



PAKISTAN INTERNATIONAL AIRLINES

FLIGHT DISPATCH MANUAL

OM PART-A



11 MAY 2026

MASTER COPY

Central Control Section | FLIGHT OPERATIONS



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Dated: 12th May, 2026

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Reference your letter DFO / M-72 / 2026 dated 30th April, 2026.

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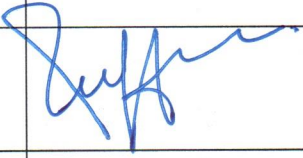
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0.1 INTRODUCTION

FDM (Flight Dispatch Manual) is sub part of Operation Manual part-A (OM Part-A), complies with all applicable regulations and with the terms and condition of applicable Air Operator Certificate which spells out System, Policies and Procedures regarding Flight Dispatch and Operational Control activities. Issued by G.M. Central Control and approved by CAA Pakistan, is a control document, written in English which is commonly understood by all Operational Control Personnel.

The content of this Manual contains legible and accurate information which is defined identified and accessible to all Operational Control Personnel and available at PIA website, (<https://crewserver1.piac.com.pk/> and <https://www3.piac.com.pk/manuals/index.asp?uid=0000>) and also on PIA Flight Operations Portal. FDM is in form of a manual that meets the need of operational requirements.

0.2 DISTRIBUTION LIST

Master Copy of Flight Dispatch Manual is retained and controlled by the office of the Deputy General Manager Flight Dispatch. Distribution List of hard copy of FDM is as follows:

COPY #	COPY HOLDER	Receiving
#1	Director Flight Standards (PCAA)	

The distribution list will be maintained and updated by General Manager Central Control according to operational needs and requirements.

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0.3 AMENDMENTS/REVISIONS PROCEDURE

Amendments/Revisions will be issued as required, with PCAA approval.

Hand written amendments are not approved

A vertical line on the outside of the text will annotate revised text

Deputy General Manager Flight Dispatch is responsible to keep update FDM/FDTM, and will forward amendments and or revisions in FDM/FDTM to C.P Technical Operations office for onward submission to PCAA for necessary acceptance or approval and maintain a record file for the same.

0.4 HOW TO FILE REVISIONS

This Manual is a controlled document and is audited to ensure that it is properly maintained. When a revision is issued for this manual, following instructions shall be followed as a guideline for the manual update process.

STEP 1:

Upon receipt of a revision packet, ensure that the revision received is in continuation of the last revision record.

STEP 2:

Before updating this manual with the new revision, make sure the manual has the previous revisions inserted.

- (a) Revision records for this manual are shown on the following page.
- (b) Compare the last revision signed off in the manual to the new revision.
- (c) The new revision will be the next number in sequence.
- (d) Insert the new revision and remove and destroy the old pages.

STEP 3:

When new revision is inserted, turn to the Revision Records page. Insert date and sign on the appropriate revision line.

NOTE: As revisions are received and entered into this manual, complete the Revision Record boxes. To maintain an accurate history of revisions, keep Revision Records sheet in this manual. If a new Revision Records page is received, place the new page on top of the previous page.

And send revised manual to I.T. Department to upload on PIA Web.

Whenever there is any revision/update in FDM/FDTM, DGMFD will send an Email to all concern about this revision/update.

Effectivity of FDM and its revision will be upon receipt for hard copies and for soft copies upon publish on intranet.

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0.6 LIST OF EFFECTIVE PAGES

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2	DUTIES AND RESPONSIBILITIES	1-24	00	27April26
3	QUALIFICATION AND OTHER REQUIREMENTS	1-13	00	27April26
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0.7 **ABBREVIATIONS**

ACARS	Airborne Communications Addressing and Reporting System
ACN	Aircraft Classification Number
AFTN	Aeronautical Fixed Telecommunication Network
AIMS	Airline Information and Management System
AIS	Aeronautical Information Service
AMA	Area Minimum Altitude
ANO	Air Navigation Order
AOC	Air Operator Certificate
AOG	Aircraft on Ground
AOM	Aircraft Operating Manual
ARINC	Aeronautical Radio, Inc.
ARR	Arrival
ATA	Actual Time of Arrival
ATC	Air Traffic Control
ATD	Actual Time of Departure
ATIS	Automatic Terminal Information Service
ATPL	Airline Transport Pilot License
ATS	Air Traffic Service
BOW	Basic Operating Weight
CAA	Civil Aviation Authority
CAAF	Civil Aviation Authority Form
CAD	Civil Aviation Department
CDL	Configuration Deviation List
CFR	Crash and Fire Rescue Service
CLC	Centralized Load Control
CMO	Chief Medical Officer
CP	Chief Pilot
CPL	Commercial Pilot License
DDG	Dispatch Deviation Guide
DEP	Departure
DFO	Director Flight Operations
DGM	Deputy General Manager
DGMFD	Deputy General Manager Flight Dispatch
DGR	Dangerous Goods Regulations
DME	Distance Measuring Equipment
E&M	Engineering and Maintenance
ETOPS	Extended Twin Engine Operations
EDTO	Extended Diversion Time Operation
EET	Estimated Elapsed Time
ER	Extended Range
ERC	Emergency Response Center
ERP	Emergency Response Planning
ETD	Estimated Time of Departure
ETOGW	Estimated Take Off Gross Weight
FCM	Flight Control Manager
FCOM	Flight Crew Operating Manual

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FDM	Flight Dispatch Manual
FDTM	Flight Dispatch Training Manual
FGI	FOO Ground Instructor
FIR	Flight Information Region
FL	Flight Level
FOD	Fuel over Destination
FOO	Flight Operations Officer
FPPM	Flight Planning and Performance Manual
FPS	Flight Planning System
FREPAK	A system to generate reports for higher management
FRM	Fault Reporting Manual
GMCC	General Manager Central Control
GPS	Global Positioning System
GTO	Ground Training Organization
HF	High Frequency (3 to 30 MHz)
HITIT CRANE FCC	Hitit computer services Flight Control Centre
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IFR	Instrument Flight Rules
ILS	Instrument Landing System
IMC	Instrument Meteorological Conditions
INS	Inertial Navigation System
IOSA	IATA Operational Safety Audit
IR	Instrument Rating
JTC	Jinnah Terminal Complex Karachi
LCN	Load Classification Number
LGW	Landing Gross Weight
LR	Long Range
LT	Local Time
MDA(H)	Minimum Descent Altitude (Height)
MEA	Minimum En-route Altitude
MEL	Minimum Equipment List
METAR	Aviation Routine Meteorological Report
MFA	Minimum Flight Altitude
MLGW	Maximum Landing Gross Weight
MOCA	Minimum Obstacle Clearance Altitude
MORA	Minimum off Route Altitude
MSA	Minimum Safe/Sector Altitude
MTOW	Maximum Takeoff Weight
MVA	Minimum Vectoring Altitude
NAT HLA	North Atlantic High Level Airspace
NDB	Non Directional Beacon
NOTAM	Notices to Airmen
NOTOC	Notification to Captain
OCM	Operations Control Manager
OEIB	Operations Engineering Information Bulletin
OETB	Operations Engineering Technical Bulletin
OFF	Operational Flight Plan

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OJT	On Job Training
OM Part-A	Operations Manual Part-A
OPC	Operational Planning Cell
PCAA	Pakistan Civil Aviation Authority
PCN	Pavement Classification Number
PIA	Pakistan International Airline
POR	Point of Re-clearance
QA	Quality Assurance
RCF	Reduced contingency fuel
R/T	Radio Telephony
RF	Route Familiarization
RRTOGW	Runway Regulated Take Off Gross Weight
RLatSM	Reduced lateral separation minima
RX/TX	Receiver/Transmitter
SAG	Safety Action Group
SAR	Search and Rescue
SATCOM	Satellite Communication
SI	Supplementary Information
SID	Standard Instrument Departure
SITA	Société Internationale de Télécommunications Aéronautiques
SIMS	Safety Information Management System
SMS	Security Management Systems
SSB	Single Side Band
STA	Schedule Time of Arrival
STAR	Standard Terminal Arrival
STD	Standard Terminal Departure
TAF	Terminal Aerodrome Forecast
TOGW	Take Off Gross Weight
TOW	Take Off Weight
TWY	Taxi Way
UIR	Upper Information Region
UTC	Coordinated Universal Time
VA	Volcanic Ash
VFR	Visual Flight Rules
VHF	Very High Frequency (30 to 300 MHz)
VOR	VHF Omni-directional Range
VVIP	Very Very Important Person
WX	Weather
ZFW	Zero Fuel Weight

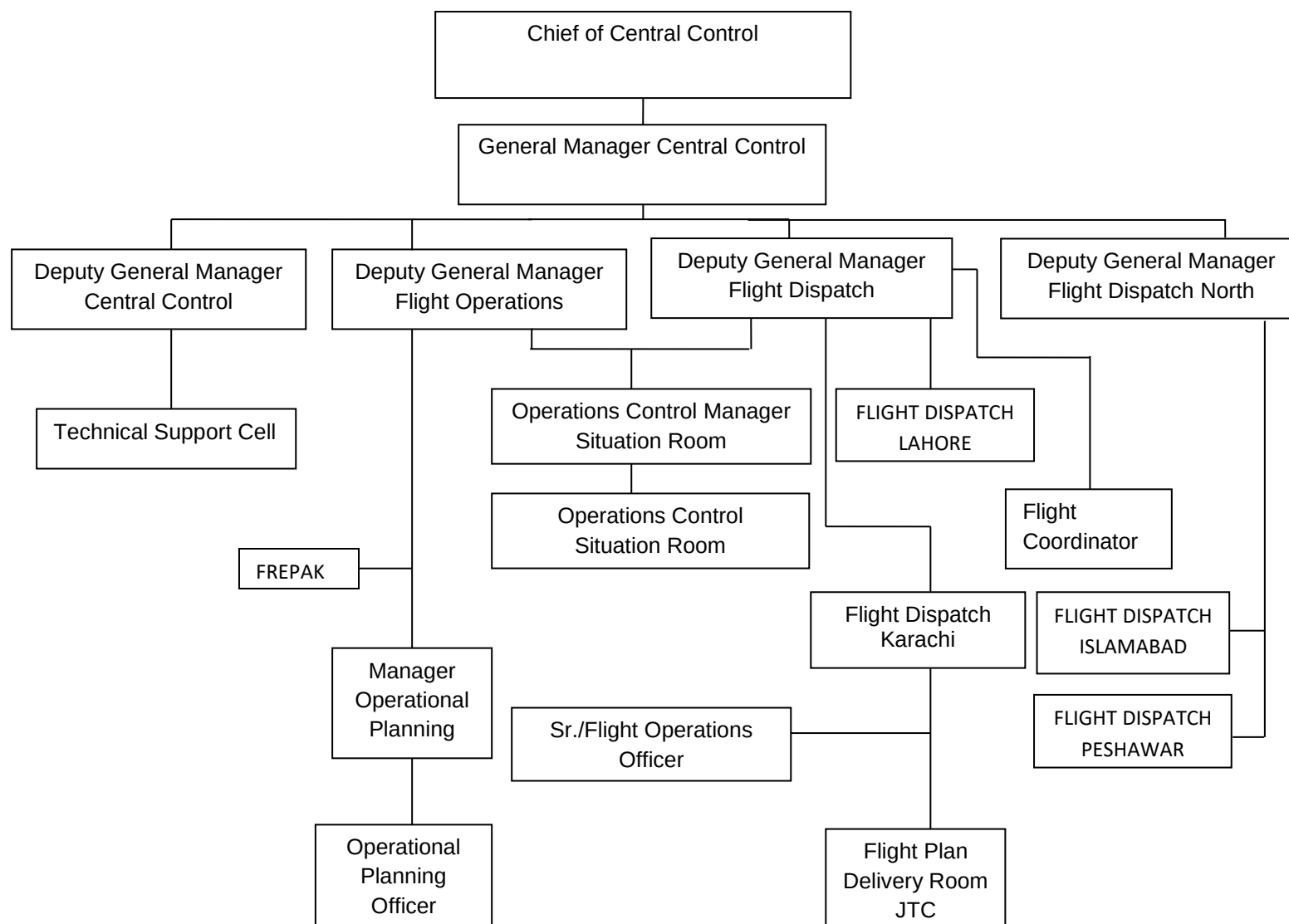
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CHAPTER 1: ORGANIZATION AND MANAGEMENT

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1.1 ORGANISATION CHART OF CENTRAL CONTROL SECTION



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1.2 CENTRAL CONTROL SECTION

The Central Control Section is organized to handle the tasks like Planning, Flight Schedule Execution, Flight Dispatch and round the clock operational control. The Section also arranges training of its employees to keep them abreast with modern trends and techniques, refreshing them for job knowledge. The Section shall function as one cohesive unit to maintain operational control of the airline although defined with distinct branches. The Section not only ensures timely adjustment, deviations, initiation of the flights but also contributes in terms of punctuality of flights, passenger convenience, passenger comforts and monetary saving to the airline.

Central Control Section is located at PIA Head office 2nd floor, Flight Operations and works building. Karachi, Pakistan, P.O.Box No. 754200.

Only Authorized personnel can access the Central Control Section.

Access is via a secure door, opened by a security card, which is issued by DGM Flight Dispatch. Security card issuance record is to be properly maintained in the office of DGMFD.

1.3 PURPOSE

The primary purpose of Central Control Section of Flight Operations department is to ensure that the schedule integrity is maintained as close as possible to its original state. However, schedule is merely a statement of intention and as such an expectation to occur in the future. The changes within the aviation and business environment affect the schedule in many different ways. It requires exercising vigilance, continuous monitoring and prompt actions to maintain the sanctity of the schedule and economy of operation.

The role of Central Control Section under these situations is more manifest. It has to redraw a plan in such an efficient and effective manner that it entails minimum delays, repercussions, cancellations and minimum inconvenience to airline customers.

