



**REGISTRATION FOR  
AUTHORIZED FLIGHT PERMISSIONS AGENT  
AND  
NOC FOR GENERAL SALES AGENT**

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**AIR NAVIGATION ORDER**

**VERSION : 1.0**  
**DATE OF IMPLEMENTATION : 30-07-2019**  
**OFFICE OF PRIME INTEREST : (Air Transport & Economic Regulations Directorate)**

	NAME	DESIGNATION	SIGNATURE
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TYPE OF DOCUMENT	AIR NAVIGATION ORDER (ANO)		
STATUS OF DOCUMENT	CONTROLLED		

**A. AUTHORITY:**

- A1. This Air Navigation Order (ANO) is issued by the Director General Pakistan Civil Aviation Authority in accordance with CARs, 1994, NAP-2019, Directive of Board of Investment and decision of Cabinet Committee on Investment.

**B. PURPOSE:**

- B1. The purpose of this ANO is to prescribe the requirements for Registration of:-
- B1.1. Authorized Flight Permissions Agents (AFPA) who intend to involve in obtaining flight permissions for foreign/local operators using only civil registered aircraft, excluding Israeli registered aircraft, and
- B1.2. For the purpose of repatriation of surplus fund, issuance of NOC to State Bank of Pakistan in favour of General Sales Agent (GSA) who intend to work on behalf of Foreign Airlines as GSA for Passengers / Cargo (online or offline carriers) in Pakistan.

**C. SCOPE:**

- C1. This ANO is applicable to the following Companies who intend to hold or have held Certificate of Registration with CAA:
- C1.1. Authorized Flight Permissions Agent
- C1.2. General Sales Agent.
- C2. This ANO is applicable to all the concerned Branches of CAA who are directly or indirectly involved with the matters relating to any activity as detailed in para B1.1 and B1.2.

**D. DESCRIPTION:**

**D1. DEFINITIONS:**

- D1.1. The following terms when used in this ANO, shall have the meanings as assigned to them respectively. Any term used in this ANO but not defined herein shall have meaning as given in the Civil Aviation Ordinance 1960, Pakistan Civil Aviation Authority Ordinance 1982, Civil Aviation Rules, 1994 (CARs, 94), other relevant ICAO Annexes / Documents:-

- D1.1.1. **“Air Navigation Order”** means orders issued by the Director General CAA under CARs, 94.
- D1.1.2. **“Air Operator Certificate”** As per CARs, 94 Air Operator Certificate means a certificate granted under Rule 54 or 187 of CARs, 94.
- D1.1.3. **“Applicant”** means the person (registered as organization / registered company, applying to HQCAA for AFPA or FF/Shipper)
- D1.1.4. **“Approval”** means approval by the Director General.
- D1.1.5. **“Authority”** means the Civil Aviation Authority established under Section 3 of the Pakistan Civil Aviation Authority Ordinance, 1982.
- D1.1.6. **“Authorized Person”** means for the purpose of Rule 91, a person authorized by the Director General or by the Manager.
- D1.1.7. **“Billing Cycle”** means fortnight billing period.
- D1.1.8. **“Director General”** means Director General of the Authority.

- D1.1.9. **"Foreign Operator"** An entity registered in a foreign country (except Israel) engaged or intended to engage in transportation of Passengers, Mail or Cargo by air.
- D1.1.10. **"Operator"** means a person, organization, or enterprise engaged in, or offering to engage in, an aircraft operation as per CARs, 94.
- D1.1.11. **"Scheduled Operations"** means typically an air operation, open to use by the general public and operated according to a published timetable or with such a regular frequency that it constitutes an easily recognizable systematic series of flights.
- D1.1.12. **"Non Scheduled Operations"** Operations performed other than scheduled operations.

**D2. VALIDITY OF THE REGISTRATION CERTIFICATE AND NOC:**

- D2.1. The validity of the Registration Certificate for AFPA and NOC to State Bank of Pakistan for GSA issued under this ANO shall be of one year from the date of registration as AFPA or GSA, unless issued / renewed under the authority of DAT & ER assigned by DG CAA.

