



सत्यमेव जयते

**GOVERNMENT OF INDIA  
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION  
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI**

CIVIL AVIATION REQUIREMENTS  
SECTION 4 – AERODROME STANDARDS  
SERIES \_\_\_\_, PART I  
ISSUE I, DATED

EFFECTIVE: FORTHWITH

**Subject: Requirements for Issue of Safety Clearance for Ground Handling**

## **1. INTRODUCTION**

1.1 Ground Handling and Ramp Safety are the most important aspects of airport operations. The ground handling of aircraft is one of key elements of the overall aviation safety. ICAO Annex 6 Volume 1 requires that State's safety oversight should include ground handling arrangements of its air operators during initial certification and also during the on-going validation of the operator's continued conformance.

1.2 In view of increased air services and aircraft movements, it is necessary to ensure high standard of operational safety at the airports.

1.3 This CAR is issued under provisions of Rule 29C and Rule 133A of the Aircraft Rules, 1937. It lays down the requirements to be fulfilled by the ground handling service providers at airports.

## **2. APPLICABILITY**

This CAR is applicable to the ground handling service providers permitted by the Central Government under Rule 92 of the Aircraft Rules, 1937.

## **3. DEFINITIONS**

**Airport Handling Manual** – Published by the International Air Transport Association (IATA). It contains series of procedures and specifications approved by IATA Airport Service Committee as industry standards.

**Dangerous Goods** – Articles or substances which are capable of posing a significant risk to health, safety or property when transported by air.

**Ground Handling** – Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.

**Ground Handling Service Provider** – An entity providing ramp services, on-ramp aircraft services, onboard servicing and operations with respect to external ramp equipment within the airport.

**Load Control** – A function to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.

## **4. REQUIREMENTS**

### **4.1 Ground Handling Safety Clearance**

4.1.1 Ground handling service provider intending to operate at Indian airport(s) shall have a valid permission from the Central Government under Rule 92 of the Aircraft Rules, 1937.

4.1.2 The applicant shall submit an application to DGCA for grant of permission to undertake ground handling services on the proforma given in Annexure I.

4.1.3 The applicant shall submit a copy of the Ground Handling Manual and preparedness status report along with the application form.

4.1.4 The applicant shall submit security clearance from the Bureau of Civil Aviation Security.

4.1.5 The applicant shall submit insurance policy covering the liability of the organization towards its personnel, equipment and third party.

### **4.2 Issuance of Safety Clearance for Ground Handling**

4.2.1 Upon receipt of the application, DGCA shall verify the following:

- a) Ground Handling Manual
- b) Examine the preparedness status report to ensure that a satisfactory system exists within the organization for conduct of internal audit.
- c) An acceptable safety management system is established within the organization.
- d) An acceptable training programme is established within the organization.

- e) The ground handling facilities, equipment, services and procedures are appropriate for the scope and type of services as proposed.
- f) The ground handling of dangerous goods is conducted in accordance with ICAO Technical Manual.

4.2.2 The applicant shall demonstrate compliance to recommended practices contained in the ICAO Technical Manual.

4.2.3 The applicant shall demonstrate that all personnel engaged in handling dangerous goods have undergone training in accordance with CAR Section 11, Series C, Part I.

4.2.4 In order to ascertain that the application and the accompanying documents furnished by the applicant are accurate and complete in all respects, an assessment shall be made by a committee consisting of representatives from the Directorate of Aerodromes, Directorate of Airworthiness, Directorate of Flight Standards and Directorate of Air Transport. This process shall be coordinated by the Director of Aerodrome Standards who shall act as the nodal officer.

4.2.5 Upon being satisfied, DGCA may issue ground handling safety clearance to the applicant and endorse conditions or limitations to the operations, as required.

4.2.6 If application is complete and there are no substantive issues with DGCA, the applicant can expect issue of safety clearance for undertaking the ground handling operations within 60 days of fulfilling all the requirements.

### **4.3 Ground Handling Manual**

4.3.1 The Ground Handling Manual is a fundamental requirement of the safety clearance process. It shall contain all pertinent information concerning the ground handling facilities, services, equipment, operating procedures, training programme, organizational structure and safety management system.