Central Control Section also plays a very significant role of coordination and liaison with relevant departments to respond to the constraints within the internal environment and also keep a close watch of the events in the external environment, which may ultimately affect the schedule. It ensures the availability of all the logistics required for operating flights under new conditions.

There are four units, which integrate with relevant departments and within themselves to achieve these objectives with high standards of efficiency and effectiveness. They operate under the guidance and supervision of General Manager Central Control. These major units are:

- Situation Room.

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- Flight Dispatch Centers (Karachi, Islamabad, Lahore & Peshawar)
- Operational Planning Cell.
- Technical Support Cell.

1.3.1 Situation Room

Situation room is responsible to maintain day to day Operational Control and initiates a plan for repercussion up to next 24hrs. This unit operates round the clock in shifts. Flight Control Manager heads each shift under the supervision of Deputy General Manager Flight Dispatch.

1.3.2 Flight Dispatch Centers

Flight Dispatch Centers are responsible for filing of ATS Flight Plans, providing Operational Flight Plans, NOTAMS, Weather reports and related information to Pilot-in-Command (PIC); it also plays an important role of coordination between pilot-in-command and ground units through Operation Agent or Flight Coordinator. These units are managed and supervised by Deputy General Manager Flight Dispatch and Deputy General Manager North through these Shift In-charge Flight Dispatch Centers.

1.3.3 Operational Planning Cell

Operational Planning Cell is responsible for future flights operational planning extending up to six months and it operates under the supervision of Deputy General Manager Flight Operations.

1.3.4 Technical Support Cell

Technical Support Cell has been established to facilitate in discharge of day to day Flight Dispatch duties. This section is under administrative control of Deputy General Manager Central Control. NOTAMS are received, checked and verified by technical support cell prior to being used in Flight Dispatch for Flight Planning. The Aircraft Performance and Navigation data will be checked and verified by Technical Operations Section prior to being used in operations.

1.3.5 Flight Plan Delivery Room

At present Room No.3026, Level 3, Jinnah Terminal Complex (JTC) Karachi has been allotted to deliver flight plan folder to operating crew from Karachi and manned by a qualified FOO round the clock under supervision of DGMFD.

1.3.6 FREPAK System

FREPAK system have been established to update and prepare morning briefing presentation reports for higher management covering all aspects of the airline's operation for the last 24 hours.

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1.4 GENERAL POLICY

a) PIA has developed a method of supervision of flight operation in accordance with the Standards and Recommendations Practices (SARPs) of ICAO, FAA and to adhere to the corresponding rules of the appropriate authorities.

The Flight Dispatch is an integral part of this scheme however the Flight Operations Officer (FOO) and the Pilot-in-Command (PIC) are jointly responsible for safe planning and monitoring of aircraft operation.

Pakistan International Airlines (PIA) operates a fully shared system of operational control through its Operations Control Center (OCC). Under this system, responsibility for the operational control and safe conduct of each flight is jointly shared between the Pilot-in-Command (PIC) and the Flight Operations Officer (FOO).

The PIC and FOO are jointly responsible and accountable for all operational control functions associated with a flight, including but not limited to flight planning, dispatch release, flight monitoring, re-routing, diversion, and flight termination decisions. Both parties shall exercise joint authority in operational decision-making to ensure the safety and efficiency of the flight.

This shared system is characterized by continuous flight monitoring and the use of dedicated communication systems (voice and/or electronic) that enable real-time coordination between the PIC and FOO throughout all phases of flight, whether the aircraft is on the ground or airborne.

PIA utilized fully shared system of OCC and ensures that its OCC is fully equipped with the necessary systems, tools, and information sources to support effective communication and coordination between the PIC and FOO, thereby maintaining compliance with the requirements of a shared system of operational control. PIA OCC is equipped with ACARS, SATCOM, VHF and HF, and SITA Mission Watch for real time aircraft tracking

While operational control functions are delegated jointly to the PIC and FOO, PIA retains overall responsibility for the operational control of all flights. Within this framework, the FOO shall support, brief, and assist the PIC, including providing input on operational risk assessment and its acceptability, to ensure the safe conduct of each flight.

b) All PIA flights shall be planned and operated to achieve the goal of maintaining Operational Control of the airline in accordance with the PIA rules and regulations as stated in the Operations Manual (Part-A) while remaining within the ambit of civil air laws and regulations.

c) All PIA flights shall be planned and conducted keeping in view the following basic principles prioritized in the order as listed below:

- Safety
- Compliance
- Efficiency

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➤ Economy

d) The discharge of duties while under the influence of alcohol and psychoactive substance is prohibited as per Pakistan state law. No person is allowed to perform operational duties under the influence of psychoactive substance or alcohol. If identified as engaging in any kind of problematic use of psychoactive substance and alcohol, shall not accepted on duty or removed from duty and directed to CMO for further action.

e) A person shall not be employed by PIA, which holds an Air Operator Certificate (AOC) issued by Pakistan CAA, for Operational Control and Flight Dispatch duties, other than as an assistant, unless he holds a Flight Operations Officer license issued or validated by the Director General Pakistan CAA authorizing him to undertake such duties.

f) All procedures shall be defined in such a way that those responsible for Operational Control and Flight Dispatch while performing their duties shall avoid taking any action that would conflict with the:

- Air Traffic Control;
- Meteorological Services;
- Communication Services;
- Operations Manual;
- Operations Specifications attached to the AOC;
- AIP Pakistan, AIC, AIRAC, AIP Supplements.

g) The operating manual of PIA is issued in separate parts, which cover the topics relevant to the specific aspects of operations and corporate standards which meet the regulatory requirements including policies, processes, procedures and practices. Fully amended and up to date copies of the complete set of operating manual shall be maintained in Flight Operations Department Library.

h) The definitions and procedures related with the security are incorporated in OM Part-A chapter 10, SMS and ERP manuals. On receipt of any information about crime onboard, sabotage, bomb threat, hoax, hijacking or any accident involving an aircraft that results in a fatal or serious injury to any person or substantial damage to the aircraft or property, the Flight Dispatch Centre/Situation Room will take local action and will immediately inform Safety & QA department and appropriate authorities for further actions to be taken as per procedures incorporated in the said manuals.

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i) Only qualified FOO having valid FOO license utilized in the system of operation control and will prepare OFP and ATS FPL and brief PIC and submit ATS FPL with appropriate ATS unit.

j) To comply with PCAA regulatory requirements and IOSA standards following records shall be maintained systematically for easy retention, identification, storage, protection, retrieval and disposition, for the specified periods at specified locations as per following table. After the specified period these records either hard copies or stored on E-media will be properly deleted/disposed off as per Corporation policy.

k) Copies of Flight plans, FDM and FDTM are also electronically stored/Backup on an Email account (fplbackup@piac.aero) and every month a backup of physical storage media will be created, and proper record will keep updated.

l) Any data or products relevant to the safety of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier shall meet the product technical and functional requirements prior to being used in the operational control of flights. A committee (consisting of professionals from Flight Operations and Supply Chain Management) will be formed to perform technical and functional assessment.

m) Flight Operations Officers shall comply with the conditions and limitations specified in the AOC. The copy of AOC can be accessed on PIA website and on Flight Operations Portal.

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TABLE 1.1

RECORDS	RETENTION PERIOD	LOCATION	CUSTODIAN
Duty shift log book, R/T log book, Post Flight documents (Signed copy of Flight Release, Operational Flight Plan, ATS Flight Plan, Fuel indent form, Fuel delivery receipt, Cabin crew allocation card, Security Performa, NOTOC**, Load Sheet, take off/landing data card, narcotics performa), Weather briefing*, Communication*, DBR*, Flight log record*.	90 Days	Deputy General Manager Flight Dispatch office, Karachi Head Office.	DGM Flight Dispatch.
Route Familiarization, Personnel Proficiency Assessment and Line Qualification Assessment form.	02 Year	Deputy General Manager Flight Dispatch office, Karachi Head Office.	
Copy of a valid FOO license.	Permanently while employed for Operational Control and Flight Dispatch duties	Deputy General Manager Flight Dispatch office, Karachi Head Office.	
Medical Certificate	3 years	Deputy General Manager Flight Dispatch office, Karachi Head Office	
ACARS/ Aircraft tracking data	30 days	ACARS Cloud	

Note: * Soft Copy

** Hard Copies of NOTOC retain for 02 years by Cargo department

- For details of Training Records retention refers FDTM.
- Backup of records and documents on E-media as per I.T. Backup policy.

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2.0 DELEGATION OF RESPONSIBILITIES

Succession plan for delegation of responsibilities within the Management system of Central Control for significant positions, to assure managerial continuity when nominated post holders are absent from their work place or unable to carry out work duties.

In order to assure continuity of operations when a Manager/FOO is absent or is unable to carry out work duties he/she should be relieved by a qualified person with a proper handing over and taking over of responsibilities under the log entry in the duty log book that ensures no loss of continuity in the operational control of flights.

Position	Successors
Chief of Central Control	GMCC
GMCC	DGM
DGM	DGM/OCM
OCM	OC
Sr.FOO/FOO	FOO

The notification of succession plan for management will be disseminated and acknowledged through email/corporate intranet.

2.1 DUTIES AND RESPONSIBILITIES

2.1.0 Chief of Central Control

2.1.1 General Manager Central Control(GMCC)

2.1.2 Deputy General Manager Flight Operations

2.1.3 Deputy General Manager Flight Dispatch

2.1.4 Deputy General Manager Flight Dispatch (North)

2.1.5 Deputy General Manager Central Control

2.1.6 Operation Control Manager (OCM)

2.1.7 Operations Controller (OC)

2.1.8 Shift In-charge Flight Dispatch Centers

2.1.9 Assistant Manager Operational Planning Cell

2.1.10 Operational Planning Officer

2.1.11 Manager Operations Lahore

2.1.12 in-charge Flight Dispatch Lahore

2.1.13 Sr./Flight Operations Officer

2.1.14 Aircraft Attendant

2.1.15 Post-flight document record keeper

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2.1.0 CHIEF OF CENTRAL CONTROL (CoCC)

Reports to : Chief Executive Officer (CEO)

Department : Central Control

Supervises : General Manager Central Control

Duties and Responsibilities

The Chief of Central Control exercises authority over supervision and control of flight operations functions coordination and the management of safety and security within Central Control.

Key responsibilities include:

Ensure compliance with Company policies, regulatory requirements, AOC conditions and all applicable statutory obligations.

Ensure that dispatch and flight-watch functions are conducted strictly in accordance with approved procedures and regulatory requirements.

Ensure continuous coordination with the Operations Control Centre (OCC) regarding aircraft movements and flight progress.

Maintain liaison with relevant departments/divisions to manage special operational requirements including:

- VVIP Movements
- Charter Operations
- Extra Section Flights
- Schedule recovery in case of irregular operations

Establish and maintain the Corporate Emergency Notification Directory and coordinate with concerned departments to develop procedures for handling emergencies (accidents, incidents, hijackings, riots, extreme weather, and other operational disruptions).

Direct the preparation of all operational reports including:

- i. Daily Performance Reports
- ii. Daily Operations Reports
- iii. Regularity/On-Time Performance Reports
- iv. Exception and Abnormality Reports

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Prepare periodic analytical reports to identify operational trends, deviations from plan, and recurring schedule-integrity issues for appropriate management action.

Ensure that all operational control positions within Central Control both management and non-management are staffed with personnel possessing the necessary knowledge, skills, training, and experience relevant to flight safety and operational requirements.

Safety & Quality related Functions-Central Control

Ensure that Central Control related divisional/departmental risk-management processes remain proactive, continuous and effective with all identified safety concerns addressed on priority.

Maintain complete situational awareness of operational safety, service-quality requirements and compliance obligations specific to Central Control ensuring observance to all internal and external audit findings.

Oversee the conduct of thorough root-cause analyses for all safety and quality non-conformities occurring within Central Control operations, ensuring timely closure and effective implementation of corrective and preventive actions (CAPA)

Ensure strict compliance by self and Central Control teams with all applicable safety standards, company policies, safety procedures, and regulatory requirements relevant to operational areas under Central Control jurisdiction.

Maintain robust safety, quality and security compliance within Central Control by ensuring the availability of adequate operational resources, monitoring performance indicators and supporting safe and uninterrupted operations.

Ensure consistent adherence to all corporate rules, operational guidelines, and safety standards within Central Control, promoting a culture of safety, quality, and continuous improvement.

Strengthen and enhance Central Control as a high-performance strategic support function within the airline's operational framework.

Ensure continuous alignment between operational control functions and corporate vision, safety culture and service excellence standards.

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2.1.1 GENERAL MANAGER CENTRAL CONTROL (GMCC)

Reports to : Chief of Central Control (CoCC)

Department : Central Control

Supervises : Dy. General Managers

Duties and Responsibilities

GM Central Control exercises authority for Supervision and Control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Dispatch and Central Control.

The General Manager Central Control is responsible to the Chief of Central Control (CoCC) for the following:

1. Compliance with Company policies and procedures, Regulatory requirements, condition and restrictions of AOC and other statutory requirement.
2. Ensure that clear, accurate and easily accessible personnel records are kept for all employees of the Section.
3. Exercise effective human resource management, in terms of selecting training, motivating, evaluating and disciplining subordinates.

The Functions of Central Control are given below:

1. Ensure that dispatch and flight watch functions are carried out in conformity with procedural and Regulatory requirements.
2. Ensure that the Operations Control Centre (OCC) is aware of progress of the flight in a timely manner.
3. Maintain contact with concerned departments/divisions to deal with additional requirements such as VVIP, Charter or Extra Section operation and to restore schedule regularity when some disruption is encountered.
4. Work with CP (Technical) Operations to maintain the Flight Dispatch Manual that spells out dispatch policies and procedures and limitations for all of PIACL routes and aeroplane types. Ensure that the Flight Dispatch Manual agrees with PIACL Operations Manual, Procedures Manual and Regulatory requirements.