**D3. REGISTERED OFFICE:**

- D3.1. The applicant company shall have a permanent registered office in Pakistan. Any change in such registered office shall be duly notified to CAA immediately after incorporation in SECP.

**D4. ELIGIBILITY - REGISTRATION OF AUTHORIZED FLIGHT PERMISSIONS AGENT (AFPA):**

- D4.1. A Company shall be eligible for registration with CAA as AFPA provided that:-
- D4.1.1. Company must be registered with SECP as Private Limited or Public Limited by shares.
- D4.1.2. Having a registered office in Pakistan.
- D4.1.3. The applicant must be financially sound.
- D4.1.4. Agent or its staff must have aviation background.
- D4.1.5. Majority shareholding must be in local hands.

Note-1: *Certified AFPA, registered with Joint Registrar of Firm on partnership deed, shall be required to incorporate with SECP within a period of one year upon implementation of this ANO. Failing which their certificate would not be renewed further.*

**D5. REQUIREMENTS FOR ISSUANCE OF CERTIFICATE FOR AFPA:**

- D5.1. An applicant shall submit his application online (after taking ID and Password from AT&ER Directorate's Licensing Branch) and also separately on **CAA Form CAAF-013-ATNR**, duly filled, signed and stamped by the owner of the Company to DAT & ER along with the following documents:-
- D5.1.1. Covering Letter on Company's letterhead duly signed and stamped by CE of the Company, with a brief introduction of their business activities.
- D5.1.2. Notarized copies of Certificate of Incorporation with SECP.
- D5.1.3. Notarized copies of Memorandum & Article of Association incorporated with SECP and signed by the Directors of the Company
- D5.1.4. Notarized copies of Form-3, Form-A, Form-29 or any other Forms, duly incorporated with SECP, as applicable.
- D5.1.5. Notarized copy of FOO Licence(s) employed by the company.

- D5.1.6. Bank statement along with bank certificate showing financial status and soundness of the Company.
- D5.1.7. Indemnity Bond as CAA's specimen, on stamp paper signed by CE, duly notarized.
- D5.1.8. Undertaking that the Owner and Directors / Managers of the Company are not involved and have no history of safety violations or consumer fraud activities that would pose a risk to the travelling public.
- D5.1.9. Undertaking from CE of the Company regarding the agreement with compliance of CAA's relevant regulatory requirements / instructions, rules & regulations issued by the Competent Authority from time to time.
- D5.1.10. Undertaking that agent shall obtain written permission and an NOC from the DAT&ER prior any change in top management / directorship
- D5.1.11. Notarized copies of other CAA Licences / Certificates possessed by the applicant, if any.
- D5.1.12. **Notarized** copy of current NTN Certificate issued by FBR.
- D5.1.13. Experience and Bio Data of the owners of the Company along with their **Photographs**.
- D5.1.14. Notarized copies of valid CNICs of all Directors / CE of the applicant **company** along with recent Photographs.
- D5.1.15. Certificate Registration processing fee, issue fee and advance deposit are to be deposited in CAA Collection Account No. 0042-79015197-03, Habib Bank Limited, State Life Branch, Karachi, Swift Code: HABBPCCA, IBAN No. PK11 HABB 0000427901519703, or Pay Order / Bank Draft or Online transfers. Pay Order / Bank Draft and Online Transfers (duly supported with documentary evidence i.e. copy of ATM Slip / bank slip) are also acceptable as per para **D10**.
- D5.1.16. Authorization letter in favour of two persons to deal with CAA on behalf of the applicant / company, signed by CE along with their CNICs.
- D5.1.17. Any other document(s) desired by CAA, if required.
- Note-2 *The Registration Certificate on CAA Form **CAAF-010-ATNR** along with **Conditions of the AFPA** will be issued to the Agent after approval of DAT&ER.*
- Note-3 *AFPA would be fully responsible for the authenticity of the required documents submitted for registration and in case of non-compliance, would be liable for payment of penalties under CARs 94.*

