawful interference		
15.	Meets scheduled turn-around times		
16.	Capacity to notify relevant persons of operational changes		
17.	Overall operational control including support from contracting parties		
Remarks:			

.....
Inspector's Name
.....
Signature
.....
Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 20 (DGCA/OP/CL/020)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 20 – Maintenance Organizational Structure and Staffing

Applicant :

Location.....

[When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	Organizational Structure			
1.	Organization suitable with regard to the size and scope of the proposed operation			
2.	Chain of command appropriate to ensure airworthiness and maintenance control of Aircraft			
3.	Numbers of management positions including Maintenance controller(s) is adequate for the size and scope of the proposed operation			
B.	Qualified and Competent Employees Organization has sufficient number of suitably qualified and competent employees to control and perform the following functions			
1.	Maintenance planning			
2.	Recording of flight hours and cycles			
3.	Preservation and transfer of maintenance records			
4.	Accomplishment and control of Airworthiness Directives			
5.	Analysis of effectiveness of maintenance program			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

6.	Management of MEL/CDL time limits (if applicable)			
Item		Status		Remarks
		Sat	Unsat	
7.	Technical Library			
8.	Maintenance training			
9.	Monitoring of maintenance activities carried out by a Contractor			
10.	Reliability Program (if applicable)			
11.	Defect reporting and Investigations			
12.	Stores Control			
13.	Amendment of MCM (if applicable)			
14.	Internal audit and administrative support			
Remarks:				
..... Name of Airworthiness Inspector Signature Date				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 21 (DGCA/OP/CL/021)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 21 – Maintenance Control Manual (CAME)

Applicant:.....

Location

[When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	General			
1.	Does the manual identify itself as <i>Maintenance Control Manual (CAME)</i> ?			
2.	Does the manual state the operator's name			
3.	If the operator does not hold the C of R for the Aircraft, does the manual state the name of its C of R holder?			
4.	Are all the Aircraft to which this manual is applicable identified by their type designations and registration markings?			
5.	Is the manual in loose-leaf format with each page bearing page identification and revision dated?			
6.	Does the manual have amendment record sheet?			
7.	Is there a list of effective pages?			
8.	Are the manual contents adequately indexed?			
9.	Are there adequate methods of recording revisions?			
10.	Is there a Foreword or Introduction indicating that the procedures contained in the manual apply to Aircraft engaged in commercial operation and requiring employees and contractors to abide by the contents of the manual?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
11.	Is there a distribution list for the manual?			
12.	Does each copy of the manual bear a manual control number?			
13.	Does the manual include instructions for its amendments, which adequately cover?			
a.	Procedures for notifying the Maintenance Controller of the need for amendment and the details of any proposed changes? Note: This procedure should provide for notifications to be made both by the Operator's staff and by the contracting maintenance organization's staff			
b.	Procedures for investigating any proposed changes to verify that are technically sound and in compliance with CARs and Circulars			
c.	Procedures for notifying DGCA regarding amendments			
d.	Procedures for ensuring that all holders of the manual are notified of amendments and that all copies of the manual are amended			
B.	Organization			
1.	Does the manual have a section, which provides the details of and describes the duties and responsibilities of the maintenance control organization?			
2.	Is the organization suitable with regard to the size and scope of the proposed operation?			
3.	Is the chain of command appropriate to ensure airworthiness and maintenance control of Aircraft?			
4.	Is the numbers of management positions, including maintenance controller(s) is adequate for the size and scope of the proposed operation			
5.	Is the maintenance controller(s), for each type of Aircraft, nominated by the operator and approved by DGCA?			
a.	What other duties does this person have in the operator's organization?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
b.	Taking into account those other duties, is it likely that maintenance controller will be able to satisfactory exercise maintenance control functions?			
c.	Is a copy of maintenance controller's approval included in the manual?			
d.	Are officiating arrangements when the approved Maintenance Controller is not readily available to perform duties, satisfactory?			
6.	Has the organization sufficient number of suitably qualified and competent employees to perform the following functions			
a.	Maintenance planning?			
b.	Recording of flight hours and cycles?			
c.	Preservation and transfer of maintenance records/			
d.	Accomplishment and control of Airworthiness Directives?			
e.	Analysis of effectiveness of maintenance program?			
f.	Management of MEL/CDL time limits (if applicable)?			
g.	Maintenance Training?			
h.	Liaison with maintenance contractor(s) and DGCA?			
i.	Monitoring of maintenance activities carried out by a contractor?			
j.	Reliability program (if applicable)?			
k.	Defect reporting and investigate ons?			
l.	Amendment of MCM?			
m.	Technical library?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
n.	Internal audit and Administrative support?			
o.	Are the persons who will be responsible for the above functions in the absence of the persons normally responsible, named for the function?			
C.	Procedures			
1.	Maintenance Release / Technical Log			
a.	Is the maintenance release identified in the maintenance control manual as such?			
b.	Has the maintenance release been designed to accommodate?			
i.	The name of the certificate of approval holder issuing the maintenance release			
ii.	The identify and signature of the person authorized to sign it			
iii.	Place, date and time of issue			
iv.	The Aircraft type and registration			
v.	The type of operations for which it is issued			
vi.	The Aircraft's TTIS on a daily basis			
vii.	The date and TTIS when the maintenance release ceases to remain in force			
viii.	All requirements and conditions relating to maintenance during the period it remains in force			
ix.	Endorsements in relation to defects and permissible un-serviceabilities?			
x.	When the Maintenance release does not make provisions for the endorsement referred above are alternative documents approved			
c.	Are the procedures for the following included in the MCM, including any persons overseas, for:			
i.	Issue and signing of the maintenance release within India and overseas, as			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
	applicable			
ii.	Specify the persons who may sign it			
iii.	Indicate by cross reference to the system of maintenance for particular Aircraft type, when it must be issued?			
iv.	Specify what certification action must be taken before the Maintenance Release is issued			
v.	Give instructions on the procedures for issuing the Maintenance Release?			
d.	Recording and clearing of defects on the maintenance release – do the procedures:			
i.	Require all defects and major damage to be recorded			
ii.	Ensure inclusion of the statement “ <i>aircraft is unairworthy</i> ” when circumstances of the kind specified in Aircraft Rules and CAR exist			
iii.	Ensure that the endorsements will only be cleared in accordance with rules			
iv.	Provide for cancellation of an endorsement made under Rules in accordance with rules			
v.	Ensure endorsement of the Maintenance Release with details of conditions and other information applicable to defects or damage which are permissible unserviceability			
vi.	Ensure that all persons using the Maintenance Release are instructed in its use			
vii.	Ensure that, when issued the Maintenance Release is available to the pilot			
viii.	Retention of the Maintenance Release required by rules			
ix.	Procedures for amendment of the maintenance release			
x.	Is sample of the Maintenance Release / Technical Log included in the manual?			
2.	Time/Cycle Recording and Maintenance Records, Retention and access			
a.	Are the following procedures for flight hours and cycles recording satisfactory/			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
i.	How the maintenance control personnel have access to the current flight hours cycle information in general and on a daily basis in particular?			
ii.	How it is processed?			
b.	Does the manual specify what documents are for the recording of maintenance completed?			
i.	If documents other than Aircraft, Engine, Propeller or Radio Log books are used, does the manual clearly specify?			
ii.	All of the documents to be used, and include samples of those documents			
iii.	Adequate procedures for their use			
iv.	Have all such documents been assessed for suitability?			
v.	Does the manual contain procedures to ensure complete, up-to-date and accurate maintenance records keeping? That is, what data or information are required to be recorded and what are the recording period requirement for each of them			
vi.	Does the manual clearly specify the periods for which records are to be retained and adequate procedures for custody and retention?			
vii.	Are procedures to ensure that all records, or copies of those records that contain certifications, are received from the approved maintenance organization(s) satisfactory?			
ix.	Are procedures for transfer of maintenance records satisfactory- that is, which records have to be transferred to the C of R holder and who is responsible for the coordination of the transfer?			
3.	Accomplishment and Control of DGCA Mandatory Modifications (Airworthiness Directives)			
a.	Are the procedures for DGCA mandatory modification/AD information sources and			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
	distribution satisfactory?			
b.	Are the procedures for making decisions on the applicability of, and the planning for compliance with DGCA mandatory modifications/ ADs satisfactory?			
c.	Do the procedures ensure			
i.	All non-recurring DGCA mandatory modifications/ ADs will be complied with			
ii.	All recurring DGCA mandatory modifications/ ADs will be complied with within the initial compliance time			
iii.	All recurring DGCA mandatory modifications/ ADs will be incorporated into the system of maintenance to ensure recurring compliance			
iv.	All required certifications for DGCA mandatory modifications/ ADs are made			
v.	DGCA mandatory modifications/ AD compliance status can be established from the maintenance records			
vi.	DGCA mandatory modifications/ AD compliance will not be confirmed prior to the required compliance time			
vii.	An Aircraft will not be flown if an applicable DGCA mandatory modifications/ AD is not complied with			
viii.	Where maintenance has been subcontracted, it is clear where responsibility lies for compliance with DGCA mandatory modifications/ ADs			
4.	Aircraft weight and Balance Control			
a.	Has the operator provided an appropriately qualified weight control authority (WCA) holder?			
b.	Are procedures for recording of Aircraft mass alternation satisfactory			
c.	Are procedures for Aircraft mass control during modification satisfactory?			
d.	Are procedures for preparation and approval offloading data satisfactory?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
e.	Does the applicant has procedures for issue of Aircraft's load data sheet each time:			
i.	The Aircraft is re-weight or the weight and balance is validated			
ii.	The weight and balance tolerances recorded in the weight and balance record are exceeded			
iii.	There is a change to the Aircraft's fixed equipment which affects the Aircraft's weight and balance			
iv.	Are procedures for ensuring that the current load data sheet to be incorporated in the Aircraft's <i>Flight Manual</i> or alternative approved document and Aircraft's logbook and is accessible to the pilot in command to assist the correct loading of the Aircraft satisfactory?			
v.	Are procedures for conducting Aircraft weighting in compliance with CAR and are satisfactory?			
5.	Configuration Deviation List (CDL)/Minimum Equipment List(MEL)			
a.	Does the operator have an approved MEL for each Aircraft?			
b.	If so, is the MEL incorporated into the approved system of maintenance for each Aircraft?			
c.	Where the operator uses one document to include the MELs for a number of Aircraft, does the MEL refer to individual Aircraft differences, if any?			
d.	Is the procedure for using the MEL satisfactory?			
e.	Is the procedure for using the CDL satisfactory?			
f.	Is the procedure for acceptance of Aircraft, with permissible unserviceability covered by the MEL, by the flight crew satisfactory?			
g.	Is procedure for management of the MEL time limits satisfactory?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
6.	Defect Reporting			
a.	Does the manual provide a system for investigation and reporting of defects?			
b.	Does the manual adequately cover?			
i.	Procedures for notifying the Maintenance Controller of the occurrence of a defect?			
ii.	Procedures and responsibilities for analysing the defect reports?			
iii.	Procedures for investigation of a defect			
iv.	Procedures for notification of the defects to DGCA?			
v.	Maximum time period for notification to the Maintenance controller and to DGCA of the occurrence of a defect?			
vi.	Has the operator defined deferred defect policy?			
vii.	Has the operator established procedures to be followed in order to be sure that the deferment of any defect will not lead to any safety concern?			
Vii i.	Are specimens of all documents used include in the manual?			
7.	System of Maintenance			
a.	If the operator is not the holder of the C of R, is a satisfactory agreement in place to ensure the C of R holder's responsibilities are met?			
b.	For each Aircraft type operated, does the manual contain a page stating the inspection schedule to be observed?			
c.	Does the manual include (or reference to) an approved System of Maintenance (SOM) appropriate to the Aircraft's configuration for each type of Aircraft?			
d.	Does the SOM take into account			
i.	The equipment currently fitted to the Aircraft?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
ii.	The manufacturer's recommendations for the type of operation?			
e.	Does the SOM include procedures for performing routine and non-routine maintenance, inspections, repairs, modifications and servicing at base and line stations or a reference to that system such as:			
i.	Parking Aircraft in high winds			
ii.	Short-term storage			
iii.	Long-term storage			
iv.	Towing			
v.	Emergency procedures			
vi.	Run-up/taxi personnel authorisations			
vii.	Aircraft ground run-up			
viii.	Taxing Aircraft			
ix.	Jacking, lifting and hoisting			
x.	Use of landing gear ground lock			
xi.	Aircraft cleaning, including material used for cleaning and flame-proofing materials after dry cleaning			
xii.	Engine change			
xiii.	Propeller change			
xiv.	Cylinder change			
xv.	High oil consumption			
xvi.	Oxygen and nitrogen servicing			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
xvi i.	Are procedures to keep the SOM current, in relation to the manufacturer's and DGCA's requirements satisfactory?			
xvi ii.	Are procedures to ensure that certain Aircraft systems and navigation equipment are fully serviceable for appropriate categories of approach and landing operations, satisfactory?			
xix	Does the operator receive the manufacturer's service information?			
xx	Does the operator have adequate procedures to assess and act promptly upon the manufacturer's service information?			
xxi	Does the manual contain satisfactory procedures for analysis of effectiveness of the system of maintenance?			
8.	Technical Data			
a.	Are there satisfactory procedures in the manual that amendments to manuals that must be approved by DGCA are approved prior to incorporation into manuals			
b.	Does the manual include procedures for :			
i.	The supply of amendments			
ii.	Maintenance personnel to be notified of amendments?			
iii.	Supply of additional technical information relevant to the work undertaken?			
c.	Are there procedures to ensure maintenance manual information recorded on microfilm, microfiche or disk is checked at regular intervals and at all locations for amendment status and legibility?			
d.	Does the manual contain procedures to ensure maintenance personnel are made aware of and have access to temporary amendments?			
e.	Have arrangements been made for all technical drawings to be suitably stored and for procedures to ensure that only correct			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
	issues are released?			
f.	Has a person been made responsible for maintaining a drawing register and for notifying departments of superseded issues?			
g.	Are there provisions for the supply of manuals/sections of manuals, schedules, service information etc. at each location, and procedures to ensure such information is kept up to date?			
h.	Are facilities available for microfiche and compact disc viewing and printing available at each location			
i.	Have adequate arrangements been made for regular servicing and repair of the equipment?			
j.	Are arrangements in place to ensure that all relevant service information is received in a timely manner?			
9.	Monitoring of maintenance Control Activities			
a.	Does the manual sets out procedures for:			
i.	Ensuring the Maintenance Controller is kept informed of the Aircraft current time in service, defects, unscheduled component changes, unscheduled maintenance and the operations planned for the Aircraft?			
ii.	Monitoring that all maintenance is carried out by an appropriately approved maintenance organization			
iii.	The maintenance controller to ensure all requested maintenance has been completed by the maintenance contractor using the current edition of approved maintenance data?			
iv.	Monitoring that all contracted maintenance is carried out in accordance with the contract, including sub-contractors used by the maintenance contractor?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
v.	Liaison between the Aircraft's maintenance controller and the maintenance contractor where the operator has contracted out maintenance?			
vi.	Where a number of Aircraft types are operated, with same type(s) under the control of one Maintenance Controller and others, a different Maintenance Controller, and the MCM has been sub-divided, provisions should be made to ensure that each Maintenance Controller receives all applicable parts and amendments when issued			
10.	Aircraft Servicing, Spares Holding and Stores Control			
a.	Does the manual provide a system to ensure materials used in servicing of the Aircraft at all locations			
i.	Conform to the appropriate specification?			
ii.	Are protected from damage, deterioration and contamination?			
iii.	Are controlled to ensure shelf-life limits are observed?			
b.	Are procedures to ensure that superseded parts are obtained from acceptable sources within the criteria of CAR satisfactory?			
c.	Are procedures to ensure that superseded spares, or those without or of unknown modifications status, are removed from Aircraft			
d.	Are procedures to ensure compliance with DGCA mandatory modifications/ ADs and other mandatory requirements, while parts are in storage, satisfactory?			
11.	Training Policy			
a.	Does the manual contain a satisfactory training policy for all staff engaged in Aircraft maintenance or maintenance control including pilots authorised for maintenance, as required by Rules?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
b.	Is the operator's training program approved by DGCA? (If yes please note details otherwise advise operator to get the same approved by DGCA)			
12.	Contractual Arrangements			
a.	Does the manual describes contractual arrangements for maintenance of Aircraft between the operator and holder(s) of certificate(s) of approval in a manner which covers the following functions:			
i.	Custody and maintenance of Aircraft records			
ii.	Planning of maintenance			
iii.	Conduct and certification of maintenance			
iv.	Provision of maintenance facilities and maintenance data?			
v.	Defect reporting and investigations			
vi.	Amendment of the manuals			
b.	Clearly indicates which party to the contract is primarily responsible for the particular functions			
c.	Indicates the duties of the parties in respect of functions for which they are not primarily responsible?			
d.	Are the responsibilities of the person who is to control maintenance specified in the manual in a detailed and comprehensive manner which adequately cover the following responsibilities			
i.	Satisfactory functioning of the control, certification and recording systems specified in the manual?			
ii.	Ensuring that maintenance contractors continue to provide adequate facilities and equipment and to hold adequate and current edition of data for maintenance of the operator's Aircraft			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
iii.	Ensuring that the conditions of maintenance contracts are adhered to?			
iv.	Liaison with DGCA			
D.	Recommendations			
1.	Is the manual presented in a logical, well edited and readily comprehensible format?			
2.	Does the manual adequately describe the organizational arrangements for control and conduct of Aircraft maintenance?			
3.	Would any of the procedures specified in the manual conflict with the requirements of the rules or CARs?			
4.	Are there any procedures in the manual not covered by this checklist? (If yes, describe the system in the attached <i>Remarks Sheet</i> , and indicate whether the procedures are satisfactory and recommended for acceptance)			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item	Status		Remarks	
	Sat	Unsat		
Remarks:				
..... Name of the Inspector	 Signature	 Date		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