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4. Establish & maintain the Corporate Emergency Notification Directory. Work with designated representatives of all departments to develop procedures to be followed in meeting adverse conditions such as accident, incident, riots, hijacking, extremely adverse weather and other major abnormalities.

5. Develop procedures for briefing of Captains and compilation of debriefing reports, coordinate with other Departments/Sections providing information for developing reports for management action.

6. Direct preparation of the Daily Performance Report, Daily Report, Regularity Report, and similar documents covering the operations of the previous 24 hours, with emphasis on identifying and highlighting any abnormalities, irregularities, and deviations from the planned activities.

7. Prepare periodic reports to identify trends and deviations from plan. Identify recurring problems in maintaining schedule integrity, so that management action can be taken by the responsible departments. Execute corporate policy concerning increased productivity and demand.

8. GM Central Control shall ensure management and non management Operational Control positions within Central Control that require the performance of functions relevant to the safety of flights are filled by personnel on the basis of knowledge, skill, training and experience appropriate to the position.

9. Exercise defined authority to make decisions regarding the acceptability (tolerability) of risk associated with the safety and security of aircraft operations, within the scope of operational control. Coordinate and, where required, consult with the Chief of Central Control / Director Flight Operations (DFO) when making decisions that involve elevated or non-routine operational risks.

10. Provide direction and oversight to Duty Managers and OCC personnel in the identification of hazards, assessment of safety risks, and implementation of risk mitigation measures related to day-to-day operations. Support and enable Duty Managers to make informed decisions concerning:
Risk tolerability in operational scenarios Safe continuation, delay, diversion, or termination of flights Ensure that decisions related to operational risk are consistent with company policies, Safety Management System (SMS) processes, and regulatory requirements.

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2.1.2 DEPUTY GENERAL MANAGER FLIGHT OPERATIONS

Reports to : General Manager Central Control (GMCC)

Department : Central Control

Supervises
Operations Control Managers
Operations Controllers
Shift In-charges Flight Dispatch
Assistant Manager Operational Planning Cell
Operational Planning Officer
Flight Operations Officers
Aircraft Attendant

Duties and Responsibilities

1. Directs the activities of Situation Room in initiating recovery plans for operational irregularities such as disruptions, cancellations, delays, diversions and consolidations, etc.
2. Controls the processing of non-scheduled operational requirements such as VVIP flights, extra sections, charters, ferry flights, positioning flights, etc. with other departments or sections like Marketing, Engineering Planning, cockpit/cabin crew scheduling and Passenger Service Planning.
3. Ensures maintenance of efficient control of units within the system providing maximum economy commensurate with the safety of operations.
4. Directs the Flight Control Manager (FCM) and Operations Control Manager (OCM) in exercising their authority over initiation, continuation, diversion, re-routing, cancellation, termination and consolidation of flights.
5. Initiates recovery plans from operational irregularities keeping in view flight safety, schedule integrity, economy and passenger convenience.
6. Works closely with other departments/agencies on the operational aspects of activities under instructions of General Manager Central Control.
7. Develops policies and procedures related to operational irregularities consistent with the basic requirement of safety, schedule regularity, economics and passenger convenience.
8. Ensures continuous flight-watch on system-wide basis to provide the best possible course of action and assistance in case of any deviation from the normal operation.
9. Ensures prompt and expeditious processing of flight crew de-briefing reports and develops special reports for management as and when required.

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10. Maintains a close watch on the integrity of the schedule and suggests ways and means to improve upon it.
11. Ensures that the morning briefing presentation is conducted efficiently, covering all aspects of the airline's operation for the last 24 hours.
12. Makes personnel decisions consistent with the corporations three-level approval policy i.e. selects staff two levels below him.
13. Monitor e-mail of KHIOCPK and take proper action and response to each message related to Operation Control.
14. Maintain the required level of proficiency in HITIT CRANE FCC and Microsoft Office.
15. Carries out any other duties and responsibilities as may be assigned to him by the GMCC.

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2.1.3 DEPUTY GENERAL MANAGER FLIGHT DISPATCH

Reports to : General Manager Central Control (GMCC)

Department : Central Control

Supervises
Shift In-charges Flight Dispatch
Operations Controllers
Flight Operations Officers
Flight Coordinator
POST-FLIGHT DOCUMENT RECORD KEEPER

Duties and Responsibilities:

1. Ensures Dispatch activities on system-wide basis.
2. Develops and maintains the Flight Dispatch Manual in coordination with Chief Pilot Technical that spell out the Dispatch policies, procedures and limitations for all routes and aircraft types in PIA operations.
3. Maintains liaison with Government authorities, such as Director Air Transport Services, Airport Manager, Aircraft Manufacturer (Boeing, Airbus) and other entities for expediting the functional and operational matters concerning Flight Dispatch through office of C.P Technical after review by GMCC.
4. Develops and maintain FDM/FDTM and directs training programs of Operational Control and Flight Dispatch personnel covering dispatch procedures, flight planning techniques, new technologies and advancement in civil aviation to achieve and maintain the required level of proficiency.
5. Evaluates manpower requirements to cater for the anticipated growth of the airline, and submits reports to the higher management.
6. Ensures continuous flight-watch is being carried out by concerned Flight Dispatch Centre to provide the best possible assistance in case of any deviation or diversion from the normal operational plan.
7. Makes personnel decisions consistent with the corporations three level approach policy i.e. selects the staff reporting directly to him, approves staff selections two levels below.
8. Develops adequate distribution of NOTAM services and provides relevant information for the safe and efficient conduct of flights.

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9. Forward amendments and/or revisions in FDM and/or FDTM to Chief Pilot Technical office for onward submission to PCAA for necessary acceptance or approval and maintain a record file for the same.
10. Ensures that the accepted or approved amendments and/or revisions are incorporated in the relevant manual according to the distribution list and PIA Internet.
11. Ensures that his/her professional/technical qualifications are update and current with new developments in aviations industry, ATM techniques and regulatory requirements to evaluate other Operational Control personnel who are responsible for Operational Control and Flight Dispatch duties through proficiency assessment.
12. Monitor e-mail of KHIOYPK and take proper action and response to each message related to Flight Dispatch.
13. Maintain the required level of proficiency in NAV Blue Flight Planner and Microsoft Office.
14. Carries out any other duties and responsibilities as assigned by GMCC.
15. Coordinates with SITA and other service providers for day to day operations requirements.
16. Coordinate with aircraft manufacturers (OEM)i.e. Airbus; Boeing, ATR through Chief Pilot Technical Office to resolve performance/ MEL related issues.

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2.1.4 DEPUTY GENERAL MANAGER FLIGHT DISPATCH (NORTH)

Reports to : General Manager Central Control (GMCC)

Department : Central Control

Supervises
Shift In-charges Flight Dispatch
Operations Controllers
Flight Operations Officers
Flight Coordinator

Duties and Responsibilities:

1. Ensures Dispatch activities on system-wide basis.
2. Develops and maintains the Flight Dispatch Manual in coordination with Chief Pilot Technical that spell out the Dispatch policies, procedures and limitations for all routes and aircraft types in PIA operations.
3. Maintains liaison with Government authorities, such as Director Air Transport Services, Airport Manager, Aircraft Manufacturer (Boeing, Airbus) and other entities for expediting the functional and operational matters concerning Flight Dispatch through office of C.P Technical after review by GMCC.
4. Develops and maintain FDM/FDTM and directs training programs of Operational Control and Flight Dispatch personnel covering dispatch procedures, flight planning techniques, new technologies and advancement in civil aviation to achieve and maintain the required level of proficiency.
5. Evaluates manpower requirements to cater for the anticipated growth of the airline, and submits reports to the higher management.
6. Ensures continuous flight-watch is being carried out by concerned Flight Dispatch Centre to provide the best possible assistance in case of any deviation or diversion from the normal operational plan.
7. Makes personnel decisions consistent with the corporations three level approach policy i.e. selects the staff reporting directly to him, approves staff selections two levels below.
8. Develops adequate distribution of NOTAM services and provides relevant information for the safe and efficient conduct of flights.
9. Forward amendments and/or revisions in FDM and/or FDTM to Chief Pilot Technical office for onward submission to PCAA for necessary acceptance or approval and maintain a record file for the same.

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- 10.Ensures that the accepted or approved amendments and/or revisions are incorporated in the relevant manual according to the distribution list and PIA Internet.
- 11.Ensures that his/her professional/technical qualifications are update and current with new developments in aviations industry, ATM techniques and regulatory requirements to evaluate other Operational Control personnel who are responsible for Operational Control and Flight Dispatch duties through proficiency assessment.
- 12.Monitor e-mail of KHIOYPK and take proper action and response to each message related to Flight Dispatch.
- 13.Maintain the required level of proficiency in NAV Blue Flight Planner and Microsoft Office.
- 14.Carries out any other duties and responsibilities as assigned by GMCC.
- 15.Coordinates with SITA and other service providers for day to day operations requirements.
- 16.Coordinate with aircraft manufacturers (OEM) i.e. Airbus; Boeing, ATR through Chief Pilot Technical Office to resolve performance/ MEL related issues.

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2.1.5 DEPUTY GENERAL MANAGER CENTRAL CONTROL

Reports to : General Manager Central Control (GMCC)

Department : Central Control

Supervises : Flight Control Managers
Operations Controllers
Flight Operations Officers

Duties and Responsibilities:

1. Ensures Central Control activities on system-wide basis.
2. Controls the processing of non schedule operational requirements such as extra sections, charters, ferry flights, positioning flights etc by filing AFTNs and overflying Permissions.
3. Monitors NOTAMS and disseminates information in case PIA flights are impacted due to NOTAMS.
4. Works closely with other departments/agencies on the operational aspects of activities under instructions of General Manager Central Control.
5. To ensure monitoring & regular auditing of flight operations outsourced function & to ensure requirements that affect the safety or security of flight operations are being fulfilled by the service provider.
6. To ensure internal audits are conducted at regular intervals by CQA as per procedures defined in CQM to meet management systems requirement. The duration of each internal audit to cover Flight Operations within specified time period.
7. To assist and support DGMFD in developing and maintaining FDM/FDTM.
8. Maintain the required level of proficiency in NAV Blue Flight Planner and Microsoft Office.
9. Submit special reports to higher management with recommendations for effective improvement in the overall mode of operations.
10. Monitor e-mail of KHIVTPK and take proper action and response to each message related to Central Control and Technical Support Cell.
11. Carries out any other duties and responsibilities as may be assigned to him by the DFO or GMCC.

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2.1.6 OPERATIONS CONTROL MANAGER (Situation Room)

Reports to: General Manager Central Control through Deputy General Manager Flight Operations and Deputy General Manager Flight Dispatch.

Department: Central Control

Supervises: Operations Control Managers
Operations Controllers
Shift In-charges Flight Dispatch
Flight Operations Officers
All other staff working in Situation Room/ Flight Dispatch
Centre/FREPAK

Duties and Responsibilities

1. Maintains constant oversight and vigilance on the airline's operation, evaluating schedule performance in comparison with the established targets.
2. Develops and initiates recovery plans for operational irregularities e.g. delays, diversions, disruptions, cancellations, etc., in such a manner that integrity of schedule is least affected.
3. Exercises complete authority over initiation, continuation, diversion, re-routing, termination, cancellation, consolidation or delay of flights in coordination with Marketing, Engineering, crew scheduling and concerned outstations.
4. Maintains continuous watch on system-wide operation's and initiates suitable recovery plans in conformity with the corporation's current policies in the event of any operational irregularity.
5. Issues instructions to Station Managers, Operations representatives and Reservations Control regarding coordination and disposition of passengers and cargo.
6. Processes non-scheduled operations e.g., charters, extra sections, ferry flights, positioning flights, etc, to be operated within the next 24 hours.
7. Coordinates with operational/ maintenance specialists for resolving problems regarding interpretation of MEL and also for release of flight at outstation, when long delays/layover at outstation are involved due to lack of maintenance facilities or spares, in accordance with the latest standing instructions.
8. Scans flight crew de-briefing reports to ensure prompt action whenever necessary.

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9. Coordinates and disseminates information in the event of any accident, incident arises involving an aircraft that results in a fatal/serious injury to any person/substantial damage to aircraft/property or emergency caused by floods, heavy rains or any other such phenomena which disrupts the airline schedule according to the laid down policies and procedures.
10. Provides assistance to the Pilot-in-Command in flight, or on ground, in coordination with the Flight Dispatch and or Maintenance as and when required.
11. Supervises and directs the activities of all staff working in Situation Room and Flight Dispatch during his tenure of duty.
12. Monitor e-mail of KHIOVPK and take proper action and response to each message related to Operation Control.
13. Maintain the required level of proficiency in HITIT CRANE FCC and Microsoft Office.
14. Carries out any other duties and responsibilities as assigned by GMCC.

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2.1.7 OPERATIONS CONTROLLER (Situation Room)

Report to: General Manager Central Control through Deputy General Manager
Flight Operations/Deputy General Manager Flight Dispatch.

Department: Central Control

Supervises: Operations Controllers
Flight Operations Officers

Duties and Responsibilities:

1. Maintain a continuous vigilance on the airline's operations evaluating schedule performance as compared to the established targets.
2. Initiates recovery plans for operational irregularities such as delays, diversions, disruptions, cancellations etc, in such a manner that the integrity of schedule is least affected.
3. Exercise authority over initiation, continuation, diversion, re-routing, termination, cancellation, consolidation or delay of a flight in consultation with the marketing, engineering, crew scheduling and outstations.
4. Maintains a continuous watch on the system-wise operations and initiates appropriate recovery plans in conformity with corporation's current policies in case an operational irregularity occurs.
5. Issues instructions to station manager, operations representatives and reservation control regarding the disposition of passengers.
6. Directs the activities of all the staff working in operations control during his tenure of duty.
7. Process non-schedule operations such as charter, extra section, ferry, positioning flights to be operated within next 24hours.
8. Assist flight control manager on duty and takes over the functions of flight control manager in his absence.
9. Submit special reports to higher management with recommendations for effective improvement in the overall mode of operations.
10. Monitor e-mail of KHIOVPK and take proper action and response to each message related to Operation Control.
11. Maintain the required level of proficiency in HITIT CRANE FCC and Microsoft Office.
12. Any other duties/responsibilities as assigned by GMCC.