## **D6. RENEWAL OF CERTIFICATE AFPA:**

- D6.1. The holder of Certificate shall submit an Application **online** and also separately on Company's letter-head along with **CAA Form CAAF-013-ATNR**, renewal fee of **Rs.15,000/-** in favour of CAA at least **60 days** prior to expiry of the Certificate to DAT & ER, HQ CAA, Karachi. Failing this, the Certificate-holder, in addition to normal renewal fee, shall pay a late fee amounting to **Rs. 1,000/-** per month or part thereof.
- D6.2. Notarized copy of FOO Licence(s) employed by the company.
- D6.3. Submission of detail for last year's flight operations. If no operations carried out, the reasons thereof with future plan.
- D6.4. Notarized copies of current SECP Form-29 and Form-A.
- D6.5. No application for renewal of Certificate shall be entertained after expiry of the Certificate, unless approval / extension has otherwise been granted by Competent Authority. The Certificate-holder shall have no right to continue the privileges of the Certificate unless he justifies such **delay to the satisfaction of DAT&ER**. In such

delayed cases, the Certificate may be processed for renewal subject to imposition of a late fee as prescribed. In the meanwhile, certificate holder may be granted an extension in the validity of Certificate but not more than **60 days** to accommodate their flight operations.

D6.6. The certificate shall stand cancelled automatically, if the Agent does not apply for its further renewal for a year after its date of expiry. However they can apply for issuance of a fresh certificate.

#### **D7. ELIGIBILITY – NOC FOR GENERAL SALES AGENT (GSA):**

D7.1. A Company shall be eligible for registration with CAA as GSA provided that:-

- D7.1.1. Company must be registered with SECP as Private Limited or Public Limited by shares.
- D7.1.2. Having a registered office in Pakistan.
- D7.1.3. The applicant must be financially sound.
- D7.1.4. Sub-GSA is not allowed.
- D7.1.5. Majority shareholding must be in local hands.
- D7.1.6. GSA for Passenger must acquire a Licence from Department of Tourist Services.
- D7.1.7. GSA must conclude a General Sales Agreement for Passenger or Cargo or for both, with airline of foreign countries, except Israel.

Note-4 *Certified GSA, registered with Joint Registrar of Firm on partnership deed, shall be required to incorporate with SECP within a period of one year upon implementation of this ANO. Failing which their certificate would not be renewed further.*

#### **D8. REQUIREMENTS FOR ISSUANCE OF NOC FOR GSA:**

D8.1. The applicant shall submit his application to DAT & ER along with the following documents:-

- D8.1.1. Covering Letter on Company's letterhead along with Application Form CAAF-045-ATNR-1.0 duly signed and stamped by its CE with a brief introduction of their business activities shall be given.
- D8.1.2. Notarized copy of Agreement concluded between GSA and Foreign Airlines duly signed and stamped by both parties.
- D8.1.3. Confirmation letter from Foreign Airlines, addressed to Director Air Transport & Economic Regulations, confirming that GSA agreement concluded between the two parties, is valid at present.
- D8.1.4. In case GSA agreement concluded for Passenger handling only, then Notarized copy of valid Licence issued by Department of Tourist Services is to be submitted.
- D8.1.5. Notarized copy of Certificate of Incorporation, incorporated in SECP.
- D8.1.6. Notarized copies of Memorandum & Article of Association incorporated in SECP signed by the Director of the Company.
- D8.1.7. Notarized copies of Form-3, Form-A, Form-29 or any other Forms, duly verified by SECP, as applicable.
- D8.1.8. Bank statement along with bank certificate showing financial soundness of the Company.
- D8.1.9. Undertaking that the Owner and Directors / Managers of the Company are not involved and have no history of safety violations or consumer fraud activities that would pose a risk to the travelling public.