CL - 22 (DGCA/OP/CL/022)

Certification of Applicants for Air Transport Operations in India
CHECKLIST – 22 – Technical Data

Applicant :

Location

Item		Status		Remarks
		Sat	Unsat	
A.	Are there procedures in place to ensure that amendments to Manuals that must be approved by DGCA are approved prior to incorporation into manuals?			
B.	Is the technical library to personnel?			
C.	Has a person been appointed to be responsible for the technical library?			
D.	Are arrangements in place for			
1.	The supply of amendments?			
2.	Maintenance personnel to be notified of amendments?			
3.	Supply of addition technical information relevant to the work undertaken?			
E.	Is there a system in place to ensure maintenance manual information recorded on microfilm, microfiche or disk is checked at regular intervals and at all locations for amendment state and legibility?			
F.	Are procedures in place to ensure maintenance personnel are made aware of and have access to temporary amendments?			
G.	Have arrangements been made for all technical drawings to be suitably stored and for procedures to ensure that only			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
	correct issue are released?			
H.	Has a person been made responsible for maintaining a drawing register and for notifying departments of superseded issues?			
I.	Are there provisions for the supply of manuals/sections of manuals, schedules, service information etc. at each location, and procedures to ensure information is kept up to date?			
J.	Are facilities available for microfilm, microfiche and compact disc viewing and printing available at each location?			
K.	Have adequate arrangements been made for regular servicing and repair of the equipment?			
L.	Are arrangements in place to ensure that all relevant service information is received in a timely manner?			
Remarks:				
..... Name of Inspector Signature Date				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 23 (DGCA/OP/CL/023)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 23 – Fueling of Aircraft

Applicant :

Location

Item		Status		Remarks
		Sat	Unsat	
A.	Does the operator have procedures to ensure compliance with the Aircraft Rules and CAR, if applicable including:			
1.	The location of Aircraft during fuelling and de-fuelling			
2.	Passenger safety and precautions			
3.	Aircraft electrical system safety precautions			
4.	Safety precautions external to the Aircraft			
5.	Action to be taken in the event of a fire hazard			
6.	Ground Operation of Aircraft radar equipment			
7.	Fuel spillage precautions during starting and ground operations			
B.	Fuel Quality Control			
1.	Does the operator have provisions in place to :			
a.	Ensure fuel quality and quantity are correct			
b.	Check fuel supplier audit reports or audit fuel quality			
c.	Prevent contamination of dispensed fuel			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
d.	Record the fuelling at each refuelling location where fuel is uplifted indicating company and person responsible for monitoring the fuel supplier			
e.	Institute a fuel sampling programme			
f.	Guide and train flight crew, fuel distributor and ground staff			
g.	Conduct the fuel quality audit programme			
2.	Have the fuel servicing procedures been incorporated into operator's ground handling and servicing procedures manual or similar document which is available to flight and ground staff			
C.	Fuelling Overseas or in Remote Areas			
1.	Where the operator is likely to refuel overseas or in remote areas are adequate measures in place to ensure that the quality and quantity of fuel uplifted is correct?			
2.	Do these measures take into account			
a.	Since hydrant system re-fuelling in locations subject to monsoonal flooding may not be a safe practice, is re-fuelling restricted to tanker re-fuelling only? (Where the normal filtering system can be closely monitored)			
b.	Other operator's experience?			
c.	If testing shows that fuel does not contain an antistatic additive, are procedures in place to ensure that passengers are disembarked before re-fuelling?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
d.	The need for any special precautions?			
Remarks:				
..... Name of the Inspector		 Signature		 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 24 (DGCA/OP/CL/024)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 24 – Maintenance

Facilities

Applicant

.....

Location.....Item.....]		Status		Remarks
		Sat	Unsat	
A.	Base facilities			
1.	Do the facilities include			
a.	Suitable premises to provide protective cover for largest type of Aircraft proposed?			
b.	Suitable premises, tooling, equipment, test apparatus and technical data/			
c.	Storage facilities which ensure segregation of Aircraft components and materials , including protection against deterioration, contamination or damage?			
d.	A person or position appointed to coordinate and control all activities carried out at the base or port?			
e.	A system to control the quality of work?			
f.	A record and maintenance planning system?			
g.	Sufficient qualified employees at each base or out-station to perform and certify fir the maintenance?			
h.	An engineering organisation for the control of design, modification and repair to Aircraft and Aircraft components? (This may be met through the operator's main base or by contract with another organisation.)			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
B.	Out-station Facilities			
1.	Are there sufficient numbers of suitably qualified staff at each out-station to perform the tasks allocated to it?			
2.	Are shift arrangements in place?			
3.	Are arrangements in place to ensure incoming shifts are made fully aware of any outstanding or incomplete task(s)?			
4.	Are instructions included so that scheduled or planned maintenance is only allocated to stations with sufficient staff, Aircraft down-time, facilities and suitable conditions?			
5.	Are arrangements in place to ensure that each out-station will be provided with			
a.	A list of the technical data provided for the station?			
b.	An amendment service and periodic check of currency?			
c.	A list of station spares holding with an indication of which items are held for priority purposes?			
d.	Company procedures and technical instruction appropriate to the Aircraft type?			
e.	Extracts from the maintenance instructions covering the maintenance to be performed at each station?			
f.	Access to deferred and repetitive defect information and trouble-shooting information?			
g.	Details of any subcontracts for out-station support, fuel supply, loading and ground handling?			
6.	Are maintenance facilities and working accommodation appropriate to the scale of work and undertakings of the station, including unscheduled maintenance?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

CL - 25 (DGCA/OP/CL/025)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 25 – Weight & Balance Control

Applicant :

Location

[When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	Has the operator provided an appropriately qualified weight control authority (WCA) holder			
B.	Are procedures for recording of Aircraft mass alteration satisfactory?			
C.	Are procedures for Aircraft mass control during modification satisfactory?			
D.	Are procedures for preparation and approval of loading data satisfactory?			
E	Does the applicant have procedures for the issue of an Aircraft's load data sheet each time?			
1.	The Aircraft is re-weighted or the weight and balance is validated?			
2.	The weight and balance tolerances recorded in the weight and balance records are exceeded?			
3.	There is a change to the Aircraft's fixed equipment, which affects the Aircraft's weight and balance?			
F.	Are there satisfactory procedures for ensuring that the current load data sheet will be incorporated on to the Aircraft's flight manual (or alternative approved document) and the Aircraft's logbook, and are these procedures accessible to the pilot in command to assist with correct loading of the Aircraft?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
G.	Are procedures for conducting Aircraft weighing satisfactory and do they comply with CARs			
Remarks:				
..... Name of the Inspector		 Signature		 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 26 (DGCA/OP/CL/026)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 26 – Aircraft Servicing, Spares Holding & Stores Control

Applicant :

Location

[When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	Aircraft Servicing			
1.	Are procedures in place and available to those who need to know to ensure that materials used in servicing of the Aircraft at all locations			
a.	Conform to the appropriate specifications?			
b.	Are protected from damage, deterioration and contamination?			
c.	Are controlled to ensure shelf-life limits are observed?			
B.	Spares Holding			
1.	Are provisions in place for sufficient spares to be available at each location?			
2.	Has account been taken of the operator's MEL (if applicable)?			
3.	Are numbers of spares adequate for support in relation to routes, frequency of flights and numbers of Aircraft?			
4.	Are procedures in place to ensure that all spares are obtained from acceptable sources.			
5.	Are procedures in place for review of spares holdings at regular intervals at all locations?			
C.	Stores Control Procedures			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
1.	Are procedures in place to ensure:			
a.	That all spares are stored so that they remain airworthy?			
b.	That parts are used in rotation?			
c.	Control of return to stores of items which are no longer needed, especially where the item has been installed in the Aircraft and subsequently removed?			
d.	The removal of components from completed assemblies is rigidly controlled?			
e.	Control of shelf life of spares, materials and consumable products?			
f.	Traceability of parts?			
2.	Are procedures in place at all locations to ensure?			
a.	Redundant items are removed?			
b.	Superseded parts, or those without or of unknown modification status, are removed for replacement or updating?			
3.	Are procedures in place to ensure compliance with DGCA Mandatory modifications/ Airworthiness Directives and other mandatory requirements, while parts are in storage, before affected parts are installed on an Aircraft?			
Remarks:				
..... Name of the Inspector Signature Date				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 27 (DGCA/OP/CL/027)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 27 – Minimum Equipment List / Configuration Deviation

List Applicant :

Location

[When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	Deviation List			
1.	Does the operator have an approved MEL for each Aircraft type?			
2.	If so, is the MEL incorporated into the operator's <i>Operations Manual</i> , documented and available to those who need to know, and included in the <i>Maintenance Control Manual</i> where required?			
3.	Where the operator uses one document to include the MELs for a number of Aircraft, does the MEL refer to individual Aircraft differences, if any?			
4.	Is the procedure for using the MEL satisfactory?			
5.	Is the procedure for using the CDL satisfactory?			
6.	Is the procedure for acceptance of Aircraft with inoperative item(s) covered under the MEL/CDL by the crew satisfactory?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
7.	Is the procedure for management of the MEL/CDL time limits satisfactory?			
Remarks:				
..... Name of the Inspector Signature Date				

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 28 (DGCA/OP/CL/028)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 28 – Maintenance

Release

Applicant:.....

