



**COMMON USE PASSENGER PROCESSING  
SYSTEM AND BAGGAGE  
RECONCILIATION SYSTEM**

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**OPERATING REGULATIONS**

**VERSION : 2.0**  
**DATE OF IMPLEMENTATION : 01-05-2019**  
**OFFICE OF PRIME INTEREST : Air Transport & Economic Regulations Directorate**

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	NAME	DESIGNATION	SIGNATURE
PREPARED BY	ALTAJU MIRZA CHANGEZI	Additional Director AT & Economic Oversight	
	MUHAMMAD AMJAD MUKHTAR MALIK	Additional Director Commercial & LD (N)	
REVIEWED BY	AIR CDRE. IRFAN SABIR	Director Air Transport & Economic Regulations	
	ALQERA ATIQ	Director Commercial & Estates	
VERIFIED BY	AIR CDRE. NASIR RAZA HAMDANI	Deputy Director General CAA (REG)	
	AIR VICE MARSHAL TANVEER ASHRAF BHATTI	Addl. Director General CAA	
APPROVED BY	SQUADRON LEADER SHAHRUKH NUSRAT (RETD.)	Director General, Pakistan Civil Aviation Authority	
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## A. AUTHORITY:

A.1 These Operating Regulations (ORs) have been issued by the Director General Civil Aviation Authority (DGCAA) in pursuance of Sections 4, 5 & 16 of the Pakistan Civil Aviation Authority Ordinance 1982 and Rules 4, 5, 180, 214, 334, 341, 353, 360, 368, 372 and all other enabling provisions of the Civil Aviation Rules 1994 (CARs 1994).

## B. PURPOSE:

B.1 The purpose of these ORs is to prescribe the requirements, procedures and conditions to be implemented by PCAA for Common Use Passenger Processing System (CUPPS) and Baggage Reconciliation System (BRS) through Designated Service Provider (hereinafter called "Designated Service Provider").

## C. SCOPE:

C.1 These ORs are applicable to all domestic and foreign airlines or operators operating initially to and from IIAP Islamabad, JIAP Karachi, AIIAP Lahore, BKIAP Peshawar; subsequently to and from MIAP Multan, FIAP Faisalabad, QIAP Quetta and other Pakistani Airports applicable in future on need basis.

## D. DESCRIPTION:

### D1. DEFINITIONS:

D1.1 The following terms, when used in these ORs shall have the meanings assigned to them respectively. Any term used herein, but not defined shall have the meaning as given in Civil Aviation Ordinance 1960, Pakistan Civil Aviation Authority Ordinance 1982, Civil Aviation Rules, 1994 and relevant ICAO Annexes, ANOs / Standards / Manuals etc. as may be applicable.

D1.2 **Operating Regulations** means Regulations issued by DGCAA under Civil Aviation Rules 1994.

D1.3 **Approval** means approval by the Competent Authority.

D1.4 **Authority** means Civil Aviation Authority (CAA) established under Section-3 of the Pakistan Civil Aviation Authority Ordinance 1982.

D1.5 **Designated Service Provider** means a Company / Organization / Contractor / Licensee i.e. Reliance Aviation Tech Services Private Limited authorized by PCAA to provide services as ascribed in clause D2.2.

D1.6 **Director General** means Director General Civil Aviation Authority.

D1.7 **ICAO** means International Civil Aviation Organization established under Chicago Convention signed in 1944.

D1.8 **Outstanding CAA Dues** means amount arising as a result of failure or default in payment of non-aeronautical or aeronautical bills within due date, as prescribed.

D1.9 **Regular Public Transport Operations** means flight operations in which an aircraft is used for the carriage of passengers or cargo for hire or reward in accordance with fixed schedules to and from fixed terminals over specific

routes with or without intermediate stopping places between terminals, and any reference to “Regular Public Transport” has a corresponding meaning.

D1.10 **Personal Data** means any data produced, stored, altered and transmitted by Airline / operator or any unclassified information/ data, which does not come within any of classified categories of Aviation Cyber Security Policy CAAO-001-SCXX-1.0. Unclassified information may be sent in clear by the Airline / operator directly to the addresses without approval.