4.3.2 The organization shall submit two copies of the Ground Handling Manual to DGCA for approval.

4.3.3 The organization shall keep approved copy of the Ground Handling Manual at its workplace for reference purpose.

4.3.4 The organization shall provide a copy of the approved Ground Handling Manual to all concerned personnel and also to DGCA for inspection.

#### **4.4 Contents of Ground Handling Manual**

4.4.1 The applicant shall prepare the Ground Handling Manual on the suggested lines incorporating Chapter-wise details as given in Annexure II.

4.4.3 The manual shall contain statement for compliance by the organization's Accountable Manager.

#### **4.5 Ground Handling Manual Revision and Amendment**

4.5.1 The ground handling manual shall be amended from time to time to ensure current and accurate information at all times. The ground handling clearance holder shall be responsible for submitting the amendments to the DGCA for approval.

#### **4.6 Training Requirements**

4.6.1 To ensure safety of all personnel engaged in airside activity, the organization shall establish minimum training requirements. The objective of training is to ensure that required personnel are provided with requisite skills and knowledge to handle ground handling operations efficiently.

4.6.2 The training shall cover both theoretical and practical skill to verify the personnel understanding of the task being trained.

4.6.3 All training records shall be documented and made available for review by the authorized person of the organization and/or by DGCA.

4.6.4 To maintain ongoing competence, all personnel engaged in airside activity shall undergo recurrent training periodically.

#### **4.7 Safety Management System**

4.7.1 The ground handling organization shall establish a safety management system applicable to the size, scope and complexity of its handling activities, with a view to ensure that operations are carried out in a controlled and safe manner.

4.7.2 The ground handling organization shall ensure that all its personnel comply with the safety requirements at various airports in accordance with applicable DGCA regulations and/or conditions laid down by the airport licensee.

#### **4.8 Incident/Accident Reporting**

4.8.1 All ground incidents/accidents shall be recorded which will enable the organization to develop the preventive actions.

4.8.2 The report for all types of damage events (aircraft, equipment, facility, etc.) during ground operations should be submitted to the Directorate of Air Safety and Aerodrome Standards of DGCA and all relevant parties as soon as possible and in any case within 48 hours after such occurrence.

4.8.3 Record of all the safety findings shall be maintained and forwarded to DGCA periodically along with action taken report.

#### **4.9 Emergency Response System**

4.9.1 Each organization engaged in ground handling operations shall establish an emergency response procedure and train its personnel for implementation of such procedures.

4.9.2 Emergency response contact information shall be made available to all ground handling organization personnel in order to enable timely response in case of an emergency or incident requiring immediate response action.

#### **4.10 Ground Handling Operations**

4.10.1 The ground handling organization shall conduct operations in accordance the procedures set forth in its Ground Handling Manual approved by DGCA.

4.10.2 To ensure safety of passengers and aircraft, the DGCA may give directions to the ground handling organizations from time to time for amendment of procedures contained in its Ground Handling Manual.

4.10.3 The ground handling organization shall ensure proper upkeep of its facilities and equipment.

4.10.4 The ground handling organization may refer to the Guidance Material on airside safety procedures contained in Aerodrome Advisory Circular on Ground Handling issued by DGCA.

#### **4.11 Annual Status Reporting**

4.11.1 The operator shall submit following information to DGCA on annual basis or as directed by Director General from time to time:

- a) Changes in Management structure/qualified personnel.
- b) Alteration in the ground support equipment vis-à-vis scope of services.
- c) Compliance of training programme.
- d) Compliance of safety findings of ground accidents/incidents.

e) Copy of latest insurance policy.

4.11.2 DGCA may carry out an audit of the operator's facilities if considered necessary.

4.11.3 The organization shall demonstrate continued capability to conduct the ground handling operations authorized under the safety clearance.

