



# **Citizen's/ Client's Charter**

## **Bureau Of Civil Aviation Security**

Address: Bureau Of Civil Aviation Security

Website ID: [www.bcasindia.gov.in](http://www.bcasindia.gov.in)

Date Of Issue: July 2014

Next review: January 2015

**MAIN SERVICES / TRANSACTIONS**

Sl. No	Service /Tranction	Responsible Person	E-mail	Tel. No	Process	Docume nt Required	Fees		
							Category	Mode	Amount
01	Approval of Airport Security Programme /Contingency Plan for hijacking/ Bomb Threat	Shri Raja Srivastava, ACOS(CA)	acosca1.bcas@nic.in	23711492	Security Programme as per model security programme available at website of BCAS is processed for approval of COSCA.	As per guidelines available on the BCAS website.			
02	Approval of Airport Design from security angle	Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467	Airport design submitted by airport operator is considered by a committee headed by ACOS/RDCOS which gives it's recommendation after inspection of the site. Recommendations of the committee are processed at BCAS HQrs for approval of COSCA.	Copy of approval given by MoCA for setting up the airport in case of Green field airports.			
03	Approval of security clearance of GHA/ Catering Agencies and concessionaire in SHA	Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467	Application complete in all respects as per guidelines available on BCAS website is to be submitted to the concerned RDCOS,BCAS . After background check of BOD of firm from local police & security agencies, BCAS HQrs gives security clearance.	As per guidelines available on the BCAS website.			

04	Approval for registration of Regulated Agent	Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467	Application complete in all respects as per guidelines available on BCAS website is to be submitted to the concerned RDCOS,BCAS . After background check of BOD of firm from local police & security agencies, BCAS HQrs issues Registration certificate.	As per guidelines available on the BCAS website.			
05	Aircraft Operator Security Programme (AOSP)	Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467	Application complete in all respects as per BCAS instructions & the model aircraft operator security programme to be submitted to BCAS HQrs. After scrutiny of documents, the COSCA approves the security programme.	As per guidelines available on the BCAS website.			
06	Security clearance for flight operation to new destination.	Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467	Application complete in all respects alongwith local airport security procedures of the new destination to be submitted to BCAS HQrs. After scrutiny of documents, the COSCA approves the security programme.				

07	Issue of Aerodrome Entry Permit (AEP) – Regular AEP after background check	RDCOS of of concerned region	--	--	Application complete in all respects as per BCAS instructions, to be submitted through the authorized signatory of the concerned entity to BCAS/Airport Operator. RDCOS issues AEP after back- ground check and as per the decision taken by the AEP committee. In case of disagreement, RDCOS may refer the case back to the committee for review.	As per guidelines available on the BCAS website.			
08	Approval of AVSEC Training Institute	Shri Raja Srivastava, ACOS(CA)	acosca1.bcas@nic.in	23711492	Application for such registration to be submitted to the COSCA as per the guidelines available in BCAS website. After inspection by authorized officers, the COSCA takes decision for approval for the AVSEC Institute.	As per guidelines available on the BCAS website.			
09	Anti-hijacking Mock Exercises	Shri Raja Srivastava, ACOS(CA)	acosca1.bcas@nic.in	23711492	As per instructions issued in this regard to all airports. This information is Restricted.				

## **SERVICE STANDARDS**

<b>Sl.No</b>	<b>Service/Transaction</b>	<b>Weight</b>	<b>Success Indicator</b>	<b>Service Standard</b>	<b>Unit</b>	<b>Weight</b>	<b>Data Source</b>
01	Approval of Airport Security Programme/ Quality Control Programme/Contingency Plan for hijacking/ Bomb Threat		Time taken from the date of receipt of the proposal complete in all respects	30	days		
02	Approval of Airport Design from security angle		Time taken from the date of receipt of the proposal complete in all respects	30	days		
03	Approval of security clearance of GHA		<p>i) Case will be referred to security agencies for background checks on receipt of complete documents.</p> <p>ii) Security Clearance/ rejection will be issued on receipt of all reports.</p>	10	days		
				10	days		
04	Approval for registration of Regulated Agent		<p>i) Case will be referred to security agencies for background checks on receipt of complete documents. Committee will be constituted by the Commissioner for inspection of infrastructure.</p> <p>ii) Registration certificate &amp; Security Clearance/ rejection will be issued on receipt of all reports.</p>	10	Days		
				10	Days		

