



ORGANIZATIONAL MANUAL

Issue 01, Rev. 00

July 2022

RECORDS OF REVISION

Issue No.	Revision No.	Particulars of Revision	Date Entered	Entered By
1	0	Initial issue		Manual Team

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FOREWORD

The purpose of developing this manual is to establish the Organizational Structure of the Bhutan Civil Aviation Authority covering overall Organogram with the Division and Section mandates. The establishment of duties and responsibilities covered under this document shall therefore provide necessary basic guidelines to all the staff in their endeavor to discharge their day-to-day functioning to ensure a safe and secure civil aviation system.

All the incumbent officials shall be obliged to adhere to their respective duties and responsibilities.



Signature.....

Director

Bhutan Civil Aviation Authority

Date: 23 / 06 / 2022

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ABBREVIATIONS

AIP – Aeronautical Information Publication

AIS – Aeronautical Information Service

AMO – Approved Maintenance Organization

AME – Aircraft Maintenance Engineer

AMP – Aircraft Maintenance Program

ANAD – Air Navigation and Aerodrome Division

ANS – Air Navigation Services

ANSP – Air Navigation Service Provider

AOC – Air Operators Certificate

ARIAC – Aeronautical Information Regulation and Control

ASA – Air Services Agreement

ATO – Approved Training Organization

AVSEC – Aviation Security

BCAA – Bhutan Civil Aviation Authority.

BCARs – Bhutan Civil Aviation Requirements

BCSR – Bhutan Civil Service Regulations

CAAB - Civil Aviation Act of Bhutan

CAME – Continuing Airworthiness Management Exposition

CAMO – Continuing Airworthiness Management Organization

CAP – Corrective Action Plan

CSAB – Civil Service Act of Bhutan

DCA – Department of Civil Aviation

DNB – Department of National Budget

EASA – European Aviation Safety Agency

EI – Effective Implementation

ELPC – English Language Proficiency Check

FSD – Flight Safety Division

HoA – Head of Authority

ICAO – International Civil Aviation Organisation

MEL – Minimum Equipment List

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MOE – Maintenance Organisation Exposition

MOF – Ministry of Finance

MOR – Mandatory Occurrence Report

NASP – National Aviation Safety Plan

PA – Personal Assistant

PQ – Protocol Questions

RAA – Royal Audit Authority

RAMP – Region of Aircraft Movement and Parking

RCSC – Royal Civil Service Commission

SAFA – Safety Assessment of Foreign Aircraft

SARI – South Asian Regional Initiatives

SARPs – Standards and Recommended Practices to the ICAO Annexes.

SMS – Safety Management System

SSP – State Safety Program

TRE – Type Rating Examiner

TRI – Type Rating Instructors

USAP CMA – Universal Security Audit Program – Continuous Monitoring Approach

USOAP CMA – Universal Safety Oversight Audit Program – Continuous Monitoring Approach

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DEFINITIONS

Board means BCAA Board of Directors.

Chicago Convention means Convention on International Civil Aviation concluded at Chicago on 7 December 1944.

Head of Authority means Director General/Director of Bhutan Civil Aviation Authority.

ICAO Annex means annexes to the Chicago Convention.

Subsidiary Legislation means Bhutan Air Navigation Regulations, Bhutan Civil Aviation Requirements (BCAR), Manuals and Guidelines or any other regulations made under Civil Aviation Act 2016.

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CHAPTER 1. BHUTAN CIVIL AVIATION AUTHORITY (BCAA)

1.1 Introduction

1.1.1 Bhutan Civil Aviation Authority (BCAA) was established in 2015 after the bifurcation of the erstwhile Department of Civil Aviation (DCA) with the mandate of regulating safety and security in civil aviation. The CAAB 2016 mandates that a board be formed. Accordingly, the first board was formed in August 2018.

1.1.2 As per Section 13 of the CAAB 2016, the Authority shall be a legal entity operating within the laws of Bhutan responsible for:

- Regulation of civil aviation activities in the country including regulation of aircraft and certification of commercial air carriers;
- Safety and security of civil aviation;
- Licensing of aviation personnel and organisations;
- Certification of the aeronautical telecommunications system, airports and aerodrome services, facilities and infrastructures;
- Accident/Incident prevention programme;
- On the basis of findings from the investigation of civil aircraft involved in an accident or incident with a Military aircraft occurring in the territory of the State of the Authority or within the Military site, take any corrective action intended to prevent similar accidents or incidents in coordination with the military; and
- Issuing Civil Aviation Requirements, Circulars and publication of annual safety report; and
- oversight, safety/security standards and implementation process through routine surveillance audits, inspection and corrective measures.

