



ANSP CERTIFICATION MANUAL

1st Edition (2017)

Issued under the authority of the Director General
Bhutan Civil Aviation Authority

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FOREWORD

Section 57, under “Designation and Certification” of Civil Aviation Act of Bhutan 2016, empowers the Head of Authority, to designate and certify an airport, airstrip, or Heliport or Air Operator or Air Navigation facilities fulfilling the requirements as prescribed in the rules and regulations.

Accordingly, the undersigned at the capacity of the Director General of Bhutan Civil Aviation Authority hereby publish this manual on “Designation and Certification” for the purpose of facilitating Air navigation Services personnel and the Air Navigation Service Providers (ANSP) in smoothly achieving the functions and responsibilities mainly in the area of Air Traffic Services, (ATS) Communications, Navigation and Surveillance (CNS), Aviation Meteorology (MET), Aeronautical Information Services (AIS), Search and Rescues (SAR), in particular.

All the providers of ANSP in whole or in Part shall be required to honor this documentation process to fulfill the objectives of safe and reliable air Navigations services.



Wangdi Gyaltshen
 DIRECTOR GENERAL
 FOR BHUTAN CIVIL AVIATION AUTHORITY

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CHAPTER 1. INTRODUCTION

1.1 Purpose

This document provides guidance on the process of designating air navigation service providers¹ for whole of airspace in Bhutan. At present there is only one Air Navigation Services Provider (ANSP) in Bhutan. The Bhutan Civil Aviation Authority (BCAA) is the legal entity responsible for the regulation of Civil Aviation Activities in the Country, under the Civil Aviation Act of Bhutan 2016.

The designation of the provider of Air Navigation Services (ANS) which includes Communications, Navigation, Surveillance (CNS), Air Traffic Services (ATS), Meteorological Services (MET) Aeronautical Information Services/ Aeronautical Information Management (AIS/AIM), Procedure for Air Navigation Service –Operations (PANS-Ops) and Search and Rescue (SAR) in parts or whole is a requirement under the Civil Aviation Act of Bhutan 2016.

The document analyses the existing background and context as well as the associated legal material. The roles and responsibilities of the Service providers in the designation process are detailed. The guidance then describes the process using diagrams and finally provides example templates to facilitate the work of the BCAA in the designation of air navigation service providers.

Accordingly, this guidance should be reviewed and/or updated regularly to ensure its continued value to facilitate the process accordingly.

1.2 Intended Purpose

This document is mainly intended for ANAD Division under Bhutan Civil Aviation Authority (BCAA) which has the responsibility to oversight the safety aspects of ANSP.

The document may also be useful as informative material to other entities:

1. The ANS Providers subject to designation;
2. Qualified Entities(QE), system manufacturers, airspace users etc, which (may) interact with an BCAA's oversight activities;

It is assumed that users of this document have sufficient knowledge and understanding of the Bhutan Civil Aviation legislation, to avoid duplication of other explanatory material.

¹ This document generally uses the term 'Air Navigation Service Provider' (ANSP). This term can be taken to apply to Air Traffic Service Providers (ATSPs) and/or Meteorological Service Providers (METPs)

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CHAPTER 2. SCOPE

2.1 The regulatory baseline

This document mentions but does not detail tasks and work-flows which are mainly subject to relevant Bhutan Civil Aviation Requirement (BCAR) and BCAA's internal implementing arrangements.

2.2 Designation Practice

As with regard to the content of designation the following categories shall be referenced in a designation:

1. Region of control. In terms of airspace volume (vertical and horizontal extent) and/or aerodrome(s). The description may include airspace classification and relate to different types of services therein;
2. The air traffic services to be provided and meteorological services, where the ANSP also provides such services;
3. The period of validity for a designation (date from and to);
4. Conditions for a designation;
5. Conditions for revocation of a designation;
6. Requirements for reporting and compliance with the designation, including safety occurrence reporting;
8. Rights and obligations of the service provider.

Without prejudice to the discretion of the BCAA, other rights and obligations of designated provider may include:

1. Compliance with the provider's operational Letter of Agreement.
2. National and international service requirements.
3. Participation in SAR operation, etc.

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CHAPTER 3. CONTEXT

3.1 Objectives

The objective of this document is to provide guidelines to assist personnel ANAD division to set up a designation process for the provision of air navigation services in accordance with Civil Aviation Act of Bhutan 2016.

3.2 Overall views

Section 57 under **Designation and certification** of the Civil Aviation Act of Bhutan 2016, empowers, the Head of Authority that may, by public notice, designate and certify an airport, airstrip or heliport or Air operator or Air Navigation facilities fulfilling the requirements as prescribed in the rules and regulations.

The Civil Aviation Act Bhutan 2016 extend this concept of designating an ANSP to one that fulfills prescribed and revised minimum safety standards as deemed necessary, in accordance with International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARPs) for the provisions ANS. This is set out in Article 66 to 70 of Civil Aviation Act of Bhutan 2016.