Location

[When an item is marked to be unsatisfactory, indicate reasons under the Remarks column in detail]

Item		Status		Remarks
		Sat	Unsat	
A.	Has the operator published a maintenance release (MR)?			
B.	Is the maintenance release identified in the <i>Maintenance Control Manual</i> as such?			
C.	Has the maintenance release been designated to accommodate:			
1.	The name of the certificate of approval holder issuing the maintenance release?			
2.	The signature of the person authorised to sign it?			
3.	Place, date and time of issue?			
4.	The Aircraft type and registration?			
5.	The Aircraft's Total Time in Service (TTIS)			
6.	The date and TTIS when the maintenance release ceases to remain in force?			
7.	All requirements and conditions relating to maintenance during the period it remains in force?			
D.	Are the procedures included in the <i>Maintenance Control Manual</i> and available to those who need to know, including any persons overseas, for:			
1.	Issue and signing of the maintenance release?			
2.	Use of the maintenance release?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 29 (DGCA/OP/CL/029)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 29 – Accomplishment, and Control of Mandatory Modifications/ Airworthiness Directives

Applicant :

Locality

Item		Status		Remarks
		Sat	Unsat	
A.	Are the procedures for DGCA Mandatory Modifications/ AD information sources and distribution satisfactory?			
B.	Are the procedures for making decisions on the applicability of, and the planning for, compliance with DGCA Mandatory Modifications/ ADs satisfactory?			
C.	Are procedures in place to ensure that all applicable DGCA Mandatory Modifications/ Airworthiness Directives (ADs) are complied with and certified within the compliance times specified in the DGCA Mandatory Modifications/ ADs?			
D.	Are the necessary technical personnel available?			
E.	Do the procedures ensure-			
	All non-recurring DGCA Mandatory Modifications/ ADs will be complied with?			
	All recurring DGCA Mandatory Modifications/ ADs will be complied with within the initial compliance time?			
	All recurring DGCA Mandatory Modifications/ ADs will be incorporated into the System of Maintenance to			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

CL - 30 (DGCA/OP/CL/030)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 30 – Airworthiness Inspection of Aircraft

Applicant:

Aircraft Registration

Aircraft Serial Number.....

[When an item is marked to be unsatisfactory, give details thereto in the Remarks Column]

Item		Status		Remarks
		Sat	Unsat	
A.	General			
1.	Aircraft has a Type Certificate			
2.	Serial Number matches with the documents			
B.	Compliance with the Conditions of Certificate of Airworthiness			
1.	Aircraft registration marking is correctly applied			
2.	Fire-proof plate is correctly installed			
3.	Placarding for correctness and legibility in accordance with			
a.	Applicable ADs			
b.	CTA/TCDS			
c.	Flight Manual			
d.	Modifications etc			
e.	Aircraft data plate and Aircraft records align			
4.	Correct installation of role equipment iaw the approved data for the equipment			
5.	General condition of the Aircraft			
C.	Operational Equipment and Avionics			
1.	Basic operational requirements for the type of Operation			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
a.	Provision for oxygen (if applicable)			
b.	Emergency and lifesaving equipment			
c.	Basic Operational equipment			
2.	Check that the following avionics equipment as fitted on the Aircraft as specified in the CAR			
a.	IFR operations systems			
b.	Radio communication system			
c.	Survival radio equipment			
d.	Radio Navigation System			
e.	Traffic Alert and Collision Advance System			
f.	Airborne weather radar			
g.	SSR(transponder)			
h.	GPWS/EGPWS			
i.	GPS			
D.	Aircraft Configuration, Interior and Exterior			
1.	Passenger seats do not obstruct emergency exits or Aisles			
2.	Passenger seating does not exceed maximum number approved in type certificate			
3.	Aircraft configuration is in accordance with weight and balance report(s)			
4.	Exits outlined externally			
5.	Slip resistant route on wing			
6.	Operating instructions are placarded on door			
7.	Escape tape/rope and attachment points are secure			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
8.	Exit locator sign present and operable			
9.	Exit can be opened from inside and outside			
10.	Visual means to inspect locking mechanism			
11.	Unobstructed passageway between compartments			
12.	On one aisle Aircraft, no more than three seats abreast on each side			
13.	Seat backs are locked upright where they may obstruct to an exit			
14.	Seat back provides a firm handhold			
15.	Self stowing mechanism of shoulder harness is operable, if installed			
16.	Inertia type shoulder harness operate and lock engage			
17.	Slip resistant surface on galley floor			
18.	Lavatory floor has a slip resistant surface			
19.	Slide-inflatable			
a.	Floor brackets and girt bar are serviceable			
b.	Pressure gauge or other means, is visible and reading indicates serviceable			
c.	Slide cover/ stowage is secure			
20	Slide Rafts			
a.	Correct capacity with respect to persons on board			
b.	Pressure is visible and reading indicates serviceable			
c.	Slide cover / stowage is secure			
d.	Floor brackets and girt bar are serviceable			
E.	Maintenance Release is valid for the operation			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item	Status		Remarks	
	Sat	Unsat		
Remarks:				
..... Name of the Inspector	 Signature	 Date		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 31 (DGCA/OP/CL/031)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 31 – Inspection of Maintenance Systems

Applicant:

Aircraft Registration

Aircraft Serial Number.....

[When an item is marked to be unsatisfactory, give details thereto in the Remarks Column]

Item		Status		Remarks
		Sat	Unsat	
A.	Maintenance System			
1.	In case the operator has Aircraft on wet lease, is a satisfactory agreement in place to ensure the C of R holder's responsibilities are met?			
2.	Does the Aircraft have an approved System of Maintenance (SOM) appropriate to the Aircraft's configuration?			
3.	Does the Aircraft have a maintenance schedule appropriate to the Aircraft's configuration?			
4.	Does the SOM/maintenance schedule take into account			
a.	The requirement fitted to the Aircraft?			
b.	The manufacture's recommendations?			
c.	CARs, ADs, etc.?			
5.	Where the manufacturer offers a choice of maintenance schedules, can all conditions be met for the selected schedule?			
6.	Are airworthiness requirements for aging Aircraft above MTOW 5700 kg applicable to the Aircraft			
7.	Do other of this type or with similar equipment have a history of poor			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
	reliability?			
8.	Are procedures in place to keep the SOM / maintenance schedule current, in relations to the manufacturer's and DGCA's requirements?			
9.	Does the operator receive the manufacturer's service information?			
10.	Does the operator have adequate procedures to assess and act promptly upon the manufacturer's service information?			
11.	Can conditions recommended by the manufacturer, if any, be met?			
12.	Is a reliability program required?			
B.	Reliability Programs			
1.	Is a condition-monitoring or reliability program required?			
2.	If yes, is it approved by DGCA?			
3.	If so, has a direction under CAR been issued to provide periodic reporting to DGCA of:			
a.	A summary of defects and corrective action taken?			
b.	A summary of unscheduled component removals?			
c.	A summary of in-flight engine shutdowns?			
d.	A summary of in-flight propeller feathering (if applicable)			
e.	A summary of delays/cancellations/diversions due to technical/maintenance reasons?			
f.	The Aircraft , engine and propeller hours for the reporting period and the total time in service of the airframe, engine and propeller?			
g.	The number of unscheduled engine removals and reasons for removal?			
h.	The unscheduled engine removal rate per 1000 engine hours?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
i.	The in-flight engine shutdown rate per 1000 engine hours?			
j.	The in-flight propeller feathering rate per 1000 propeller hours (if applicable)?			
4.	Are the investigation procedures to be undertaken in the event of an unsatisfactory reliability of condition alter in place?			
5.	Does the operator's training program include a Reliability program?			
6.	Does the operator have procedures for reporting required information to DGCA and/or the manufacturer?			
C.	Cargo Restraint Equipment			
1.	Are maintenance tasks of cargo restrain equipment and/or Unit Load Devices (ULDs) adequate and included in the approved system of maintenance of the Aircraft?			
2.	Are maintenance tasks of cargo restraint equipment adequate and included in a separately controlled system within the maintenance program of the fleet of Aircraft and that is approved by DGCA?			
3.	Are procedures in place for the control of maintenance of cargo restraint equipment?			
4.	Are procedures in place to ensure the effectiveness of restraint capabilities of			
a.	Containers (ULD)?			
b.	Pallets?			
c.	Nets?			
d.	Straps?			
e.	Other restraint equipment?			
5.	Are procedures in place to ensure no item/unit is used which is damaged beyond the manufacturer's specified limits?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
6.	Are instructions in place to ensure cargo is correctly loaded into the Aircraft , onto pallets and into containers and to ensure the correct methods of restraint are used?			
7.	Do contracts with cargo agencies state clearly how cargo is to be loaded and restrained?			
8.	Are procedures in place to enable monitoring of the contractor's performance?			
9.	Are controls in place to ensure that ULDs and pallets are maintained as Aircraft components?			
10.	Is documentation covering these procedures available to those who need to know?			
D.	Role Equipment			
1.	Does the operator have procedures in place to ensure			
a.	That equipment attached to the Aircraft for role equipment is maintained as Aircraft components?			
b.	Compliance with the maintenance requirements of role equipment?			
c.	That installation and removal of role equipment is carried out in accordance with approved data?			
d.	Maintenance control of role equipment?			
2.	Does the role equipment require flight manual supplement?			
3.	Does the operator have procedures to ensure all conditions for flight manual supplement(s) (if any) are complied with?			
4.	Is documentation available, to those who need to know?			
Remarks: 				
..... Name of the Inspector		 Signature		 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

CL - 32(DGCA/OP/CL/032)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 32 – Time-In-Service and Maintenance Records

Applicant:

[When an item is marked to be unsatisfactory, give details thereto in the Remarks Column]

Item		Status		Remarks
		Sat	Unsat	
A.	Are the following procedures for hours and cycles recording satisfactory?			
1.	How the maintenance control personnel have access to the current flight hours and cycle information			
2.	How it is processed			
B.	Does the operator have procedures and documentation in place to ensure complete, up-to-date and accurate maintenance records are kept? (including the type of company document(s) that are required to be recorded, the recording period requirement for each of them, and the person responsible for retention of those documents)			
C.	Are procedures to ensure that all records, or copies of those records that contain certifications, are received from the approved maintenance organization(s) satisfactory?			
D.	Are procedures for maintenance records preservation satisfactory? This includes the means provided to protect the records from deterioration, as well as the specific procedures in place to guarantee that the records will not be altered during the retention period			



CAP 3300

Appendix D

Revision 0

July 2017

Item		Status		Remarks
		Sat	Unsat	
E.	Are there satisfactory procedures for the transfer o maintenance records? That is, which records have to be transferred to the c of R holder and who is responsible for the coordination of the transfer?			
F.	Are these procedures adequately documented and available to those who need to know?			
Remarks: 				
..... Name of the Inspector		 Signature		 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 33 (DGCA/OP/CL/033)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 33 – Contractual Arrangements

Applicant:

[When an item is marked to be unsatisfactory, give details thereto in the Remarks Column]