1.2 Vision

An Exemplary, safe and secure civil aviation system in the region.

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1.3 Mission

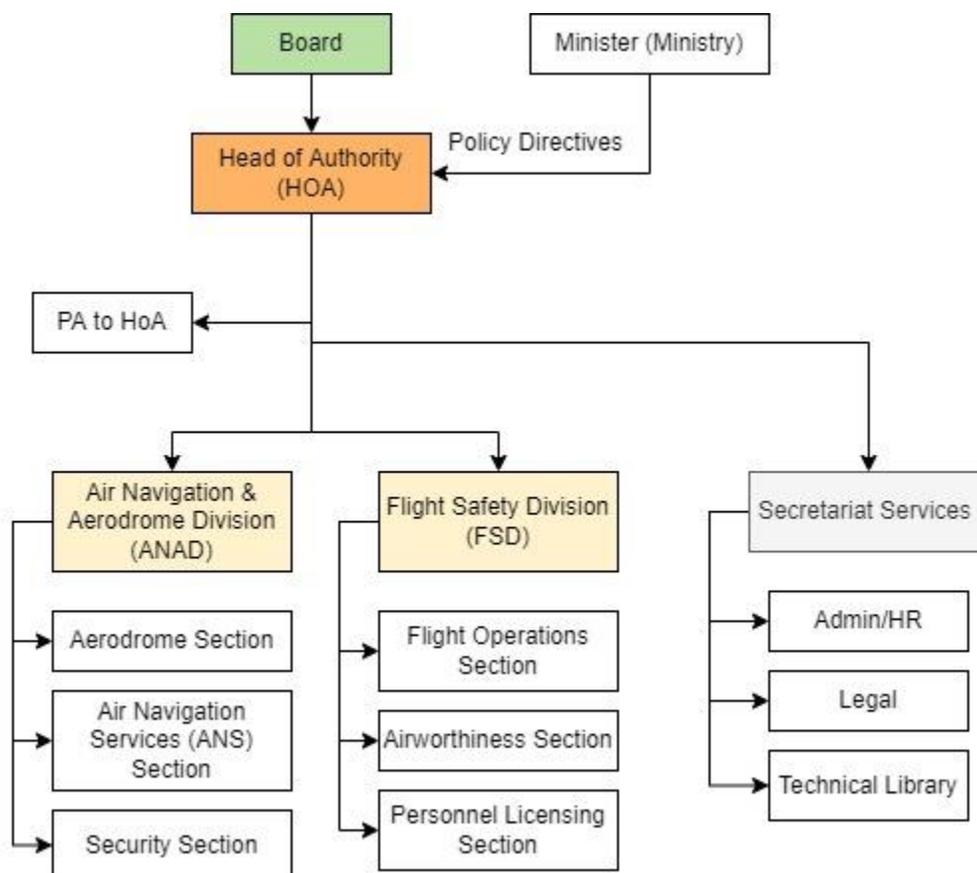
- Ensure aviation safety and security standards through continuous oversight functions in line with the best international practices.
- To provide continued effective oversight functions through competent professionals.
- Facilitate air connectivity through international collaboration.
- Regulate and foster general aviation activities.

1.4 Board of Directors

- 1.4.1 The Board of Directors shall be the highest decision-making body for the Authority, responsible for performing all regulatory functions that are necessary for safe, reliable and efficient operation of air services in the country, as a body independent of the industry players and policy makers.
- 1.4.2 The BCAA Board consists of five members including the Chairman from relevant Agencies appointed by the Minister upon approval of the Cabinet. The HoA shall serve as the ex officio member secretary of the Board.
- 1.4.3 The Board members are appointed for the term of three years.

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1.5 Organogram



1.6 Staffing Methodology

1.6.1 Overview

- 1.6.1.1 The methodology described herein aims at providing a mechanism for determining the number of staff required to perform the BCAA safety/security oversight duties and responsibilities covering the entire range of civil aviation activities, and to ultimately ensure that the BCAA has sufficient human resources to meet its safety/security oversight obligations.
- 1.6.1.2 To be able to carry out all the BCAA related safety/security oversight activities, a mix of disciplines is required within the staff. In determining the staffing needs, the mix of disciplines required must be considered.
- 1.6.1.3 BCAA may also consider hiring persons with other qualifications, experience and knowledge suitable for carrying out the duties of another inspector, subject to any conditions that BCAA may have regarding the person's qualifications, experience and knowledge. Such persons may have other field backgrounds.

1.6.1.4 Appropriate mix of Inspectors: While complying with its regulatory functions effectively, if BCAA requires skilled manpower/experts, not adequately available within the organization, then BCAA will hire adequately qualified inspectors/experts through outsourcing. The qualification and experience for such a term of engagement will be decided based on domain requirement in accordance with HR Policy.