- D8.1.10. Undertaking from CE of the Company regarding the agreement with compliance of relevant CAA's regulatory requirements / instructions, rules & regulations issued by Competent Authority from time to time.
- D8.1.11. Undertaking that agent shall obtain written permission and an NOC from the DAT&ER prior any change in top management / directorship.
- D8.1.12. Notarized copies of other Licences / Certificates issued by CAA, if any.
- D8.1.13. Notarized copy of current NTN Certificate issued by FBR.
- D8.1.14. Notarized copies of valid CNICs of all Directors / CE of the applicant company along with recent Photographs.
- D8.1.15. Indemnity Bond as per CAA's specimen on stamp paper signed by CE, duly notarized.
- D8.1.16. GSA shall submit that they are authorized to perform its activities as an **On-Line or Off-Line carrier**. In case of Off-Line carrier, destination wise detail is to be submitted.
- D8.1.17. NOC processing fee and issue fee are to be deposited in CAA Collection Account No. 0042-79015197-03, Habib Bank Limited, State Life Branch, Karachi, Swift Code: HABBPCCA, IBAN No. PK11 HABB 0000427901519703, or Pay Order / Bank Draft or Online transfers. Pay Order / Bank Draft and Online Transfers are also acceptable as per para **D10**.
- D8.1.18. Authorization letter in favour of two persons to deal with CAA on behalf of the applicant company, signed by CE along with their CNICs, duly notarized.
- D8.1.19. Any other document(s) as desired by CAA, if required.

Note-5 *As per policy in vogue, CAA shall issue the Certificate of GSA to State Bank of Pakistan with copy endorsed to GSA concerned.*

Note-6 *GSA would be fully responsible for the authenticity of the required documents submitted for registration and in case of non-compliance, would be liable for payment of penalties under CARs 94.*

#### **D9. RENEWAL OF NOC FOR GSA:**

- D9.1. The Applicant shall submit its Application on Company's letter-head along with Application Form and renewal fee voucher or online transfer slip amounting to **Rs.5,000/-** in favour of CAA at least **60 days** prior to expiry to DAT & ER, HQ CAA, Karachi. Failing this, in addition to renewal fee, shall pay a late fee of **Rs.1,000/-** per month.
- D9.2. Confirmation letter in original from Foreign Airlines, addressed to DAT & ER, HQCAA, confirming that GSA agreement concluded between the two parties, is valid at present.
- D9.3. Notarized valid copy of DTS Licence (in case of GSA is working for passenger handling).
- D9.4. Notarized copies of current SECP Form-29 and Form-A.
- D9.5. No application for renewal of Certificate shall be entertained after expiry of the Certificate, unless approval / extension has otherwise been granted by Competent Authority. GSA shall have no right to continue the privileges unless he justifies such **delay to the satisfaction of DAT&ER**. In such delayed cases, the Certificate may be processed for renewal subject to imposition of a late fee as prescribed. In the meanwhile, certificate holder may be granted **60 days** extension in the validity of Certificate to accommodate them to continue their GSA's activities.
- D9.6. The Certificate shall stand cancelled automatically, if the GSA does not apply for its further renewal for a year after its date of expiry. However, they can apply for issuance of fresh Certificate.

Note-7 If the Foreign Airline intends to change its GSA, they shall conclude a fresh Agreement with new Pakistani GSA. Upon receiving the request, AT&ER shall acquire confirmation from certified GSA that whether their GSA Agreement is still exist or otherwise. Based on their response, further necessary action will be taken accordingly.

**D10. FEE / CHARGES:**

D10.1. Following fee shall be charged for AFPA and GSA:

	<u>AFPA</u>	<u>GSA</u>
* Processing Fee	Rs. 15,000/-	Rs.5,000
** Issue Fee	Rs .50,000/-	Rs.5.000
* Renewal	Rs. 15,000/-	Rs.5,000
***Security Deposit	Rs.1,000,000/-	-----
* Duplicate/Re-issue Fee	Rs. 50,000/-	-----
* Late Fee	Rs.1,000	Rs.1,000

\* Non-refundable.

\*\* Refundable in case the issuance is not approved by the Competent Authority.

\*\*\* Refundable in case the issuance is not approved or at the time of closure of business / surrender of certificate, subject to clearance of CAA's dues.

**D11. REFUSAL FOR ISSUANCE / RENEWAL OF AFPA AND GSA:**

D11.1. DAT&ER may refuse the issuance / renewal of AFPA or GSA with or without assigning any reason.

