

Citizen's Charter



Civil Aviation Authority of Bangladesh

(An Organization under the Ministry of Civil Aviation and Tourism)

Head Office, Kurmitola, Dhaka-1229

www.caab.gov.bd

1. Mission & Vision

(Vision)

Turn Bangladesh into one of the main ones
At the aviation hub

(Mission)

Ensuring Safe, Secure and Reliable to
International Standard air transport services.

Updated: December 18, 2024

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Abbreviation

CPESU	Central Procurement, Engineering and Store Unit
CAAB	Civil Aviation Authority of Bangladesh



2. Promised service

2.1. Citizen Services

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
1	Recruitment for Vacant Posts	Publication of notice in the newspaper, candidate's application, selection based on written and oral examination results, issuance of appointment order as per the recommendation of the recruitment committee.	Documents mentioned in the job advertisement.	The amount mentioned in the notice will be paid through a bank draft.	Within the specified time given by the administrative ministry.	Muhammad Ikram Ullah Director (Human Resource Development and General Training) 01894908511 880- 2- 41091052 dhr@caab.gov.bd
2	Leasing Space Inside the Terminal Building of all Airports.	In response to a complete written application with the appropriate documents.	Application, updated trade license, and attested photocopy of national identity card, P.P. size 2 copy photo	According to the lease policy	45 working days	Mahmud Akhter Hossain Deputy Director (ATM) 01712181013 880- 2- 41091092 ddaerodromeshq@.caab.gov.bd
3	Renewal of Leased Space within all Airport Terminal Buildings.	In response to a complete written application with the appropriate documents.	Application, attested photocopy of updated trade license.	According to the lease policy	90 working days	Mahmud Akhter Hossain Deputy Director (ATM) 01712181013 880- 2- 41091092 ddaerodromeshq@.caab.gov.bd

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4	Leasing Space/Services in the Landside Area outside the Terminal Buildings at all Airports.	Open tender	(a) Updated trade license, income tax, VAT and bank solvency certificate; Attested copy of Certificate of Incorporation (where applicable), copy of Articles of Association/Partnership Agreement; Other documents mentioned in the tender schedule; Copy of National Identity Card (b) Place of receipt: Offices mentioned in the notification	As per tender schedule	120 working days	Abu Saleh Md. Musa Zangi Director (Admin), (Deputy Secretary) 01894905100 880-2-41091051 dadmin@caab.gov.bd destate@caab.gov.bd
5	Renewal of Landside Leased Space/Services outside the Terminal Buildings at all Airports.	Subject to application as per lease policy	Up-to-date Trade License, Income Tax, VAT and Bank Solvency Certificate; Attested copy of Certificate of Incorporation (where applicable), copy of Articles of Association/Partnership Agreement; Other documents mentioned in the tender schedule; Copy of National Identity Card	As per tender schedule	45 working days	Abu Saleh Md. Musa Zangi Director (Admin), (Deputy Secretary) 01894905100 880-2-41091051 dadmin@caab.gov.bd destate@caab.gov.bd
6	Issuance of Height Clearance Approval for Construction of Infrastructure	(a) For Hazrat Shahjalal International Airport, Dhaka: Proposal received by APPS(www.caabhc.gov.bd) (b) For other airports: proposal received from the design approving authority	Proposed by the design approving authority of structure/tower/chimney/infrastructure construction (eg: Capital/ Chittagong/ Khulna/ Rajshahi/ Cox's Bazar Development Authority; All City Corporations, All Pourashavas, All Union Parishads, All Government Agencies etc.) including the	(a) charge/fees: Tk. 5000/- +vat Tk. 750/- (b) Free	(a) For Hazrat Shahjalal International Airport, Dhaka: 21 working days (b) For other airports: 30 working days	Md. Shamsul Haque Director (ATM) 01894903100 datm@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
			following information Must have: (a) Schedule of land for construction of structures/towers/chimneys/infrastructure: Name of Mauza, CS/RS/BS (MS/BRS) Dag No., Holding No., Plot No., Road No., Block No., Sector No./Section, Village/ Mohalla, Thana/Upazila, District (b) the geographical coordinates of the center of the plot as described in the Schedule (Example: 00°00'00.00" North, 00°00'00.00" East); (c) Design/Mouza Map/Location Map of Clearance for Using Land (d) Applicant's full address including e-mail and telephone number (e) Full address with e-mail and telephone number of the concerned officer of the design approval authority			