1.6.2 Factors to be considered when determining BCAA staffing needs

1.6.2.1 The following factors should be taken into account:

- Scope of activity for each Section under respective Divisions;
- Volume of work within each section and individual areas within it (based on level of activity); and
- Available working days (7 hours/day) per year.

1.6.2.2 Tasks to be considered should include all the activities carried out within individual sections including administrative activities, actual oversight tasks, approvals, development and amendment/review of regulations and technical guidance material, and surveillance activities. In addition, the time needed for training, staff leave days, weekends and national holidays and attending meetings and conferences should be factored in, when calculating working hours available.

1.6.3 Available working hours per staff in a year

1.6.3.1 Every BCAA section must calculate its staffing needs, based on the available number of days for carrying out its workload.

1.6.3.2 The table below provides the calculation of total number of available working hours per year for a staff:

Item	Item description	Days
1	Total calendar days in a year	365
2	Weekend days (for 52 weeks)	104
3	Declared public holidays in a year	24
4	Local festivals (Tshechu/Dromchoe) in a year	5
5	Other ad-hoc off days	3
6	Available working days in a year (1 minus 2, 3, 4, and 5)	229
Total working hours per day = 7 hours		

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Total working hours for a staff per year (229*7) = 1603 hours
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1.6.4 Staffing needs for BCAA sections

1.6.4.1 The following process shall be followed in order to calculate the total staff required for each section:

- I. List down all the main tasks carried out within sections;
- II. For each main task, list down all the sub-tasks as applicable;
- III. Write down the average time taken (in hours) to carry out each sub-task;
- IV. Write down the frequency of each sub-task in a year;
- V. Calculate the total time required for each subtask in a year by multiplying the value from Step III & Step IV;
- VI. Calculate the total time required to carry out the main task by adding all the time required to carry out each of its sub-task;
- VII. Calculate the required working hours for each section by adding all the total time required for main tasks under their section;
- VIII. Divide the value derived in Step VII by total working hours per year for staff. This gives the total number of staff required for each Section.

1.6.4.2 The detailed staffing needs calculations are maintained by the individual sections for their respective areas based on the above process.

1.7 Staff Recruitment Process

1.7.1 As per the Civil Service Act of Bhutan (CSAB) 2010, the Royal Civil Service Commission (RCSC) is the central personnel agency for all Human Resource matters pertaining to the Civil Service.

1.7.2 BCAA proposes the staff requirement to RCSC based on the staffing needs to be determined as per section 1.3 of this manual. Accordingly, RCSC in consultation with the BCAA approves the proposal.

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1.8 Inspector Credentials

1.8.1 Issuance and Retention Process

1.8.1.1 BCAA credentials are issued to qualified inspectors by the HoA as per sections 81, 89 and 91 of the CAAB 2016 for performing official duties.

1.8.1.2 The credentials shall be issued upon fulfilling the following requirements:

- Complete orientation/indoctrination as per BCAA Training Manual;
- Complete Basic/initial training as per BCAA Training Manual;
- Complete On-the-job training (OJT) as per BCAA Training Manual;
- Participate in at least two Surveillance inspections/Audit as an observer; and
- Conduct a minimum of one independent Surveillance inspections/Audit under supervision of a qualified Inspector.

1.8.1.3 BCAA assigns inspectors to official duties based on his/her area of expertise.

1.8.2 Use of Credentials

1.8.2.1 The credentials shall be used only in the conduct of official duties.

1.8.2.2 Holders of credentials are responsible for the safe custody of Inspection/Audit reports.

1.8.2.3 Misuse or improper possession of the credential can subject the offender to disciplinary actions.

1.8.3 Surrender of Credentials

1.8.3.1 The Credential shall be surrendered to BCAA for proper disposition. The credentials shall be surrendered under any of the following conditions:

- Termination of employment or contract (in case of outsourced employee);
- Reassignment to a position which does not require an Inspector's credential;
- Issuance of a revised credential;
- Inspector not meeting the training/proficiency requirement; and
- Upon demand by the issuing authority.