The designation process follows the certification of ANSPs. The designation defines the right and obligations of the BCAA and respective service provider regarding the provision of services for a specific volume of airspace (or 'airspace block').

The Designation and Certification of ANSP shall be subject to fulfillment of the prescribed rules and regulations.

3.3 How to use this document, roles and responsibilities

The organizations involved in the designation process are:

1. The BCAA which can designate at least one ANSP in the airspace of its responsibility with the prior approval of Chairman of the Board; or
2. The respective ANSP or other equivalent competent entities,
3. The applicant of ANSP.

3.3.1 Bhutan Civil Aviation Authority

The BCAA is the legal entity responsible for designating ANSPs. In this document the award or refusal of a requested designation is based on the appropriate competence; for which the application is made.

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Competencies	Obligations/ Responsibilities	Rights	Relevant Legislation
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Moreover, using qualified expertise and/or BCAA - based resources BCAA shall derive and promulgate in advance a procedure for designating service providers, which includes the requirements of the designation set out as 'Rights', 'Obligations' and "Condition".

3.3.2 Bhutan Civil Aviation Authorities

As per the Civil Aviation Act 2016, BCAA is authorized authority to handle the designation of a specific ANSP in specified volumes of airspace.

In this way the BCAA is responsible for:

1. Setting up the designation process in compliance with the Civil Aviation Act of Bhutan 2016;
2. Securing resources and scheduling the necessary tasks;
3. Determining the appropriate rights, obligation and conditions governing the designation;
4. Advising, informing and reporting throughout the process of designation;
5. Proposing means of supervision and ensuring ongoing compliance of the designated service provider.

3.4 ANSPs

ANSPs are responsible for:

1. Completing unambiguously the application for designation and all necessary documents as per the appropriate designation procedure;
2. Informing the designating authority of an official point of contact for the process;
3. Providing all necessary documents and evidences as required to the BCAA for the designation process;
4. Studying carefully and ensuring internally that the proposed rights, obligations and conditions imposed by the designation can be fulfilled for the period of validity of the designation;
5. Accepting and implementing the designation and associated rights, obligations and conditions as required.

A summary of the roles and responsibilities of the parties involved in the designation process is set out below in Table 3.3.1.

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BCAA			
1. All competencies related to the designation; 2. BCAA assigned to act as advisor /designator and handling the case; 3. Promulgate specific procedure(s) regarding designation; 4. Can derive a list of rights, obligations and conditions that may apply as a whole or partly.	1. Designate at least one ANSP. 2. Communicate any relevant decision regarding awarding, refusing or revoking designations to MoIC ; 3. Ensure national legislation is compatible with BARNs requirements.	1. Discretionary right to award or refuse designation; 2. May impose further rights, obligations and conditions; 3. May define the period of designation.	Section 12), establishment of “Authority” 13(1)(e)
BCAA			
1. When delegated the tasks allocated to ANSP are applicable to the- BCAA.	As above	1. No specific rights unless delegated by- BCAA.	
ANSP/DoAT/NHMC			
1. Hold a valid certificate issued by BCAA.	1. Apply for designation.	1. As per list of rights, obligations and conditions (ROC) 2. Has the monopoly right to provide ANS for defined volumes of airspace in accordance with the designation.	

Table 3.3.1: The roles and responsibilities of parties involved in the designation process

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CHAPTER 4. GENERIC PROCESS STEPS

4.1 General

This section describes designation as a process led by the BCAA with the support of the ANAD and its interaction with service providers. It has been designed to be applicable to ANSPs (including air traffic and meteorological, Communications, Navigation, Surveillance, Search and Rescue Aeronautical Information service providers). The process assumes that agreement can eventually be reached on the requirements of the designation but allows for some iteration.

4.2 Process Steps

The process consists of four main steps.

1. Designation team establishment and application;
2. Assessment of compliance for designation;
3. Discussion on outstanding issues;
4. Issue or refusal of the designation.

The flow chart (Figure 4.2.1 below) gives details of the process in a pictorial way and specific tasks are then more fully explained in para 4.3.

Note that where the text of any step includes the words ‘shall’, ‘should’, ‘may’, ‘can’, is recommended ‘to’ or ‘could’, they are highlighted in **bold** letters. In the case of informative material text, the associated step is not numbered, but marked in orange.

Draft templates to support each process are provided in Appendix 2.

It should be noted that the process to designate another service provider can be the same as for the air traffic service provider. The content of the designation in terms of rights, obligations and conditions are likely to contain differences.