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7	Issuance of Enlistment of Contractors for Civil and E/M Works	<p>(a) Issuing the form on written application to the Chief Engineer for an enlistment form on the pad of the Institution;</p> <p>(b) After depositing form fee, duly filled the form online and submitting online and hardcopy to the Chief Engineer's office along with the required documents.</p>	<p>(a) No documents required;</p> <p>Form receipt: OFFICE OF Finance Division, CAAB, Headquarters, Kurmitola, Dhaka</p> <p>(b) Application form in the institution's pad; Copy of National Identity Card; Forms supplied by CAAB duly filled; Original copy of ownership affidavit with non-judicial stamp of Tk.300; Attested copy of up-to-date trade license; Attested copy of VAT registration certificate; Attested copy of Income Tax Registration Certificate; Attested copy of up-to-date income tax certificate; Original copy of bank solvency certificate with mention of money; Original copy of last 3 years bank statement; Attested copy of e-contractor and Supervisory license in case of E/M license</p>	<p>(a) Deposit of Taka 500/- (Five Hundred) at CAAB Head Office Cash Branch</p> <p>(b) Deposit of Tk 5,000/- (Five Thousand) by the nominated institution to CAAB Head Office Cash Branch</p>	<p>05 working days</p> <p>30 working days (Registration of Contractors by the Authority to be done after the Standing Committee Meeting)</p>	<p>Md. Nur-E- Alam siddique Senior Officer 01894907172 adminceoffice@caab.gov.bd</p>