1.8.4 Contents of the Credential

1.8.4.1 The Credential shall contain the following information:

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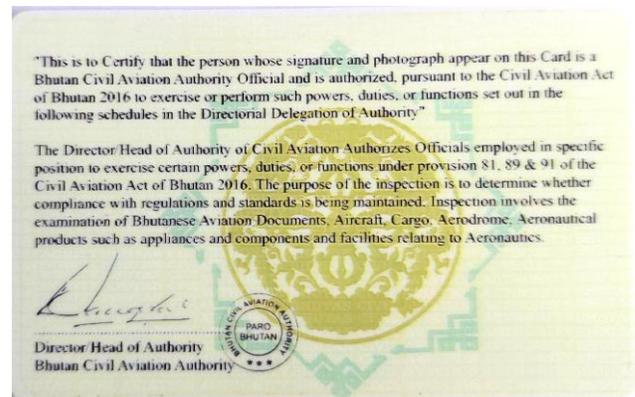
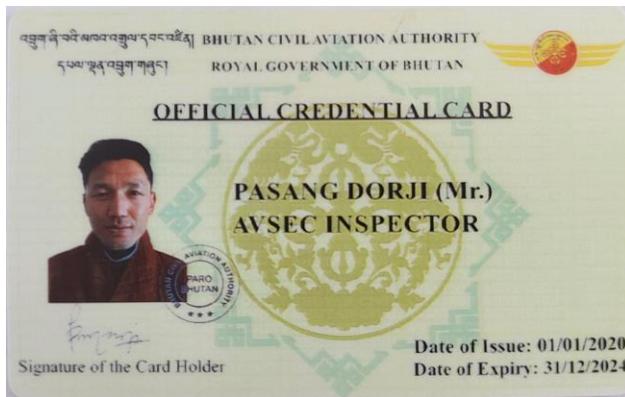
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- Identification number
- Date of issue
- Name and title
- Photograph of the inspector
- The validity period of the credential (expiry date)
- The empowering Law/Regulation
- Signature of the issuing Authority (signature of HoA) & Card holder

1.8.4.2 The validity of the Credential for permanent employees of BCAA would be for a period not exceeding five years. In the case of contractual/seconded employees, the period of validity shall be limited to the period of the contract but not exceeding two years.

1.8.4.3 The person holding this Credential card is authorised to exercise or perform powers, duties, or functions set out in the CAAB 2016 and applicable rules and regulations.

1.8.4.4 The sample of the Credential is as provided below:



1.8.5 Loss or Theft

1.8.5.1 It is the responsibility of the inspector to safeguard and protect the BCAA credentials, to prevent physical loss, theft or damage. Inspectors must use care to protect the integrity of all credentials to prevent physical loss and damage.

1.8.5.2 If an inspector loses the credential, the inspector must report the loss or theft within 24 hours to HoA.

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1.8.6 Reissuance of Credentials

- 1.8.6.1 The issuance of replacement credentials requires the same process required for an original issuance.
- 1.8.6.2 Replacement of lost or stolen credentials requires issuance of a new credential number.
- 1.8.6.3 Credentials will be reissued when any of the following circumstances exist:
- Mutilation or excessive wear of the credential;
 - Change in holder's personal appearance;
 - Lost or stolen credentials; or
 - Expiry.

1.9 Mechanism to ensure sufficient financial resources for BCAA

1.9.1 Budget System

- 1.9.1.1 The Government has a system of the annual budget for its receipts and payments. The Government maintains the sanctity of the budgetary system and prevents the proliferation of extra-budgetary funds.
- 1.9.1.2 The budgets are prepared in accordance with the government's budget policy. The financial year and the processes of budget preparation are prescribed in the Financial Rules and Regulations.
- 1.9.1.3 BCAA as a government agency receives a budget from the Ministry of Finance (MoF) on an annual basis.

1.9.2 The Budget Call

- 1.9.2.1 Based on the resource envelope endorsed by the Cabinet, the MoF shall issue the budget call, which shall include highlights of financial policies and specific macroeconomic information.
- 1.9.2.2 The purpose of the Budget Call shall be:
- a) To provide the Agencies with guidelines for the preparation of their budgets, including instructions for completing the requisite budget forms, as well as any new policy initiatives and changes;
 - b) To set a timetable for the preparation and submission of budget proposals by the Agencies.

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1.9.3 Budget Preparation and Submission by BCAA

- 1.9.3.1 Based on the Budget Call guidelines of MOF, each section determines the budget requirement for the year based on the regulatory programs/activities included in their annual work plan. The BCAA prepares budgets based on the budget requirements submitted by sections.
- 1.9.3.2 The regulatory programs/activities should be within the scope of the relevant Five-Year Plan.
- 1.9.3.3 The Cluster Finance service of Paro is responsible for reviewing and arranging for the endorsement of the proposed budget estimates of BCAA and ensuring timely submission.

1.9.4 Budget Discussions

- 1.9.4.1 The budget discussion will be conducted by the Department of National Budget (DNB), MoF once the budget proposals have been submitted.