Item		Status		Remarks
		Sat	Unsat	
A.	General			
1.	Are contractual arrangements in place for engineering support and maintenance?			
2.	Are full details of the division of responsibilities included in the agreement between the two parties?			
3.	Are the following matters addressed in the agreement?			
a.	General arrangements for the support of the operation by the maintenance organization?			
b.	Arrangements for liaison between the operator and the maintenance organization?			
c.	How maintenance is to be performed at the approved location of the maintenance organization?			
d.	Provision of sufficient appropriately licensed maintenance personnel?			
e.	Training of maintenance personnel including, where necessary, the operator's personnel?			
f.	Arrangements for maintenance and ground handling at the operator's out-stations, including major unscheduled maintenance?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
g.	Control and development of the System of Maintenance or maintenance schedule as appropriate?			
h.	The management and operation of reliability programs?			
i.	The preparation of documentation needed to implement the maintenance schedule?			
j.	Arrangements for approval of changes to the maintenance schedule?			
k.	Defect reporting to the manufacturer and DGCA?			
l.	Airworthiness control, including the control of deferred and repetitive defects?			
m.	Maintenance of log books and other records?			
n.	The transmission of daily flight information, or equivalent, from the operator to the maintenance controller			
o.	Procedures for the receipt, assessment and incorporation of manufacturer's service bulletins/information, modifications and manufacturer's technical data in to the Aircraft's System of Maintenance?			
p.	Compliance with mandatory requirements?			
q.	Provision for acceptance and storage of spares, materials and consumable products?			
r.	Availability of tools and equipment?			
s.	Provision for suitable maintenance facilities where maintenance is to take place?			
t.	Quality auditing of the maintenance arrangements?			
u.	Are the following matters addressed?			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

Item		Status		Remarks
		Sat	Unsat	
i.	Person in the maintenance organization to be contacted for maintenance control purposes?			
ii.	Where a maintenance controller is not required, the person in the operator's organization responsible for liaison with the maintenance organization?			
iii.	The responsibilities of each organization if more than one maintenance organization is contracted?			
iv.	Has the contract been examined?			
B.	Contracting Out-station Support			
1.	Is there an agreement between the operator and the contract maintenance organization for out-station support?			
2.	Are arrangements documented by the operator and the maintenance organizations, so that responsibilities, procedures and communication paths are made clear to all personnel concerned?			
3.	Are these included in the operator's MCM and the maintenance organization's procedures manual as applicable?			
4.	Does the organization contracting the maintenance hold a certificate of approval or equivalent approval for the maintenance in an ICAO Contracting State?			
5.	Do the qualifications of the maintenance personnel employed by the line maintenance contractor conform to the requirements of CAR, as applicable?			
6.	Are there procedures to ensure continuing satisfactory performance by contracted organization(s)?			
7.	Are there arrangements for the training of maintenance staff?			
C.	Contracting Ground Handling			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL - 34 (DGCA/OP/CL/034)

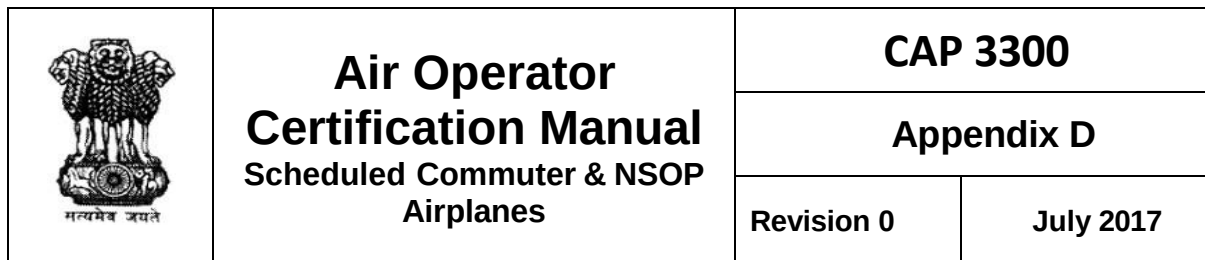
Certification of Applicants for Air Transport Operations in India

CHECKLIST – 34 – Assessment of Head of Maintenance

Applicant:

[When an item is marked to be unsatisfactory, give details thereto in the Remarks Column]

Item		Status		Remarks
		Sat	Unsat	
A.	Is the applicant capable of establishing an operator's engineering support structure for Aircraft maintenance control?			
1.	Is the applicant able to demonstrate a working knowledge of the Act, the pertinent CARs and airworthiness requirements governing continued airworthiness of the Aircraft or Aircraft fleet?			
2.	Is the applicant able to demonstrate adequate technical understanding of the maintenance control requirements of Aircraft operated by the operator, including the ability to assess Instructions for Continued Airworthiness issued by the Aircraft, engine and component manufacturers?			
3.	Does the applicant have knowledge and understanding of the operator's Maintenance Control Manual?			
4.	Does the applicant have a proven working knowledge of Aircraft maintenance planning/scheduling?			
5.	Does the applicant have a sound knowledge and understanding of the legislative framework relating to Aircraft engineering and maintenance?			
B.	Does the applicant have the ability and experience to liaison within the operator's organization, and with contracting maintenance organization(s), manufacturer's of Aircraft, engine,			

202

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix D	
			Revision 0	July 2017

CL - 35 (DGCA/OP/CL/035)

Certification of Applicants for Air Transport Operations in

India **CHECKLIST – 35 – Inspection of Defect Reporting System**

Applicant:

Location:.....

[When an item is marked to be unsatisfactory, give details thereto in the Remarks Column]

Item		Status		Remarks
		Sat	Unsat	
A.	Are procedures for defect reporting satisfactory?			
B.	Are procedures and responsibilities for analysing the defect reports satisfactory?			
C.	Does the operator have procedures for liaison with manufacturers and DGCA?			
D.	Has the operator defined a deferred defect policy?			
E.	Has the operator established a procedure to be followed in order to be sure that the deferment of any defect will not lead to any safety concern?			
F.	Are these procedures adequately documented and availability to those who need to know?			
Remarks: 				
..... Name of the Inspector		 Signature		 Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

CL – 36 (DGCA/OP/CL/036)

Certification of Applicants for Air Transport Operations in India

CHECKLIST – 36 – Airworthiness Team Leader's Final Report

Name of Applicant:

Item	Tick	Initials
1. Formal application Complete		
2. Compliance Statement Complete		
3. Document Evaluation		
● Maintenance Control Manual [CL-21]		
4. Inspections ● Organizational Structure and Staffing [CL-20] ● Head of Aircraft Maintenance [CL-34] ● Inspection of Aircraft [CL-30] ● Technical Data [CL-22] ● Weight and Balance Control [CL-25] ● Accomplishment and Control of Airworthiness Directives[CL-29] ● Fuelling [CL-23] ● Maintenance Control [CL-24] ● Time-in-Service and Maintenance Records [CL-32] ● Defect Reports [CL-35] ● Maintenance Systems [CL-31] ● Aircraft Servicing, Spares Holding and Stores Control [CL-26] ● Maintenance Facilities [CL-24] ● Contractual Arrangements [CL-33] ● Maintenance Release/Aircraft Technical Log [CL-28] ● Configuration Deviation List/ Minimum Equipment List [CL-27]		
5. Certification ● Maintenance Controller / Head of Maintenance Operator's Maintenance Personnel Training Program		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix D	
		Revision 0	July 2017

6. Conditions (if any) to be included on AOP (Attach list)		
7. Completion Certificate and Airworthiness Recommendations: I am satisfied that the applicant has complied with, or is capable of complying with, the provisions of the Aircraft Act, 1934, Aircraft Rules, 1937 and Civil Aviation Requirements and the directives/instructions issued by DGCA in respect of matters relating to safety, including provisions about the competence of persons to do anything that is covered by the Air Operators Permit and I certify that the applicant has satisfied all airworthiness requirements for issue of the Air Operators Permit.		
Signature..... Team Leader Airworthiness	Date/...../.....	

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix E	
		Revision 0	July 2017

APPENDIX E – Format of Air Operator’s Permit and Operations Specifications

AIR OPERATOR CERTIFICATE		
1	STATE OF THE OPERATOR ²	1
	ISSUING AUTHORITY ³	
AOC/AOP # ⁴ : Expiry date ⁵ :	OPERATOR NAME ⁶ Db a trading name ⁷ : Operator address ⁸ : Telephone ⁹ : Fax: E-mail:	OPERATIONAL POINTS OF CONTACT ¹⁰ Contact details, at which operational management can be contacted without undue delay, are listed in _____ ¹¹ .
This certificate certifies that _____ ¹² is authorized to perform commercial air operations, as defined in the attached operations specifications, in accordance with the operations manual and the _____ ¹³ .		
Date of issue ¹⁴ :	Name and signature ¹⁵ : Title:	

Notes.—

1. For use of the State of the Operator.
2. Replace by the name of the State of the Operator.
3. Replace by the identification of the issuing authority of the State of the Operator.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix E
	Revision 0		July 2017

4. Unique AOC/AOP number, as issued by the State of the Operator.
5. Date after which the AOC/AOP ceases to be valid (dd-mm-yyyy).
6. Replace by the operator's registered name.
7. Operator's trading name, if different. Insert "dba" before the trading name (for "doing business as").
8. Operator's principal place of business address.
9. Operator's principal place of business telephone and fax details, including the country code. E-mail to be provided if available.
10. The contact details include the telephone and fax numbers, including the country code, and the e-mail address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew competency, dangerous goods and other matters as appropriate.
11. Insert the controlled document, carried on board, in which the contact details are listed, with the appropriate paragraph or page reference. e.g.: "Contact details are listed in the operations manual, Gen/Basic, Chapter 1, 1.1" or "... are listed in the operations specifications, page 1" or "... are listed in an attachment to this document".
12. Operator's registered name.
13. Insert reference to the appropriate civil aviation regulations.
14. Issuance date of the AOC/AOP (dd-mm-yyyy).
15. Title, name and signature of the authority representative. In addition, an official stamp may be applied on the AOC/AOP.

3. Operations specifications for each aircraft model

3.1 For each Aircraft model in the operator's fleet, identified by Aircraft make, model and series, the following list of authorizations, conditions and limitations shall be included: issuing authority contact details, operator name and AOC/AOP number, date of issue and signature of the authority representative, aircraft model, types and area of operations, special limitations and authorizations.

3.2 The operations specifications (Op Specs) layout referred to in Para 2.2.1.6, shall be as follows:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix E	
		Revision 1	June 2018

OPERATIONS SPECIFICATIONS (Subject to the approved conditions in the operations manual)				
ISSUING AUTHORITY CONTACT DETAILS ¹				
Telephone _____ Fax: _____ E mail: _____				
AOP# ² _____ Operator name ³ _____ Date ⁴ _____ Signature _____ Dba trading name: _____				
Aircraft model ⁵ : _____				
Type of operations: Commercial air transportation ☐ Passeng ers ☐ Cargo ☐ Other: ⁶ _____				
Area (s) of operations ⁷ : _____				
Special imitations ⁸ : _____				
SPECIFIC APPROVAL	YES	NO	DESCRIPTION ⁹	REMARKS
Dangerous goods	☐	☐		
Low visibility operations				
Approach & landing	☐	☐	CAT ¹⁰ : _____ RVR: _____ m DH: _____	
Take- off	☐	☐	RVR ¹¹ : _____ m	
Operational credit (s)	☐	☐	¹²	
RVSM ¹³ ☐ N/A	☐	☐		
EDTO ¹⁴ ☐ N/A	☐	☐	Threshold time ¹⁵ : _____ minutes Maximum diversion time: ¹⁵ _____ minutes	
AR specifications for PBN operations ¹⁶	☐	☐	¹⁶	¹⁷
Continuing airworthiness	☒	☒	¹⁷	
EFB	☐	☐	¹⁸	
Other ¹⁹	☐	☐		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix E	
		Revision 1	June 2018

Notes.

—

1. Telephone and fax contact details of the authority, including the country code.
E- mail to be provided if available.
2. Insert the associated AOP number.
3. Insert the operator's registered name and the operator's trading name, if different. Insert "dba" before the trading name (for "doing business as").
4. Issuance date of the operations specifications (dd-mm-yyyy) and signature of the authority representative.
5. Insert the Commercial Aviation Safety Team (CAST)/ICAO designation of the aircraft make, model and series, or master series, if a series has been designated (e.g. Boeing-737-3K2 or Boeing-777-232). The CAST/ ICAO taxonomy is available at: <http://www.intlaviationstandards.org/>.
6. Other type of transportation to be specified (e.g. emergency medical service).
7. List the geographical area(s) of authorized operation (by geographical coordinates or specific routes, flight information region or national or regional boundaries).
8. List the applicable special limitations (e.g. VFR only, day only).
9. List in this column the most permissive criteria for each approval or the approval type (with appropriate criteria).
10. Insert the applicable instrument approach operation classified as Type B (CAT II, IIIA, IIIB or IIIC). Insert the minimum RVR in metres and decision height in feet. One line is used per listed approach category.
11. Insert the approved minimum take-off RVR in metres. One line per approval may be used if different approvals are granted.
12. List the airborne capabilities (i.e. automatic landing, HUD, EVS, SVS, CVS) and associated operational credit(s) granted.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix E	
		Revision 1	June 2018

13. *“Not applicable (N/A)” box may be checked only if the aircraft maximum ceiling is below FL 290.*
14. *If extended diversion time operations (EDTO) approval does not apply based on the provisions in Chapter 4, 4.7, select “N/A”. Otherwise a threshold time and maximum diversion time must be specified*
15. *The threshold time and maximum diversion time may also be listed in distance (NM), as well as the engine type.*
16. *Performance-based navigation (PBN): one line is used for each PBN specification AR navigation approval (e.g. RNP AR APCH), with appropriate limitations” Description column.*
17. *Insert the name of the person/organization responsible for ensuring that the continuing airworthiness of the aircraft is maintained and the regulation that requires the work, i.e. within the AOC regulation or a specific approval (e.g. EC2042/2003, Part M, Subpart G).*
18. *List the EFB functions with any applicable limitations.*
19. *Other authorizations or data can be entered here, using one line (or one multi-line block) per authorization (e.g. special approach authorization, NAT HLA, approved navigation performance).*

Additional information that may be listed in the Operations Specifications associated with the air operator certificate/certificate.