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8	Renewal of Contractor Enlistment for Civil and E/M Works	Submitted the form along with the required documents.	(a) Forms supplied by CAAB duly filled; Original receipt of last year deposit; Copy of National Identity Card; Attested copy of up-to-date trade license; Attested copy of VAT registration certificate; Attested copy of up-to-date income tax filing certificate; Attested copy of e-contractor and Supervisory license in case of E/M license	TK. 2,000/- to be deposited at the CAAB HQ Cash Branch	30 working days	Md. Nur-E- Alam siddique Senior Officer 01894907172 adminceoffice@caab.gov.bd
9	Issuance of Passenger and Cargo Air Operator Certificate (Air Operator Certificate).	Grant of certificates to eligible candidates on application in due process	(a) Documents required in light of Civil Aviation Air Navigation Order (ANO (AOC) Part 1.20) (b) Address: www.caab.gov.bd	Category A1: 5,00,000, Category A2: 1,00,000, Category B1: 1,00,000, Category B2: 1,00,000, Category C1: 3,00,000, Category C2:3,00,000/- Payment through Bank Draft/Pay Order	365 working days	Mohammad Shafiul Azam Deputy Director (AOC Airworthiness) R.C 01819154744 azam_fsr@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
10	Renewal of Passenger and Cargo Air Operator Certificate	Renewal of certificate to suitable candidate against application in due process	(a) Documents required in light of Civil Aviation Air Navigation Order (ANO (AOC) Part 1.20) (b) Address: www.caab.gov.bd	Category A1: 2,50,000, Category A2: 50,000, Category B1: 50,000, Category B2: 50,000, Category C1: 1,50,000, Category C2: 1,50,000 Bank Draft / Payment by Pay Order	60 working days	Mohammad Shafiul Azam Deputy Director (AOC Airworthiness) R.C 01819154744 azam_fsr@caab.gov.bd
11	Issuance of Permit of General Sales Agent of Foreign Airlines	Issuance of permits to eligible candidates based on application in due process	Letter of appointment as a local sales representative by the airline; Certified copy of the agreement signed with the airline; Up-to-date copy of trade license; In case of passenger airlines - copy of travel agency registration certificate; Up-to-date VAT payment confirmation letter along with copy of VAT registration certificate; In case of companies - Certificate of Association, Certificate of Registration, Form-12A, etc.; Up-to-date income tax payment confirmation letter along with copy of income tax certificate	for free	90 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
12	Renewal of Permit of General Sales Agent of Foreign Airlines	Issuance of permit renewal to eligible candidates on application in due process	Letter of appointment as a local sales representative by the airline; Certified copy of the contract signed with the airline; Up-to-date copy of trade license; In case of passenger airlines - copy of travel agency registration certificate; Up-to-date VAT payment confirmation letter along with copy of VAT registration certificate; In case of companies - Certificate of Association, Certificate of Registration, Form-12A, etc.; Up-to-date income tax payment confirmation letter along with copy of income tax certificate	for free	60 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com
13	Approval of Passenger and Cargo Fares of Airlines	Granting permission to appropriate airline on application in due process	List of passenger and cargo fares	for free	10 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
14	Issuance of NOC for import of various forms, computer equipment, instruments/parts, various souvenirs, employee uniforms etc. for free distribution by various airlines for day-to-day operational, maintenance and market expansion purposes.	Grant of no-objection in appropriate cases on application in due process	List of goods; Details of latest importation of the goods concerned; The amount of spent and quoted portion of the sanctioned amount as per the latest import permit; Details of cargo storage space	for free	15 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com
15	Approval of flight schedule of Bangladeshi airlines for operation of flights to international destinations	Granting approval on application basis due process	Bangladeshi Airlines flight schedule for operating flights to international destinations	for free	45 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com
16	Approval of flight schedule of Bangladeshi Airlines for operation of flights to domestic destinations	Granting approval based on application due process	Bangladeshi Airlines flight schedule for operating flights to domestic destinations	for free	45 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
17	Flight schedule approval for operation of scheduled flights to or from Bangladesh in favor of foreign airlines	On the basis of application with necessary documents in due process by concerned airlines	Flight schedule with necessary information subject to prior approval for operation of scheduled flights under Bangladesh's bilateral aviation agreement with the airlines of the country where GSA is deployed in Bangladesh.	for free	45 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com
18	Grant of license to operate non-scheduled flights to or from Bangladesh in favor of foreign airlines	Based on application with necessary documents in due process by CAAB listed Local Agent or Holder of Operatinal Services Provider License (OSPL) employed in Bangladesh by concerned foreign airlines.	Flight schedule with necessary information, Purpose of the Flight and at least the following documents: Air Operators Certificate, Certificate of Registration, Certificate of Airworthiness, Certificate of Insurance, Radio License, Crew List, Passenger List, Description of Cargo	Per application from the holder of OSPL at the rates and in the manner prescribed in AT Circular 02/2018rgo	04 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com
19	Issuance of flight operating Clearance recommended by the Ministry of Foreign Affairs or other departments of the Government of Bangladesh	Grant of clearance subject to receipt of recommendations	Necessary documents submitted by the Ministry of Foreign Affairs or other departments of the Government of Bangladesh	for free	04 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com
20	Permission to operate charter flights of aircraft registered in Bangladesh	Granting permission in appropriate cases on application in due process	Charter related documents, passenger details, destination, National Security Agency clearance where necessary	for free	04 working days	Md. Wahiduzzaman Deputy Director (Bilateral Negotiation) C.C 01894901611 ddtrans@caab.gov.bd sao3hq@caab.gov.bd wahidcaab@yahoo.com