**D2. COMMON USE PASSENGER PROCESSING SYSTEM (CUPPS) AND BAGGAGE RECONCILIATION SYSTEM (BRS) SERVICES:**

D2.1 The following services shall be available to all domestic and foreign airlines or operators operating to and from airports mentioned in clause C.1 above.

**D2.1.1 Common Use Passenger Processing System;**

A platform to use for the passenger check-in / boarding, etc. and serving as backbone for other Airport services applications.

**D2.1.2 Common Use Self Service;**

The Common Use Self Service Solution (CUSS), part of the CUPPS Platform, for fast passenger processing. Self-service Kiosks shall include the option of Self Tagging.

**D2.1.3 Baggage Reconciliation System;**

To process the baggage as per ICAO regulations, ensuring baggage does not travel without passenger, to minimize mishandling and loss of baggage, (Scanning and automated sorting of baggage before loading onto ULD (Unit Load Device) and then to Aircraft). The BRS shall run in compliance with the Functional Specification in accordance with IATA-753 / ICAO Standards.

**D2.1.4 Bag Message;**

The global message distribution system with the ability to upgrade to many of the new baggage decision support tools solving baggage transfer problems for domestic and international traffic, and baggage tracking.

**D2.1.5 Local Departure Control System;**

A system for the Airlines, which do not have IATA standard Departure Control System (DCS) application and are doing passenger processing manually or not complying with IATA standards. The system will incorporate interfaces for a Local Departure Control System (LDCS).

**D2.1.6 Passenger Tracking & Count Solution.**

A centralized multi-airport passenger tracking solution, leveraging on the CUPPS platform peripherals in all the Airports based on passengers' 2D bar code boarding passes, giving very accurate passenger count from all airports and very useful statistics.

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D2.2 All ancillary equipments shall be installed by Designated Service Provider necessary for smooth functioning of the Passenger Processing and Baggage Reconciliation System.

### D3. **SERVICE CONDITIONS**

D3.1 Use of CUPPS & BRS systems installed at PCAA airports will be mandatory for all domestic and foreign airlines.

D3.2 PCAA shall make service(s) available for use by any airline / operator.

D3.3 Airlines / operator(s) shall no longer be allowed to manually process/check-in any departing passenger from airports mentioned in clause C.1 above, unless if the system provided by the Designated Service Provider is down and the time required to resume operations and process passengers will result in a flight delay.

### D4. **SERVICES CHARGES**

D4.1. Per Passenger Check-In (PCI) shall be applied against the use of said system.

D4.2. PCI charges for the first year are prescribed below:

D4.2.1 USD 1.25/- per departing passenger excluding transit passengers.

D4.2.2 USD 0.625/- per transit<sup>1</sup> passenger.

D4.3. The PCI charges may be revised subsequently by PCAA after due notice.

D4.4. PCAA shall bill the Airlines or their nominated authorized Agents on fortnightly basis.

D4.5. All airlines / operator(s) are responsible to clear the bills by due date. In case of deduction of withholding income tax from payments, the income tax challans are to be furnished well in time and shall be required in the name of PCAA with NTN No. 1945826-6. No other tax except withholding income tax is applicable to PCAA; therefore, clarification may be obtained from PCAA before deduction of any other tax from PCAA payment.

D4.6. The Service Charges are not transferrable to the passengers and accordingly should neither be reflected in the ticket nor included in the ticket price.

### D5. **PROVISION OF COUNTERS:**

D5.1 Assignment of the counters will be made on the basis of flight schedules.

D5.2 The concerned Airport Management will manage assignment of the counters.

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<sup>1</sup> Transit passengers for the purpose of these Operating Regulations are defined as all transit passengers excluding **direct transit traffic** as defined in Glossary – ICAO ([https://www.icao.int/dataplus\\_archive/Documents/GLOSSARY.docx](https://www.icao.int/dataplus_archive/Documents/GLOSSARY.docx)) **Direct Transit Traffic** - Traffic which both arrives and departs the point (transits the point) as part of a continuous movement under a single air ticket or waybill, without a stopover, on the same or different aircraft identified by the same airline designator and flight number. Direct transit traffic is counted only once.