The following additional items may be included in the operations specifications:

- a) *special aerodrome operations (e.g. short take-off and landing operations or land and hold short operations);*
- b) *special approach procedures (e.g. steep gradient approach, instrument landing system precision runway monitor approach, localizer-type directional aid precision runway monitor approach, RNP approach, etc.);*
- c) *single-engine passenger transport at night or in instrument meteorological conditions; and operations in areas with special procedures (e.g. operations in areas using different altimetry units or altimeter setting procedures).*

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix F	
			Revision 2	Nov 2022

APPENDIX F – Reserved.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix G	
		Revision 0	July 2017

APPENDIX G – Introducing a type of Aircraft that is not already in service in India – Special additional requirements

1. Items for Consideration

The following items must be considered where an applicant is planning to introduce a new type in to service in India.

1.1 Application.

- a. Formal application.
- b. Applicable fee.

1.2 Aircraft.

- a. Type / Model
- b. Certification
- c. Number / delivery dates
- d. Dates of entry in to service
- e. Valid Insurance Certificate

1.3 Flight Deck.

- a. Configuration.
- b. Instrument / nav. / comm. fit
- c. Oxygen / smoke masks
- d. Microphones / ICS
- e. Checklist presentation
- f. Stowage facilities
- g. Special equipment
- h. Safety equipment

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix G	
			Revision 0	July 2017

1.4 Cabin.

- a. Configuration
- b. Galleys
- c. Cabin Crew seating
- d. PA / ICS
- e. Safety equipment
- f. Special equipment

1.5 Flight Crew Training:

- a. Initial group
 - i. number
 - ii. status /
qualifications
 - iii. proposed training
 - iv. venue / organization / dates
 - v. concessions sought
- b. Second group
 - i. number
 - ii. status /
qualifications
 - iii. proposed training
 - iv. venue / organization / dates
 - v. concessions sought
- c. Mainstream

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix G	
			Revision 0	July 2017

i. proposed
training ii.venue /
dates

d. Flight Simulator:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix G	
			Revision 0	July 2017

- i. Type / Model / Visual system
- ii. Number / acceptance dates
- iii. Accreditation dates
- iv. Date of entry in to use
- v. Certificate of approval of the State of Manufacturer.

1.6 Inspector involvement

- a. proposed training
- b. venue / organization / dates
- c. approval of initial group training
 - i. ground
 - ii. simulator
 - iii. flight
 - iv. observation associated with concessions sought
- d. approval of second group training
 - i. ground
 - ii. simulator
 - iii. flight
 - iv. observation associated with concessions sought

1.7 Cabin crew training

- a. proposed training

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix G
	Revision 0		July 2017

1.8 Operations

- a. Proposed route structure
- b. Destination aspects
- c. Navigation aspects
- d. Meteorological aspects
- e. Special handling
- f. Special ATC requirements
- g. Noise abatement aspects
- h. Flight planning handling
- i. Low weather aspects
- j. Normal landing minima
- k. PBN aspects
- l. Low visibility take-offs
- m. Special requirements
- n. Nav system approval
- o. Data collection
- p. Airport compatibility
- q. Aircraft size and weight
- r. Training of DGCA Inspectors

1.9 Documentation

- a. Aircraft Flight Manual
- b. Operations manual
- c. Maintenance manual
- d. MMEL/MEL

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix G
	Revision 0		July 2017

1.10 Maintenance aspects

- a. Engineering licence
- b. Requirements
- c. Experience
- d. Engineering training
- e. Training of Company personnel
- f. Training of DGCA Inspectors
- g. Maintenance Review Board
- h. System of Maintenance
- i. Support equipment

1.11 Maintenance trainer

- a. Type/ model
- b. Number/ acceptance date
- c. Date of entry into use
- d. Certificate of approval of the State of Manufacture

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix H
	Revision 0		July 2017

APPENDIX H - Recommended Qualifications for Nominated Post Holders

- Please refer CAR Section 3 Series C Part III

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

APPENDIX I – Pre Certification Facility Inspections

1. General

- 1.1 DGCA inspectors will conduct pre-certification inspections to ensure that the requirements of Rules and CARs are met with respect to facilities, staff and equipment. Facilities and equipment provided for staff must be adequate to allow them to carry out their duties in compliance with regulations.
- 1.2 The following paragraphs provide guidance to the operator preparing for a pre-certification inspection.

2. Management and Executive Staff

- 2.1 The duties and responsible of managers and senior executive must be clearly defined in writing, and chains of responsibilities firmly established. Furthermore, it is important that the operational management should have proper status in the organization. The number and nature of appointments will vary with the size and complexity of the organization and the DGCA must be satisfied that the management organization is adequate and properly matched to the operating network and commitments.
- 2.2 The correct balance must be established with respect to the amount of flying performed by managerial pilots. They must fly with sufficient frequency in order that their flying performance is maintained at an acceptable level.
- 2.3 The DGCA must be given notice of any intended change in appointments or functions.

3. Administration Facilities

- 3.1 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.

4. Record Keeping

- 4.1 The quantity and scope of records which must be kept should not be underestimated. Some records, for example those covering crew flight and duty times require constant updating and continuous access. Adequate staff must be employed to ensure accurate maintenance of records in the areas of

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

operations, operations personnel, loading, servicing and Aircraft maintenance. Operations and / or maintenance may be required around the clock, accordingly, records staff may be required to cover shifts.

- 4.2 Although an efficient operation is mainly a commercial concern to the company there are times when the DGCA is interested in the level of efficiency achieved. One such occasion concerns the ability of certain company personnel to access records.

5. Retention of records

- 5.1 The minimum retention period for training records must ensure that a person's pertinent training and qualification status can be determined for any given date during the request period, which may vary between operators but could up to 36 months. The minimum retention period must ensure that record of any training and/ or qualification that is a prerequisite for a crew member's current (including the previous 12 calendar months) assignment is maintained until superseded by the next training or qualification. Records of cyclic events are to be retained such that a full and complete record of the current cycle is available. For example, records of a captain's route/ area qualification will be updated each time the captain re-qualifies on a route/ area; the previous history of the captain's experience of that route or area is not required.
- 5.2 With respect to records of a crew member's flight times, the record must go back at least 12 months to ensure compliance with all relevant orders.
- 5.3 All other records such as flight documents, DFDR's etc. must be retained as stipulated in the relevant CAR.
- 5.4 For each Aircraft operated, maintenance records as must be accurate and up to date.

6. Operations Library

- 6.1 At each operating base the operator should maintain at adequate and appropriate library of Aviation Regulations, requirements, AIP, Company Operations Manual, Flight Supplement, IAP Charts, Enroute Charts, Aircraft Flight Manuals, Aircraft Operating Manuals, Standard Operating Procedures, maps, and other documents needed for reference and planning purposes, and for carriage in flight. The library should be kept in an orderly manner.
- 6.2 Maps, charts and flight guides should cover the whole of the region for which the operator is or wishes to be certificated.
- 6.3 Arrangements should be made for the amendment of manuals, flight guides

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

etc, and for notifying the amendments to the Aircraft crew and other operating staff concern. A record should be kept of the distribution of the manuals and amendments.

7. Crew Scheduling

- 7.1 The commercial aspects of efficient scheduling is the operator's business. The DGCA's interest is in adherence to flight and duty time regulations and the scheduling of only qualified crew. Accordingly, the operator must have facilities to ensure that these requirements are met.

8. Crew room

- 8.1 Arrangements must be in place to ensure crew members are provided with manual amendments, document revisions and operational notices in an appropriate and timely manner. One acceptable method is to place boxes or pigeon holders, one for each crew member based at that location, in or close to the crew room. The crew room notice board can form a suitable point of contact between the company and its flight crew for urgent operational messages.
- 8.2 A convenient location for the flight crew – If the Crew Room is adjacent to the scheduling office, it is an arrangement which would allow close liaison between the scheduler and the technical crew members.

9. Operations Planning

- 9.1.1 An operations planning facility must be provided to satisfy the following activities;
- 9.1.1 To conduct planning of new routes or new Aircraft types on existing routes in advance of the operations (An operation planning room should be provided and stocked with maps, charts, documents and manuals).
- 9.1.2 To ensure control of Aircraft documents and operational documents issued to crewmembers.
- 9.1.3 To ensure the integrity of data which is fed to an Aircraft automatic navigation system (that is, any Aircraft navigation system which does not require the crew to insert the co-ordinates of each way point).
- 9.1.4 To provide the crew with documents with which they can check the accuracy of computer stored information.
- 9.1.5 To provide the crew with fuel consumption figures and Aircraft performance data for take-off, en-route and landing.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

9.1.6 The operations planning room and its library are normally controlled by a company operations support officer who should liaise closely with operations management.

9.2 The company officer responsible for the remaining functions above must be nominated and the appointment must be acceptable to the DGCA. In accepting the company proposal for operations planning, the DGCA will assess the suitability both of the personnel involved and of the facilities provided to them. The proposed type of operation, geographical area of operations, and the size of the operator are considerations.

10. Flight Planning Facilities

10.1 There are two operations with respect of flight planning. Preparation of the flight plan may be undertaken by a specialist and checked by the captain, or the plan may be prepared by the captain. The method chosen depends on the qualifications of and the responsibilities given to the specialist officer concerned. The flight plan may be prepared manually, or where approved by the DGCA, by computer. In the latter case facilities should also permit manual flight planning to cover non-availability of the computer.

10.2 A company operating its own flight planning facility will need to collect weather and operational information (NOTAM) from the various sources. The flight planning facility will need to transmit the completed flight plan both to air traffic control and to company personnel at intended ports of call. Alternative means of transmission of the flight plan, for example by telephone, should be considered, although not mandatory, display of weather diagrams would be beneficial, as would a system whereby arriving crew brief the flight planning office on the weather conditions they encountered.

11. Operational control

11.1 While operating Aircraft operational control will rest solely with the pilot in command. Operators should consider the guidance they wish to provide their pilots to help them exercise this responsibility. Operators should also review the operational information service provided by the DGCA and provide any additional information they consider necessary.

12. Load Control

12.1 The operator is responsible for establishing an approved system of load control, and the proposed system must be approved by the DGCA and described in the operations manual. Subsequent variations to the system also require approval.

12.2 Calculation of Aircraft weight and balance using the approved system may

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix I
	Revision 0		July 2017

be the responsibility of the flight crew, although it is more usual to employ a separate load control officer. Whichever method is used a reasonable accurate

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix I
	Revision 0		July 2017

Aircraft weight is needed at the flight planning stage for comparison with performance chart to determine limiting conditions. To allow for last minute changes, which are accepted as being unavoidable, it is permissible to have a traffic officer bring the final version of the load sheet to the flight deck, immediately prior to closing the doors.

- 12.3 If a separate load control facility is used, a means of communication between the flight planning facility and the load controller is required so that the zero fuel weight can be passed to the flight planner and fuel loads transmitted to load control. The personnel employed in load control facility shall be competent and approved for the purpose.
- 12.4 It is important that the load be placed aboard the Aircraft in the manner assumed by the load control calculations. Close liaison between load and the loading staff will be necessary to achieve this.
- 12.5 General cargo and baggage should be protected against breaches of security while being loaded, and provision must be made for the safe loading and security of dangerous goods.

13. Passenger Handling & Facilities

- 13.1 Passenger handling facilities will be inspected only as they affect safety and security. The comfort and convenience of passengers are left to the commercial judgment of the company and to building regulations which will address aspects such as provision of toilets and fire safety.
- 13.2 The DGCA will determine the acceptability of the following areas;
 - a. Passenger protection from rotors, moving Aircrafts, and moving vehicles/ equipment.
 - b. The possibility of falling from passenger loading devices.
 - c. The feasibility of timely evacuation, if it is planned to refuel Aircraft with passengers onboard.
- 13.3 It will be necessary for the facilities to be inspected during both daylight and at night time if night operations are also planned. Facilities, notices and procedures which are obvious and effective in daylight hours can be confusing and inadequate in the hours of darkness.