1.9.5 Approval by the Parliament

- 1.9.5.1 The Minister of Finance shall present the annual national budget report and budget appropriation bills to the Parliament in line with the Public Finance Act

1.9.6 Budget Notification

- 1.9.6.1 The MoF shall issue a Budget Notification to provide the Agencies with their approved budget details.

1.9.7 Accountability and Reporting

- 1.9.7.1 BCAA is required to:
- submit a Financial and Physical Plan to DNB upon receipt of the Budget Notification;
 - Prepare and submit a monthly Budget Release Forecast of BCAA to Cluster Finance Service.
 - prepare and submit quarterly financial and physical progress reports to DNB;
 - ensure that the budget proposal is in accordance with Budget Call guidelines and within the ceilings prescribed by the Ministry of Finance;
 - participate in the budget discussion;
 - Ensure that the budget implementation is as per Budget Appropriation Act and financial rules and regulations;

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- Conduct Mid-Year Budget review in consultation and coordination with the DNB.

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CHAPTER 2. DUTIES AND RESPONSIBILITIES OF HOA AND PERSONAL ASSISTANT (PA)

2.1 HoA

2.2 Duties and Responsibilities

- Formulate five-year plans for the Authority and oversee its implementation.
- Ensure/Review/Prepare plans and programmes in accordance with relevant projects/policies.
- Ensure/Review/Prepare annual review reports, which shall include inter alia organizational and institutional arrangements, resource availability and constraints if any, decision making and coordination procedures, HRD programmes, etc.
- Guide/supervise/facilitate resources required for the smooth implementation of civil aviation programmes and projects.
- Liaise regularly with the Board/Minister and keep them informed of current/ future civil aviation activities.
- Accord financial sanction and administrative approval for activities in accordance with the rules and regulations.
- Promote/administer and encourage the development of civil aviation by ensuring recruitment, training and retention of suitably qualified personnel as per the training policy and guidelines of the BCAA Training Manual.
- Advise/report to the Minister on all matters affecting civil aviation and perform such functions as the Minister may order from time to time.
- Coordinate BCAA Board Meeting as per the CAAB 2016.
- Represent international/national aviation forums.
- Based on the findings of the accident or incident investigations authorised under Section 117 of the Act, take corrective actions intended to prevent similar accidents or incidents in the future.

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2.3 Qualification

Minimum of Bachelor's Degree with advanced training in Aviation/public policy administration, management and economic development as per the BCSR 2018.

2.4 PA to HoA

2.4.1 Duties and responsibilities

- Attend telephone/pass the line to the officer as and when required;
- Draft letters;
- Arrange appointments/meetings and maintain timing for the visitors and staff;
- Maintain records/files;
- Receive and manage visitors;
- Facilitate HoAs travels;
- Any other tasks assigned by HoA.

2.5 Qualification

Class XII with Min. 6 months course in Computer application, Office Management/Class X with 2 years Office Management Course.

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CHAPTER 3. FLIGHT SAFETY DIVISION (FSD)

3.1 Introduction

3.1.1 The BCAA has established the FSD to discharge obligations to the Chicago Convention under Articles 28, 29, 31, 32 and the relevant ICAO SARPs under the Annexes 01 (Personnel Licensing), 02 (Rules of the air), 06 (Operation of Aircraft), 07 (Aircraft Nationality & Registration Marks), 08 (Airworthiness of Aircraft), 09 (Facilitation), 16 (Environmental Protection), 18 (Safe Transport of Dangerous Goods by Air) and 19 (Safety Management System).

3.1.2 The following are three sections under FSD:

- a) Flight Operations Section;
- b) Airworthiness Section;
- c) Personnel Licensing Section.

3.2 General Duties and responsibilities

3.2.1 FSD is responsible to monitor compliance with rules and regulations obligated to ICAO and ensure the operator's compliance with regulatory requirements through regular surveillance over the operators' procedures and facilities to promote and enhance aviation safety.

3.2.2 The Safety oversight functions of the FSD also include:

- Developing and implementing the National Aviation Safety Plan (NASP);
- Giving input on the development of aviation policy;
- Monitor ICAO safety requirements are addressed by the state;
- Develop, review and amend rules and regulations/Manuals;
- Plan, conduct and close Audits/Inspections;
- Address Universal Safety Oversight Audit Program (USOAP CMA);
- Attend international training and seminars etc.;
- Plan and discharge training for the staff;

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Plan, prepare and submit periodic HR/budget to the Head of Authority.