5. The fees payable by the applicant shall be as laid down in the Aircraft Rules from time to time.

6. The validity of the safety clearance for Ground Handling shall be for a period not exceeding two years.

7. Degradation of the ground handling service provider's capability below the required level or breach of any provision of this CAR or of any provisions of the Aircraft Act, 1934 and the Aircraft Rules, 1937, as amended from time to time, shall render the safety clearance for Ground Handling liable to alteration, suspension or cancellation.

Director General of Civil Aviation

### Application Form for Safety Clearance for Ground Handling Operations

1. Name of Applicant:		3. Type of Application <input type="checkbox"/> Initial <input type="checkbox"/> Amendment <input type="checkbox"/> Renewal	
2. Address:		4. Approval Number:	
	Pin Code	Telephone Number	Fax Number
5. Ratings  <input type="checkbox"/> Aircraft <input type="checkbox"/> Baggage <input type="checkbox"/> Passenger <input type="checkbox"/> Cargo <input type="checkbox"/> Mail <input type="checkbox"/> Others <input type="checkbox"/> Dangerous Goods  Other (Specify):	6. Additional Details Regarding Ratings Requested (For GHO)		
7. Management Personnel Name (CV) -		8. GHO Personnel (Numbers)	
Accountable _____	Manager	GH Technicians _____	
Operations _____	Manager	Technical _____	Support _____
9. Declaration: The above information and that contained in Organisation Ground Handling Manual and other supporting documentation is accurate in all respect			
_____ Name and Title of Person Authorised to Sign on Behalf of the Organisation		_____ Date	
<b>DGCA Use Only</b> 1. Evaluation of proposed Ground Handling Control System  <input type="checkbox"/> Ground Handling Manual <input type="checkbox"/> Management Personnel <input type="checkbox"/> Technical personnel <input type="checkbox"/> Internal Audit/Quality System <input type="checkbox"/> Facilities <input type="checkbox"/> Equipment <input type="checkbox"/> Contractual Arrangements  The proposed Ground Handling Control meets the requirements of DGCA CAR for Ground Handling Organisation   <div style="text-align: center;">_____ DGCA Representative</div>  <div style="text-align: center;">_____ Date</div>		2. Recommendations: The Organization has been inspected (see attached inspection report) and is recommended for approval in the following ratings:  <input type="checkbox"/> Aircraft <input type="checkbox"/> Baggage <input type="checkbox"/> Passenger <input type="checkbox"/> Mail <input type="checkbox"/> cargo <input type="checkbox"/> Dangerous Goods <input type="checkbox"/> Other  Remarks by DGCA Representative _____  <div style="text-align: center;">_____ DGCA Representative</div>  <div style="text-align: center;">_____ Date</div>	

**Particulars to be Included in the Ground Handling Manual**

**1. Organization Administration**

- a. Legal status of the organization.
- b. Organizational chart.
- c. Duties, responsibilities and reporting structure of all management and operations personnel.

**2. Description of the Ground Handling Operations**

- a. Scope of ground handling services
- b. Capability statements, including aircraft types.
- c. Facilities and equipment available.

**3. Safety Management System**

- a. Safety policy statement
- b. Purpose of safety management system.
- c. Applicability.
- d. Safety responsibilities.
- e. Safety training.
- f. Standard operating procedures.
- g. Human factors.
- h. Risk management.
- i. Audits and inspections.
- j. Safety performance monitoring.
- k. Emergency response.

**4. Ground Handling of Dangerous Goods**

- a. Dangerous Goods policy statement.
- b. Packing, labeling and marking.
- c. Ground handling organization's responsibilities.
- d. Provision of information.
- e. Establishment of training programme.
- f. Compliance with Dangerous Goods Regulations.

**5. Ground Handling Procedures (as applicable)**

- a. Passenger handling
- b. Baggage handling
- c. Cargo/mail handling
- d. Aircraft handling and loading.



- e. Load control.
- f. Airside safety and management
- g. Aircraft movement control
- h. Ground handling agreements
- i. Ground support equipment.

**6. Training Programme – Initial and Recurrent**

- a. Safety training
- b. Driver training
- c. Aircraft handling training

**7. Ground Handling Quality Audit Schedule**

**8. Airside Safety Performance Audit Schedule**

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