14. Training Facilities

- 14.1 In case the company proposes to outsource its training to a DGCA approved ATO/ GTO the certification team would only establish the adequacy of the training arrangements.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

- 14.2 Training facilities and instructors will be scrutinized. Training will generally be an ongoing requirement and the amount of associated effort is easy to underestimate.
- 14.3 Traffic and loading staff must be trained on handling dangerous goods and on security requirements, whilst servicing and loading staff must be indoctrinated in Ramp safety. Little in the way of training aids is required as the practical skills are best taught on the job. Consequently, the facilities, which must be provided to train traffic, loading and servicing staff, are in general limited to the usual classroom accommodations and equipment. However, sufficient classroom accommodation must be provided so that the training of ancillary ground staff does not lead to conflict with training of flight crew, cabin crew and dispatchers.
- 14.4 The DGCA will consider the following when classroom facilities are being inspected;
- The visibility to the students of the instructor, training aids and the board;
 - The sound system so that the students hear the training;
 - The visual or aural distractions;
 - The reflections on the board or visual aids;
 - Considering the passage of the sun throughout the day, and
 - Considering the effect of night lighting.
 - The adequate heating, cooling and/ or ventilation;
- 14.4 If flight simulator training is proposed, the simulator facilities will require detailed assessment and approval.
- 14.5 The instructors will require specific approval to conduct their proposed tasks. Such staff should be prepared to demonstrate competence in the area of their proposed expertise by showing the following;
- that they understand the subject or the principles of operation of the equipment involved.
 - that they are proficient in operating the equipment (if equipment is involved).
 - that they are proficient in operating such training aids as may be available for the subject.
 - that they can impart information to the class or student.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

- e. that they can adequately assess the results achieved by the class or student.

14.6 The DGCA inspectors are required to individually assess instructors in the following categories;

- a. Ground instructors employed to teach flight crew technical training courses or parts thereof.
- b. Flight simulator instructors.
- c. Check pilots or check flight engineers.
- d. Cabin Crew
- e. Dangerous Goods

15. Aircraft Servicing

15.1 Aircraft servicing falls in to the following areas;

- a. Passenger and commercial servicing (for example, cabin cleaning and galley replenishment).
- b. Re-fuelling
- c. Baggage handling / loading.
- d. Potable water replenishment.
- e. Toilet servicing

15.2 The servicing of Aircraft toilets and drinking water are not glamorous jobs, but carelessness can have safety implications. Company procedures should adequately address these areas.

15.3 Inspectors will check that safe ground handling practices are carried out during the proving flights.

16. Inspection of Aircraft

16.1 The Aircrafts, which are proposed to be used in revenue operations, will be inspected by flight operations inspectors and airworthiness inspectors of the DGCA. The basis of this inspection is as follows;

- a. To determine that the cabin layout and equipment meets safety standards.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

- b. To ensure that the communications and navigation equipment is appropriate to the proposed operation.
 - c. To ensure that the flight deck controls and equipment match the description in the operations manual and conform to the Aircraft checklist.
- 16.2 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 training or route proving to gain maximum benefit to the operating and training personnel.
- 16.3 Each Aircraft in the fleet will be inspected even where a number of supposedly identical machines are acquired. Portions of the inspections may be combined with surveillance of training or proving flights and consideration must be given to the use of applicable items of equipment at night.
- 16.4 Inspection of the safety equipment in the flight deck and cabin is to ensure the equipment meet the safety intention of the regulations. Airworthiness inspectors will determine that the equipment are of certified standard and Flight Operations and Cabin Safety Inspectors will establish that the equipment is positioned so that it is available at the appropriate time, that warnings / cautions are obvious and unambiguous and that operations manual materials is pertinent.
- 17. Inspection of operating bases (Stations)**
- 17.1 It is usual for an operator to have one main base and additional operating bases. The main base will usually contain the company headquarters, training establishments, and be the majority of company personnel including flight crewmembers. The bases or destinations, which the applicant intends to serve, will be either major bases or minor bases depending on the facilities provided. Pre-certification inspection of facilities will tend to concentrate on the main base.
- 17.2 A base would be considered a major one if;
 - a. Flight crew are based at the port (e.g. a temporary contract location); or
 - b. Maintenance (other than transient maintenance) is scheduled.
- 17.3 The DGCA will normally inspect all company port facilities before the AOP is issued. Inspection at a minor port may require only a few minutes and this may be possible during the turn-round of a proving flight. The inspection of a major port will occupy a much longer period, which will vary with the functioning of the port.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix I
		Revision 0	July 2017

18. Proving/ Validation Flights

18.1 Proving flight readiness check (Table-top exercise)

The readiness check is a ground exercise that gives the AOP applicant the opportunity to test the concerns held by DGCA and decide if they are ready for the proving flight. If the AOP applicant or the DGCA project team identifies the need to modify or amend certain elements in the procedures, the amendments will need to be completed to DGCA's satisfaction before the proving flight is conducted. (Appendix O – Proving Flight Readiness Check)

Where the readiness check demonstrates that the AOP applicant's processes and procedures function as planned, the DGCA Project Team and the AOP applicant will work on finalising the conduct of the proving flight.

18.2 Conducting a readiness check

During the readiness check the DGCA project team will:

- Create sample scenarios including non-normal situations.
- Intimate the AOP applicant, a suitable time and location for the readiness check.
- Brief all DGCA participants on their roles during the readiness check

Depending on the AOP applicant's responses during the readiness check, the team members will discuss with the AOP applicant whether further preparation or amendments to their processes and procedures need to be made, prior to the conduct of a proving flight.

The DGCA Project Manager will notify the AOP applicant of the decision as soon as possible after the readiness check. If the project team concluded the AOP applicant is not ready, the applicant will be advised of their decision and the reasons for the decision.

The specific scenarios used during the readiness check will not be the same as those prepared for the proving flight. A successful outcome of the readiness check will not have any bearing on the actual proving flight.

18.3 Proving flight planning.

DGCA Project Manager will give a written notice that clearly outlines the matters relating to the proving flight containing a proposed date for the conduct of the proving flight, the areas to be assessed and route the proving flight will follow.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

After receiving the notice, the AOP applicant will provide a detailed plan for the

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

conduct of the proposed proving flight. The plan should include specific schedules for the en-route phase, showing departure and arrival dates, times and destinations.

18.4 Conditions applicable to proving/ validation flights

The following conditions apply to proving/ validation flights:

- i. Flight shall be operated with the normal compliment of regular flight and cabin crew.
- ii. Compliance with safety regulations at all times. If a DGCA Inspector believes that safety may be jeopardised, the exercise will be terminated.
- iii. Adequate time must be planned at each Airport to allow for inspection of the AOP applicant's:
 - a. Ground staff, procedures and facilities
 - b. Dispatch preparation
 - c. Aircraft loading
 - d. Passenger processing
 - e. Aircraft servicing
- iv. A proving flight must include a representative selection of the destinations intended to be serviced.
- v. Carriage of passengers: Revenue passengers or revenue cargo must not be carried on proving flights. The operator will be required to carry non-revenue passengers that could be company staff or invited guests to simulate a normal passenger load. Non-revenue company cargo or equipment may also be carried. Validation (revenue) flights may be conducted for the purpose of air operator re-certification and special authorizations, etc.

18.5 Scope of the proving/ validation flight assessment

The following functions (where applicable), should be demonstrated in accordance with the provisions of the Operations Manual during proving flights:

- Compliance with an approved flight crew flight and duty time system
- Flight planning
- Suitability of Aircraft performance information
- Demonstration of all operational planning

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

- Flight dispatch

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

- Recording and rectification of defects encountered and where applicable the use of the maintenance release and the MEL
- Ground support and communications
- Passenger handling
- Ground operations including baggage and/or cargo loading and unloading
- Load control including weight & balance
- Refuelling procedures
- Pre-flight walk around
- Scheduled turn-around times and on-time departures
- In-flight fuel management and recording in accordance with Operations Manual
- Flight and cabin crew compliance with duties and company procedures
- Flight and cabin crew decision making
- Normal, and abnormal, situations
- Critical system failures
- Critical communication systems
- Communication with aeronautical service providers
- Capacity to notify relevant persons of operational changes
- Suitability of route/ area qualification training
- Turn around procedures
- Capacity of Airport facilities to support the services
- Operational control
- The management of the operation, including support from contracted parties

18.6 Finalisation of plan for proving/ validation flight

A meeting of all team members participating in the flight phase and those involved at the operator's main base will be held for finalising the proving flight

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

plan and to coordinate inspection activities to ensure that all the planned checks will be accomplished during the proving flight phase with minimum distraction.

18.7 Conduct of proving/ validation flight

A meeting of the DGCA team and the AOP applicant's nominated staff will be held prior to the flight. The purpose of this meeting is to ensure that the AOP applicant's staff is fully aware of the process the project team will follow and the objectives to be achieved during the proving flight(s).

The DGCA team will normally allow the proving flight to run without intervention — that is, the crew will not normally be required to divert from the flight plan. DGCA Inspectors may, however, request demonstrations of specific operations, such as a particular form of departure, arrival or instrument approach. DGCA Inspectors may also ask questions of flight deck and cabin crew to confirm the crewmembers' knowledge and familiarity with company procedures.

In addition, flight crew members are expected to demonstrate adequate knowledge of the layout of airfields, parking and fuelling arrangements at the various destinations and ATC requirements en route.

Cabin crew are expected to demonstrate their familiarity with safety-related company procedures. Areas covered may include:

- Passenger handling arrangements
- In-flight emergency procedures
- Actions when encountering unexpected turbulence
- The handling of incapacitated passengers.

18.8 Scenarios

DGCA team will introduce “scenarios”, or simulated exercises, mainly cabin/ passenger in nature that are typical with day-to-day passenger operations.

There will also be some abnormal exercises and an emergency exercise to test the cabin and flight crew's ability to implement appropriate actions. The operator's crew may be questioned on their actions and their knowledge of company procedures. None of these scenarios will impact on the profile, or progress of the flight.

The DGCA team must prepare suitable scenarios simulating unusual conditions that should be demonstrated—for example:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

- The handling of disabled passengers
- Passenger incapacitation in flight
- A cabin fire
- Cabin crew knowledge on the location and operation of emergency equipment
- Actions when encountering unexpected turbulence

It is important that scenarios are pre-planned, realistic and achievable, and that all crew are aware of the simulated nature of the demonstration.

Safety is paramount and should any crew member or DGCA person believe that safety may be jeopardised as a consequence of a scenario, it shall be terminated. Similarly, if any person on the flight becomes distressed with the conduct of a scenario, the exercise shall be terminated.

The Pilot-in-command has absolute authority to take whatever action is deemed appropriate, in consideration of the conduct and safety of the flight. The DGCA team will ensure that this is discussed and understood at the pre-flight meeting.

DGCA inspector(s) shall introduce each scenario with the words, “this is a simulated exercise”, or words to this effect. DGCA shall conclude each scenario with the words, “This simulated exercise is complete”, or words to this effect. If a message relating to a scenario is passed down a line of communication, it shall be identified as a simulated exercise.

- 18.9 At the completion of the proving/ validation flight, the DGCA team will meet to decide whether further proving/validation flights are required and the need for and extent of corrective action required by the AOP applicant.

The DGCA team shall assess the AOP applicant against one of the three outcomes listed below.

1. Outcome 1 - Another proving/ validation flight is required
2. Outcome 2 - Any areas of deficiencies can be addressed without further proving/ validation flights
3. Outcome 3 - The result was satisfactory

Outcome 1: The DGCA team finds deficiencies in the AOP applicant's compliance with Operations Manual processes and procedures or regulatory requirements. If the DGCA determines the deficiencies are such that on-ground testing would not be appropriate to verify the AOP applicant

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

has

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

satisfactorily addressed the deficiencies then the applicant will be deemed to have failed the proving flight and a further proving flight will be necessary.

Outcome 2: The DGCA team finds deficiencies in the AOP applicant's compliance with Operations Manual processes and procedures or regulatory requirements. If the DGCA determines a ground exercise can verify the outcome of remedial action additional proving flights may not be required. The AOP applicant will rectify the deficiencies and DGCA will verify the deficiencies have been addressed satisfactorily before the proving flight is accepted.

Outcome 3: The proving flight meets the standard DGCA expects an AOP applicant to achieve. No further proving flights required.

The DGCA team will then meet with the AOP applicant to discuss the outcome and the resolution of any deficiencies found.

18.10 The DGCA team will complete Appendix D – Checklist 13 confirming all the planned assessments have been completed.

19. Emergency Evacuation Demonstrations.

19.1 Procedures for Evacuation Demonstration.

The applicant must submit the following information for the proposed evacuation and ditching demonstration;

- Letter of request to DGCA for the evacuation and ditching demonstration containing;
 - Type and model of Aircraft to be used including seating capacity
 - Number of cabin attendants and their assigned positions
 - Proposed date, time and location of the demonstration
 - Name and telephone number of the operator's coordinator.
- Description of how the operator proposes to initiate the demonstration, signals to be used for timing the event, blocking of exits not to be used for demonstration.
- The following attachments should accompany the letter of request;
 - Diagram representing the Aircraft to be used indicating the designation of exits.
 - Assigned seating location of each crew member during take off.
 - Interior cabin configuration showing location of passenger seats, galleys, aisles, lavatories, passenger partitions, compartments and bulkheads, as applicable.
 - Location type and description of the emergency equipment such as fire extinguishers, portable oxygen bottles and masks, megaphones, crash axes, emergency ropes, life rafts/ slide rafts, individual flotation

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

devices

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

first aids and medical kits, pyrotechnic flares etc as applicable.