3.3 Flight Operation (OPS) Section

3.3.1 Duties and Responsibilities

- Draft, review, amend and implement rules and regulations/manuals.
- Review and approve operator's documents.
- Review and Carry out Compliance Checklist (CC) ICAO Annex 6 Part 1, Part 2, Part 3, 18 and 19.
- Review/update and/or implement State Safety Program (SSP), National Aviation Safety Plans (NASP), and share operational safety information for update of Aeronautical Information Publication (AIP).
- Prepare Corrective Action Plans (CAPs) for ICAO PQ Findings and Implement them to give effect to State's EI score.
- Instructor Approval and Foreign Charter flight Approval.
- Process General Aviation approval.
- Conduct inspection and Station Audit.
- Other Flight Operations Services (Committees in ELPC, invigilate/evaluate Examinations & ATO Approvals).
- Represent state at ICAO meetings, seminars and workshops.
- Process Air Operator's Certificates (AOC) to Bhutanese Airlines and regulation of air transport services operating to/from/within/over Bhutan by Bhutanese and foreign operators.
- Approve clearances of scheduled and non-scheduled flights.
- Coordinate and liaise with the stakeholders in an investigation into accidents and serious incidents formulating implementation of Safety/Security Management Programmes.
- Review, Investigate and enforce the Mandatory Occurrence Report (MOR).

3.3.2 Qualification of staff

Minimum of Bachelor's Degree with Post Graduate Diploma in Public Administration.

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3.4 Airworthiness (AIR) Section

3.4.1 Duties and responsibilities

- Address USOAP CMA Protocol Questions.
- Draft, review, amend and implement regulations/manuals.
- Conduct Continuing Airworthiness Management (CAMO) audits.
- Conduct Continuing Approved Maintenance (AMO) audits.
- Conduct Certificate of Airworthiness audits.
- Conduct foreign AMOs.
- Conduct Spot checks.
- Conduct safety assessment of forging aircraft (SAFA) audits.
- Conduct Aviation Fuel Station audit.
- Evaluation/Invigilation of AME examination papers & conduct oral exams for maintenance Personnel and Nominated Post Holders.
- Review and approval of operators' document (CAME, MOE, AMP, MEL).
- Review and approval of maintenance concessions.
- Review and issuance of Special flight permits.
- Review, Investigate and enforce the Mandatory Occurrence Report (MOR).
- Registration/deregistration of civil aircraft.
- Coordinate and liaise with the stakeholders in an investigation into accidents and serious incidents.
- Represent state at ICAO/SARI/EASA meetings, seminars and workshops.

3.4.2 Qualification of staff

Minimum of Bachelors in Engineering (Aeronautical, Mechanical, Avionics), or experienced aircraft maintenance license holders.

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3.5 Personnel Licensing (PEL) Section

3.5.1 Duties and Responsibilities

- Draft, review, amend and implement regulations/manuals.
- Review and approve operator's documents.
- Issuance, renewals, monitoring of Licenses & Certificates to Aviation document holders and Type Rating Examiners (TRE)/Type Rating Instructors (TRI).
- Conduct Surveillance audits on all the Approved Training Organizations (ATO) and Aviation document Holders.
- Coordinate/conduct/evaluate/invigilate ELPCs & Examinations to Aviation Documents holders.
- Address ICAO USOAP-CMA Protocol Questions (PQs).
- Conduct RAMP, Ad Hoc, SAFA audit/Inspections and other related jobs as directed by the Head of Authority.
- Represent state at ICAO/SARI/EASA meetings, seminars and workshops.

3.5.2 Qualification of staff

Minimum of Bachelor's Degree with Post Graduate Diploma in Public Administration.

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CHAPTER 4. AIR NAVIGATION AND AERODROME DIVISION (ANAD)

4.1 Introduction

4.1.1 The Bhutan Civil Aviation Authority has established the ANAD to discharge obligations to the Chicago Convention under articles 28 and 38 and the relevant ICAO SARPs under the Annexes 02 (Rules of the Air), 03 (Meteorological service for international air navigation), 04 (Aeronautical Charts), 9 (Facilitation), 10 (Aeronautical telecommunication), 11 (Air Traffic Service), 12 (Search and rescue), 13 (Accident investigation), 14 (Aerodrome), 15 (aeronautical information service) and 17 (Security) and 19(safety management system).

4.1.2 The following are the three sections under ANAD:

- a) Aerodrome Section;
- b) Air Navigation Service Section;
- c) Security Section.

4.2 General Duties and responsibilities

- Develop and implement the National Aviation Safety Plan (NASP);
- Give input in the development of aviation policy;
- Monitor ICAO safety/security requirements are addressed by the state;
- Develop, review and amend rules and regulations/Manuals;
- Plan, conduct and close Audits/Inspections;
- Address USOAP CMA & USAP CMA;
- Attend international training and seminars etc.;
- Plan and discharge training for the staff;
- Plan, prepare and submit periodic HR/budget to the Head of Authority.