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2.1.8 SHIFT IN-CHARGES FLIGHT DISPATCH CENTERS

Report to: General Manager Central Control through Deputy General Manager Flight Dispatch.

Department: Central Control

Supervises: Operations Controllers

Flight Operations Officers

Duties and Responsibilities

1. Ensures Flight dispatch activities within PIA network.
2. Execute all types of circulars/bulletins, Standing Instructions relevant to Flight Dispatch that spell out the dispatch policies, procedures and limitations for all routes and aircraft types in PIA operations.
3. Maintains liaison with government authorities such as Civil Aviation Authority, Air Traffic Control, Met Office and all other agencies for expediting the functional and operational matters concerning Flight Dispatch Centre.
4. Ensures implementation of Flight dispatch policies, procedures and maintains the required level of proficiency in NAV Blue Flight Planner and HITIT CRANE FCC and Microsoft Office.
5. Ensures continuous flight watch to provide the best possible course of action and assistance in case of any deviations from normal operation including crew scheduling as per laid down policy.
6. Monitor adequate NOTAM services and arrange to provide relevant information to PIC for the safe and efficient conduct of flight.
7. Execute effective work load management of FOOs working in his shift to achieve required level of proficiency.
8. Monitor e-mail of KHICDPK and take proper action and response to each message related to Flight Dispatch.
9. Carries out any other duties and responsibilities as assigned by higher management.
10. The Shift In-Charge Flight Dispatch must keep his valid FOO license, medical certificate while on duty.
11. Closely monitor punctuality of officers/staff of your respective shifts.
12. The activities of FOOs of shift must be carried out in professional manner as per laid down procedure.
13. Ensure that pre-flight briefing is conducted in line with sequence as per policy if applicable; FOOs must be well prepared before calling operating crew for efficient briefing.

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14. Ensure that all FOOs in his shift, prior to being assigned to operational control duties must hold a valid FOO license issued by the Regulatory authority and medical cards and wear neat/tidy uniform/clothes while on duty.
15. Flight dispatch log and RT. logs are maintained with proper time sequence.
16. Ensure proper filing of flight documents.
17. Any other duties/responsibilities as assigned by GMCC.
18. Ensure that no FOO in his shift, prior to being assigned to operational control duties is under the influence of psychoactive substances and not use the psychoactive substances, if any FOO identified as engaging in any kind of problematic use of psychoactive substance, immediately inform GMCC/DGMCC and remove him/her from Operational control duties.
19. Ensure the proper functionality of SITA Aircom and flight tracker systems, as well as Nav blue and HITIT systems, Monitor and verify that sound alerts and notifications are operating correctly.

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2.1.9 ASSISTANT MANAGER OPERATIONAL PLANNING CELL

Report to: General Manager Central Control through Deputy General Manager
Flight Operations

Department: Central Control

Supervises: Operations Planning Officer

Duties and Responsibilities

1. Planning of flights other than schedule to meet maintenance, marketing or operational requirements.
2. Planning for charter or extra section flights.
3. Planning for Umra extra section flights.
4. Coordination and planning for Hajj flights.
5. Prompt expeditious processing, distribution and follow up of De-brief reports (DBR) for management evaluation.
6. Preparation of planned rescheduling, re-routing or cancellation of flights on the basis of marketing or maintenance requirements.
7. Manages preparation of aircraft daily movement control graph and its distribution to GMCC, Deputy General Manager Central Control and Situation Room
8. Retains delayed flight reports for record keeping purposes.
9. Planning and coordination for VVIP fights.

2.1.10 OPERATIONAL PLANNING OFFICER

Operational Planning Officer is responsible to GMCC through Assistant Manager Operational Planning Cell/Deputy General Manager Flight Operations.

Duties and Responsibilities

1. Prepare aircraft daily movement control graph and arranges for its distribution to GMCC, Deputy General Manager Central Control and Situation Room.
2. Planning for Umra extra section flights.
3. Coordination and planning for Hajj flights.
4. Prompt expeditious processing, distribution and follow up of De-brief reports (DBR) for management evaluation.
5. Preparation of planned rescheduling, re-routing or cancellation of flights on the basis of marketing or maintenance requirements.
6. Manages preparation of aircraft daily movement control graph and its distribution to GMCC, Deputy General Manager Central Control and Situation Room.
7. Retains delayed flight reports for record keeping purposes.

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2.1.11 Manager Operations Lahore

Reports to : Dy. General Manager Flight Dispatch

Department : Central Control

Supervises In-charge Lahore Dispatch
Shift In-charges Flight Dispatch
Flight Operations Officers

Duties and Responsibilities:

1. Ensure the efficient and safe conduct of Flight Dispatch and Operational Control activities on a system-wide basis from Lahore Dispatch.
2. Maintain liaison with local authorities and agencies, including Airport Management, ATC, Meteorological Office, and other relevant organizations, to facilitate smooth operational and administrative coordination.
3. Develop and maintain Flight Dispatch Manuals and Training Manuals (FDM/FDTM) and oversee training programs for Operational Control and Flight Dispatch personnel, covering dispatch procedures, flight planning techniques, new technologies, and developments in civil aviation to maintain the required level of professional proficiency.
4. Coordinate with the Dy. General Manager Flight Dispatch to arrange and conduct regular training and recurrent training programs for Flight Operations Officers (FOOs) based at Lahore.
5. Evaluate manpower requirements in accordance with operational needs and anticipated growth of the airline, and submit recommendations and reports to higher management.
6. Ensure that continuous flight watch is maintained by the Flight Dispatch Centre to provide timely operational assistance in the event of deviations, delays, diversions, or abnormal operational situations.
7. Make personnel decisions in accordance with the Corporation's three-level management policy, including selection of staff reporting directly to the position and approval of staff selections two levels below.
8. Ensure that personal professional and technical qualifications remain current with developments in the aviation industry, air traffic management practices, and regulatory requirements, in order to effectively evaluate Operational Control personnel responsible for Flight Dispatch functions through periodic proficiency assessments.
9. Monitor the official email account LHEVVPK and ensure timely action and responses to all communications related to Flight Dispatch operations.
10. Maintain the required level of proficiency in NAVBLUE Flight Planning System and Microsoft Office applications to effectively manage operational tasks and reporting requirements.
11. Perform any other duties and responsibilities as assigned by the General Manager Central Control (GMCC).

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2.1.12 In-charge Flight Dispatch Lahore

Reports to : Manager Operations Lahore Dispatch

Department : Central Control

Supervises Shift In-charges Flight Dispatch

Flight Operations Officers

Duties and Responsibilities:

1. Oversee and ensure the efficient conduct of flight dispatch activities on a system-wide basis from Lahore Dispatch.
2. Prepare and maintain the shift roster, ensuring that an adequate number of qualified Flight Operations Officers are assigned to each shift to support safe and efficient operations.
3. Maintain and monitor leave records of Flight Operations Officers and ensure appropriate manpower availability.
4. Ensure continuous flight watch is maintained by the Flight Dispatch Centre, providing operational support to flight crews and initiating appropriate action in the event of deviations, diversions, or abnormal operational situations.
5. Participate in personnel management decisions in accordance with the Corporation's three-level authority policy, including the selection of staff reporting directly to the position and approval of selections two levels below.
6. Ensure professional and technical competency remains current by keeping abreast of developments in the aviation industry, Air Traffic Management (ATM) procedures, and regulatory requirements. Conduct proficiency assessments of Operational Control personnel performing Flight Dispatch and Operational Control functions.
7. Monitor and manage official dispatch communications, including the Lahore Dispatch email account (LHEOVPK), ensuring timely review, action, and response to all operational messages.
8. Maintain proficiency in operational systems, including NAVBLUE Flight Planning System and Microsoft Office applications used in dispatch operations.
9. Perform any additional duties or responsibilities assigned by management in support of safe and efficient flight operations.
10. Perform any other duties and responsibilities as assigned by the General Manager Central Control (GMCC) or Manager Operations Lahore.

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2.1.13 Sr./FLIGHT OPERATIONS OFFICER

Flight Operations Officer is responsible and accountable to the GMCC through Deputy General Manager Flight Dispatch/Deputy General Manager Central Control / Deputy General Manager Flight Operations/ Flight Control Manager and Shift In-charge Central Flight Dispatch.

Duties and Responsibilities

1. Processes the available data of a particular flight keeping in view the operational feasibility in such a manner that the flight is planned from origin to destination with utmost consideration of safety, economy and implements action(s) or measures designed to reduce a safety risk to, and maintain such risk at or below, an acceptable level in accordance with an organization's safety risk tolerability.
2. Maintains a continuous watch on the flights in his/her area of responsibility and advises the PIC of any operational information affecting the safe conduct of flight through available communication channels.
3. Familiarizes himself/herself with the latest changes in ATS routes/navigation facilities/NOTAMS etc., and meteorological conditions of the areas where he/she is required to dispatch the flights.
4. Maintains up-to-date knowledge on technical bulletins and fuel policy concerning flight dispatch, route manuals revisions, ATS procedures etc., and other day-to-day instructions having a direct bearing on the safe conduct of the flight.
5. Computes the company's flight plans giving due consideration to such factors as Meteorological conditions, aircraft performance capabilities, en-route facilities, safety, economy and company fuel policy.
6. Perform Crew briefing/de-briefing if applicable on weather condition en-route and at destination/alternate and on availability/serviceability of Radio Navigation and approach aids.
7. Maintains a thorough knowledge of en-route FIR/UIRs rules concerning over flights, facilities at destination/ alternates with complete details of search and rescue center and type of equipment available there.
8. Maintains a continuous flight watch until the flight lands safely at destination or its control is transferred to the next area of flight watch.
9. In performing his/her duties a flight operation officer shall avoid taking any action that would conflict with :
 - Air Traffic Control.

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- Meteorological Services.
- Communication Services.
- Operations Manual.
- AOC and Operations Specifications.

10. He/she must familiarize himself/herself with all the aircraft movements that are likely to take place within the tenure of his/her duties. He/she must take a careful note of any delay or deviation from the normal schedules.
11. He/she is not to leave his/her place of duty unless relieved by another FOO.
12. Flight Operation Officer will assist the PIC in flight preparation and provide relevant information required, and prepare operational and ATS Flight plan, electronically signed (by secure login) and file ATS Flight plan with appropriate ATS facility and furnish the PIC while in flight or on ground by appropriate means, with information that may be necessary for the safe conduct of flight and in case of emergency, initiate such procedure as mentioned in chapter 4 of FDM.
13. The Flight Operation Officer must keep a valid FOO license while on duty.
14. Check e-mail of KHCDPK periodically and take proper action and response to message related to flights dispatch.
15. Maintain the required level of proficiency in NAV Blue Flight Planner, computer literacy and Microsoft Office.
16. Carry out any other duties as assigned by his/her seniors from time to time.
17. In case of any emergency (including those situations that become known first to FOO), initiate procedures in line with company policy; make sure avoiding taking any action that would conflict with government and regulatory authority, ATC procedures and notify appropriate authorities without any delay and seek assistance if required. Convey, by available means*, safety-related information to the PIC that may be necessary for the safe conduct of the flights, including information related to any amendments to the flight plan that become necessary in the course of the flight. *If aircraft is:
 - * On Ground: Through R/T- In Air: Through SATCOM ACARS, VHF and HF
 - At other stations where FOO or designated person is not positioned: Contact Pilots (through station representative) on Phone & disseminate information.
18. In the event of an emergency involving an aircraft carrying dangerous goods, promptly relay the details of the dangerous goods on board (reference NOTOC) to Emergency Services, the Emergency Response Center (ERC), and the Situation Room.

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19. Notify the appropriate ATS unit when the position of the aeroplane cannot be determined by an aircraft tracking capability (e.g.SITA Mission Watch) and attempts to establish communication are unsuccessful.
20. Ensures that FOO and PIC utilize a common set (latest and updated) of Flight documents for each planned flight.
21. Assess operational risks associated with each flight, both prior to departure and during flight, including but not limited to weather conditions, aircraft technical status, airspace constraints, and operational limitations. Support, brief, and advise the Pilot-in-Command (PIC) and, where applicable, designated operational management on the acceptability (tolerability) of identified risks in relation to the safe conduct of the flight. Monitor evolving operational conditions and ensure that any change affecting risk levels is promptly evaluated and communicated. Escalate operational and safety concerns in accordance with company Safety Management System (SMS) procedures when: Assessed risk exceeds predefined tolerability levels; Operational conditions fall outside approved or published limits; or Disagreement with the PIC regarding the safe conduct of the flight cannot be resolved. Ensure that all escalations are made to the designated post holder or appropriate operations management in a timely manner to support safe operational decision-making.

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2.1.14 AIRCRAFT ATTENDANT

Report to: General Manager Central Control through Deputy General Manager
Flight Operations/Deputy General Manager Flight Dispatch.

Department: Central Control

The primary function of this position is to ensure that flight documents and manuals are timely placed on the aircraft prior to departure and after completion of flight bring back the post flight document and manuals back to flight dispatch.

DUTIES AND RESPONSIBILITIES

- a) Familiarize with the contents of Trip folder.
- b) Ensure timely placement of appropriate flight documents to the aircraft.
- c) Inform his supervisor about any discrepancy /shortfall of documents, found during its placement / retrieval from the aircraft.
- d) Ensure retrieval of Post Flight documents from the aircraft after the flight, properly arrange these documents and place in dispatch office.
- e) Carry out any other duties and functions as assigned by GMCC or DGMCC from time to time.