- Description of emergency equipment installed including the type and model of each equipment.
- Description of emergency equipment used for ditching such as life raft and survival gear.
- Copies of crew member manual pages describing the duties and responsibilities for emergency evacuation and ditching.
- Copy of the passenger information card.
- List of flight crew and cabin crew members qualified to participate in the demonstration

The following procedures will be followed in conducting a partial emergency evacuation demonstration:

- A planning meeting will be held with the operator in advance of the demonstration in order to discuss the exact procedures to be followed and the criteria for a successful demonstration.
- The operator will provide for the demonstration an aircraft of the type, model, and cabin configuration for which approval is sought, along with complete complement of crew members.
- The demonstration will be conducted in darkness, either on an apron at night or in a hangar with the lights extinguished.
- During the steps leading to the commencement of the timing of the demonstration, the airplane's electrical system will be fully powered by either an external power unit or the APU.
- Crewmembers will simulate complete preparation for takeoff, including the execution of all checklists up to and including the takeoff checklist. Engine operation will be simulated. Cabin Crew will be seated at their normal stations for takeoff.
- The cockpit crew will simulate the commencement of the takeoff roll followed by a high-speed, aborted takeoff due to an engine fire or other appropriate simulated malfunction.
- The evacuation of the airplane will be signalled through the failure normal electrical power (by disconnecting the external power unit or APU). Interruption of normal power will be a clear signal to all involved that the timing of the demonstration has commenced. Outside, the aircraft's external lights (taxi lights, anti-collision lights, position and logo lights) will extinguish. Inside, normal cabin lighting will extinguish and all emergency exit lights and floor-level lighting (if installed) will illuminate if functioning properly.
- Immediately upon failure of the normal electrical system the flight attendants will be required to unbuckle their safety harnesses, leave their jump seats,

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

ascertain which exits are usable, open the usable exits, and deploy the escape slides. In

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix I
	Revision 0		July 2017

order for the demonstration to be successful, the total time which elapses from the interruption of electrical power until full deployment of all activated slides must not exceed 15 seconds. Slides are not considered fully deployed until they reach the ground and are inflated to a firmness which would safely support the egress of passengers.

- To monitor, time, and evaluate the demonstration, DGCA personnel will be positioned in the cockpit and at each exit inside of the airplane and outside the airplane at each exit. The DGCA inspector who is responsible for the timing of the demonstration will be positioned outside of the airplane with a stop watch. He will commence timing when the external lights of the aircraft are extinguished. After precisely 15 seconds, he will call "time" to all participants and the demonstration will be considered complete. He will then confer with the DGCA team members who were stationed at the exits both inside and outside of the airplane to confirm whether or not procedures were properly followed and that the slides were adequately deployed by the time 15 seconds elapsed.
- A minimum of two emergency exits will be used. The operator's personnel inside the airplane should not know in advance which exits will be used and which will be rendered unusable. One method for indicating to the Cabin Crew immediately after the commencement of the demonstration which exits are unusable is to station DGCA personnel with bright flashlights outside of those exits. When the exterior lights of the airplane are extinguished and the timing begins, those DGCA personnel will shine their flashlights directly on the windows of the emergency exits which are to be considered inoperable, thus simulating a fire on that side of the airplane. An alternate method will be the inspector located inside the aircraft blocking the exit by a pre-briefed signal. In accordance with their procedures, Cabin Crew must look through the window of an emergency exit to make sure that it is usable before opening it and deploying the escape slide for use by passengers. In this case, if the cabin attendant approaches an exit and observes a light shining on the window/blocked exit, he or she will consider it inoperative and choose an alternative exit to be opened.

19.3 Evaluation of the Partial Evacuation Demonstration.

Specific points to be noted during the evacuation demonstration are

- Adherence by flight and cabin crew members to the execution of assigned duties and responsibilities both in the aircraft and on the ground;
- Effectiveness of the Pilot in Command in the exercise of command responsibilities;
- Succession to command in event of casualties;
- Effectiveness of crew members in performing their assigned evacuation duties; and
- Shortcomings, deficiencies or delays encountered.

If the applicant cannot satisfactorily demonstrate emergency evacuation

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

for each particular type, model and configuration of aircraft within 15 seconds, the

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

applicant will be required to take steps to correct the deficiency which could include the following:

- revising evacuation procedures;
- improving crew training;
- modifying or changing the equipment used;
- changing the passenger compartment arrangement; and
- Reducing total passenger seating capacity.

19.4 Emergency Evacuation Demonstration Report.

A sample of the report form which may to be used for documenting the emergency evacuation demonstration follows;

DGCA India

Air Operator Partial Emergency Evacuation

Demonstration Report

1. **Name of operator:**
2. **Date/time of demonstration:**
3. **Aircraft type/model:**
4. **Number of installed seats:**
5. **Crewmember names: (List name and crew position of each participant)**
6. **Results:** ☐ **Satisfactory** ☐ **Unsatisfactory**
7. **Remarks: (Include description of which exits were used and whether or not slides were deployed within 15 seconds of commencement of drill)**

Flight Operations Inspector's Signature:

Flight Operations Inspector's Name:

Date:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

20. Ditching Demonstration

Although not normally required, a ditching demonstration is be required during the operational inspection phase of the certification process for each aircraft type, model and configuration which will be operated on extended flights over water routes (on any route which 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. Prior to conducting this demonstration the DGCA should determine whether the aircraft has an airworthiness certification covering ditching. If the aircraft is not certificated for ditching, extended flights over water should not be authorized. During the demonstration, the following four areas are evaluated:

- Emergency training programme
- Ditching procedures
- Crewmember competency
- Equipment adequacy and reliability

Similar to the emergency evacuation, there are two types of ditching demonstrations which may be required: full-scale and partial. Since full-scale ditching demonstrations have been conducted by the manufacturer during the type certification process for most airplane types, it is likely that the DGCA will only require a partial demonstration by an applicant for an AOP with an aircraft that been evaluated by the manufacturer. Para 19.1 contains details of the operator's application package for the exercise.

20.1 Partial Ditching Demonstration.

The following procedures will be followed in conducting a partial ditching demonstration:

- The demonstration must be conducted during daylight hours or in a lighted hanger/apron if conducted at night.
- All required crewmembers must be available and used
- Passenger participants (company personnel other than crewmembers who are acting as "passengers") will be used only when the operator's procedures require passengers to assist in the removing and launching of life rafts. If used, passengers will not receive any instructions before the demonstration except what is contained in the operator's manual.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

- To commence the demonstration, the crewmembers will simulate, in a

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

parked airplane, a normal takeoff and climb to cruise flight. Engine start will be simulated and all checklists will be accomplished. Upon the DGCA team leader's signal, the captain will order the crew to prepare for ditching. At that time, the team leader will commence timing for 6 minutes in order to give the crew time to prepare for a simulated water landing. After the simulated water landing, all life rafts must be removed from storage. This action is not specifically time; however, the crewmembers must demonstrate competency in removing the rafts from storage and the raft must be capable of being removed from the airplane for deployment in a reasonable period of time.

- When the ditching signal is given, each evacuee must put on a life preserver in accordance with the operator's manual and the flight attendants' briefing.
- Each life raft must be removed from stowage for inspection.
- One life raft, selected by the DGCA, will be inflated and launched and the evacuees assigned to that raft will get in it. The crewmembers assigned to the raft will locate and describe the use of each item of emergency equipment contained in the raft.

Note: For the purpose of the demonstration, "launching" a life raft means to remove it from stowage, manipulate it out of the airplane by means of stands or ramps, and position it on the ground before inflation. Launching a slide raft means to inflate it in the normal manner then lower it to the ground.

20.3 Evaluation of the Ditching Demonstration.

The following are specific points to be noted and evaluated during the ditching demonstration:

- A sufficient number of items of emergency equipment, i.e. life rafts, inflatable slides, life jackets, medical kits, first aid kits, emergency locator transmitter, etc., are carried on board.
- Emergency equipment is properly stowed and can be readily removed or ejected from the aircraft in the time specified.
- Means are provided and utilized to prevent emergency equipment from drifting away from survivors;
- slides, life jackets and life rafts inflate fully within acceptable time limits and other emergency equipment functions properly, including proper deployment of inflatable slides;

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix I	
			Revision 0	July 2017

- Selection of emergency exits to be utilized and that such exits can be

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix I	
		Revision 0	July 2017

opened readily;

- Emergency procedures and related checklists are adequate and are properly used by the crew members.
- Crew is properly trained.
- Crew members are familiar with and adhere to the timely execution of their assigned duties and responsibilities;
- crew members, using available emergency equipment and following the procedures outlined in the operations manual, can facilitate the evacuation of the aircraft under those critical conditions expected during the short period of time the aircraft would remain afloat; and
- Adequate safety precautions are followed by the crew members to prevent possible injury to evacuees or themselves.

In assessing the effectiveness of the ditching demonstration the DGCA inspector should record the following:

- Time from start of ditching until each exit door or emergency exit to be utilized is open;
- Time when each life raft is launched;
- Time required to inflate each life raft; and
- Time when all life rafts are boarded.

Any deficiencies noted during the ditching demonstration regarding the evacuation procedures or related emergency equipment such as inflatable slides, emergency exits, life rafts, etc., must be rectified by the applicant.

This may require additional demonstrations before these emergency procedures can be considered acceptable by the DGCA.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix I
	Revision 0		July 2017

20.4 REPORTING PROCEDURES.

A sample of the report form which may to be used for documenting ditching demonstrations follows;

DGCA INDIA
Air Operator Partial Ditching
Demonstration Report

1. Name of operator:
 2. Date/time of demonstration:
 3. Aircraft type/model:
 4. Crewmember names: (List name and crew position of each participant)
 5. Times.
 - a. From start of demonstration until each exit door or emergency exit to be utilised is opened:
 - b. Time when raft is launched:
 - c. Time required to inflate raft:
 6. Results: ☐ Satisfactory ☐ Unsatisfactory
- Remarks:

Flight Operations Inspector's Signature:

Flight Operations Inspector's Name:

Date:

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix J	
		Revision 0	July 2017

APPENDIX J – Checklist for the Issuance of an AOP

GOVERNMENT OF INDIA
CIVIL AVIATION DEPARTMENT
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP. SAFDARJUNG AIRPORT, NEW DELHI-110003

Checklist for Issue of Air Operator's Permit

Name of Applicant				
No.	Description	Yes	No	Folio
5.	General			
	Statement of Intent			
	Letter of NOC			
	Fees for issue of SCOP/NSOP			
	Formal application			
	Security clearance for the Directors (List of Board of Directors)			
	Issue of permission for import of Aircraft			
	Approval of the base of operation			
6.	Administrative			
	Checklists 01			
	Ops Checklists 02-13			
	Checklists 20 - 36			
	Completed Compliance Statement			
7.	Management Personnel acceptance			
	Accountable Manager (General manager / Chief executive Officer)			
	Director Flight Operations			
	Director Engineering and Maintenance			
	Director Quality			
	Director Safety Management			
	Director Flight Safety			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix J	
		Revision 0	July 2017

Name of Applicant				
No.	Description	Yes	No	Folio
	Director Training			
	Director Security – acceptable to BCAS			
	Director Cabin Safety – if applicable			
	Documentation and its approval/ acceptance			
*	Operations Manual			
	Safety & Emergency Procedures Manual			
*	Flight Safety Manual			
*	Safety Management Systems Manual			
*	Security Manual			
	Dangerous Goods Manual			
*	Flight Duty Time Limitation Scheme			
	Flight Crew Qualifications			
	Aircraft Flight Manual			
	Cockpit Normal and Emergency Checklists			
*	Weight and Balance Manual/ Load and Trim Sheet			
	Route and Airport Manual			
*	Minimum Equipment List (MEL)			
*	Maintenance Control Manual/ CAME			
*	Aircraft Journey Log book			
	Deicing Manual (if applicable)			
*	Maintenance Program			
*	Flight Safety Documents System			
	Passenger Briefing Cards			
*	Training programmes (flight crew,			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix J	
		Revision 0	July 2017

Name of Applicant				
No.	Description	Yes	No	Folio
	flight despatchers and cabin crew)			
*	Simulator/ flight training device evaluation and approvals			
	Aircraft search procedure checklist			
	Company's Security Manual (approved by BCAS)			
*	Approval of Dangerous Goods Training Programme			
*	Training Manual for maintenance personnel			
	Ground Handling arrangements including Ground Handling Manual			
*	Special authorizations			
	RVSM DGR PBN ANY OTHER			
	Company Administrative Procedures Policy			
9.	Additional Information requirement for endorsement on Permit			
	Certificates of Registration of Aircraft to be endorsed on the permit.			
	Certificates of Airworthiness of Aircraft			
	Proof of requisite insurance coverage of Aircraft			
	Continuing Airworthiness (Continuous Maintenance Organization Approval - CAMO)			
	Approval of Schedules (for area(s) of operations)			

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix K	
		Revision 0	July 2017

APPENDIX K –Timelines for Completion of Certification Process including time lines for completion of major events for induction of Aircraft.

