



CIVIL AVIATION AUTHORITY, BANGLADESH

CITIZEN CHARTER



Hazrat Shahjalal International Airport

CAAB Headquarters, Kurmitola, Dhaka -1229

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1. Brief Introduction:

Civil Aviation Authority, Bangladesh (CAAB) is a regulatory as well as a service providing government organization. CAAB as a controlling organization on behalf of the Government of the Peoples' Republic of Bangladesh ensures safe and efficient air transportation in harmony with International Civil Aviation Organization (ICAO), an affiliated body of United Nations (UN).

2. Aim:

- 2.1 To act as a regulatory body to ensure safe, orderly and smooth operation of all types of aircrafts in Bangladesh airspace.
- 2.2 To develop necessary infrastructure and provide better services for all respectable passengers who travel through the civil airports of Bangladesh.

3. General Facilities:

As a regulatory body, CAAB approves the height for all constructions up to a certain distance around the airport as per regulations and provide navigational facilities for safe, regular and efficient air operation. CAAB also takes necessary measures to ensure proper passenger service in all airports of Bangladesh. These include information of arrival and departure of aircraft through display and announcement, rest room facilities, luggage trolleys, internet and telephone facilities, car parking etc.

4. Aeronautical Facilities:

- 4.1 Air navigation and landing aid facilities.
- 4.2 Air Traffic Services.
- 4.3 Aeronautical Information Service.
- 4.4 Registration of aircraft and certificate of airworthiness.
- 4.5 Personal Licensing.
- 4.6 Bilateral Air Service Agreement with different countries and approval for aircraft operation.
- 4.7 Measures of anti-hijacking and anti-explosives.
- 4.8 Search and Rescue service for distress aircraft and investigation of accidents.

5. Issuance of License for Passenger/Cargo Aircraft:

Flight Safety and Regulations division provides license for operation of passenger/cargo aircraft.

6. Issuance of Pilot License:

6.1 Private Pilot Licence (PPL)/Commercial Pilot Licence (CPL)/Airlines Transport Pilot Licence (ATPL):

For obtaining License, application shall be submitted to CAAB enclosing the following information on completion of selected ground and flying courses from any recognized Flying Training Institute:

6.1.1 PPL Issue Requirements:

- a. 50 or 40 hours of flying certificate with ground course;
- b. Cross-country papers/certificate;
- c. Flight Test report (approved by check pilot);
- d. SSC or equivalent educational qualification certificate;
- e. Result of Type Technical Examination.
- f. Medical Certificate;
- g. Issue fee TK. 1000;
- h. Minimum age 17 years;
- i. Two copies of photographs (stamp size);

6.1.2 CPL Issue Requirements:

- a. Total 200 flying hours (without approved course) or 150 flying hours (with approved course) certificate;
- b. Certificate by the medical board (CMB);
- c. Certificate of H.S.C. (Science) or equivalent with physics and mathematics, minimum Second division;
- d. Cross-country papers/certificate;
- e. Flight Test qualification report (approved by the check pilot);
- f. Refresher's certificate;
- g. Result of Type Technical Examination;
- h. Two copies of photographs (stamp size);
 - i) Issue fee Tk. 1500/-;
 - ii) Minimum age 18 years;

6.1.3 ATPL Issue Requirements:

- a. Total 1500 flying hours certificate (CPL holders);
- b. Certificate from medical board (CMB);
- c. Certificate of H.S.C. (Science) or equivalent with physics and mathematics, minimum Second division;
- d. Result of simulation training;
- e. Result of type Technical Examination
- f. Base Training/Base Check Report;
- g. Route Training/Route Check Report;
- h. Refresher's certificate;
- i. Crew Resource management (CRM) and Safety Emergency Equipment Procedure (SEEP) certificate;
- j. Initial Route Check Report.
- k. Issue fee TK. 2000;
- l. Two copies of photographs (Stamp size);
- m. Minimum Age 18 years;

The license is issued after receiving the above-mentioned information/papers subjected to qualifying in the selected examinations conducted by CAAB.

7. The Procedure for Obtaining Height Clearance:

Application for height clearance shall be submitted through RAJUK to Chairman, CAAB with following information:

- 7.1 Location map (Mouja/City guide Map) for identifying the area of construction;
- 7.2 Geographical Positioning System (GPS) co-ordinates of proposed area;
- 7.3 Holding number or spot number (if any) of the proposed area;
- 7.4 Clear description of the height or storied of the building in the proposed area
- 7.5 Any such previous clearance if taken from CAAB for the proposed area (with reference).