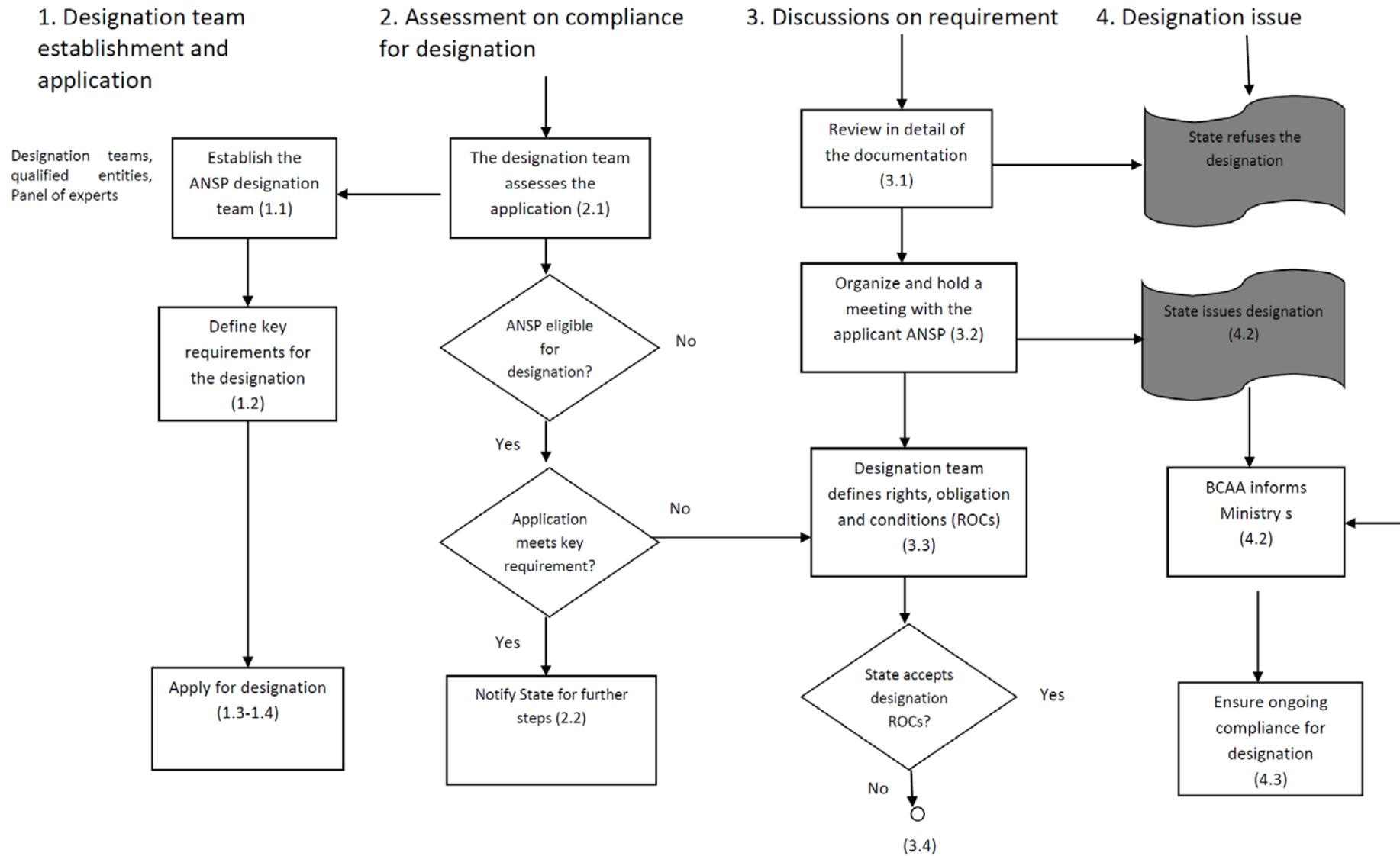


Fig. 4.2.1 Flow Chart

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4.3 Procedural guidance in steps

Tasks	Description and Comments
1. Designation team establishment and application	
1.1	The BCAA should enlist the support of the ANAD in establishing a ‘Designation Team’ to carry out the designation process.
1.2	The designation team shall determine the requirements for the designation, including any additional local needs not covered by certification to the common requirements.
GUI	For certain designations difficulties may arise in defining the scope of the designation. The designation team should therefore consider whether issues can be resolved by applying location specific criteria (which will need to be backed-up by suitable operational agreements between the ANSPs concerned). Further complications may arise for BCAA according to the envisaged operational concept. It is further recommended that allowance for future modification is provided for in the requirements. This should ensure a minimal process is needed for future changes.
1.3	ANSP providers require designation shall apply for designation. Applicants shall use the application form made available by the BCAA (see associated Appendix for a model of this). All required documents such as certification, company registration and other supporting material shall accompany the application dossier. The company shall include the scope for which the designation is requested and the characteristics of the environment of operation in which the designation is requested. The description of the specific airspace shall be included according to ICAO terminology and, if necessary, charts. A contact point/person shall be named.
GUI	IF there are multiple possible service providers, a selection process could be run in parallel; however, advice on this is beyond the scope of this guidance material.
GUI	The application form should be forwarded together with the supporting documentation to the designation team. It is recommended that the applicant includes a compliance matrix to demonstrate how the ANSP will meet the-BCAA requirement for the designation.
1.4	The designation team shall acknowledge receipt of the application either directly or indirectly within two weeks of its receipt.
2. Assessment on compliance for designation	
2.1	The designation team initially examines whether the ANSPs application is eligible for the designation. This is partly checking for any technical errors in the application and also ensuring that the applicant fulfills all prescribed requirements/possesses a valid certificate issued by a legible foreign authority. For any technical issues raised by the application, appropriate ANAD experts or experts working for the BCAA shall be consulted.
2.2	When eligibility has been assessed, the designation team shall inform the applicant and other relevant parties. The next steps are: <ol style="list-style-type: none"> 1. To assess whether the application meets the key requirements of the designation. 2. To determine whether the application is accepted to proceed to detailed discussions. If not, a refusal letter shall be issued giving the applicant a means of appeal. Reasons for refusal may be included in the letter. 3. To notify the applicant of the intention to enter into detailed discussions to conclude the designation, including a projected timeframe. Any documentation provided with the application shall not be considered as sole and exclusive proof of eligibility for award. Any claim made by the applicant in its exposition