Appendix K-1 Time Line for Completion of Certification Process for Grant of AOP

S/N	EVENTS	STARTING PERIOD	ENDING PERIOD	ACTION OFFICE
1.	Pre-application Phase			DAT
	Submission of State of Intent by the applicant			
	<i>Pre-application meeting</i>	<i>Within 2 weeks of the receipt of Statement of Intent</i>		
2.	Formal application Phase			DAT
	Submission of formal application for grant of AOP	D-180		
	<i>Formal application meeting</i>		<i>D-150</i>	
3.	Document Evaluation Phase	D-140	D-50	FSD
	<i>1st Review Meeting with Operator</i>		<i>D-100</i>	
4.	Inspection and Demonstration Phase	D-50	D-15	FSD
	<i>2nd Review Meeting with Operator</i>		<i>D-40</i>	
	<i>3rd Review Meeting with Operator</i>		<i>D-30</i>	
	<i>Final Review Meeting with Operator</i>		<i>D-15</i>	
5.	Certification Phase	D-15	D-5	AOC/AOP cell

1. D is the estimated first day of commercial operation with new type of Aircraft. The above are suggestive times for completion of the certification process.
2. The Project Manager shall be responsible for arranging and conduct of the review meetings mentioned above.
3. There may be a need to have less or more number of review meetings suggested above.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix K	
		Revision 0	July 2017

Appendix K-2 - Time Line for Completion of Major Events for Induction of Aircraft

S/N	EVENTS	STARTING PERIOD	ENDING PERIOD	ACTION OFFICE
1.	Application for induction of new type of Aircraft. <i>Note: In case of a new operator, the formal application for grant of AOP is also required 90 days in advance.</i>	D-90		AOC/AOP cell
	<i>Meeting with Operator</i>		D-80	
2.	Application for Type Approval/ acceptance <i>Note: For new type of Aircraft inducted into India.</i>	D-80		AED
	<i>Type Approval</i>		D-60	
3.	Training for AMEs & Airworthiness Inspectors	D-60		AW
	<i>Completion training of AW Inspectors</i>		D-60	
4.	Submission of Operation Manual	D-80		Ops
	<i>Approval of OM</i>		D-30	
5.	Training for pilots, FOIs & Cabin crews, Simulator facilities/Training	D- 60		Ops
	<i>Completion of training of FOIs</i>		D-60	
6.	Submission of Manuals: MEL, MCM, Training Manual, DG manual, Security Manual	D-60		AW+Ops
	<i>Approval of Manuals</i>		D-30	
7.	Inspection of operators facilities for the preparation of accommodating the new Aircraft	D-50		AW+Ops
	<i>Approval of AMO/contract maintenance</i>		D-20	
8.	Application for Technical Inspection of Aircraft	D-20		AW+Ops
	<i>Issuance of Technical Clearance; Certificate of Registration Certificate of Airworthiness</i>		D-10	
9.	Inspection of operator's outstation facilities	D-20		AW+Ops
	<i>Approval for Transit Certification & Ground Handling</i>		D-10	

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix K	
		Revision 0	July 2017

10.	Application for Special Authorization	D-40		AW+Ops
	<i>Approval for Special Authorisations</i>		<i>D-15</i>	
11.	Demonstration for emergency evacuation & ditching	D-15	D-10	AW+Ops
12.	Proving Flight(s)	D-2		AOC/AOP Cell

1. D is the estimated first day of commercial operation with new type of Aircraft.
2. Starting and ending periods are approximate values to facilitate coordination between DGCA & Operator.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix L	
			Revision 0	July 2017

APPENDIX L – Renewal of an AOP

Form No. : DGCA/OP/002

	GOVERNMENT OF INDIA		Application for renewal of Air Operator's Permit	
	DIRECTOR GENERAL OF CIVIL AVIATION			
1.	Name of Operator			
2.	AOP No.			
3.	Validity			
4.	Accountable Manager (General Manager/ Chief Executive Officer)			
	Name	Telephone:		
		Fax:		
	Designation	Email:		
5.	If change in Board of Directors since last renewal, provide Security clearance for the new Directors	Attached at ____		
6.	Aircraft Details (Entered on the Permit)	As per Attachment A		
7.	Maintenance Organisation			
	CAMO (CAR M Subpart G) Approval No.:	Valid upto:		
	CAR 145/ CAR M Subpart F Approval No.:	Valid upto:		
8.	Manuals	As per Attachment B		
9.	Aircraft Personnel	As per Attachment C		
10.	Summary of Internal Audit and closure of actions of findings since last renewal	Attached at ____		
11.	Summary of Regulatory Audit by DGCA and closure actions of findings since last renewal	Attached at ____		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix L	
			Revision 0	July 2017

12.	Fees Details (Amount, DD No., dated)			
<i>Certified that the organization has continuously maintained the capability at which the permit was originally accorded by DGCA and is continually complying with the applicable Aircraft Rules, Civil Aviation Requirements, Aeronautical Information Circulars and such other instructions issued by DGCA from time to time as are relevant to the scope of permit.</i> <i>Further certified that at no time the capability of the organization has degraded to a level below that approved by DGCA</i> Date: _____ Signature of Chief Executive of the operator & seal _____				
13.	FOR OFFICE USE ONLY			
	Proposed Date of Inspection for renewal	Inspection Team comprising of		
14.	Inspection Report			
	Date of Inspection for renewal			
14.	Inspection Results/ Report	Attached at ____		
15.	Renewal Action			
	Recommended for renewal		Not Recommended for renewal	
	Name of Officer	Designation	Signature	Date

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix L	
		Revision 0	July 2017

Attachment A to Form for Renewal of AOP

Aircraft Details
(Entered on the Permit)

Sl. No.	Type	Regn.	C of A Validity	Number of hours flown till date	Insurance Coverage	
					Insurance No.	Validity

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix L	
		Revision 0	July 2017

Attachment B to Form for Renewal of AOP

Manuals

	Documentation and its approval/ acceptance <i>(Items marked * have the approval/ acceptance of DGCA)</i>	Revision No. and Date of last revision	Whether approval/ acceptance of DGCA obtained (Y/N)
*	Operations Manual		
*	Safety & Emergency Procedures Manual		
*	Flight Safety Manual		
*	Safety Management Systems Manual		
*	Flight Duty Time Limitation Scheme		
*	Rotor Flight Manual (AFM)		
*	Normal and Emergency Checklists		
*	Load and Trim Sheet		
*	Route and Airport Manual		
*	Minimum Equipment List (MEL)		
*	Maintenance Control Manual/ CAME		
*	Aircraft Journey Log book		
*	Maintenance Deferred Defects Log		
*	Weight and Balance Manual		
	Ground Handling arrangements including Ground Handling Manual		
*	Maintenance Program		
*	Flight Safety Documents System		
*	Passenger Briefing Cards		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix L	
		Revision 0	July 2017

	Documentation and its approval/ acceptance <i>(Items marked * have the approval/ acceptance of DGCA)</i>	Revision No. and Date of last revision	Whether approval/ acceptance of DGCA obtained (Y/N)
*	Training programmes (flight crew, flight despatchers and cabin crew)		
*	Simulator/ flight training device evaluation and approvals		
*	Aircraft search procedure checklist		
	Company's Security Manual (approved by BCAS)		
*	Approval of Dangerous Goods Training Programme		
*	Training Manual for maintenance personnel		
*	Training Manual for flight crew, cabin crew, operations personnel and ground personnel		
*	Special authorizations		
	PBN		
	RVSM		
	DGR		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix L	
		Revision 0	July 2017

Attachment C to Form for Renewal of AOP

Aircraft Personnel

(as applicable)

Sl. No.	Description	Number of Persons	
		Indian	Foreigners
1.	Captains		
2.	First Officers		
3.	Aircraft Maintenance Engineers		
4.	Aircraft Technicians		
5.	Station Managers/ Flight Operations Officers		
6.	Cabin Crew Members		
7.	Approved Instructors – Flight crew (Pilots, Cabin crew)	Pilots: Cabin crew:	Pilots: Cabin crew:
8.	Maintenance Release Engineers		

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix M	
		Revision 0	July 2017

Appendix M – Application for Amendments to the Operations Specifications

Form No. : DGCA/OP/003

Name of Operator:		
AOP No.:		
Details of Amendment:		
Sl. No.	Existing Ops Spec Details	Proposed Amendment

Supporting documents are attached:

- 1.
- 2.
- 3.
- 4.
- 5.

Date:

.....
 . Signature of Authorized
 Person

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix N	
			Revision 0	July 2017

Appendix N - Requirements for International Operations

1. Only those operators whose substantial ownership and effective control are vested in the Government of India or Indian nationals may be designated. For this purpose, the Government of India or the Indian nationals shall not be deemed to have “substantial ownership and effective control of the operator” unless they, in addition to the ownership of the major part of the assets of the designated operator, also have:
 - a. Effective control in the management of the designated operator;
 - b. Ownership and effective control of the major part of the fleet of Aircraft and equipment of the designated operator.
2. The operator shall have a valid Air Operator Permit and meet the criteria for operating internationally.
3. A detailed security programme prepared in accordance with the provisions contained in Annex 17 to the Convention on International Civil Aviation, the ICAO Security Manual (Doc 8973) and instructions issued by the BCAS shall be filed with the Commissioner of Security (Civil Aviation), Janpath Bhawan, ‘A’ Wing, 3rd Floor, Janpath, New Delhi – 110001 for approval. A copy of the approval granted by the BCAS shall be furnished to DGCA.
4. The Chief Executive of the operator shall furnish an undertaking to this office that the laws, rules, regulations and requirements of the country to which operations are proposed to be undertaken shall be complied with.
5. A certificate to the effect that local representative(s) of the operator is/ are conversant with the laws and regulations of the country to which operations are proposed to be undertaken shall be furnished by the Chief Executive Officer of the operator.
6. A copy of the insurance policy covering the liability of the operator in accordance with the provisions of the Carriage by Air Act, 1972 as amended by the Carriage by Air (Amendment) Act, 2009 giving effect to the Montreal Convention, 1999.
7. The operator shall ensure that all the pilots are familiar with laws, regulations and procedures prescribed for areas to be traversed, the standard operating procedures of the Airports to be used and the air navigation facilities relating thereto.
8. The operator shall ensure that the appropriate charts for the area of operation are carried on board.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300	
			Appendix N	
			Revision 0	July 2017

9. The operator shall prescribe route and area qualification requirements.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix N
	Revision 0		July 2017

10. The operator shall develop procedures to assess the suitability of the Airport for safe operations of the type of Aircraft intended to be operated, particularly from the point of view of one-engine Inoperative approach, take-off and climb procedures, adequacy of firefighting and rescue facilities, clearance of enroute obstacles in case of an engine failure and other safety related conditions.
11. The operator shall establish Aerodrome Operating Minima for international flights as per the Minima approved by the competent authority of the country to which operations are proposed to be undertaken.
12. The operator shall comply with laid down requirements pertaining to the Flight Duty Time Limitation.
13. The operator shall have arrangements for carrying out pre-flight medical checks of the crew members.
14. The operator shall have trained ops support personnel duly approved by this office.
15. All equipment as required by the route and destination must be installed.
16. A copy of the ground handling agreement on type of Aircraft shall be provided.
17. Arrangements for availability of essential No-Go spares shall be ensured.
18. All the requisite Manuals such as Operations Manual/ Trouble Shooting Manual/ Fault Isolation Manual, Maintenance Manual etc. shall be available at the foreign station.
19. Proving flight readiness check may be carried out before operations to a new international destination.

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes	CAP 3300	
		Appendix P	
		Revision 0	July 2017

Appendix P: Review Checklist – Reporting of Deficiencies

Name of the Operator	Date of receiving: Manual / Document	Review No :
Type of Operator:		Date of issue of observation:
Aeroplane Helicopter Other	Reason for review :	
Name of the Inspector (s) conducting the review:		

Sl No	Provision	Deficiencies	Ref CAR / Standards

	Air Operator Certification Manual Scheduled Commuter & NSOP Airplanes		CAP 3300
			Appendix P
		Revision 0	July 2017

The operator is required to take corrective action and submit the same.

Signature (with date) of the Inspector (s) conducting the review:

Appendix R - Operational Control Centre Audit Checklist