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4.3 Aerodrome (AGA) Section

4.3.1 Duties and Responsibilities

- Draft, review, amend and implement regulations/manuals.
- Review and approve operator's/service provider documents.
- Process Aerodrome Certification.
- Notify Aerodrome information to AIS and other organizations.
- Conduct Surveillance Audit/inspection.
- Address ICAO USOAP-CMA Protocol Questions (PQs).
- Evaluate airport emergency exercises to identify problems and deficiencies.
- Evaluate Aerodrome Operator and SMS.
- Ensure aerodrome standards through the development and review of the national standards and practices for aerodrome design, operation and maintenance, and engineering specifications.
- Reviewing plans and designs for new aerodromes or the further development of, or modification to, existing aerodromes.
- Represent state at ICAO/SARI/EASA meetings, seminars and workshops.
- Review/update and/or implement State Safety Program (SSP), National Aviation Safety Plans (NASP), share operational safety information for update of Aeronautical Information Publication (AIP).
- Coordinate and liaise with the stakeholders in the investigation into accidents and serious incidents formulating implementation of Safety/Security Management Programmes.
- Survey, monitor and issue Obstacle limitation clearance.
- Conduct Aviation Fuel Station audit.
- Evaluate and approve Instructors.

4.3.2 Qualification of staff

Minimum of Bachelor's Degree in Civil Engineering.

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4.4 Air Navigation Service (ANS) Section

4.4.1 Duties and Responsibilities

- Draft, review, amend and implement rules and regulations/manuals.
- Review and approve operator's/service provider documents.
- Certify Air Navigation Service Providers (ANSP) in accordance with applicable regulations, procedures and other relevant directives issued by the BCAA.
- Renew, amend, suspend or cancel ANS Service Provider Certificates as the case may be and in accordance with relevant requirements.
- License the Air Traffic Controllers as per the relevant requirement.
- Conduct Surveillance Audit/inspection.
- Ensure proper organization and management of the airspace of Bhutan for effective use.
- Determine the Technical specialties and staffing required for the section to meet the State's international civil aviation safety oversight obligations.
- Coordinate management of aviation frequency bands in Bhutan.
- Represent state at ICAO/SARI/EASA meetings, seminars and workshops.
- Coordinate and liaise with the stakeholders in the investigation into accidents and serious incidents formulating implementation of Safety/Security Management Programmes.

4.4.2 Qualification of staff

- Minimum of Bachelor's Degree in Engineering (ECE) for CNS Inspector.
- Minimum of Bachelor's Degree in IT for AIS/Charts/PANS-OPS Inspector.
- Minimum of Bachelor's Degree with Post Graduate Diploma in Public Administration for ATS/MET/SAR Inspector.

4.5 Security Section

4.5.1 Duties and Responsibilities

- Draft, review, amend and implement rules and regulations/manuals.

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- Review and approve operator's/service provider documents.
- Security Section Administration and coordination.
- Address ICAO USAP-CMA Protocol Questions (PQs).
- Ensure that the AVSEC /regulations/programmes are implemented effectively.
- Conduct surveillance audits/inspections.
- Facilitate AVSEC training to the regulatory staff, inspectors and security personnel from the operators.
- Certification of AVSEC Screeners and Instructors.
- Represent state at ICAO meetings, seminars and workshops.

4.5.2 Qualification of staff

Minimum of Bachelor's Degree with Post Graduate Diploma in Public Administration.

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CHAPTER 5. SECRETARIAT SERVICES

5.1 Introduction

5.1.1 The Secretariat Services is responsible for the general administration of the Authority by way of facilitating various matters related to the administration. The Secretariat Services is also responsible for the development of procedures that will enable the administrative function to operate smoothly. It looks after

- General Administration,
- Financial matters,
- Property management/maintenance,
- Maintaining an inventory of government properties and updates periodically thereof,
- Preparation of budget,
- Procurement/tendering of office materials/equipment/supplies of BCAA,
- Management/maintenance of property and pool vehicles,
- Arrangement of logistics, etc.

5.1.2 Under the direct supervision of the HoA, there are three sections with specific roles and responsibilities:

- a) Administration/HR;
- b) Legal service;
- c) Technical library.

5.2 Administration/Human Resource Section

5.2.1 Duties and responsibilities

- Function as Line Officer (executive) responsible for all staff, in the delivery of requisite assigned duties and responsibilities, bring under disciplinary control to ensure prompt executions of services deliveries.