D11.2. DAT&ER / AdID AT NR may refuse renewal of the Certificate in case the Certificate holder fails to meet the Conditions of the Certificate / relevant ANO or fails to comply with applicable rules and regulation.

D11.3. Prior to letter of refusal for renewal, DAT&ER / AdID AT NR shall serve a letter of explanation to the operator to resolve the observation and in case of persistence of non-compliance, it will be followed by a **Show Cause Notice** duly vetted by Legal Branch. In case of an un-satisfactory written reply, the operator may be asked for a personnel hearing with DAT&ER / AdID AT NR. In case of non-satisfaction, DAT&ER / AdID AT NR shall issue the letter of refusal.

D11.4. In case the applicant company appeals against the decision of the refusal, DAT&ER / AdID AT NR shall process the case in accordance with CARs 94 or relevant CAA regulations in consultation with the Legal Branch for the perusal of Competent Authority and the decision whatsoever will be conveyed to the applicant.

**D12. CHANGE IN NAME OF THE COMPANY AND REGISTERED ADDRESS:**

D12.1. On receipt of request along with the SECP documents for change in name of the company or registered Address, AT&ER Directorate shall send their request to Legal Branch for vetting.

D12.2. Legal Branch shall vet the documents and convey its approval / no objection or observation to AT&ER Directorate.

D12.3. AdID AT NR shall send the case for approval to DAT&ER through Finance Directorate.

D12.4. Upon approval, AT&ER Directorate shall issue a new Certificate to the Company after collection of afresh Certificate issuance fee.

**D13. CHANGE OF OWNERSHIP OF THE COMPANY ON PURCHASE BASIS:**

D13.1. Where the Certificate holder intends to change of ownership of their company, shall inform AT&ER Directorate before concluding an agreement with purchaser. Subsequently, the buyer shall also submit an application to AT&ER Directorate for



acquiring necessary permission and current status regarding any CAA's financial, legal and operational liability against the owner.

- D13.2. AT&ER Directorate shall forward the case to Legal, Commercial and Finance Directorate / Branch to seek comments / no-objection.
- D13.3. In case of any liability highlighted by concerned Directorate / Branch, the buyer shall be informed with a copy endorsed to Certificate holder.
- D13.4. In case of no-objection, the requisite permission/NOC shall be issued to the buyer with a copy to Certificate holder and also advise the buyer to take further necessary action in line with ANO.
- D13.5. Upon receiving of all the requisite documents / requirements, AT & ER Directorate shall process the case on the same pattern as mentioned in Para-D5, where applicable.
- D13.6. After approval from DAT&ER, the applicant shall be informed for the intended changes accordingly with a copy to all concerned.

**D14. CHANGE IN TOP MANAGEMENT / COMPANY'S HIERARCHY:**

- D14.1. Written permission and an NOC from the AT&ER Directorate shall be mandatory prior to transfer of 51% shares or more in a Private Limited Company or Public Limited Company singly or in aggregate resulting in change of the controlling interest. The Chief Executive shall submit a written application along with the requisite documents to DAT & ER, HQ CAA, Karachi.
- D14.2. Any change in Directorship / share-holding which is not affecting the ownership or majority share holding shall be incorporated with SECP and the certificate holder shall inform CAA forthwith of such change.
- D14.3. AT&ER Directorate shall forward the application along with its attachments to Legal Branch for comments / no objection.
- D14.4. Upon obtaining NOC, the applicant shall be informed for the intended changes accordingly with a copy to all concerned quarters.

**D15. REQUIREMENTS FOR ISSUANCE OF DUPLICATE CERTIFICATE (EXCEPT GSA):**

- D15.1. Where holder of a certificate reports that the certificate is misplaced, loss or mutilated, the Certificate holder shall be required to apply to the DAT & ER, HQCAA on prescribed application Form for issuance of a duplicate certificate along with the following documents:-
- D15.1.1. Notarized copy of police report (FIR) regarding the misplaced / loss of Certificate.
- D15.1.2. Original press clippings (advertisement) published in two leading newspapers (English & Urdu).
- D15.1.3. Prescribed Fee Voucher (non-refundable).