- D5.3 There will be no entitlement of individual counters for the airlines / operators on a long-term basis.
- D5.4 The Airport Management will notify the airlines / operators or its handling partner of exact counter assignment 24 hours before the relevant flight either by e-mail or fax.
- D5.5 On-time scheduled flight events enjoy priority in terms of counter assignment over late or irregular flight events. The Airport Management reserves the right to change previously assigned counter positions on short notice in the event of irregularities in flight schedule (e.g. delays, flight cancellations).
- D5.6 Cancellation of previously booked counter shall be made at least 12 hours before the flight event.

**D6. DURATION AND NUMBERS OF COUNTERS TO BE PROVIDED:**

- D6.1 The duration and number of check-in counters will depend on the flight schedule and size of aircraft used by the airlines / operator.
- D6.2 Provision of counters shall not commence more than three hours before the schedule departure time and continue till the end of schedule departure time.
- D6.3 Extended or shorter opening hours are permitted in the event of delays or in exceptional cases for which there must be sound operational reasons.
- D6.4 20 Passenger per hour (with passport control and a few additional entries) processing capacity per counter will be used as the basis for determining the number of counters needed.

**D7. SUSPENSION OF SERVICES, LATE PAYMENT, PENALTY & SURCHARGE:**

- D7.1 If an airline / operator fails to pay invoices by more than one month from the due date, PCAA shall have the right to suspend services till such time all outstanding amounts including late payment penalty & surcharge are cleared by the defaulting airline /operator.

**D8. PROVISION OF STATISTICAL DATA:**

- D8.1 Any data / information / report regarding passenger and baggage shall be provided by the Airline(s)/Operator(s) to PCAA on periodical basis in addition to 'as and when' required basis.

**D9. EXCLUSIVE RIGHTS:**

- D9.1 The Designated Service Provider shall have the sole and exclusive right to provide the Services to the airlines /operators for the duration of its License Agreement with PCAA.

**D10. SERVICE DESK:**

- D10.1 The Designated Service Provider shall provide and maintain with PCAA:
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D10.1.1A “Service Desk” that shall be available for the lodgment of incidents on a 24 hours basis each day.

D10.1.2 Details of Service Desk, including contact details.

D10.2 The airlines / operators shall report all incidents to the Service Desk and give accurate details of the incident, and all other information necessary for the Designated Service Provider to investigate the incident. The Designated Service Provider will promptly report the same to the PCAA and the airlines / operators. The Service Desk will log an incident record in the service management systems and PCAA will be informed of the incident record number.

## **D11. USE OF THE AIRPORT SERVICES, USE OF DATA AND DATA PROTECTION**

D11.1 Airline / Operator acknowledges that airline / operator is solely responsible for reviewing assessing and protecting any data generated by the Airport Service (“**Service Data**”) in light of information available to it and its own experience and independent knowledge and in accordance with relevant civil aviation legislation and good air transport industry practice in Pakistan.

D11.2 Airline / Operator shall, with respect to each and all Personal Data and Operational data loaded onto the Equipment by or on behalf of Airline / Operator, be responsible for the management of the Personal Data and shall ensure that any Personal Data shall have been lawfully obtained and limit such Personal Data as is specifically required for the purposes of the Airport Services. Airline / Operator shall ensure that at all times its personnel and agents shall not load or store any sensitive Personal Data onto the Equipment.

D11.3 Airline / operator shall be responsible for the compliance of Aviation Cyber Security and ensure that security of data and cyber protection standards in the light of CAAO-001-SCXX-1.0”

D11.4 Airline / Operator shall load into, store and maintain current system data and files provided by or on behalf of Airline / Operator, which may be required for the relevant Airport Service (“Airport User Data”) & Airline / Operator shall:

D11.4.1. Maintain and protect regular back-ups of all Airport User Data in accordance with good air transport industry practice standards, and make such back-ups available to PCAA and/or designated Service Provider as reasonably required from time to time; and

D11.4.2. Be responsible for any delay or failure of an Airport Service that relies on the accuracy and/or timely delivery of any Airport User Data.