8. International Airports of Bangladesh:

- 8.1 Hazrat Shahjalal International Airport, Dhaka.
- 8.2 Shah Amanat International Airport, Chittagong.
- 8.3 Osmani International Airport, Sylhet.

9. Domestic Airports of Bangladesh:

- 9.1 Cox's Bazar Airport, Cox's Bazar.
- 9.2 Jessore Airport, Jessore.
- 9.3 Shah Maghdum Airport, Rajshahi.
- 9.4 Saidpur Airport, Saidpur.
- 9.5 Barisal Airport, Barisal.

10. Hazrat Shahjalal International Airport, Dhaka.

Hazrat Shahjalal International Airport is situated 18 kilometer north of Dhaka Zero point. Telephone: +8802 8914810-19, +880 2 8914870-74, Extension-3258, 3343; (02) 960004.

10.1 Car Parking:

The airport is facilitated with multi-storied and one car parking. Honorable passengers can park their vehicles safely as per under-mentioned fees:

Multi-storied car park - Car, Jeep and Microbus:

- a. For first 3 hours TK. 50/- (fifty).
- b. More than 3 hours and upto 72 hours TK. 30/- (thirty) per hour.
- c. Parking is not accepted more than 72 hours.

General, Cargo and Domestic Car Park- Bus, Truck and Minibus

- a. For first 5 hours TK. 30/= (thirty).
- b. More than 5 hours and upto 12 hours TK. 30/= (thirty) per hour.
- c. More than 12 hours upto 24 hours TK. 300/= (three hundred).

Car, Jeep and Microbus

- a. For first 5 hours TK. 15/= (fifteen).
- b. More than 5 hours and upto 12 hours TK. 15/= (fifteen) per hour.
- c. More than 12 hours upto 24 hours TK. 150/= (one hundred fifty).

10.2 Scanning Machine:

Scanning machine facilities are available for passenger's luggage scanning in the international terminal building. Each holding lounge is facilitated with anti-hijack check point, cabin baggage scanning machine and archways. Besides, there is arrangement for checking with hand held metal detector in every entering point. CAAB staff is always engaged in providing service.

10.3 Flight Information Display System (FIDS):

The modern flight information display system shows the arriving and departing flights information, information of boarding bridge, conveyer belt, check-in-row etc round the clock.

10.4 Public Address (P.A.) System:

For passengers' emergency information such as check-in, boarding, lost and found are announced through PA system in all time.

10.5 Telephone Facilities:

For the benefit of arriving and departing passengers, telephone facilities are available in the under mentioned areas of Hazrat Shahjalal International Airport:

- a. In every holding lounge there is telephone booth for local call free of cost.
- b. Telephone facilities are also available on payment in different arriving and departing areas.

10.6 Postal and Telegram Office:

Postal and telegram facilities are available for the passengers to send messages.

10.7 Luggage Trolley:

Sufficient free of cost high quality luggage trolleys are available for respectable passengers in both arrival and departure lounge of the terminal building.

10.8 Passenger Facility Counter:

CAAB has established passenger facility counter to provide facilities to the passengers. CAAB staffs are engaged full time in the counter.

- a. Concourse Hall (second floor) Telephone: 8914810-16, Ext.- 3609.
- b. Arrival Hall (ground floor) Telephone: 8914810-16, Ext.-3619.

10.9 Associating Activity:

Wheel Chairs are available for sick or injured passengers.

10.10 Visitor's Facility:

Visitors can make an entry into the concourse hall for welcoming/receiving the respectable arriving passengers by buying tickets costing TK. 200/= (two hundred) per person.

10.11 Fire Fighting System:

Fire Fighters equipped with necessary instruments and fire vehicles are always ready to face any fire incident in any installation and aircraft accident.

10.12. First Aid:

CAAB's first aid crews provide 24 hours free of cost service for sick or injured passengers. Besides, a doctor from health department works in shift duties.

10.13 Helpline:

A service providing organization named 'Helpline' is on the second floor of terminal-2 of Hazrat Shahjalal International Airport. Passengers can get necessary services in exchange of money. Telephone: 8955725, 8931185, 8914810, Ext.- 3349.