05	Security clearance of Catering Agencies		i) Case will be referred to security agencies for background checks on receipt of complete documents. Standing Committee will inspect infrastructure.	10	days		
			ii) Security Clearance/rejection will be issued on receipt of all reports.	10	days		
06	Security clearance of concessionaire agencies in SHA		i) Case will be referred to security agencies for background checks on receipt of complete documents.	10	days		
			ii) Security Clearance/rejection will be issued by Regional Office of BCAS on receipt of all reports & Security Programme.	10	days		
07	Aircraft Operator Security Programme (AOSP)		Time taken from the date of receipt of the proposal complete in all respects	30	days		
08	Security clearance for flight operation		Time taken from the date of receipt of the proposal complete in all respects	20	days		
09	Issue of Aerodrome Entry Permit (AEP) – Regular AEP after background check		Time taken from the date of receipt of the proposal complete in all respects	15	days		
10	Issue of Aerodrome Entry Permit (AEP) – Temporary AEP ( 4- 90 days) after background check		Time taken from the date of receipt of the proposal complete in all respects	07	days		

11	Issue of Aerodrome Entry Permit (AEP) – daily permit for operational purpose		Time taken from the date of receipt of the proposal complete in all respects	Same day	--		
12	Approval of AVSEC Training Institute		Time taken from the date of receipt of the proposal complete in all respects and compliance report	30	days		
13	Anti-hijacking Mock Exercises		Time taken from the date of receipt of the proposal complete in all respects	14	days		

## **Grievance Redress Mechanism**

<b>S.No</b>	<b>Name of the Public Grievance Officer</b>	<b>Helpline Number</b>	<b>Email</b>	<b>Mobile Number</b>
01	Shri K.K. Mittal, Director(Admn). BCAS HQrs, "A" Wing,I-III Floor, Janpath Bhawan, Janpath, New Delhi-1	23717174	diradmn.bcas@nic.in	9818241597

## **List of Stakeholders/Clients**

<b>S.No</b>	<b>Stakeholders/Clients</b>
01	Airport Operators, Aircraft Operators, CISF, State/UT Police, Aviation Security Training Institutions, Ground Handling Agents, Regulated Agents, Catering Suppliers, Concessionaires, etc including all agencies requiring entry to airports.



## **Responsibility Centers and Subordinate Organisations**

<b>S.No</b>	<b>Responsibility Centers &amp; Subordinate Organizations</b>	<b>Landline Number</b>	<b>E-mail</b>	<b>Mobile Number</b>	<b>Address</b>
01	Regnl. Dy.Commissioner of Security(CA), Delhi.	011-25652486	rdcosdel.bcas@nic.in	--	Regnl. Dy.Commissioner of Security(CA), BCAS Northern Region, Mahipalpur, New Delhi-110 037
02	Regnl. Dy.Commissioner of Security(CA), Mumbai.	022-28386363	rdcosmum.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, Western Region, D-9, Gate No.1, MIAL Residential Colony, Andheri-Sahar Road, Andheri(East) Mumbai.
03	Regnl. Dy.Commissioner of Security(CA), Chennai.	044-22561177	rdcosche.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS Southern Region, Chennai Airport, Chennai-600 027.
04	Regnl. Dy.Commissioner of Security(CA), Kolkata.	033-25112030	rdcoskol.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, Eastern Region, NSCBI Airport, Kolkata (WB)
05	Regnl. Dy.Commissioner of Security(CA), Amritsar.	0183-2214298	rdcosasr.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, Sgrdji Aairport Amritsar – 14310.
06	Regnl. Dy.Commissioner of Security(CA), Ahmedabad.	079-2285110	rdcosamd.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, Terminal – 4 S.V.B.P International Airport, Ahmedabad – 380003 Gujarat.

07	Regnl. Dy.Commissioner of Security(CA), Hyderabad.	040-66764543	rdcoshyd.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, Block – A, Old Site Office, Rajiv Gandhi International Airport, Shamshabad, Hyderabad 500409, (AP)
08	Regnl. Dy.Commissioner of Security(CA), Guwahati.	0361-2842932	rdcosgwa.bcas@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, A – 101, AAI Colony, near LGBI Airport, Guwahati (Assam) – 15.

## **Indicative Expectations from Service Recipients**

Sl.No.	Indicative Expectations from Service Recipients.
01	For approval of Security Programmes/ Quality Control Programme/Contingency Plans for hijacking/ Bomb Threat complete information and compliance of observations is expected from the parties / stake holders submitting the application.
02	For approval of AVSEC Training Institute, complete information and compliance of observations is expected from the parties/ stake holders submitting the application
03	For approval of Mock Exercise, complete information with exercise plan is expected from the applicant.