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2.1.15 POST-FLIGHTDOCUMENT RECORD KEEPER

Report to: General Manager Central Control through Deputy General Manager Flight Dispatch.

Department: Central Control

The primary function of this position is to ensure the systematic filing and storage of all relevant post-flight documents, including filled flight plans, fuel indent forms, fuel delivery receipts, load/trim sheets, NOTOCs, security Performa, and crew allocation cards.

DUTIES AND RESPONSIBILITIES

- a) Properly fill out the post-flight documents checklist.
- b) Archive documents correctly for future audits and reference.
- c) Maintain an organized filing system for easy retrieval.
- d) Communicate any discrepancies or issues found during the filing process to the Deputy General Manager Flight Dispatch for further action.
- e) Follow up on any pending issues or incomplete documentation.
- f) Ensure that all post-flight documentation tasks are completed in a timely manner.
- g) Carry out any other duties and functions as assigned by GMCC or DGMCC from time to time.

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2.2 Safety and Security Hierarchy of Central Control

- The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of Central Control Flight Operations.
- Responsibilities for ensuring operational control functions are conducted in accordance with applicable regulations and standards of the Operator/Authority.
- Lines of accountability throughout Central Control, including direct accountability for safety and/or security on the part of Central Control senior management.

Delegation	Designation	Accountability Level
	CoCC	
	GM	
	DGMs	
	Operations Control Managers	
	Operations Controllers	
	Senior Flight Operations Officers	
	Flight Operations Officers	

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2.3 Classification of employees

2.3.1 Management Positions (Officers and above)

Category	Pay Group	Management Level
CoCC GMCC DGMs	XI X IX	Senior Management
OCM OC	VIII VII	Middle Management
Sr.FOO FOO	VI V	Junior Management

2.3.2 Non-Management positions (Staff)

Non-Management positions covering all classes of employees from Pay group I to IV.

2.3.3 Lines of Safety Accountabilities of Central Control:

1. Chief of Central Control is directly accountable to the Chief Executive Officer for the following:

2. Chief of Central Control is accountable and responsible to CEO for ensuring the safety and security of Central Control and supervises all functions and activities within the scope of Central Control.

3. Implementation of all elements of SMS framework within Central Control, in line with broader SMS implementation/integration plan.

4. Represent their department in person in Safety Review Board Meeting and departmental SAG meetings.

5. Setting SMART Central Control/ Safety Performance Targets and KPIs. Regular communication of performance reports for senior Management's review.

6. Timely reporting of occurrences and adequately responding to queries and complaints.

7. Effective and timely implementation of corrective and preventive actions and/or safety recommendations.

8. Timely provisioning of resources / implementation of strategies for risk mitigation for safety and security of aircraft operations in particular and other operations in general.

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3.1 HIRING QUALIFICATION AND REQUIREMENTS FOR FOO

Following are the entry requirements for the newly hired personnel (internally or externally) by PIA as an FOO responsible for Operational Control and Flight Dispatch duties:

1. A person shall not be employed by PIA as an FOO for Operational Control and Flight Dispatch duties other than as an assistant unless he holds a valid FOO License issued or validated by the Director General PCAA authorizing him to undertake such duties.
2. Minimum academic qualification for a person employed by PIA as an FOO for Operational Control and Flight Dispatch duties shall be B.Sc. (Physics, Mathematics) or graduate.
3. A person employed by PIA as an FOO for Operational Control and Flight Dispatch duties shall not be less than 21 years of age.
4. A person employed by PIA as an FOO for Operational Control and Flight Dispatch duties shall demonstrate the professional knowledge (including weather forecast flight plan calculations), which is to be ensured through a proficiency test followed by an interview at the time of recruitment.
5. A person employed by PIA as an FOO for Operational Control and Flight Dispatch duties shall demonstrate the capability of speaking, reading and writing in English language, which is to be ensured through a proficiency test followed by an interview at the time of recruitment.
6. All other requirements as per the PIA recruitment policy, which includes medical assessment and security clearance.
7. Selected candidates as an FOO for the Operational Control and Flight Dispatch duties shall undergo initial training program. (Refer to FDTM for complete details).
8. Undergo a refresher; aircraft type training, proficiency assessments and line qualification before assigning duties, in which he/she must perform five days OJT (on-job-training) under supervision of a qualified and experienced FOO.

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3.2 ROUTE FAMILIARIZATION (RF)/ FLIGHT DECK (FD) FAMILIRIZATION FOR FOO

FOO shall not be assigned to duty unless that officer has;

- a) Made within the preceding 12 months, at least a one way qualification flight on the flight deck of an aircraft over any area in which that individual is authorized to exercise flight supervision. The flight should include landing at as many aerodromes as possible.
- b) FOO on RF/FD duty should demonstrate a knowledge of;
 1. The contents of operations manual
 2. The radio equipment in the aircraft used and
 3. The navigation equipment in the aircraft used
- c) FOO should also demonstrate a knowledge of the following details concerning operations for which the officer is responsible;
 1. The seasonal meteorological conditions and the sources of meteorological information
 2. The effect of meteorological conditions on radio reception in the aircraft used
 3. The peculiarities and limitations of each navigation system which is used by the aircraft and
 4. The aircraft loading instructions.

NOTE: Newly hired FOOs (Internally or externally) by PIA shall complete one RF/FD flight prior to being assigned to Operational Control and Flight Dispatch duties

3.2.1 Procedures for Route Familiarization/Flight Deck Familiarization

- a) RF shall be done on an up and down flight.
- b) FOO assigned such duties shall report to Flight Dispatch at least 3 hours before the flight and take a full briefing from the officer responsible to dispatch the flight on which he is supposed to complete his RF assignment.
- c) FOO shall update himself with the meteorological conditions at origin/en-route/destination with actual and forecast weather along with the current NOTAMs.
- d) A copy of the company flight plan shall carried by the FOO on flight to monitor the progress of the flight and determine the differences between from the planning and actual conditions.
- e) FOO shall fill up the RF performa with as much information as possible.
- f) FOO shall introduce himself with the pilot-in-command and join the briefing session for the flight.
- g) FOO shall submit the filled RF performa to the in-charge of his station of posting. A copy of such performa shall be forwarded to Deputy General Manager Flight Dispatch for record within 5 working days which shall be retained for 2 years.

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3.2.2 Specimen of RF/FD Performance FLT/CC/RR/01-01 Rev-00



Route Familiarization/Flight Deck Familiarization Form for FOO

Flight No:	Date:	A/C Reg:	Capt:
Sector:			
1)	STD/ATD	STA/ATA	
2)	STD/ATD	STA/ATA	
3)	STD/ATD	STA/ATA	
4)	STD/ATD	STA/ATA	

1. Pre-flight:

- i. Study Origin/En-route/Destination/Alternate(s) weather and plot the planned route on the WX chart.
- ii. Ensure the availability of following document:
 - a) Weather charts along with TAFs / METARs
 - b) NOTAMs relevant to the Origin/En-route / Destination / Alternate (s)

2. Flight Planning:

- a) Additional Fuel: if uplifted with reason: _____
- b) Fuel Policy: Required / Maximum: _____

3. In-Flight:

- a) SID (if applicable): _____
- b) Inflight re-routing: Yes / No _____ if yes give reason _____
- c) Additional Time: _____ Additional Fuel: _____
- d) Latest METARs for Destination and Alternate(s):

METAR Destination _____

METAR Alternate (s) _____

- e) Holding (Yes / no): _____ if yes give reason: _____
- f) STAR (if applicable): _____
- g) Instrument let down procedure: (ILS/VOR/NDB) _____
- h) TWY used and parking stand: _____

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Continued....

Radio / Navigation Equipment:

Equipment	Quality of Reception
VHF Radio	
HF Radio	
ACARS/CPDLC	
NDB	
VOR / DME	
INS	
GPS	

Note:

- The quality of reception should be assessed as Good / Moderate / Poor.
- Tick the appropriate navigation equipment use.

4. Post Flight:

Complete Operational Flight Plan with relevant data:

	Planned /Forecast Wx	Actual
ZFW		
TOW		
FL		
Burn off		
EET		

5. Remarks

Signature: _____
F.O.O.

Signature: _____
Captain/PIC

Name: _____
FOO Lic # _____
Staff No: _____

Name: _____
Captain/PIC

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3.3 PERSONNEL PROFICIENCY ASSESSMENT/LINE QUALIFICATION PROGRAM

Proficiency assessment of all FOOs responsible for Operational Control and Flight Dispatch duties shall be conducted initially and annually by Deputy General Manager Flight Dispatch or by qualified personnel nominated by Deputy General Manager Flight Dispatch to conduct on his/her behalf (who must be approved FGI), the results of personnel proficiency assessment is kept in personnel file

In case of un-satisfactory Personnel Proficiency outcome of a FOO, he or she shall be required to undergo refresher training or be deputed for under observation operational duties as recommended by Deputy General Manager Flight Dispatch.

The personnel responsible for operational control or flight dispatch duties shall not be assigned to duty unless he/she shall demonstrate proficiency in his/her areas of responsibility. Proficiency assessment shall also be conducted for a absentee of 12 consecutive months prior to resume Operational Control or Flight Dispatch duties.

A proficiency Assessment form shall be completed for each personnel responsible for Operational Control and Flight Dispatch duties.

Subject to unsatisfactory results after proficiency assessments, the candidate will undergo 5 days refresher training.

Line qualification program is conducted to ensure that FOO working in operational control have the ability to perform all duty functions and demonstrate proficiency in the competencies of operation control.

Duty functions include:

- Assist the PIC in flight preparation and provide the relevant information required;
- File a flight plan with the appropriate ATS unit which includes re-routing during flight, ATFM and Slot Control;
- Furnish the PIC in flight, by appropriate means, with information that may be necessary for the safe conduct of the flight;
- Initiate, in the event of an emergency, applicable procedures as outlined in the OM

Line qualification assessment shall be conducted once after initial induction of FOO by Deputy General Manager Flight Dispatch or FGI, the results of line qualification assessment is kept in personnel file.

3.3.1 PROMOTION CRITERIA

Management and Non-management operational control positions within the central control division are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position and as per PIA policy and current admin order.

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3.3.2 SPECIMEN OF PERSONNEL PROFICIENCY ASSESSMENT PERFORMA

PERSONNEL PROFICIENCY ASSESSMENT PERFORMA Ref.FLT/CC/PR/01 Rev-02

CENTRAL CONTROL SECTION

Name: _____ **P.No:** _____

Designation: _____ **Date:** _____ **FOO Signature**__

S.No	Area of knowledge/proficiency	Excellent (90% or more)	High Averag (80-89%)	Above Average (75-79%)	Average (70-74%)	Below Average (less than 70%)
1	Contents of the OM Part-A and FDM					
2	Contents of the Jeppessen Manual/Operations Manual/Technical circulars and bulletins.					
3	Radio equipments and Navigation equipments used in the aircraft					
4	Seasonal meteorological conditions and hazards, source of met conditions					
5	Effect of meteorological conditions on performance of the aircraft and radio reception					
6	Human Performance (CRM/DRM)					
7	Civil Air Law and regulations, Aviation Indoctrination					
8	Aircraft mass(weight) and performance, Flight Planning, EDTO Procedures					
9	Navigation, Special Navigation					
10	Special Airports					
11	Aircraft systems and MEL/CDL					
12	Flight Monitoring ,Communication					
13	PC literacy (AIMS,FREPAK,EMAIL)					
14	Operational Procedures for the carriage freight & dangerous goods					
15	Emergency flight procedure relating to aircraft incident/accident					
16	Security procedures for Crime onboard, Sabotage, Bomb threat or Hoax and Hijacking (emergency & abnormal situations)					
17	Operational emergency & abnormal procedures					
18	Air Traffic Management					
19	De icing/Anti icing procedures					
20	Fuel supply (Aircraft & fuel type requirements)					

Remarks: Satisfactory

Unsatisfactory **minimum pass score 70%.**

Score obtained

DGM Flight Dispatch

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3.3.3 SPECIMEN OF LINE QUALIFICATION ASSESSMENT PERFORMA

LINE QUALIFICATION ASSESSMENT

PERFORMA

Ref.FLT/CC/LQ/01 Rev-01

CENTRAL CONTROL SECTION

Name: _____ P.No: _____

Designation: _____ Date: _____ FOO Signature _____.

S.No	AREA OF KNOWLEDGE	Excellent	High Average	Above Average	Average	Below Average
1	Calculate Operational Flight Plan keeping in due consideration company policy and safety procedures.					
2	Assist PIC in Flight Preparation and provide relevant Information					
3	File ATS Flight Plan with appropriate ATS Unit. In flight re-routing, Slot management					
4	Brief PIC Meteorological Condition as Origin, Destination, Destination Alternate and En-route.					
5	Provide Significant Weather Charts and Satellite picture with markings					
6	Brief significant NOTAMs to PIC.					
7	Provide Aircraft Status by coordinating with Engineering. Coordination with different departments and agencies for normal and abnormal operations.					
8	Aircraft systems and MEL/CDL					
9	Furnish PIC in flight, with information that is necessary for safe conduct of flight.					
10	Initiate applicable procedure in the event of an Operational Emergency as outline in OM.					

Remarks: Satisfactory

Unsatisfactory

Deputy General Manager
Flight Dispatch

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3.4 PCAA REQUIRMENTS OF FOO LICENSE

3.4.1 On Job Training (OJT)

The applicant for issue of FOO License shall have completed On Job Training (OJT) under supervision of a Licensed Flight Operations Officer for at least 90 days within 06 months immediately preceding the date of application in an approved Flight Dispatch Centre. A prior authorization is required from the Licensing Office to commence the OJT and the details of the OJT shall be recorded on form CAAF-075-LCXX.