	or the documents provided will potentially be subject to further investigation by means of verification in order to confirm the accuracy of the claim and its effective implementation.
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3. Discussions on requirements	
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3.1	The designation team shall undertake a detailed review of the documentation provided by the ANSP in order to assess that the ANSP meets the requirements of the designation. For any technical issues raised by the application, appropriate experts working for the ANAD shall be consulted.
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GUI	Aspects to consider include the following: <ol style="list-style-type: none"> 1. Any rights, obligation and conditions proposed by the applicant which may provide benefits to the operation of ANS in the Bhutan in general. 2. The impact of functional airspace blocks. 3. Whether the applicant has been already designated in other volumes of airspace and how this may affect its ability to conduct safe ANS provision in the applied volumes, should be scrutinized by officially assigned experts. This could include assessment of required resources, both financial and human.
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3.2	Based on the results of the documentation review, the designation team shall organize a meeting with the applicant to clarify any issues raised, typically within 4 weeks of notifying acceptance of the application. It is recommended that an agenda is issued detailing the main points of concern, at least one week before the meeting. The designation team leader shall invite the necessary ANAD individuals. They shall also be responsible for ensuring the minutes of the meeting are recorded.
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3.3	Based on the results of the clarification meeting, the designation team shall decide about the further handling of the application within 2 weeks after the clarification meeting. If any actions are identified as being necessary for finalizing the designation process, these actions shall include a due date and a responsible person. The requirements for designation shall be framed as rights, obligation and conditions (ROCs) of the designation. If there remain areas of risk or concern regarding the applicant's arrangements to meet these rights, obligation and/or conditions then further meetings may be required. The aim is to conclude a final set of rights, obligation and/or conditions which have to be adopted and accepted by the applicant or the application will be refused.
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3.4	In the event that the results of the process so far are not satisfactory for the BCAA, the process returns to the previous step of re-arranging and re-defining rights, obligation and/or conditions. If, for any reason, it is ultimately decided to refuse the application, a refusal letter shall be issued by Director General, giving the applicant a means of appeal. Reasons for refusal should be included in the letter.
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4. Designation issue	
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4.1	Upon eventual acceptance of the final rights, obligation and conditions, a letter of designation shall be drafted by the designation team for issue by the by the Director General
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GUI	The issue of the designation might be promulgated as necessary in line with the adopted official procedure published by the BCAA
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4.2	The BCAA may assign to the competent ANAD, the monitoring of the ongoing compliance of the ANSP with the agreed rights, obligations and conditions of the designation. The conditions of designation are in particular mentioned i.e. the ongoing validity of the certification.
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APPENDIX 1 – ABBREVIATIONS AND ACRONYMS

ANAD	: Air Navigation and Aerodrome Division
ANS	: Air Navigation Service
ANSP	: Air Navigation Service Provider
ATS	: Air Traffic Service
BCAA	: Bhutan Civil Aviation Authority
CNS	: Communication Navigation Surveillance
CR	: Common requirements for the provision of ANS
CTA	: Controlled Terminal Area
FAB	: Functional Airspace Block (defined in Art 2.25 FR)
ICAO	: International Civil Aviation Organization
MET	: Meteorological Service, an air navigation service (defined in BCAR-3)
METP	: Meteorological Service provider
METS	: MET Service
MIL	: abbreviation used to refer in general to the military authorities for ATM/ANS
NAV	: Navigation
QE	: Qualified Entry
REG	: Abbreviation used to refer in general to other regulatory authorities
ROC	: Rights, obligation and/or Conditions