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21	In the air transport system, permit for import into and dispatch from Bangladesh by air of goods considered as dangerous goods as per ICAO TI or IATA DGR	Issuance of permission to appropriate agency on application in due process	Full details of goods considered dangerous for air transport including arms, ammunition for carriage by air viz.- UN number, proper (shipping) name, quantity; Shipper's Declaration Form	for free	15 working days	S. M. Lutful Kabir Director (ANS Inspection) 01894901410 kibircaab@gmail.com
22	Issuance of Private Pilot License (PPL).	Grant of certificates to eligible candidates on application in due process	(a) Application Form: ANO-1 Pel/Lic 103(a) (b) Availability: CAAB website	Application Fee: Tk. 7,300/- Copy: TK.3,000/- Deposit to CAAB Finance and Accounts Section	30 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
23	Issuance of Commercial Pilot License (CPL).	Grant of certificates to eligible candidates on application in due process	(a) Application Form: ANO-1 Pel/Lic 104(a) (b) Availability: www.caab.gov.bd	Application Fee: Tk 10,500 Copy: Tk.5,000 Deposit to CAAB Finance and Accounts Section	30 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
24	Issuance of Airlines Transport Pilot License (ATPL).	Grant of certificates to eligible candidates on application in due process	(a) Application Form: ANO-1 Pel/Lic 105(a) (b) Availability: www.caab.gov.bd	Application Fee: Tk. 21,000/- Copy: Tk.10,000/- Deposit to CAAB Finance and Accounts Section	30 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
25	Approval of flight operations officer certificate	Issue of certificate/renewal to suitable candidate on application in due process	(a) Application Form: ANO-1 Pel/Lic 141(a) (b) Availability: www.caab.gov.bd	New certificate: Tk. 8,000/- Copy: Tk. 5,000/- Deposit to CAAB Finance and Accounts Section	30 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
26	Conversion of Foreign Certificate to Domestic Certificate of Airmen (Bangladeshi Citizens)	Conversion of certificate of suitable candidate on application in due process	(a) Certificate obtained from foreign institution as per ANO-1, Annexure-4 (b) Availability: www.caab.gov.bd	PPL: Tk. 7,300; CPL: Tk 10,500; ATPL: Tk.21,000. Deposit to CAAB Finance and Accounts Section	45 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
27	Validation of Foreign Certificates (Foreign Nationals)	According to proper application	(a) Documents mentioned in ANO-1, Annexure-6 (b) Availability: www.caab.gov.bd	CPL: Tk. 4,000; ATPL: Tk. 7,000; Flight Dispatcher: Tk 5,000 to be deposited in CAAB Finance & Accounts Section	45 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
28	Validation Renewal of Foreign Certificate (Foreign Nationals)	According to proper application	(a) Documents mentioned in ANO-1, Annexure-6 (b) Availability: www.caab.gov.bd	Tk. 2,000 Deposit to CAAB Finance and Accounts Section	45 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
29	Approval/Amendment of Schedule/Non Schedule/General Aviation Operator's Flight Crew Training Program Manual	Granting approval in appropriate cases based on application in due process	Approval after Review of submitted training program manuals	for free	90 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
30	Approval of flight simulator certificate (located abroad)	Grant of certificates in appropriate cases on application in due process	Approval documents of the said flight simulator by the Civil Aviation of the concerned country, approval documents of the instructors operating the flight simulator, inspection of the simulator located by the Flight Operations Inspector and concerned CAAB Officer.	Free of charge, but all expenses incurred by the inspectors for the inspection of the simulator, travel expenses, accommodation, visa fees etc. will be borne by the concerned organization (CAR 84, Rule 165).	70 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
31	Flight simulator certificate renewal (located abroad)	Grant of certificates in appropriate cases on application in due process	Approval documents of the said flight simulator by the Civil Aviation of the concerned country, approval documents of the instructors operating the flight simulator, inspection of the simulator located by the Flight Operations Inspector and concerned CAAB Officer.	Free of charge, but all expenses incurred by the inspectors for the inspection of the simulator, travel expenses, accommodation, visa fees etc. will be borne by the concerned organization (CAR 84, Rule 165).	45 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
32	Approval of Flying Training Institute Certificate	According to proper application	(a) Documents mentioned in ANO (ATO) (b) Availability: www.caab.gov.bd	New: Tk. 50,000, Copy: Tk. 25,000. Deposit to CAAB Finance and Accounts Section	180 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
33	Flying Training Institute Certificate Renewal	According to proper application	(a) Documents mentioned in ANO (ATO) (b) Availability: www.caab.gov.bd	Tk. 25,000/- Deposit to CAAB Finance and Accounts Section	55 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
34	Aviation English Language Test	According to proper application	(a) Documents mentioned in Manual of Aviation English Language Proficiency Test (AELPT). (b) Availability: www.caab.gov.bd	Tk. 2,000 Deposit to CAAB Finance and Accounts Section	30 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd

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35	Knowledge Test Exam (Manual/CBE)	According to proper application	(a) Prescribed Application Form (b) Availability: www.caab.gov.bd	PPL: Tk 500 (per subject); CPL: Tk 800 (per subject); ATPL: Tk 1,500 (per subject); Flight Dispatcher: Tk 1,000 (per subject); A total of 9 subjects and 1 aircraft type test for each license mentioned Air Law: Tk 3,000 (Validation/Conversion) Composite: Tk 4,000 (1 test comprising 4 subjects); Military personnel: Tk 2,500 (per subject) Deposit to CAAB Finance and Accounts Section	30 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 d.pel@caab.gov.bd
36	Allowing foreign aircraft maintenance engineers to work in Bangladesh	According to proper application	(a) CAD-PEL 5/2022 Appendix-E Form No. 19V along with other supporting documents, No Objection Certificate from Board of Investment as foreign national (b) Availability: www.caab.gov.bd	Tk. 10,000/- Deposit to CAAB Finance and Accounts section	15 working days (After obtaining clearance from other concerned institutions)	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 dd.pel@caab.gov.bd

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37	Certification of Aircraft Maintenance Engineers Issue/Renewal Change/Duplicate of Aircraft Maintenance Engineer Licence	According to proper application	(a) Secondary School and Higher Secondary Certificate, Basic Course Certificate, Airworthiness Legislation Course Certificate, Human Performance and Limitation Course Certificate along with filling of Form No. CA-19 (b) Place of receipt: Personnel Licensing Division	Tk. 5,000/- Deposit to CAAB Finance and Accounts Section	30 working days (After obtaining clearance from other concerned institutions)	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 dd.pel@caab.gov.bd
38	Taking Examination of Aircraft Maintenance Engineers	According to proper application	(a) Filling of Form No. CA-19E (b) Place of receipt: Personnel Licensing Division	Tk. 500 Deposit to CAAB Finance and Accounts Section	15 working days	Md. Saiful Haque Shah Director (PEL, Exam and Training) 01708167047 dd.pel@caab.gov.bd
39	Aircraft type Acceptance	According to proper application	(a) Application as per of ANO (AW) Part-21 (b) Availability: www.caab.gov.bd	for free	90 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
40	Issuance of Certificate of Registration of Aircraft	According to proper application	(a) Proof of Foreign registration cancellation, Bill of sale or conditional sales contract, Insurance certificate, Import permit, Radio licence, Customs clearance, any other documents required by authority (b) Place of receipt: Airworthiness and Engineering Division	Glider: Tk. 25,000, Small Aircraft: TK. 1,00,000 and Large Aircraft: Tk. 2,00,000 Tk Deposit to CAAB Finance and Accounts Section	60 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd

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41	Cancellation of aircraft registration certificate	According to proper application	Request letter and aircraft registration certificate	Application Fee: Glider: Tk. 5,000; Small Aircraft: Tk. 25,000 Large Aircraft: Tk. 50,000 Deposit to CAAB Finance and Accounts Section	45 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
42	Issuance of Certificate of Airworthiness (C of A) and Airworthiness Review Certificate (ARS) of aircraft	According to proper application	(a) Application Form: ANO (AW) Part-21 & CAD-AIR 21/2021 CAAB Form-24 (b) Availability: www.caab.gov.bd	Application Fee: (a) Glider: Tk. 3,000 per 1,000 kg or as part of its MTOW (b) Small Aircraft and Helicopters: Tk. 15,000 C) Aircraft MTOW 5,700 - 1,00,000 kg: Tk. 1,500 per 1,000 kg or as part thereof. (d) Aircraft MTOW above 1,00,000 kg: Tk. 1000 per 1,000 kg or as part thereof. Submission to CAAB Finance and Accounts Section	60 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd

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43	Amendment of Certificate of Airworthiness (C of A) of aircraft	According to proper application	(a) Application Form: ANO (AW) Part-21 & CAD-AIR 21/2021. The CAB Form 24 (b) Availability: www. caab. gov. bd	Application Fee: Tk 20,000/- Submission to CAAB Finance and Accounts Section	45 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
44	Renewal of Airworthiness Review Certificate (ARC) of aircraft	According to proper application	(a) Application Form: ANO (AW) Part-21 & CAD-AIR 21/2021. The CAB Form 24 (b) Availability: www. caab. gov. bd	Application Fee: (a) Glider: Tk. 3,000 per 1,000 kg or as part of its MTOW (b) Small Aircraft and Helicopters: Tk. 15,000 (c) Aircraft MTOW 5,700 - 1,00,000 kg: 1500 / - per 1000 kg or as part thereof. (d) Aircraft MTOW above 1,00,000 kg: 1,000 per kg or as part thereof. Submission to CAAB Finance and Accounts Section	45 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
45	Issuance of Registration Certificate of Approved Maintenance Organization	According to proper application	(a) Application form: ANO (AW) Part-145, CAAB Form 2 (b) Availability: www. caab. gov. bd	Application Fee: (issue) Glider: Tk. 25,000/- Small aircraft: Tk. 1,00,000/- Large aircraft: Tk. 2,00,000/- Deposit to CAAB Finance and Accounts Section	120 working days	Md. Ataulah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
46	Renewal of Registration Certificate of Approved Maintenance Organization	According to proper application	(a) Application form: ANO (AW) Part-145, CAAB Form 2 (b) Availability: www. caab. gov. bd	Application Fee: (Renewal) Glider: TK. 3000/- Others: 50% of the issue Deposit to CAAB Finance and Accounts section	60 working days	Md. Ataulah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
47	Approval of Initial/Re-issue of MCM/MOE/CAME	According to proper application	(a) Application form according to ANO (AW) Part-145 & Part-M (b) Availability: www. caab. gov. bd	Application Fee: (Initial/Re-Issue) Tk. 1,00,000/- Deposit to CAAB Finance and Accounts Section	120 working days	Md. Ataulah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
48	Approval of amendments of MCM/MOE/CAME	According to proper application	(a) Application form according to ANO (AW) Part-145 & Part-M (b) Availability: www.caab.gov.bd	Application Fee: Tk. 25% of the issue deposit to CAAB Finance and Accounts section	30 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
49	Issuance of Registration Certificate of Foreign Approved Maintenance Organization	According to proper application	(a) Application Form: As per ANO(AW) Part-145 (b) Availability: www.caab.gov.bd	Application Fee: (Issue) Tk. 1,00,000 Deposit to CAAB Finance and Accounts Section	60 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
50	Renewal of Registration Certificate of Foreign Approved Maintenance Organization	According to proper application	(a) Application Form: As per ANO(AW) Part-145 (b) Availability: www.caab.gov.bd	Application Fee: (Renewal) 50% of the issue Deposit to CAAB Finance and Accounts Section	60 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
51	Issue of NOC (for each time)	According to proper application	(a) Application Form: As per ANO (AW), Part B.14 (b) Availability: www.caab.gov.bd	Application Fee: Tk. 10,000 Deposit to CAAB Finance and Accounts section	15 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd

S/N	Service Name	Service Delivery System	Necessary Documents and Receiving Location	Service Price and Payment Method	Service Delivery Time Frame	Responsible Officer (Name, Designation, Phone Number & E-mail)
52	Initial/Reissue of AMP/AMS	According to proper application	(a) Application form according to ANO (AW) Part-145 & Part-M (b) Availability: www. caab. gov. bd	Application Fee: (Initial/Re-Issue) Small aircraft: Tk. 25,000 Large aircraft: Tk. 50,000 Deposit to CAAB Finance and Accounts section	45 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd
53	Approval of amendment of AMP/AMS	According to proper application	(a) Application form according to ANO (AW) Part-145 & Part-M (b) Availability: www. caab. gov. bd	Application Fee: (Amendment) 25% of the issue Deposit to CAAB Finance and Accounts Branch	30 working days	Md. Ataullah Hashmi Deputy Director (AE&S) 01894901230 hashmi@caab.gov.bd