The Flight Dispatch Centre authorized to supervise the OJT of an applicant shall fully satisfy itself with regard to the competency of the applicant before issuing the 'OJT Completion Certificate' which is the eligibility criteria for undergoing the final Oral/Skill test with the PCAA.

The Flight Dispatch Center may extend the 90 days OJT period if the knowledge and practical ability of the applicant is not upto the required standard.

During the OJT, an applicant shall have completed:

a) Domestic Dispatch Operation

Dispatched, under supervision, at least 05 domestic flights.

b) International Dispatch Operation

Dispatched, under supervision, at least 05 international flights.

3.4.2 ORAL/SKILL TEST

The applicant shall have demonstrated the ability to the PCAA in the following areas of knowledge and practical ability:

Knowledge

- a) Contents of AOC and Operations Specification.
- b) Content of Operations Manual.
- c) Knowledge & application of Jeppesen Manual.

Practical Ability

1. Make an accurate and operationally acceptable weather analysis from a series of daily weather maps and weather reports; provide an operationally valid briefing on weather conditions prevailing in the general neighborhood of a specific air route, forecast weather trends pertinent to air transportation with particular reference to destination and alternates.
2. Determine the optimum flight path for a given segment and create accurate manual and/or computer-generated flight plans.

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3. Provide operating supervision and all other assistance to a flight in actual or simulated adverse weather conditions as appropriate to the duties of a holder of Flight Operation Officer License.

3.5 PRIVILEGES OF FOO LICENCE

The privileges of a FOO License are to:

1. Assist the Pilot-in-Command in flight preparation (preparation of FPL, weather and NOTAM briefing) and provide the relevant information required; and
2. Prepare Operational and ATS flight plans, sign the document when applicable and file the ATS flight plan with the appropriate ATS facility and
3. Furnish the Pilot-in-Command while in flight, by appropriate means, with information that may be necessary for the safe conduct of flight and
4. In the event of an emergency, initiate such procedures as mentioned in Chapter 4 of FDM.

3.6 LIMITATIONS OF FOO LICENCE

A Flight Operations Officer shall not:

1. Dispatch an aircraft of a type for which he has not received performance training.
2. Perform duty unless within the preceding 24 months he has received recurrent training (refresher) in accordance with an approved training programme conducted by an FGI.
3. Assigned to any duty if he/she has been absent from such duty for 12 consecutive months unless he/she has received re-current training followed by proficiency assessment.
4. Dispatch a NAT HLA flight unless he / she have successfully completed an approved NAT HLA Course with a GTO and have dispatched a minimum of 01 NAT HLA flight under supervision.
5. Dispatch an EDTO flight unless he / she has successfully completed an approved EDTO Course with a GTO and has dispatched a minimum of 01 EDTO flight under supervision.

3.7 RECOMMENDATIONS

A Flight Operations Officer should not be assigned to duty unless that officer has:

1. Made within the preceding 12 months, at least a one-way familiarization flight on the flight deck of an aircraft over any area in which that individual is authorized to dispatch flights. The flight should include landings at as many aerodromes as practicable.
2. Flight Operation Officer assigned to duty should maintain complete familiarization with all features of the operation, which is pertinent to such duties.

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3.8 MEDICAL

Medical assessment of all Flight Operation Officer responsible for operational control and Flight Dispatch duties shall be conducted by CMO after two years. It is the responsibility of DGM to keep record of medical/fitness certificates of all FOOs in personnel files. All FOOs hired by PIA must be physically and mentally fit. They shall be able to sit, walk, speak with clarity and be able to work in noisy, humid and non-environmentally controlled conditions. Specific vision abilities shall include near vision, distance vision and color vision.

3.9 SECURITY CLEARANCE

All operational personnel responsible for operational control activities are security cleared in accordance with governmental regulations. Record of security clearance is kept with DGM Security office.

3.10 VALIDITY OF FOO LICENCE

The FOO License shall be valid for 05 Years.

3.11 FOO LICENCE RENEWAL REQUIREMENTS

A FOO License may be renewed provided the applicant has performed duties as a FOO for a minimum period of 90 days in the preceding 06 months with a recognized Flight Dispatch Centre; OR He/she has completed minimum period of 05 days OJT with a recognized Flight Dispatch Centre. A prior authorization is required from the Licensing Office to commence the OJT and the details of the OJT shall be recorded on form CAAF-075-LCXX.

3.12 FOO LICENCE RE-VALIDATION REQUIREMENTS

When an FOO License has expired, the holder shall meet the following requirements:

Within 06 months of expiry of FOO License

1. Pass an Oral/Skill assessment test (CAAF-074-LCXX) and
2. Meet the renewal requirements.

Between 06 to 12 months from the date of expiry of FOO License:

1. Pass FOO revalidation exam and
2. Meet the renewal requirements.

More than 12 months of expiry of FOO/FD License:

1. Pass full set of FOO theoretical knowledge exams;
2. Pass approved FOO refresher course;
3. Complete 15 days of OJT at an approved flight dispatch center; and
4. Meet the renewal requirements.

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Holder of an expired FOO License but with a verifiable record of continuous job in Flight Dispatch Centre of a recognized foreign Operator; and holding Certificate/ License of the State, may be given a relaxation of renewal requirements to one step lower.

Holder of an expired FOO License for not more than 60 months and holding valid CPL/IR or ATPL shall be required to meet the renewal requirements; and Oral/Skill assessment test for renewal of his/her FOO License.

Holder of an expired FOO License for more than 60 months and holding valid CPL/IR or ATPL may be given relaxation of renewal requirements to one step lower.

3.13 QUALITY ASSUARANCE

3.13.1 Introduction

An internal evaluation system (based on internal quality audits) is used to verify the desired operational control safety and quality outcomes, compliance with regulatory and internal requirements, stated operational control needs and for identification of hazards, undesirable conditions and areas requiring improvement.

This Quality Assurance program is applicable to all areas of Operational Control and Flight Dispatch in order to ensure that all operations and activities are conducted in compliance with all the above-mentioned requirements on annual basis and completed within one week.

3.14 INTERNAL QUALITY AUDITS

3.14.1 Purpose

Internal Quality Audits based on Approved Audit Plan (annually and scheduled for five working days) are used as one of the effective means for determining whether the Quality / Operational Safety activities and related results comply with the planned arrangements, and whether these arrangements are adequate and implemented effectively.

3.14.2 Applicability

Internal Quality Audits are applicable to all functions of the Flight Operations Department. A Line Captain from Flight Operations is nominated or appointed by DFO to perform the duties and functions of Quality Assurance Manager. He/she is assisted by two Assistant Managers i.e. One each from the Flight Operations and Flight Dispatch areas. These Assistant Managers will be supported by Quality Assurance Officers.

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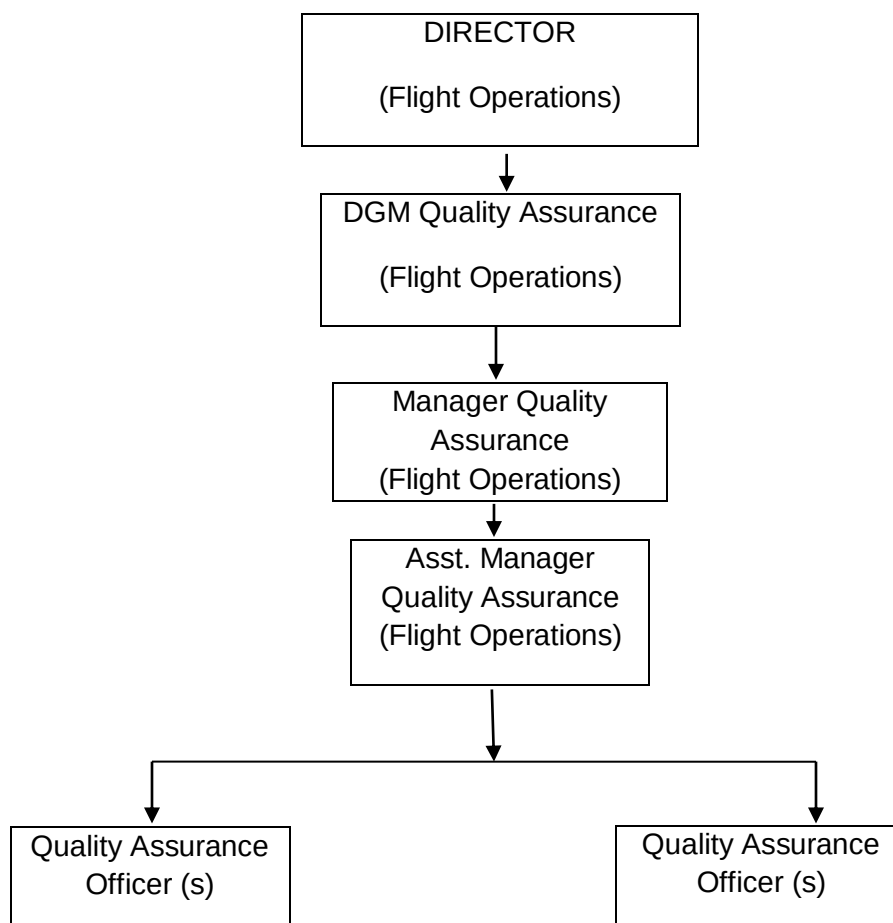
3.14.3 Evaluation Plan

Significant issues arising from quality assurance audit are reviewed by a committee of senior management of operational control, which take preventive and corrective actions also amend findings in Control Documents, Records and Non Conformance Reports. The committee is chaired by GMCC and assist by DGMFD and DGMCC. Record of findings is properly filed in GMCC office. The committee will ensure:

- Identification of root cause(s).
- Development of corrective action as appropriate to address the finding(s).
- Implementation of corrective action in appropriate operational areas.
- Evaluation of corrective action to determine effectiveness.

The results of the committee and appropriate information will be disseminated which might impact compliance, operational safety or security or identify opportunities for improvement.

3.15 Organization Chart of Departmental QA Functions



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4.1 SITUATION ROOM

4.1.1 Introduction

The primary role of the Situation Room is to ensure that the Company services operate with the least possible disruption or delay and that where services are disrupted or delayed these services are re-scheduled with the least possible inconvenience to passengers and at a minimal cost level consistent with safety, efficiency and services.

The Situation Room liaises very closely with Marketing and Engineering Departments on the commercial and technical aspects of each major delay. Corporate decisions are implemented by the Situation Room.

4.1.2 Functions of Situation Room

The Situation Room is responsible for the following decisions:

1. Cancellation of flights.
2. Re-routing due to major flight delays.
3. Re-routing due to airspace blockage
4. Re-scheduling due to weather, airport limitations, civil disturbance, crew duty time or sector limitations
5. Over-flight due to weather, airport limitations, crew duty time or sector limitations
6. Technical calls to meet payload requirements or crew duty time limitations.
7. Diversions for commercial or compassionate (urgent medical cases) reasons.
8. Requests to delay a flight for commercial or compassionate (urgent medical cases) reasons
9. Requests to delay a flight to uplift AOG spares or relief aircrew and maintenance personnel
10. Requests to delay a flight for reasons other than those specified above
11. Requests for urgent charters or urgent extra flights
12. Positioning or relief flights
13. Requests to operate or divert a flight to assist civil or military authorities in search operations
14. Re-allocation of aircraft, re-scheduling of services, positioning of crews due to aircraft un-serviceability.
15. Recalling flights due to engineering, operational or commercial reasons
16. Recalling crew or amending their roster pattern for operational or compassionate reasons.
17. To notify the appropriate authorities and PIA management in the quickest manner of any accident involving an aircraft that results in a fatal or serious injury to any person or substantial damage to the aircraft or property.

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To facilitate decision-making, it is essential that the Situation Room be informed immediately by Commanders and/or Station Managers, as the case maybe, of any event or situation which is likely to disrupt or delay scheduled and non-scheduled services. Information of this nature includes:

1. Aircraft un-serviceability and serviceability;
2. Allocation or re-allocation of aircraft;
3. Spare deficiency or position;
4. Deficiencies of aircraft or ground equipment;
5. Load information or load disposal;
6. Industrial dispute or action, whether actual or imminent, likely to disrupt or delay the Company flights;
7. Weather warnings;
8. Civil disturbances
9. Airport closures or limitations.
10. Fuelling or re-fuelling problems.
11. Late connecting flights
12. Loading and unloading problems
13. Cockpit Crew scheduling problems at slip stations.

It is important to stress that in order to function efficiently the Situation Room must be fully and immediately informed of every phase of a delay including proposals or plans for the positioning of aircraft spares, the flight number of the service on which the spares will be arriving, the departure and the arrival times and the estimated time of rectification work.

4.1.3 Authority

- a) The Flight Control Manager shall supervise Situation Room, which is the nerve center of all the airline operation in accordance with the PIA policies. Situation Room has the responsibility to exercise the authority over initiation, continuation, diversion, cancellation or termination of a flight and shall have the responsibility to exercise authority to carry out the recovery plans to overcome operational irregularities.
- b) While exercising the above authority, the utmost priority shall be accorded to the safety of the flight operation.
- c) To obtain over flying permission for non-schedule flight shall be the responsibility of Flight Control Manager.
- d) Situation Room shall ensure the safe, efficient, regular and economical operation of all the flights.

The authority over initiation, diversion, continuation rerouting, cancellation or termination of any schedule, non schedule, ferry, positioning, Training, Test Flight, Extra Section and Charter Flight shall be solely with the Situation Room. All decisions in these situations shall be taken in the best interest of PIA. The Flight

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Control Manager shall maintain close coordination with other concerned departments before reaching any final decision with their concurrence.

The authority as to the operation and safety of the airplane and all persons on board during flight shall rest with the Pilot-in- Command.

4.1.4 Exchange of Information

Dissemination of information to the Corporate Management and appropriate departments of PIA shall be responsibility of Situation Room.