D11.5 Designated Service Provider and the Airline / Operator will each comply with all applicable legislation, rules and regulations (including rules, directives and laws relating to the protection of Personal Data) in relation to the use and delivery of the services specified in clause D2.

- D11.6 If for any reason Designated Service Provider or their personnel are permitted access to Personal Data or are supplied with or otherwise provided with Personal Data by Airline / Operator during the delivery of the services specified in clause D2, Designated Service Provider and their personnel shall:
- D11.6.1 use and/or hold such Personal Data for the purposes and in the manner directed by the Airline / Operator and shall not otherwise modify, amend or alter the contents of Personal Data or disclose or permit the disclosure of such Personal Data to any third party unless specifically authorised in writing by the Airline / Operator and shall take all such steps as may be necessary to safeguard such Personal Data;
  - D11.6.2 implement appropriate technical and organisational measures to protect such Personal Data against accidental or unlawful destruction or accidental loss, alterations, and unauthorised disclosure or access; and
  - D11.6.3 return such Personal Data to Airline / Operator on request or termination or expiry of period for provision of the services specified in clause D2 (whichever is sooner).
- D11.7 Where, through no fault of its own, Designated Service Provider would not be able to perform an obligation without being in breach of the relevant data protection legislation (including where this happens as a result of any actual or stated non-compliance by Airline / Operator with such legislation in relation to Personal Data of PCAA or its sub-contractors), PCAA and/or Designated Service Provider shall notify Airline / Operator promptly and shall not perform the obligation until such obligation would cease to involve it being in breach of such legislation in accordance with CAAO-001-SCXX-1.0.
- D11.8 Airline / Operator will be responsible for the proper use and operation of the equipment provided as part of the Services specified in clause D2 (“Equipment”) and undertakes to ensure that:
- D11.8.1 no modifications are made to the Equipment, or that the Equipment is not disconnected, removed, altered or interfered with; and
  - D11.8.2 no accessory or additional equipment is physically connected to the Equipment other than that which has been supplied for use with the services specified in clause D2.
- D11.9 Airline / Operator shall be liable for any loss or damage to the Equipment if caused during use by Airline / Operator’s employees and/or agents and Airline / Operator shall indemnify both PCAA and Designated Service Provider in respect of any loss or damage to the Equipment and also immediately on Designated Service Providers’ first written demand reimburse the costs associated with repair or replacement of Equipment damaged by Airline / Operator’s employees and/or agents on cost plus fifteen percent (15%) handling fee basis.
- D11.10 Airline / Operator shall be responsible to provide or procure the following:
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- D11.10.1 A wide area telecommunications network connection to their host applications;
- D11.10.2 having had their terminal emulator tested and certified by the designated Service Provider and/or its subcontractor prior to deployment at the Airport;
- D11.10.3 connection configuration data for connecting their departure control systems to the Designated Service Provider's CUPPS & BRS system.
- D11.11 Airline / Operator is responsible for supplying operational and paper consumables such as, but not limited to, paper for printers, bag tag labels and boarding passes at counter, paper for printing flight manifest and baggage report.
- D11.12 All the consumables including but not limited to paper for printers, bag tag labels, boarding cards etc. should be IATA Certified.
- D11.13 In case the Airline / Operator chooses to have the Designated Service Provider supply consumables comprising paper for printers, bag tag labels and boarding passes, Designated Service Provider will be entitled to additional charges for provision of the same.
- D11.14 **Reports:**
- D11.14.1 In order for PCAA and the Designated Service Provider to collect the number of passengers for each departing flight in an accurate manner Airline / Operator shall be responsible to, coordinate with its Departure Control System (DCS) in order for the latter to generate at the closure of each flight the following two (2) messages:
- D11.14.1.1 Load Message (LDM); and
- D11.14.1.2 Statistical Load Summary Message (SLS)
- D11.14.2 The two messages above should be generated by the DCS according to the IATA format and sent to an address to be communicated to Airline / Operator by PCAA and Designated Service Provider prior to the commencement of the Airport Services at each Airport.
- D11.14.3 In case Airline / Operator fails to deliver the LDM and SLS messages at the closure of any flight, the flight will be considered as fully occupied and billed accordingly, unless exact verified boarding record is provided within twenty four (24) hours of flight departure.
- D11.14.4 In order for PCAA and Designated Service Provider to obtain the Passenger Name List (PNL) related to each of the departing flights, Airline / Operator agrees to coordinate with its Departure Control System (DCS) in order for the latter to generate at the closure of each flight the Passenger Name List (PNL) message.
- D11.14.5 The PNL message should be generated by the DCS according to the IATA format and sent to an address to be provided to Airline /
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Operator by PCAA and Designated Service Provider prior to the commencement of the Airport Services at each Airport.