10.14 Banking System:

Banking facilities for foreign currency exchange booths are available in the arrival hall of international terminal building.

10.15 Hotel Booking:

Hotel booths of different categories are available in the arrival lounge of terminal building. Passengers can make reservation of hotel from the booths.

10.16 Entertainment Facilities:

Facilities for light refreshment or food are available in both the floors of the terminal building.

10.17 Lost & Found:

Lost & found desk is in the terminal building for passengers lost luggage. Telephone: 8914771, Ext.-2351.

10.18 Ticket Sales Counter:

For the advantage of the respectable passengers, the international ticket sales counter of Biman Bangladesh Airlines Ltd. is established in the concourse hall (first floor) of international terminal building Telephone: 8914771, Ext. -2911) and the domestic sales counter of different airlines including Biman are in the domestic terminal building (Telephone: 8914771, Ext.-2885).

10.19 Cargo Service:

There are two cargo terminal buildings at Hazrat Shahjalal International Airport for import and export facilities of cargo, namely Import Terminal and Cargo Village (export) under the ownership of CAAB. The two terminals are managed/handled by Biman Bangladesh Airlines Ltd. Telephone: 8914771(Export), Ext.-2507 and 8914269 (import), Ext.-2530.

10.20 Luggage wrapping:

In the departing lounge of international terminal building, passengers can enjoy the facility to wrap their luggages on payment.

11. Shah Amanat International Airport, Chittagong:



Shah Amanat International Airport is situated/located 15.5 Kilometer south of Chittagong City. Telephone: (031) 741532-40.

11.1 Car parking:

Car parking facility is available at the airport. Respectable passengers can park their vehicles safely in the under mentioned fees:

Bus, Truck and Minibus

- a. For first 5 hours -TK. 30/= (thirty);
- b. More than 5 hours and upto 12 hours -TK. 30/= (thirty) per hour;
- c. More than 12 hours and upto 24 hours -TK. 300/= (three hundred).

Car Jeep and Microbus

- a. For first 5 hours -TK. 15/= (fifteen);
- b. More than 5 hours and upto 12 hours- TK. 15/= (fifteen) per hour;
- c. More than 12 hours and upto 24 hours -TK. 150/= (one hundred and fifty).

11.2 Scanning Machine:

Scanning machine facilities are available for passenger's luggage scanning in the international terminal building. Each holding lounge is facilitated with anti-hijack check point, cabin baggage scanning machine and archways. Besides, there is arrangement for checking with hand held metal detector in every entering point. CAAB staff is always engaged in providing service.

11.3 Public Address (P.A.) System:

Passengers' emergency information such as check-in, boarding, lost & found are announced through PA system during watch hours.

11.4 Luggage Trolley:

Sufficient free of cost high quality luggage trolleys are available for respectable passengers in both the floor of terminal building.

11.5 Associating Activity:

Wheel Chairs are available for sick or injured passengers.

11.6 Visitors Facility:

Visitors can make entry in to the international concourse hall by buying a ticket of Tk. 100/= (one hundred) and to enter the domestic concourse hall by a ticket of TK. 50/= (fifty) only.

11.7 Fire Fighting System:

To face any fire incident in all installation and fire accident in aircraft necessary instruments, fire vehicles and fire fighting personnel are engaged during watch hours.

11.8 First Aid:

For sick or injured passengers first aid crews from CAAB provide free of cost treatment during watch hours.

11.9 Banking System:

Banking facility for foreign currency exchange booth is available in the international terminal building.

11.10 Cargo Service:

There is a separate cargo building at Shah Amanat International Airport to facilitate import and export of cargo. All the activities of cargo building are performed under the supervision of CAAB. Telephone: (031)742111, 741532-42, Ext. -3108, 3007.

12. Osmani International Airport, Sylhet:



Osmani International Airport is located 10 Kilometer south-east of Sylhet City. Telephone: (082) 725391-94.

12.1 Services Provided by Osmani International Airport

Car parking:

Car parking facility is available at the airport. Respectable passengers can park their vehicles safely against the fees mentioned below:

Bus, Truck and Minibus

- a. For first 5 hours -TK. 30/= (thirty);
- b. More than 5 hours and upto 12 hours -TK. 30/= (thirty) per hours;
- c. More than 12 hours and upto 24 hours -TK. 300/= (three hundred).

