



Citizen's/ Client's Charter

Bureau Of Civil Aviation Security

(2010-2011)

Address: Bureau Of Civil Aviation Security

Website ID: www.bcasindia.gov.in

Date Of Issue: February 2011

Next review: May 2011

MAIN SERVICES / TRANSACTIONS

SI.No	Service /Tranction	Weight %	Responsible Person	E-mail	Mobile No	Process	Document Required	Fees		
								Category	Mode	Amount
01	Approval of Airport Security Programme / Quality Control Programme /Contingency Plan for hijacking/ Bomb Threat		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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 9013626505 (M)	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.			

Citizen's Charter for Bureau Of Civil Aviation Security

(2010 –2011)

03	Approval of security clearance of GHA		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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 9013626505 (M)	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	Security clearance of Catering Agencies		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	Application complete in all respects as per guidelines available on	As per guidelines available on the BCAS			

Citizen's Charter for Bureau Of Civil Aviation Security

(2010 –2011)

						BCAS website is to be submitted to the concerned RDCOS,BCAS. After background check of BOD of firm from local police & security agencies and also inspection by a committee under the chairmanship of concerned RDCOS, BCAS HQrs gives security clearance.	website.			
06	Security clearance of concessionaire agencies in SHA		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	Application complete in all respects alongwith security programme as per guidelines available on BCAS website is to be submitted to the concerned RDCOS. After background check of BOD of firm from local police & security agencies concerned RDCOS, BCAS gives security clearance.	As per guidelines available on the BCAS website.			

Citizen's Charter for Bureau Of Civil Aviation Security

(2010 –2011)

07	Aircraft Operator Security Programme (AOSP)		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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.			
08	Security clearance for flight operation to new destination.		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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.				

Citizen's Charter for Bureau Of Civil Aviation Security

(2010 –2011)

9	Issue of Aerodrome Entry Permit (AEP) – Regular AEP after background check		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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 background 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.			
10	Issue of Aerodrome Entry Permit (AEP) – Temporary AEP (4- 90 days) after background check		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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 &	As per guidelines available on the BCAS website.			

Citizen's Charter for Bureau Of Civil Aviation Security

(2010 –2011)

						Airport Operator (where there is no BCAS office) issues AEP after back ground check.				
11	Issue of Aerodrome Entry Permit (AEP) – daily permit for operational purpose		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	Application complete in all respects as per BCAS instructions on issue of aerodrome permit, to be submitted to the RDCOS & Airport Operator (where there is no BCAS office) concerned for issue of AEP (Daily permit) according to operational requirement.	As per guidelines available on the BCAS website.			
12	Approval of AVSEC Training Institute		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	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.			
13	Anti-hijacking Mock Exercises		Shri R.N.Dhoke, ACOS(CA)	acosca2.bcas@nic.in	23311467 9013626505 (M)	As per instructions issued in this regard to all airports. This information is Restricted.				

SERVICE STANDARDS

Sl.No	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
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		i) Case will be referred to Intelligence agencies for background checks on receipt of complete documents.	10	days		
			ii) Security Clearance/ rejection will be issued on receipt of all reports.	10	days		
04	Approval for registration of Regulated Agent		i) Case will be referred to Intelligence agencies for background checks on receipt of complete documents. Committee will be constituted by the Commissioner for inspection of infrastructure.	10	Days		
			ii) Registration certificate & Security Clearance/ rejection will be issued on receipt of all reports.	10	Days		

Citizen's Charter for Bureau Of Civil Aviation Security

(2010 –2011)

05	Security clearance of Catering Agencies		i) Case will be referred to Intelligence agencies for background checks on receipt of complete documents. Committee will be constituted by the Commissioner for inspection of 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 Intelligence 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		

Citizen's Charter for Bureau Of Civil Aviation Security
-----**(2010 –2011)**

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	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

S.No	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
01	Shri B M Sehgal, Director(Admn). BCAS HQrs, "A" Wing,I-III Floor, Janpath Bhawan, Janpath, New Delhi-1	23311443	bmsehgal22@yahoo.com	23711492

List of Stakeholders/Clients

S.No	Stakeholders/Clients
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

S.No	Responsibility Centers & Subordinate Organizations	Landline Number	E-mail	Mobile Number	Address
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	rdcos.bcaskol@nic.in	--	Regnl.Dy.Commissioner of Security(CA), BCAS, Eastern Region, NSCBI Airport, Kolkata (WB)

Indicative Expectations from Service Recipients

Sl.No.	Indicative Expectations from Service Recipients.
01	For approval of Approval of Airport Security Programme/ Quality Control Programme/Contingency Plan for hijacking/ Bomb Threat complete information is expected from the parties / stake holders submitting the application.
02	For approval of Airport Design from security angle, complete information is expected from the parties/ stake holders submitting the application
03	For approval of security clearance of GHA, complete information is expected from the parties/ stake holders submitting the application
04	For approval of registration of Regulated Agent, complete information is expected from the parties/ stake holders submitting the application
05	For approval of Security clearance of catering agencies, complete information is expected from the parties/ stake holders submitting the application
06	For approval of Security clearance of concessionaire agencies in SHA, complete information is expected from the parties/ stake holders submitting the application
07	For approval of Aircraft Operator Security Programme(AOSP), complete information is expected from the parties/ stake holders submitting the application
08	For approval of Security clearance for flight operation, complete information is expected from the parties/ stake holders submitting the application
09	For approval issue of AEP, complete information is expected from the parties/ stake holders submitting the application
10	For approval of AEP(4-90 days) , complete information is expected from the parties/ stake holders submitting the application
11	For approval of AEP (daily permit for operational purpose), complete information is expected from the parties/ stake holders submitting the application
12	For approval of AVSEC Training Institute, complete information is expected from the parties/ stake holders submitting the application
13	For approval of Mock Exercise, complete information is expected from the applicant.