**D12. ENFORCEMENT ACTION / IMPOSITION OF FINANCIAL PENALTIES FOR CONTRAVENTION OF CIVIL AVIATION RULERS / REGULATIONS:**

D12.1 In case of violation of these Operating Regulations, CAA reserves the right to take enforcement actions at its sole discretion, including financial penalties on the defaulting airlines / operators, considering severity of violations, as outlined below.

D12.2 Limitation / Suspension / Cancellation of AOC / License of domestic airlines / operators.

D12.3 Financial penalties may be progressively imposed as follows;

1 <sup>st</sup> Occurrence	2 <sup>nd</sup> Occurrence	3 <sup>rd</sup> Occurrence
Rs. 20,000	Rs. 40,000	Rs. 60,000
In case of violation of serious nature, penalties may be enhanced up to.		
Rs. 30,000	Rs. 60,000	Rs. 100,000

\* Financial penalties of more than Rs. 100,000 may be imposed in line with CARs, 1994.

**D13. REVIEW OF ORs:**

D13.1 The requirements and conditions specified in these Operating Regulations may be reviewed / amended, as and when deemed appropriate by the Competent Authority.

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

**E.1 ACRONYMS:**

AOC	:	AIR OPERATOR CERTIFICATE
BRS	:	BAGGAGE RECONCILIATION SYSTEM
CUPPS	:	COMMON USE PASSENGER PROCESSING SYSTEM
ORs	:	OPERATING REGULATIONS
CAA	:	CIVIL AVIATION AUTHORITY
CAO, 1960	:	CIVIL AVIATION ORDINANCE, 1960
CARs, 1994	:	CIVIL AVIATION RULES, 1994
CUSS	:	COMMON USE SELF SERVICE
DCS	:	DEPARTURE CONTROL SYSTEM
DGCAA	:	DIRECTOR GENERAL CIVIL AVIATION AUTHORITY
ICAO	:	INTERNATIONAL CIVIL AVIATION ORGANIZATION
LDM	:	LOAD MESSAGE
PCAAO, 1982	:	PAKISTAN CIVIL AVIATION AUTHORITY ORDINANCE, 1982
PCAA	:	PAKISTAN CIVIL AVIATION AUTHORITY
PCI	:	PER PASSENGER CHECK-IN CHARGES



PNL : PASSENGER NAME LIST  
SLS : STATISTICAL LOAD SUMMARY MESSAGE

**E.2 RECORDS:**

Nil

**E.3 REFERENCES:**

E.3.1 Pakistan Civil Aviation Authority Ordinance, 1982

E.3.2 Civil Aviation Rules, 1994

E.3.3 Document & Record Control procedure (CAAO-001-MSXX-2.0)

E.3.4 Security Grading / Classification & Maintain of Office Files / Documents  
(CAAO-004-HRBS)

E.3.5 Aviation Cyber Security Policy CAAO-001-SCXX-1.0.

**E.4 IMPLEMENTATION:**

This Operating Regulations shall be implemented with effect from **1<sup>st</sup> May 2019**.

Dated: - **June** **2019**

**(SHAHRUKH NUSRAT)**

Director General,  
Pakistan Civil Aviation Authority

**(IRFAN SABIR)**

Air Commodore  
Director Air Transport & ER

Dated: - **June** **2019**

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