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APPENDIX 2 – MODEL FORMS FOR ANSP DESIGNATION PROCESS

APPLICATION FOR THE DESIGNATION OF AN AIR NAVIGATION SERVICE PROVIDER		Page 1
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> Bhutan Civil Aviation Authority Paro International Airport Paro- Bhutan </div>	<div style="border: 1px solid black; padding: 5px;"> Application for: Initial designation <input type="checkbox"/> Change to designation <input type="checkbox"/> </div>	
Registered name of applicant:	<input style="width: 100%;" type="text"/>	
Registration number:	<input style="width: 100%;" type="text"/>	
Trading name (if different):	<input style="width: 100%;" type="text"/>	
Registered address:	<input style="width: 100%;" type="text"/>	
Contact details		
Name	<input style="width: 80%;" type="text"/>	Tel <input style="width: 20%;" type="text"/>
Email	<input style="width: 80%;" type="text"/>	Fax <input style="width: 20%;" type="text"/>
Scope of services for which Designation is requested	<div style="border: 1px solid black; padding: 5px;"> ATS <input type="checkbox"/> AIS <input type="checkbox"/> CNS <input type="checkbox"/> MET <input type="checkbox"/> SAR <input type="checkbox"/> </div>	
Summary description		
<input style="width: 100%; height: 30px;" type="text"/>		
Authorized representative	<input style="width: 100%;" type="text"/>	
Position of representative	<input style="width: 100%;" type="text"/>	
Signature	<input style="width: 100%;" type="text"/>	
Place	<input style="width: 80%;" type="text"/>	Date <input style="width: 20%;" type="text"/>

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APPENDIX 3 – LETTER OF DESIGNATION

Bhutan Civil Aviation Authority

LETTER OF DESIGNATION

Reference [delegation act]

Pursuant to section 13(1)(e) & 57 of Civil Aviation Act of Bhutan 2016 and subject to the conditions specified in this Letter of Designation, the Bhutan Civil Aviation Authority hereby designates:

[.....]

To provide [Air Navigation Services/ Air Traffic Services/Aeronautical Information Services/Meteorology Services/Search and Rescue Services] in [Airspace Block]:

1. In accordance with the rights, obligations and conditions described in the Annex attached to this Letter.
2. That [.....] continues to hold a valid certificate to operate its services.
3. Subject to continuous compliance with the aforementioned, this Designation shall remain valid for a period of [.....] years

Place and date of issue

Signed _____

Position of authorized signatory _____

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The Purpose of designation

The role of the BCAA: A key feature of the designation process is that it allows BCAA discretion on who they designate and the rights, obligation and conditions they place on the designation. In particular this enables BCAA to place additional requirements on ANS Providers to fulfill national requirements i.e. the BCAA is able to use designation as a means to bridge national and common requirements.

The ICAO convention on SARPs confirmed the view that there is a synergy for the Authority to carry out the designation process: either in an advisory capacity to the Ministry of Information and Communications/ Board of Directors; or through the BCAA being delegated the power to designate from the Ministry. Such synergy arises from the BCAA's involvement in the certification process and expertise in respect of defining additional national requirements in addition to the common requirements.

The period of validity of designation

For BCAA to maintain maximum flexibility for future circumstances, a 2-year period of validity of the designation is applied to the ANSPs.

A related issue is BCAA approach to changing the content of a designation to reflect any new national requirement which might exceed the common requirements.

Content of a designation

The BCAA may exercise different approaches as to the content of designation, for example:

1. For expediency, BCAA shall reference other existing documents in the designation. The designation places additional national requirements in two respects: safety and economic requirement.
2. BCAA seek to comply with Section 7 of "Air Traffic Control" Services Provision of the Civil Aviation Act of Bhutan 2016 in respect of 'the provision of air traffic services on an exclusive basis within specific airspace blocks'. BCAA shall consider that only one ANSPs may in practice provide services in the same airspace block under certain circumstances. Hence 'exclusive' has been defined with respect to the location of the ANS Provider: at a particular airport for example, such as approach supports operational flexibility of ANSPs in respect of dynamic management of ATS. This point is relevant for current practices as well new operational concepts within functional airspace blocks.

The role of delegation in respect of designation.

BCAA intention of the regulations in respect of the delegation is so that BCAA could conclude agreements with other ANSPs for the provision of air traffic services. An accord between BCAA is required with ANSPs concluding letters of agreement to set out the detail of the cooperation. In respect of cross-border it shall tend to use 'delegation' rather than 'designation' as the legal basis for such cooperation. Reasons for this include the following:

1. Delegation to affect tried and tested means of cooperation;
2. The content of designation carries common requirements;

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3. Delegation is typically for well-defined services in small areas of airspace and therefore is likely to be a 'lighter' process to invoke.

A typical model for delegation is for the BCAA to mutually recognize their regulatory oversight of their respective ANSPs; enabling the ANSPs to agree the detailed arrangements through letter of agreement/service level agreements etc. The BCAA will then conclude an agreement on the delegation.

It is a prerequisite for a delegation of air traffic services to be concluded, i.e. while BCAA needs a designated ANSP to make a delegation, it does also require the delegated ANSP to be designated. This makes delegation a more practical course of action for cross-border delegations of ATS.

The use of designation for setting performance objective

The very means of a designation is to require certain ANS performance objective. Such shall be the issue for stakeholders as they consider implementing rule on performance management and the setting of national performance objectives. If the designation process is to be used in such a way it also reinforces the need to have an appropriate change process for designation.

Designation of MET Service Provider.

As per the common practice the BCAA may designate the Aviation Meteorology Authority. The content of MET service designation can then set requirement on services, service quality and changing rates.