Note-8 *The applicant shall inform DAT&ER, in case the police does not recover certificate or no response is received within 30 days of the lodging FIR or issuance of the Press Notices.*

Note-9 *In case, the certificate is tempered or mutilated and rendered unusable, the applicant shall be required to apply to DAT & ER, HQCAA on prescribed application Form along with prescribed fee and previous original certificate (mutilated) for issue of duplicate certificate, except copies of FIR and Press Notices.*

**D16. WITHHOLDING, CANCELLATION OF CERTIFICATE AFPA AND NOC FOR GSA:**

- D16.1. The DAT & ER may withhold, cancel the Certificate of Registration for AFPA / NOC for GSA, if they fail to comply with the instructions, Rules & Regulations of CAA.

**D17. PUNITIVE ACTIONS:**

D17.1. The Applicant (persons / company), requesting for registration / renewal with CAA, shall be fully responsible for the authenticity of the information provided and shall be held responsible / liable for concealment of information and / or submission of incorrect information for which any of the following punitive /enforcement actions may be taken:-

D17.1.1. Imposition of financial fine as per CARs 94.

D17.1.2. Forfeiture of Security Deposit (except GSA) and / OR

D17.1.3. Any other action as per law.

**E. EVIDENCES (ACRONYMS / RECORDS / REFERENCES):**

**E1. ACRONYMS:**

AFPA	:	AUTHORIZED FLIGHT PERMISSIONS AGENT
ANO	:	AIR NAVIGATION ORDER
BOI	:	BOARD OF INVESTMENT
CAA	:	CIVIL AVIATION AUTHORITY
CARs, 94	:	CIVIL AVIATION RULES 1994
CCOI	:	CABINET COMMITTEE ON INVESTMENT
CE	:	CHIEF EXECUTIVE
DAT&ER	:	DIRECTOR AIR TRANSPORT & ECONOMIC REGULATIONS
DG CAA	:	DIRECTOR GENERAL PAKISTAN CIVIL AVIATION AUTHORITY
DTS	:	DEPARTMENT OF TOURIST SERVICES
FOO	:	FLIGHT OPERATION OFFICER
GSA	:	GENERAL SALES AGENT
HQCAA	:	HEADQUARTERS PAKISTAN CIVIL AVIATION AUTHORITY
ICAO	:	INTERNATIONAL CIVIL AVIATION ORGANIZATION
NOC	:	NO OBJECTION CERTIFICATE
NTN	:	NATIONAL TAX NUMBER
SECP	:	SECURITIES EXCHANGE COMMISSION OF PAKISTAN

**E2. RECORDS:**

- E2.1 Registration Certificate – Authorized Flight Permissions Agent (**CAAF-010-ATNR**).
- E2.2 Application for Registration / Renewal of AFPA (**CAAF-013-ATNR**)
- E2.3 Application for GSA (**CAAF-044-ATNR**)
- E2.4 Flight Permissions (online message to AFPA)
- E2.5 Conditions of Certificate for Authorized Flight Permissions Agent (**Serial # 005-ATNR**)

**E3. REFERENCES:**

- E3.1 Civil Aviation Ordinance 1960
- E3.2 Pakistan Civil Aviation Authority Ordinance 1982
- E3.3 Civil Aviation Rules 1994, (CARs, 94)

- E3.4 Directive of Cabinet Committee on Investment
- E3.5 Policy letter of Board of Investment
- E3.6 Document & Record Control (**CAAO-001-MSXX**)
- E3.7 Security Grading / Classification & Maintenance of Files / Documents (**CAAO-004-HRBS**)

**IMPLEMENTATION:**

This Air Navigation Order (ANO-004-ATNR) version 1.0 shall be implemented with effect from **30<sup>th</sup> July 2019** and supersede any other Procedures issued in this regards.

**(SHAHRUKH NUSRAT)**

Director General,  
Pakistan Civil Aviation Authority

Dated: - July 2019

**(IRFAN SABIR)**

Air Commodore  
Director Air Transport & Economic Regulations

Dated: - July 2019

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