If any information of accident involving an aircraft that results in a fatal or serious injury to any person or substantial damage to aircraft or property e.g. NAV Aid/ Runway closure/airport closure/airway closure, is received by operational control personnel shall be notified to Situation Room immediately for further dissemination to appropriate authority and applicable operating areas within the organization.

Thus, the Situation Room shall be furnished with information on incident, accident, any abnormality that may affect safe operation at any station within PIA network, by the station head or his representative through the quickest mode of communication available such as telephone, Fax, SITA telex, e-mail, VHF trans-receiver and HF phone patch etc.

Situation Room has expeditious and effective means of communications with Maintenance Control and Planning. An EMOD, Aircraft Engineer and Aircraft planners have been stationed in Situation Room to act as maintenance control coordinator and provide coverage for Operational Control and Flight Dispatch round the clock. The Situation Room shall use the available quickest mode of communication such as telephone, Fax, SITA telex, e-mail and VHF transceiver to coordinate with duty engineers for any aircraft technical irregularity as and when required.

The SITA code and email address of situation room are as under:

SITA: KHIOVPK

email: khiovpk@piac.aero

4.2 OPERATIONAL IRREGULARITIES

4.2.1 Definitions

Operational irregularities are defined, as all deviations from the published schedule.

These irregularities include

- a) Early departure of flight
- b) Delay of flight
- c) Over flights of scheduled stops
- d) Rerouting of flight
- e) En-route diversion of flight
- f) Cancellation of flight

Operational irregularities must be reported to the relevant management team and the Situation Room. En-route amend to OFP, including but not limited to routing, fuel, alternates or operational limitations shall be properly assessed, coordinated, verified and documented jointly by the FOO and the PIC.

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Verified to ensure continued compliance with safety, operational and regulatory requirements, En-route amendment shall be authorized by the FOO, and confirmed by a signature (Manuscript or any approved electronic signature, through flight planning system). The PIC agreement to the en-route amended OFP shall be obtained and recorded through ACARS, Radio Telephony or any other approved communication and recoding method, and retain for 90 days.

Decisions in Situation Room shall be made after the necessary coordination with all the concerned departments and such decision shall be disseminated solely by the Situation Room by quickest means of communication followed by a SITA message.

4.2.2 Authority

All operational irregularities actions including precautionary measure shall be taken by Operations Planning Cell, for short term period covering six months and day to day operations and for a period of 72 hours by the Situation Room after necessary coordination with other concerned departments and office.

4.2.3 Principles

Whenever any decision is made to overcome the operational irregularities, following guideline shall be borne in mind.

- a) The safety of the flight shall not be placed in jeopardy.
- b) All passenger, cargo, mail shall reach final destination with minimum delay.
- c) Loss of revenue and/or additional expenses shall be kept to the minimum.

4.2.4 Dissemination of Information

The Situation Room shall inform the concerned departments immediately, about the occurrence of any operational irregularity. After necessary coordination with all concerned departments, a message shall be originated by the Situation Room immediately (in any case message must be initiated within 30 minutes), giving details about flight movement, crew, passenger and/or load disposition and this message must be address to all concern.

Any Inadequacy of ground facilities observed during the course of flight operations such as outage of navigation aid, runway closures etc which can be reported by flight crew, ATC, or other credible sources shall be reported to the appropriate areas without undue delay. It is also to be ensured by the operational control personnel that such information is disseminated to all applicable authorities and relevant operational area within the organization.

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4.3 EARLY DEPARTURE OF FLIGHT

4.3.1 Definition

An early departure of a flight is defined as a flight departing ahead of the published scheduled departure time.

4.3.2 Policy

- All scheduled line flights shall be operated in accordance with the published schedule. However the flight may depart early under following conditions:
- up to 15 minutes if there is no passenger, cargo and mail expected to join the flight in order to extend the transit time at next station provided no revenue load is left behind
- To avoid certain meteorological or other conditions which may adversely affect the further operation of the flight. However due consideration shall be given to commercial aspects, i.e. loss of revenue shall be kept to a minimum.
- when the scheduled time of arrival at next station is expected to be exceeding, provided that no revenue load will be left behind;
- Non-scheduled flights (charter flights, additional flights, ferry flights, etc.) are permitted to depart up to 30 minutes ahead of the scheduled departure time.

4.3.3 Authority

After coordination between the Pilot-in-Command and the station manager departures ahead of schedule are permitted without prior approval from Situation Room. Night flying restrictions, runway closures and other relevant limitations, however, shall duly be taken into account while considering an early departure.

Note: The reason for an early departure in excess of 5 minutes prior to schedule shall be communicated to concerned station/s and Situation Room.

4.4 DELAY OF FLIGHT

4.4.1 Definition

A delay occurs “when the scheduled departure time is exceeded”. -

4.4.2 Policy

All flights shall be operated in accordance with the published schedule or revised schedule. In case of unforeseen delays, it is the responsibility of concerned department, stations and/or flight crews to reduce delays as much as possible. Flights may however be delayed due to following reasons:

- To avoid adverse meteorological conditions at station of departure, en-route or destination.
- To ensure connection for passengers/load from other flights operating behind schedule.

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- c) To take on board "AOG" (aircraft on ground) spare parts for an airplane grounded at an en-route aerodrome due to technical reasons.

4.4.3 Authority

In case of adverse meteorological conditions the Pilot-in-Command decides about a delayed departure and if such delay is expected to exceed 15 minutes, Situation Room shall be notified immediately. In other cases the Station Manager (where FOO is not stationed) is authorized to delay the flight up to 15 minutes. Reasons of all such delays shall be communicated to Situation Room in addition to the concerned station/s.

Authority for delay exceeding 15 minutes shall be obtained from Situation Room.

Note: The Pilot-in-Command shall be immediately informed as soon as a delay is ascertained or a delay is expected to occur.

4.4.4 Late Arrival /Late Positioning of Aircraft

In case of late arrival or late positioning of an aircraft all efforts shall be made to reduce the ground time to an absolute minimum.

4.5 OVER FLIGHT OF A SCHEDULE STOP

An over flight of a scheduled stop is defined as "the omission of a scheduled intermediate stop on a multi-sector flight".

4.5.1 Policy

All flights shall be operated in accordance with the published schedule. Over flights of scheduled stop may, however, become necessary for operational and/or commercial reasons; either prior to departure or during the flight as outlined below:

a) Prior to departure if:

- i) Operational and/or other conditions at next station are prohibitive or render a landing highly improbable (i.e. meteorological conditions, runway closure, disaster, strike, etc);
- ii) No revenue load to or from next station is expected;
- iii) Existing delays are to be reduced.

b) During flight if:

- i) Operational and/or other conditions at next station are prohibitive;
- ii) Technical defects are detected in flight which cannot be repaired at next scheduled stop without excessive delay and it is desirable to proceed to a station with better maintenance facilities.
- iii) No revenue load to/from/ stop is available.

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4.5.2 Authority

- a) Generally the authority to arrange an over flight according to above rests with the Situation Room.
- b) The final authority in respect of an over flight during the flight rests with the Pilot-in-Command. He shall, however, act, whenever possible, according to recommendations communicated to him by the Situation Room. Arrangements for an over flight of a scheduled stop shall be made by the Situation Room in consultation with the regional management, and close coordination with the Pilot-in-Command.

4.5.3 Procedure

- a) Recommendations for over flight of a scheduled stop shall be made in form of teletype message containing relevant information about reasons and load protection and shall be addressed to:
 - I. Situation Room and the concerned regional management
 - II. Station of last scheduled stop, station to be over flown and subsequent line stations.
- b) The concerned stations shall immediately, forward any objections they may have, to the responsible regional management upon receipt of such message. When over flight is to be arranged prior to departure, the Situation Room shall, upon receipt of a recommendation, review the traffic and operational situation and forward the final decision as soon as possible by means of a flight disposition message to all concerned stations and departments. When an over flight is to be arranged, Situation Room shall determine whether the recommendation is feasible from the operational and traffic point of view and forward the decision to the pilot-in-command and concerned line stations.
- c) When the detailed information is received from an aircraft in flight, that the technical defects have been detected, Situation Room shall immediately contact the maintenance department concerned, pass all details received, and obtain information as to the availability of spare parts and repair facilities.
- d) After considering all relevant factors from traffic point of view and coordination with stations concerned, recommendations to proceed to an aerodrome other than that of next intended landing shall be forwarded by Situation Room to the pilot-in-command (except in case of engine failure). Notice shall be given to stations and other concerned offices.
- e) After the decision of the pilot-in-command is received, Situation Room shall inform all concerned stations and offices.

4.6 RE-ROUTING OF FLIGHT

4.6.1 Definition

A published scheduled or non-scheduled flight planned to a destination other than the scheduled destination prior to departure.

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4.6.2 Policy

Flights may be re-routed for commercial and/or operational reasons, e.g. to accommodate additional revenue load.

4.6.3 Authority

Operational Planning Cell (OPC) and/or Situation Room have authority for re-routing of flights as specified below:

- a) Requests for re-routing of flights for any reason shall be forwarded to OPC/ Situation Room. Dissemination of information for a re-routing of flight shall be through a telex.
- b) In case of a flight operating behind schedule, the Situation Room shall review the traffic and operational situations for the possibility of omitting one or more intermediate scheduled stops in order to advance the flight towards its ultimate stop and, where appropriate, to enable a return flight to depart on time. Consideration shall be given to provide best service to revenue load on board of the concerned flight and to meet crew time limitations and maintenance requirements.

4.7 EN-ROUTE DIVERSION OF FLIGHT

4.7.1 Definition

A published scheduled or non-scheduled flight proceeding to an airport other than its next planned destination, while enroute.

4.7.2 Policy

All flights shall be operated in accordance with the published schedule. However, flights may divert while en-route for the following reasons:

- a) Operational conditions at planned destination being prohibitive or rendering a landing improbable to a high degree.
- b) Technical defects detected in flight requiring immediate landing at next suitable aerodrome.
- c) Passenger on board of flight requiring immediate medical assistance.
- d) Meteorological conditions encountered or reported en-route-requiring alteration of intended routing.

4.7.3 Authority

Responsibility of diversion while en-route, entirely rests with the pilot-in-command. However, Dispatch Centre, Operations Agents providing in-flight assistance shall forward recommendations in coordination with Situation Room for alteration of route and/or destination or alternate to the pilot-in-command of the concerned flight.

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4.7.4 Procedure

1. In case of flight diverting while en-route notification shall be passed to the Situation Room and to the office providing in-flight assistance, station of originally planned destination and point of departure. Notification shall contain data about reason for diversion of flight, new planned destination and/or alternate and estimated time of arrival of the flight.
2. Offices receiving such message shall immediately inform the Situation Room.
3. In case, information is received by the Situation Room or offices providing in-flight assistance that operational conditions have changed to a degree necessitating alteration of planned routing and/or destination, recommendations for alternative plans shall be forwarded to the pilot-in-command and the concerned stations.
4. The alternate aerodrome(s) to be selected for en-route diversion shall be coordinated as far as possible between offices concerned, taking into consideration operational and commercial aspects.
5. Pilot-in-command shall forward a diversion report to Situation Room and CP-Tech by a telex through concerned Dispatch Centre or Operations Agent as soon as possible. The diversion report shall include following information.
 - a) Reason of Diversion (in case diversion due Wx, actual weather at the time of diversion)
 - b) Point/time of diversion
 - c) Flight Number/Aircraft Registration/Sector
 - d) Comment (e.g. amount of fuel dumped)

4.8 CANCELLATION OF FLIGHTS

4.8.1 Definition

Cancellation of a flight is the annulment of a previously published scheduled or non-scheduled flight or a segment thereof before departure e.g due to lack of equipment, extended delay, meteorological conditions, crew shortage, commercial reasons etc.

4.8.2 Policy

Although it is the policy to endeavor to conduct the operation in accordance with the published schedule, certain circumstances may require the cancellation of a flight or a segment thereof which include:

- a) If by operating a flight with considerable delay, serious difficulties in performing subsequent operations would be created.
- b) If, from a traffic point of view, the conditions are such that a termination of the contract of carriage is feasible or necessary.
- c) If additional expenses in operation (i.e. ferry flight or utilization of reserve airplane etc.) would result in loss of revenue.
- d) If weather conditions at airport of departure and/or destination would cause significant delay on that flight and/or subsequent flights.
- e) Non availability of aircraft.

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4.8.3 Authority

The Situation Room shall have the sole authority for cancellation of flights. In case of cancellations due to meteorological reasons, the pilot-in-command of the respective flight shall be consulted, except when wide-spread adverse weather conditions require large scale cancellation of flights.

4.8.4 Procedures for cancellation

4.8.4.1 Cancellation of Flight at Home-base

Before canceling a flight due to technical defects, the Situation Room shall review all possibilities of an alternative solution in close coordination with maintenance. The line stations of the flight shall, whenever practicable, be informed in advance of the possibility of a cancellation and be consulted about chances of alternative load protection.

4.8.4.2 Cancellation of Flight at Line Stations

When the cancellation of a flight becomes advisable from the local point of view, the Flight Operations Officer, Station Manager and/or Pilot-In-Command shall communicate their recommendations together with suggestions concerning load protection. The Situation Room after coordination with the concerned departments shall make the final decision and communicate it to the concerned offices/ stations.

4.9 MEL WAIVER

4.9.1 Objective

The objective of this task is to determine and develop acceptable procedures to conduct safe operation with inoperative instruments and equipment that are not included in approved MEL of that aircraft.

4.9.2 Policy

Operation of an aircraft is not permitted unless it is in an airworthy condition. The airline is primarily responsible for maintaining the aircraft in airworthy condition.