Concluding remark.

There are lessons within the ATM industry on the practical application of designation.

The following key points have been identified;

1. BCAA considers Designation is an opportunity to consider and set national requirements which might not be covered elsewhere in the regulations. There are several areas where this may be important: for example, safety/human factors, economic regulation/setting performance targets.
2. Any designation shall seek to support maximum flexibility for future concepts such as dynamic management of the airspace.
3. BCAA shall consider specifying a change process within designation to account for new or additional requirements; setting performance targets as a working example.

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APPENDIX 4 – LIST OF REFERENCE DOCUMENTS.

Nr	Title, Edition, Date		
REGULATIONS AND ASSOCIATED LEGISLATION			
[1]	Civil Aviation Act of Bhutan 2016, Airspace, facilities, and service management on the provision of Air traffic services; Aeronautical Telecommunications services, Meteorological services for air navigation; Aeronautical Information Services; Search and rescue services and Any other services as deemed necessary.		
[2]	Bhutan Air Navigation Regulations 2017, on the provision of Air traffic services, Telecommunications services, Aeronautical Information Services, PANS-OPS services, Aeronautical Charts, Meteorological Service for Air navigation, Search and Rescue Service.		
[3]	Bhutan Civil Aviation Requirement (BCAR) – Air Traffic Control, Aeronautical Telecommunications, Aeronautical Meteorology, Rules of the air, Aeronautical Information Services, PANS-OPS and Aeronautical Charts.		
ICAO ANNEXES			
[4]	2- Rules of the Air, 3-Meteorological Service for Air Navigation, 4-Aeronautical Charts, 5- Units of Measurement, 10-Aeronautical telecommunications, 11-Air traffic services, 12- Search and Rescue, 15-Aeronautical Information Services and 19-Safety Management.		
ICAO DOCUMENTATION			
[5]	Doc 7300 Convention on International Civil Aviation (also known as the Chicago Convention), Doc 4444 procedure for Air Navigation Services – Air Traffic Management (PANS-ATM), Doc 7030 – Regional Supplementary Procedures, Doc 8071-Manual on Testing of Radio Navigation Aids Volume I- Testing of Ground –Based Radio Navigation Systems, Volume II- Testing of Satellite- based Radio Navigation Systems, Vol III- Testing of Surveillance Radar Systems, Vol II – Construction of Visual and Instrument Flight Procedures, Doc 8400 – ICAO Abbreviations and codes, Doc 8697- Aeronautical Charts Manual, Doc 8896 – Manual of Aeronautical Meteorological Practice, Doc 9156 - Accident/Incident Reporting (ADREP) Manual, Doc 9368 -Instrument Flight Procedures Construction Manual, Doc-9371 Template Manual for Holdings, Reversal and Racetrack procedures, Doc 9377- Manual on coordination between Air Traffic Services, Aeronautical Information Services and Aeronautical Meteorological Services, Doc 9426- Air Traffic Services Planning Manual, Doc 9432- Manual of Radiotelephony, Doc 9433- Manual Concerning the Interception of Civil Aircraft, Doc 9554 – Manual Concerning Safety Measures Relating to Military Activities Potential Hazardous to Civil Aircraft Operations, Doc 9574- Manual on a 300 m (1 000 ft) vertical separation Minimum Between FL 290 and FL 410 Inclusive, Doc 9613 – Performance –based Navigation (PBN) Manual, Doc 9643- Manual on Simultaneous Operations on Parallel or Near Parallel Instrument Runways (SOIR), Doc 9674- World Geodetic System – 1984 (WGS - 84) Manual, Doc 9689 – Manual on Airspace planning Methodology for the Determination of Separation Minima, Doc 9691- Manual on Volcanic Ash, Radioactive Material and Toxic Chemical Clouds, Doc9631- International Aeronautical and Maritime Search and Rescue (IAMSAR) Manual, Doc 9734- Safety oversight Manual, Part A- The establishment and Management of a State’s Safety Oversight System, Doc 9735- Universal Safety Oversight Audit Programme Continuous Monitoring Manual, Doc 9750- Global Air Navigation Plan, Doc 9756- Manual of Aircraft Accident and Incident Investigation, Doc 9758- Human Factors Guidelines for Air Traffic Guidelines for Safety		
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	Audits Manual , Doc 9815 – Manual on Laser Emitters and Flight Safety, Doc 9817- Manual on Low-level Wind Shear, Doc 9830- Advance Surface movement Guidelines and Control System (A-SMGCS) Manual, Doc 9854- Global Air Traffic Management Operational Concept, Doc 9859- Safety Management Manual (SMM) and Doc 9863- Airborne Collision Avoidance Systems (ACAS) Manual.
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Circulars

[6]	Designation orders
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APPENDIX 5 – TERMINOLOGY TABLE