Car Jeep and Microbus

- a. For first 5 hours -TK. 30/= (thirty);
- b. More than 5 hours and upto 12 hours -TK. 15/= (fifteen);
- c. More than 12 hours and upto 24 hours -TK. 150/= (one hundred and fifty).

12.2 Scanning Machine:

Scanning machine facilities are available for passenger's luggage scanning in the international terminal building. Each holding lounge is facilitated with anti-hijack check point, cabin baggage scanning machine and archways. Besides, there is arrangement for checking with hand held metal detector in every entry point. CAAB staff is always ready in providing service.

12.3 Public Address (P.A.) system:

Passenger's important information such as check-in, boarding, lost & found etc are announced through PA system during operation hours.

12.4 Postal and Telegram office:

Passengers have postal and telegram facility for sending any message or news.

12.5 Luggage Trolley:

Sufficient high quality luggage trolleys are available in both the floor of the terminal building. Respectable passengers can use these trolleys free of cost for carrying their goods/luggage.

12.6 Associating Facility:

Wheel chairs are available for sick or injured passengers.

12.7 Fire Fighting System:

To face any fire incident in all installation and fire accident in aircraft necessary instruments, fire vehicles and fire fighting personnel are engaged during watch hours.

12.8 First Aid:

For sick or injured passengers first aid crews from CAAB provide free of cost treatment during watch hours.

12.9 Banking System:

Banking facility for foreign currency exchange booth is available in the international terminal building.

12.10 Cargo Service:

There is a cargo terminal at Osmani International Airport to facilitate import and export of cargo. All the activities of cargo building are performed under the supervision of CAAB. Telephone: (0821) 717019.

13. The Address for Getting Remedy against Complain:

13.1 Height clearance for building construction:

Director (ATS), CAAB Headquarters, Kurmitola, Dhaka-1229
Telephone: 8911125, 8914870/3369.

13.2 For Pilot Licence and passenger facility inside aircraft:

Director (Flight Safety & Regulations), CAAB Headquarters, Kurmitola, Dhaka-1229. Telephone: 8911126, 8914870 Ext.- 3375.

13.3 Hazrat Shahjalal International Airport, Dhaka:

A complain box is installed in the terminal for any complain regarding passengers, service. To solve any emergency problem, communicate to the following Telephone number:

- a. Information Center: Direct: 8960004
Exchange/PABX: 8914810-19
Ext. 3258
- b. Lost and Found: Exchange: 8914771-19 Ext. 2351
- c. Duty Airport Officer: Exchange: 8914810-16 Ext. 3466
- d. Chief Security Officer: Direct: 8960003
Exchange: 8914810-19 Ext.: 3485
Mobile: 01913503813

14. Shah Amanat International Airport, Chittagong:

In emergency or to meet urgent requirement, respectable passengers can contact to the following telephone numbers: Airport Manager, Shah Amanat International Airport, Chittagong. Telephone: (031) 740900, (031) 741532-42, Ext. 1009.

15. Osmani International Airport, Sylhet:

In emergency or to meet urgent requirement, respectable passengers can contact to the following telephone numbers: Airport Manager, Osmani International Airport, Sylhet. Telephone: (0821) 714243, (0821) 725391-94.

In addition to above, any information regarding domestic airports or complain can be lodged to the respective airport managers given below.

16. Jessore Airport, Jessore:

The airport is situated 2 Kilometer north of Jessore town. Telephone: 0421-64033.

17. Cox's Bazar Airport, Cox's Bazar:

The airport is situated 2 Kilometer north of Cox's Bazar town. Telephone: 0341-64479.

18. Shah Maghdum Airport, Rajshahi:

The airport is situated 7 kilometer north of Rajshahi City. Telephone: 0721-800153.

19. Saidpur Airport, Saidpur:

The airport is situated 4 kilometer south of Saidpur town. Telephone: 05526-72384.

20. Barisal Airport, Barisal:

The airport is situated 12 kilometer north of Bairsal City. Telephone: 0431-64681.

21. The Right to Complain:

If the controller or any officer fails to provide service within stipulated time, the sufferer may apply to CAAB within 30 days for remedy.

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