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- Report to the HoA and assist in collaborating within the Technical Sections and administration for any matters related in the interest of transparency and information for timely preparation of acknowledgement and action thereof.
- Assist the department in carrying out the general office services, purchasing and storekeeping of stationery articles for all sectional offices, and accordingly, the supply thereof.
- Facilitates the availability of services of photocopies, Fax Machines, telephones and such equipment services that are common services requirements to all the sections.
- Facilitate the acquisition, maintenance and replacement of office furniture, office machine and equipment; and arrangement for working accommodation under the general Office services.
- Promptly overseeing processing, and settlement of telephone, postal and messenger services to avoid unnecessary service disruptions.
- Assist activities in achieving economical operation, speedy work accomplishment and accurate performance on the use of facilities.
- Put in place and make available the required forms viz. leave application, TA and DA Claims, Departure form, training report form, joining report form, feedback form, HRD form etc.
- Collect the Performance Evaluation form, compile and put it up for approval signature and maintain it in safe custody.
- Supervise to ensure proper procedures and methods are effectively implemented in the accomplishment of general office services with the relevant subordinates.
- Supervise on daily basis, to ensure reception rooms, restrooms, record rooms, and office spaces are maintained very clean with proper sanitation, and out of odour with appropriate toiletry items positioned for proper sanitation of all users.
- Facilitate Training, workshops, travels and office events.
- Any other task as assigned by the HoA and Supervisors.

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5.2.2 Qualification of staff

5.3 Legal Section

5.3.1 Duties and Responsibilities

- Provide legal services to the HoA with respect to questions, regulations, practices, or other matters falling within the purview of BCAA.
- Interpret Bhutan Civil Aviation Act, Rules & Regulations/statutes and laws.
- Review administrative disciplinary cases.
- Review the RAA reports and recommend appropriate actions.
- Assist to draft Civil Aviation Bill/other legal documents.
- Represent the BCAA in courts and legal bodies, committees.
- Translate the legal opinions/views.
- Maintain and update proper records of national laws, international treaties, conventions and agreements for general reference.
- Prepare and coordinate the signing of ASAs.
- Represent in the Committees/Subcommittees when advised by the HoA.
- Facilitate Board meeting.
- Create awareness and promulgate rules and regulations.
- Implement an enforcement manual.

5.3.2 Qualification of staff

Minimum of LLB with PGDNL

5.4 Technical Library

5.4.1 Duties and Responsibilities

- Receive, update and circulate ICAO state letters/documents.
- Facilitate timely access for relevant personnel/ officers to a referral.

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- Facilitate ready reference through the practice of proper maintenance and recording of material available, maintaining a record of issues and receipts in the library register, thus securing from lost and misplace thereof.
- Ensure the safety of papers by protecting from damage, torn or dog-eared by keeping safe from dust and worms in the steel/wooden file racks.
- Ensure adequate facilities for storage of books, documents, Annexes, papers, magazines, Advisory Circular forms, newspapers, and soft copies facilities in DVD, and CD are provided.
- Ensure to maintain Loose-leaf binders wherever necessary, in order to facilitate insertion of loose-leaf important documents for reference from time to time.
- Ensure the physical condition of the “Technical Library” is well set up with proper Shelving/docketing, lighting, ventilation, reduction of noise, temperature and humidity, cleanliness, decoration, safety precautions, so that personnel visiting the Tech library are at ease, comfortable, and in a friendly environment.

5.4.2 Qualification of staff

Minimum of Bhutan Certificate of Secondary Education (BCSE) with Computer application background.

5.5 Dispatch

5.5.1 Duties and Responsibilities

- Receive the outgoing letter/correspondence from different sections for dispatch processing ascertaining respective entry in Outward Mail Register or Post Book or “DISPATCH REGISTER”.
- All incoming Official letters received are carefully opened and the details of receipt numbers and dates are entered in the register.
- Operate PABX.
- Receive visitors and guests.
- Maintain master copy of outgoing official letters.
- Photocopying services
- Distribution of mail/documents

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5.5.2 Qualification of staff

Minimum of Bhutan Certificate of Secondary Education (BCSE) with Computer application background.

5.6 Office cleaners

5.6.1 Duties and Responsibilities

- Cleaning of all the Offices including windows panes on a daily basis.
- Dusting off Office tables and computers, printers, and telephone sets on a daily basis.
- Cleaning and mopping of bathroom floors and watering using proper items on a daily basis.
- Clean toilets on a daily basis.
- Mopping of concrete corridors leading to the path of the bathroom's entrances.
- Opening and closing of the office.
- Cleaning of office surroundings.
- Prepare and serve tea.
- Attend any duty assigned by the HR Officer.

5.6.2 Qualification of staff

Minimum of Class 6.

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