S L	Terminology	Definition	
1	Aeronautical	Service established within the defined area of coverage.	
2	Information service	Responsible for the provision of aeronautical information and data necessary for the safety, regularity, and efficiency of air navigation	
3	Airspace	A planning functions with the primary objective of maximizing.	
4	Management	The utilization of available airspace by dynamic time-sharing and, at times, the segregation of airspace among various categories of airspace users on the basis of short-term needs.	
5	Airspace users	All aircraft operated as general air traffic.	
6	Air traffic Control	A service provided for the purpose of (a) Preventing collisions: - between aircraft, and in the maneuvering area between aircraft and obstructions; and (b) expediting and maintaining an orderly flow of air traffic.	
7	Air traffic flow management	A function established with the objective of contributing to a safe, orderly and expeditious flow of air traffic by ensuring that ATC capacity is utilized to the maximum extent possible, and that the traffic volume is compatible with the capacities declared by the appropriate air traffic service providers.	
8	Air traffic management	The aggregation of the airborne and ground-based functions (air traffic services, airspace management and air traffic flow management) required to ensure the safe and efficient movement of aircraft during all phases of operations.	
9	Area control service	An ATC service for controlled flights in block of airspace.	
10	Air traffic services	The various flight information services, alerting services, air traffic advisory services and ATC services (area, approach and aerodrome control services).	
11	Air navigation	Air traffic services; communication, navigation and surveillance services.	
12	Services	Meteorological services or air navigation; and aeronautical information services.	
13	Air navigation Service provider(ANSP)	Any public or private entity providing air navigation services for general air traffic.	
14	Airspace block	An airspace of defined dimensions, in space and time, within which air navigation services are provided.	
15	Air traffic Control (ATC)	A service provided for the purpose of: (a) preventing collisions; -between aircraft, and in the maneuvering area between aircraft and	
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		obstructions; and (b) expediting and maintaining an orderly flow of air traffic.
16	Audit	Systematic examination to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable for achieving the organization's policy and objectives
17	Certification	A document issued by a Member state in any form complying with national law, which confirms that an Air Navigation Service provider meets the requirements for providing a specific service.
18	Community	A type of stakeholder. A group of interacting people living in a common location that can take benefit of the projects settled by an Organization.
19	Development	The systematic use of the knowledge or understanding gained from research, directed toward the production of useful materials, devices, systems, or methods, including the design and development of prototypes and processes. It excludes quality control, routine product testing, and production.
20	Functional airspace block:	An airspace block based on operational requirements, reflecting the need to ensure more integrated management of the airspace regardless of existing boundaries
21	Governance	Establishment of policies and continuous monitoring of their proper implementation, by the members of the governing body of an organization.
22	Governmental	Of or pertaining to the government. For example, courts are governmental entities that are an extension of the Department of Justice (Business Dictionary)
23	ICAO	The International Civil Aviation Organization, as established by the 1944 Chicago Convention on International Civil Aviation
24	Meteorological services	Those facilities and services that provide aircraft with meteorological forecasts, briefs and observations as well as any other meteorological information and data provided by Member States for aeronautical use.
25	Bhutan Civil Aviation Authority	The body or bodies established by RGOB as their National Authority pursuant to Section 12 of Civil Aviation Act of Bhutan 2016.
26	Operation	Series of functions and tasks that are involved in a single process. For example, a manufacturing operation.
27	Organization	Group of people and facilities with an arrangement of responsibilities, authorities and relationships EXAMPLE Company, Corporation, Firm, Enterprise, Institution, Charity, Sole trader or association, or parts or combinations thereof.
28	Procedure	Specific way to carry out an activity or Fixed, step-by-step sequence of activities or course of action (with definite start and end points) that must be followed in the same order to correctly perform a task and repetitive procedures are called routines.

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	Terminology Table	Appendix: 5	Page: APP5-3

29	Process	Set of interrelated or interacting activities which transforms inputs into outputs or Sequence of interdependent and linked procedures which, at every stage, consumes one or more resources (employee time, energy, machines, money) to convert inputs (data, material, parts, etc) into outputs. These outputs then serve as inputs for the next stage until a known goal or end result is reached.
30	Reference period for the performance scheme	The first reference period for the performance scheme shall cover the calendar years 2017 to 2018 included. The following reference periods shall be of five calendar years, unless decided otherwise through amendment of the Commission Regulation (EU) 691/2010 laying down a performance scheme for air navigation services and network functions.
31	Regulator	Government body formed or mandated under the terms of a legislative act (Civil Aviation Act of Bhutan 2016) to ensure compliance with the provisions of the act, and in carrying out its purpose. Also called regulatory authority or regulatory body.
32	Regulatory authority	Regulatory authority is a public authority or government agency responsible for exercising autonomous authority over the State's FIR in a regulatory or supervisory capacity.
33	Role	The part played by people in meeting their objectives by working competently and flexibly within the context of the organization's objectives, structure and processes. (Def. EU)
34	Services	Either an air navigation service or a bundle of air navigation services
35	Service	According to ISO 9000, clause 3.4.2 Product: "Service is the result of at least one activity necessarily performed at the interface between the supplier and customer and is generally intangible. Provision of a service can involve, for example, the following: An activity performed on a customer-supplied intangible product (e.g. Automobile to be repaired); An activity performed on a customer-supplied intangible product (e.g. the income statement needed to prepare a tax return); The delivery of an intangible product (e.g. the delivery of information in the context of knowledge transmission); The creation of a pleasant ambience for the customer (e.g. in hotels and restaurants)."
36	Stakeholders	Persons or groups having interest in the performance or success of an organization Or Those with a vested interest in an organization's achievements. NOTE This is a wide-ranging term that includes, but is not limited to, internal and "outsourced" employees, customers, suppliers, partners, employees, distributors, investors, insurers, shareholders, owners, government and regulator.
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		<p>Or</p> <p>An individual or organization with a legitimate interest in a given situation, action or enterprise.</p>
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APPENDIX 6 – CONTACT POINTS AND ADDRESSEES