2.2. OFFICIAL SERVICES

	Service name	Service delivery system	Necessary documents and receiving location	Service price and payment method	Service delivery time frame	Responsible Officer (Name, Title, Phone Number & E-mail)
54	Issuance of Airport/Aerodrome Operating Certificate	Grant of certificates to eligible candidates on application in due process	(a) Air Navigation Order (ANO (AD) A1, ANO (AD)A.3, Manual of Aerodrome Certification Procedure (CPM 14-1) Aerodrome Inspector Hand Book (IHB 14-1) Safety Management System (CAC 14-1 2) Manual, Maintenance Manual (AC (AD) -14) Aerodrome Manual, Documents required as per Airport Emergency Plan (AEP) and Aerodrome Inspection Checklist (b) Availability: www. caab. gov. bd	for free	75 working days	Md. Abdul Latif Deputy-Director (Aerodrome Certificate) C.C 01819143003 latifcsu@yahoo.com
55	Renewal of Airport / Aerodrome Operational Certificate	Renewal of the certificate of the eligible candidate based on the application in the due process	Air Navigation Order (ANO (AD) A1; ANO (AD)A.3. Manual of Aerodrome Certification Procedure (CPM 14-1) Aerodrome Inspector Hand Book (IHB 14-1) Safety Management System (CAC 14-12) Manual, Maintenance Manual (AC (AD) -14) Aerodrome Manual, Documents required as per Airport Emergency Plan (AEP) and Aerodrome Inspection Checklist (b) Availability: www. caab. gov. bd	for free	75 working days	Md. Abdul Latif Deputy-Director (Aerodrome Certificate) C.C 01819143003 latifcsu@yahoo.com

	Service name	Service delivery system	Necessary documents and receiving location	Service price and payment method	Service delivery time frame	Responsible Officer (Name, Title, Phone Number & E-mail)
56	Allotment of rooms/spaces in favor of various government/private organizations including airlines	According to proper application	Request letter of allottee organization, In case of airlines: Photocopy of Air Operator Certificate	As per lease policy	45 working days	Mahmud Akhter Hossain Deputy Director (ATM) 01712181013 880- 2- 41091092 ddaerodromeshq@.caab.gov.bd
57	Renewal of Allotment of rooms/spaces in favor of various government/private organizations including airlines	According to proper application	Request letter of candidate organization for renewal of allotment, Request letter of allottee organization, In case of airlines: Photocopy of Air Operator Certificate	As per lease policy	90 working days	Mahmud Akhter Hossain Deputy Director (ATM) 01712181013 880- 2- 41091092 ddaerodromeshq@.caab.gov.bd

2.3. Internal services

(For Officers/Employees of Authority)

Serial	Service name	Service delivery system	Necessary documents and receiving location	Service price and payment method	Service delivery time frame	Responsible Officer (Name, Title, Phone Number & E-mail)
58	Promotion	Action taken by Administration Department against various vacant posts	Qualification and experience required as per existing regulations, satisfactory service record, annual confidential report, other documents as per latest circular issued by Ministry of Public Administration and Finance Department	for free	Within 30 working days after vacancy of post	Abu Saleh Md. Musa Zangi Director (Admin), (Deputy Secretary) 01894905100 880-2-41091051 dadmin@caab.gov.bd
59	Higher Grade, Special Increment and Equalization of Pay	According to proper application	Application in white paper, required qualification and experience as per existing regulations, satisfactory service record, annual confidential report, other documents as per latest circular issued by Ministry of Public Administration and Finance Department	for free	45 working days	Muhammad Ikram Ullah Director (Human Resource Development and General Training) 01894908511 880- 2- 41091052 dhr@caab.gov.bd
60	Grant of Earned leave to officers and employees	According to proper application	(a) Application in the prescribed form, certificate of availability of leave, medical certificate for medical purposes (b) Availability: www.caab.gov.bd and the administration department of the concerned unit	for free	15 working days	Muhammad Ikram Ullah Director (Human Resource Development and General Training) 01894908511 880- 2- 41091052 dhr@caab.gov.bd