Nr	Name	Unit	Responsibility	Tel. numbers, e-mail, address



APPENDIX 7 - CERIFICATION TEMPLATE MODELS

Application Form for the Certification of an ANSP (Model Form 1)

APPLICATION FOR THE CERTIFICATION OF AN AIR NAVIGATION SERVICE PROVIDER ORGANIZATION		Model Form 1 – Page1/3							
Bhutan Civil Aviation Authority Paro International Airport Paro - Bhutan	Application for initial Certification <input type="checkbox"/> Application for change <input type="checkbox"/> (tick as appropriate)								
1. Registered Name of Applicant									
2. Trading Name (if different)									
<input type="text"/>									
3. Address									
<input type="text"/>									
4. Contact Details									
Name	<input type="text"/>								
Tel	<input type="text"/>								
Fax	<input type="text"/>								
E-mail	<input type="text"/>								
5. Scope of Services for which Certification is requested in Accordance with the Provisions of Regulation Bhutan Civil Aviation Act-2016									
<input type="checkbox"/>	ATS	<input type="checkbox"/>	CNS	<input type="checkbox"/>	AIS	<input type="checkbox"/>	MET	<input type="checkbox"/>	SAR
(for a detailed description, please refer to Page 3 of this application form)									
6. Name of the Head of Agency (or equivalent position within the organization)			<input type="text"/>						
7. Signature of the Head of Agency (or equivalent position within the organization)			<input type="text"/>						
8. Place and Date									
(Place)			(Date)						
<input type="text"/>			<input type="text"/>						

**Model Certificate for the Provision of ANS (Model Form 2)**

Model Form 2 – Page ½

**BHUTAN CIVIL AVIATION AUTHORITY
[BHUTAN]****CERTIFICATE**

Reference: [Number of the Certificate Assigned by the BCAA]

Pursuant to section 13(1)(e) and 57 of Civil Aviation Act of Bhutan 2016 of the National Assembly of Bhutan for the time being in force and subject to the conditions specified in this certificate, the [Bhutan Civil Aviation Authority] hereby certifies:

[Applicant Organization Name]

As an air navigation service provider organization compliant with the General Requirements applicable to the services listed in the attached schedule and, therefore, capable of providing them.

General Conditions

1. This certificate requires compliance with the procedures and other arrangements specified in the organization exposition,
2. This certifies is valid whilst the organization remains compliant with the applicable Common Requirements; and the specific conditions identified for the services included in the certificate schedule.
3. Subject to continuous compliance with the forgoing conditions, which may be verified by the BCAA at any time, this Certificate shall remain valid for a two year period and be renewed if requested by the organization six months before the end of that period.

Place & date of issue:

Signed: _____

[signature of the Director General] _____

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	Certification Template Model	Appendix: 7	Page: APP7-6

USE OF MODEL FORM 2 (CERTIFICATE) WHEREVER DEROGATIONS ARE GRANTED

Wherever the BCAA chooses to grant derogations in accordance with the prerequisite requirements, the BCAA should specify the nature and scope of the derogation in the conditions attached to the certificate indicating its legal basis. Accordingly, the Model Form should be modified as follows:

On Page 1, the “General Conditions” should state the following:

1. This certificate has been issued under the provisions of Article 61 of Civil Aviation Act of Bhutan 2016.
2. This certificate requires compliance with the procedures and other arrangements specified in the organization exposition.
3. This certificate is valid whilst the organization remains compliant with:
 1. The common requirements applicable to the organization within the scope defined by the derogations identified in its certification schedule.
 2. The qualifying criteria as have been identified under the provisions of Article 87 of Civil Aviation Act of Bhutan 2016.
 3. The specific condition is identified in the certificate schedule.
 4. Subject to continuous compliance with the foregoing conditions, which may be verified by the BCAA at any time, this Certificate shall remain valid for two (2) year period and be renewed if requested by the holder six months before the end of that period and the request includes relevant information to show that the organization continues to qualify for the derogations.

On Page 2, the “Conditions Identified” should also refer to the General Requirement requirements for which derogations haven been granted.

For guidance on technical derogation requests please refer Appendix A “Guidance on Technical Derogations Requests”.

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