Serial	Service name	Service delivery system	Necessary documents and receiving location	Service price and payment method	Service delivery time frame	Responsible Officer (Name, Title, Phone Number & E-mail)
61	Advance approval for purchase of cars, motorcycles and bicycles for officers and employees	According to proper application	(a)The prescribed application form, G.F.R-28 form, statement on non-judicial stamp of Tk. 300, affidavit, certificate of exemption, schedule identity. (b) Availability: www.caab.gov.bd and Administration Department, Headquarters	for free	30 working days	Muhammad Ikram Ullah Director (Human Resource Development and General Training) 01894908511 880- 2- 41091052 dhr@caab.gov.bd
62	Advance payment of house construction to officers and employees	According to proper application	(a)prescribed application form, G, F, R-28 form regarding execution of contract, statement on non-judicial stamp of 300 taka, affidavit, certificate of discharge, schedule identity. (b) Availability: www.caab.gov.bd and Administration Department, Headquarters	for free	30 working days	Muhammad Ikram Ullah Director (Human Resource Development and General Training) 01894908511 880- 2- 41091052 dhr@caab.gov.bd

Serial	Service name	Service delivery system	Necessary documents and receiving location	Service price and payment method	Service delivery time frame	Responsible Officer (Name, Title, Phone Number & E-mail)
63	Grant of pension and gratuity to officers and employees	According to proper application	(a) Application in the prescribed form of pension, passport size photo, last pay certificate, undertaking, sample signature and no-claim certificate and 5 fingerprints, bank account number, valid heir declaration of pension received, retirement order, no-claim certificate of residence clearance (telephone bill, electricity bill, car rental, house rent and gas bill, etc.), submission of security pass, copy of national identity card, In the case of a deceased person: pension form 2.2, death certificate, certificate of non-marriage by the municipal chairman, certificate of nomination of the guardian. (b) Availability: www.caab.gov.bd and Administration Department, Headquarters	for free	30 working days	Muhammad Ikram Ullah Director (Human Resource Development and General Training) 01894908511 880- 2- 41091052 dhr@caab.gov.bd
64	Allowance of advance withdrawal from general provident fund for officers and employees	According to proper application	(a) Application in the prescribed form (Refundable, non-refundable and final) Certificate of status in the GP Fund (b) Availability: www.caab.gov.bd and Finance Division, Headquarters.	for free	15 working days	Md. Anwar Hossain Deputy Director (Finance) 01894906113 ddfinhq@caab.gov.bd

Serial	Service name	Service delivery system	Necessary documents and receiving location	Service price and payment method	Service delivery time frame	Responsible Officer (Name, Title, Phone Number & E-mail)
65	Regarding allotment of houses to officers and employees	On application basis as per Residential Accommodation Allocation Policy 1984	(a) Application in prescribed form (b) Access: www.caab.gov.bd and Estate Department, Head Office	for free	As per policy	Abu Saleh Md. Musa Zangi Director (Admin), (Deputy Secretary) 01894905100 880-2-41091051 dadmin@caab.gov.bd destate@caab.gov.bd


9. Expectations of The Authorities from the Respected Service Takers for Service Delivery

Serial no	What the customer should do
1	Submission of self-completed application.
2	Filling the form if prescribed for application.
3	Attaching required documents.
4	Payment of required fees in due process.
5	Be present for the meeting before the scheduled time.
6	Following due process for receiving services.
7	Co-operate during on-site inspection and produce original copies of documents submitted along with the application.

4. Grievance Redress System (GRS)

If you are not satisfied with the received service, please contact with the responsible officer.

Serial	When to contact	Whom to contact	Contact address	Settlement deadline
1	If the responsible officer fails to provide solution	Grievance Redressal Officer (Anik)	Abu Saleh Md. Musa Zangi Director (Admin), (Deputy Secretary) Civil Aviation Authority of Bangladesh Mobile: 01894905100 Phone: 880-2-41091051 E-mail: dadmin@caab.gov.bd www.caab.gov.bd	30 working days
2	If the Grievance Redressal Officer fails to provide the solution within the stipulated time	Appellate Officer	Md. Safiul Alam Joint Secretary (Admin) Ministry of Civil Aviation and Tourism Mobile: 01711905047 Phone: 880-2-55100703 E-mail: jsadmin@mocat.gov.bd www.mocat.gov.bd	20 working days
3	If the Appellate Officer fails to provide a solution within the stipulated time	Grievance Management Cell of Cabinet Division	Grievance Center Gate No. 5, Bangladesh Secretariat, Dhaka For online complaints: www.grs.gov.bd	60 working days



Abu Saleh Md. Musa Zangi
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Civil Aviation Authority of Bangladesh
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