4.9.3 Authority

Except as provided in MEL, no aircraft is to take off with inoperative instruments or equipment installed unless the following conditions are met:

- 1) A Letter of Authorization, issued by the CAA Flight Standards having jurisdiction for waiver not covered in MEL.
- 2) The aircraft records made available to the PIC must include an entry describing the inoperable instruments and equipment.

4.9.4 Procedures

If an aircraft at outstation is required to be released with defect/defects to be Carried Forward which are not covered under MEL then:

- 1) The same shall be brought to the notice of Director Flight Operations and Director Engineering and Maintenance or their designated Nominees. CAA Allowable Defects or Deficiency Performa will be initiated by Chief Engineer Quality System for this purpose.

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- 2) The above two Directors shall jointly study the reported defect/defects and determine its impact on the safety of the flight of the affected aircraft.
- 3) If the aircraft is to be released for flight with a defect/defects not rectified then same shall be brought to the notice of C.A.A (Director Flight Standards or his nominees) by the Director Flight Operations or Director Engineering & Maintenance that they have jointly determined that the aircraft can be released and that clearance for the same may be accorded for the aircraft to return to Base and shall forward the Form initiated earlier by Chief Engineer Quality System to the CAA (Director Flight Standards or his nominees).
- 4) The aircraft shall be released only after obtaining the approval from the Civil Aviation Authority (Director Flight Standards or his nominees).
- 5) Chief Engineer Quality System shall be responsible to obtain approval of MEL from CAA (Director Flight Standard or his nominees) during and after working hours and on holidays.
- 6) Chief Engineer Quality System shall be responsible to communicate such waivers to OPC for short term period covering six month and to Situation Room through Maintenance Control Centre for day to day operations and for a period not exceeding 72 hours.
- 7) The form shall become a supplemental type certificate when approved.
- 8) Aircraft performance penalties, precautionary measures as recommended by Operations Engineer shall be taken into consideration for all MEL waiver actions, for a period covering six month by OPC and day to day operations and for a period of 72 hours by the Situation Room, after necessary coordination with Maintenance Control Centre and other concerned departments and offices.

4.9.5 Dissemination of Information

Maintenance Control Centre shall be responsible to disseminate the information to the concerned departments and stations including Situation Room and Operations Planning cell.

4.10 ALPHA NUMERIC DELAY CODES

4.10.1 Codes 01-09

These codes are left blank so that each airline may develop codes specifically to meet their own individual requirements.

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4.10.2 Passenger and Baggage

11	PD	Late Check-in, acceptance after deadline
12	PL	Late Check-in, congestion in check-in area
13	PE	Check-in error, passenger and baggage.
14	PO	Overseas, booking errors.
15	PH	Boarding, discrepancies and paging.
16	PS	Commercial Publicity/Passenger convenience, illness /death, VIP, Press, TV.
17	PC	Catering order, late or incorrect order given to supplier
18	PB	Baggage Handling

4.10.3 Cargo and Mail

If delays caused by mail handling can be identified, use Codes 27 to 29; otherwise use Codes 21 to 26.

21	CD	Documentation, errors etc
22	CP	Late positioning
23	CC	Late acceptance
24	CI	Inadequate packing
25	CO	Overseas, booking errors
26	CU	Incorrect build up of ULDs

4.10.4 Mail Only

27	CE	Documentation, packing etc.
28	CA	Late positioning
29	CA	Late Acceptance

4.10.5 Aircraft and Ramp Handling

31	GD	Aircraft documentation, weight & balance, General Dec, Pax Manifest, etc.
32	GL	Loading/Unloading, bulky, special load, cabin load, lack of loading staff.
33	GE	Loading Equipment, lack of or breakdown.
34	GS	Servicing Equipment, lack or breakdown steps, ground power, push-back equipment, etc., lack of staff.
35	GC	Aircraft Cleaning
36	GF	Fueling / dumping
37	GB	Catering, late delivery or loading

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38	GU	Lack of or serviceability
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4.10.6 Technical and Aircraft Equipment

41	TD	Aircraft Defects
42	TM	Scheduled Maintenance, late release.
43	TN	Non-Scheduled Maintenance special checks and/or additional works beyond normal maintenance schedule.
44	TS	Spares & Maintenance equipment, lack of or breakdown
45	TA	AOG Spares, to be carried to another station.
46	TC	Aircraft change for technical reasons
47	TL	Standby Aircraft, lack of planned standby aircraft for technical reasons.

4.10.7 Damage of Aircraft

51	DF	Damage during Flight Operations, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing.
52	DG	Damage during ground operations, collisions (other than during taxiing), loading/offloading damage, towing, extreme weather conditions.

4.10.8 EDP / Automated Equipment Failure

55	ED	Departure Control
56	EC	Cargo Preparation/Documentation
57	EF	Flight plans
58	EO	Others

4.10.9 Flight Operations and Crew

61	FP	Flight Plan, completion or change of, flight documentation.
62	FF	Operational Requirements, extra fuel
63	FT	Late Crew boarding or Departure procedures, other than connection and standby (flight deck or entire crew)
64	FS	Flight Deck crew shortage, sickness awaiting standby, Flight Time Limitations, crew meals, valid visa, health documents, etc.
65	FR	Flight Deck Crew special request, not within operational requirements.
66	FL	Late Cabin Crew boarding or departure procedures, other than connection

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		and standby.
67	FC	Cabin Crew Shortage, sickness, awaiting standby, Flight Time Limitations, crew meals, valid visa, health documents etc.
68	FA	Cabin Crew error or Special request, not within Operational requirement.
69	FB	Captain request for Security check.

4.10.10 Weather

71	WO	Departure station
72	WT	Destination weather below aircraft operating limits
73	WR	En-route Weather
75	WI	De-icing and De-snowing of Aircraft.
76	WS	Removal of Snow, Ice, Water and sand from Aircraft.
77	WG	Ground Handling impaired by adverse Weather conditions.

4.10.11 Airport and Governmental Authorities

81	AT	Air Traffic Services Clearance, Including ATC
82	AS	Security, involving passengers and/or cargo, including bomb scares
83	AG	Immigration, Customs, Health
84	AF	Airport facilities, parking stands, ramp Congestion, lighting buildings, gate limitations, etc.
85	AR	Restrictions, airport and/or runway closed due to obstructions, industrial or political unrest or noise abatement
86	AP	Airport closed, security including special flights
87	AA	No Gate/Stand available due to own Airline Activity
88	AD	Operational limitation at destination, excluding weather and ATC

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4.10.12 Reactionary

91	RL	Load Connection, awaiting load from another flight.
92	RT	Through Check-in error, passenger and baggage
93	RA	Aircraft Rotation, late arrival of aircraft from another or previous sector
95	RC	Crew Rotation, awaiting crew from another flight (Flight deck or entire crew)
96	RO	Operations Control, re-routing, diversion, consolidation, aircraft change for reasons other than technical.

4.10.13 Miscellaneous

97	MI	Industrial Action within Own Airline
98	MO	Industrial action outside own airline.
99	MX	This code shall be used only when it is clear that a reason cannot be matched to a code above (explain in SI section)

4.11 Cancellation Codes

CODE	DEPARTMENT/AGENCY	SUMMARY
XA	ASD	Airport Services Dept.
XB	ATC	Air Traffic Control
XC	CAA	Civil Aviation Authority
XD		Diversion
XE	Engineering	Engineering
XF	Flight Services	Flight / Field Services
XG	Immigration	Immigration
XH	Flight Operations	Cockpit Crew
XM	Marketing	Marketing
XO	Flight Operations	Operational Reasons

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XP		Planned
XR		Re-routing
XS		Security
XV		VVIP
XW		Weather
XZ	OTHERS	OTHERS

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5.1 FLIGHT DISPATCH

5.1.1 Introduction

PIA has developed a method of supervision of flight operations in accordance with the standards and recommendations of ICAO, FAA to adhere to the corresponding rules of appropriate authorities. The Flight Dispatch is an integral part of this scheme, however the Flight Operations Officer and the Pilot-in-Command (PIC) are jointly responsible for safe planning and monitoring of aircraft operation, they coordinate closely to evolve the best possible plan in accordance with the airline policy. Once the Captain and FOO agree that a flight can be completed safely according to the flight plan, both individuals will sign the flight plan by any of means manually, digitally or electronically (a company authorization to operate a flight). Thereby indicating Captain's acceptance of the OFP, FOO will keep the signed copy of OFP in record.

Stations where FOO is not posted, the Station manager or his/her representative will have the OFP or its amendment (any change in OFP), signed by the Captain. These copies will be sent to GMCC office under check sheet.

The Flight Dispatch Centers shall be regarded as the main liaison between the Pilot-in-Command and ground personnel since the Flight Operation Officer is on ground, he has better access than the flight crew to review prevailing operating conditions. This will allow him to assess effective measures, consult available experts when required and to coordinate with other ground agencies, in order to achieve the best results. An adequate number of Flight Operation Officers shall be provided and located at such locations as may be necessary to ensure safe, economic and regular operation. Only qualified FOO shall carry out the Operational Control and Flight Dispatch functions and in case of incapacitation/absence of an FOO on duty next senior most FOO will take charge of his/her duties and will remain on duty unless all the flights under his/her jurisdiction have been terminated or unless he/she has been properly relieved.

5.2 FLIGHT DISPATCH CENTERS

Flight Dispatch centre shall have a means of providing with current/updated/latest of following manuals to the FOO without delay.

- NOTAM and NOTAM summaries.
- All weather reports of airports used as destination, alternate (destination/en-route) and en-route emergency airports.
- Forecasts, area and terminal, for the area of responsibility of the FOO and such wider area as are needed for proper weather trend analysis.
- Weather radar summaries, where available as part of the normal weather reporting system.

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- e) A system shall be established to inform FOO at each centre of significant changes in flight conditions and, in conditions at stations significant to the company's flights.
 - f) A system shall be provided to calculate operational flight plan.
 - g) A means to provide a hard copy of an Operational Flight Plan, or an amendment there to the Pilot-in-Command.
 - h) Aircraft operating manuals, Minimum Equipment List, Take Off Gross Weight charts, Weight and Balance manuals and Dangerous Goods manual as appropriate.
 - i) Operations Manual, Technical Bulletins, Route and Navigation Bulletins air safety Circulars, Bulletins, NOTOC and current accident incident notifications issued by corporate safety. Copy of NOTOC is sent to OCC by cargo team or handling agent, same copy as sent to PIC in cockpit.
 - j) Jeppesen Manuals (routes details including over water routes and critical terrain data).
 - k) Such additional information as may be needed to enable the formulation of an Operational Flight Plan or to discharge Flight Watch duties.
 - l) Infrastructure including suitable workplace divided into separate sections (OCC, Flight Watch, Technical Support Cell, Operation Planning Cell) provided with supporting equipment, tools, hardware, software and peaceful work environment that satisfy operational control safety and security requirements of the airline and regulatory authority, and also there is a canteen and washrooms.
 - m) PIA intranet, internet connectivity, backup internet connectivity; Backup power, UPS for entire Operation Control Centre.
 - n) AIP, AIRAC, AIC and AIP supplement and other information related to ATS.
- Each centre shall be provided with communications equipment that ensures: 1) Internet access 2) Direct ATS contact 3) VHF Company channel. 4) Phone, Fax, telex RX/TX systems.

5.3 PROCEDURES OF AOC

- a) Check and verify the aircrafts with registration that are mentioned and valid in AOC.
- b) A Flight Operations Officer (FOO) will only release a flight to/from an aerodrome that is listed in the Ops Specs and meets the aerodrome, weather and related requirements in Ops Specs according to the type of aircraft.
- c) FOO must ensure that origin, destination, en-route alternates, takeoff alternates and destination alternates are mentioned in Ops Specification.
- d) Specific approval of ILS CAT I/II/III is granted for enlisted fleet for the operations of the flight intended.
- e) Flight shall be dispatched as EDTO if threshold time exceeds for the flight.
- f) Ensure the validity and approval of navigation specifications for PBN operations.

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5.4 MANUALS AND DOCUMENTS

The following Manuals and Documents (latest and updated) are available on PIA Crew portal(<https://crewserver1.piac.com.pk/>) to be utilized by all operational control personnel and Flight Crew as and when required, access to these manuals are 24/7, also available at PIA website (<https://www3.piac.com.pk/manuals/index.asp?uid=0000>).

5.4.1 A320

- Flight Crew Operating Manual (FCOM) Vol. I & II
- MEL/CDL
- Takeoff Gross Weight Book
- Weight and Balance Manual
- Flight Information File Book (OETB, OEIB, Route and Navigation Bulletins, Chief Pilot Standard Bulletins, Training Bulletins)
- Operations Manual (OM Part-A)
- Dangerous Goods Manual

5.4.2 777 ER/LR

- Operation Manual Vol. I & II
- Flight Planning and Performance Manual (FPPM)
- MEL/DDG
- Weight and Balance Manual
- Takeoff Gross Weight Book
- Flight Information File Book. (OETB, OEIB, Route and Navigation Bulletins, Chief Pilot Standard Bulletins, Training Bulletins)
- Operations Manual (OM Part-A)
- Dangerous Goods Manual
- 777 EDTO Guide

5.4.3 ATR 42-500/72-500

- FCOM Vol I & II
- Weight and Balance Manual
- MEL/CDL
- Take Off Gross Weight Book
- Operations Manual (OM Part-A)
- Flight Information File

Note: AOC and following manuals are available on PIA web site, are to be consulted as and when required.

- ERP
- SMS
- Security Manual

Duty controller and FOO shall ensure that FOO and PIC utilize a common set (latest and updated) of Flight documents for each planned flight.

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Flight documents required for flight planning are FCOM, MEL, NOTAM, Weather reports, Wind data, aircraft performance and aircraft technical status.

5.5 DUTY TIME FLIGHT DISPATCH CENTERS AND SITUATION ROOM

	SHIFT TIMINGS	BREAK	WEEKLY WORKING HOURS
Officers/Staff working round the clock on two shift pattern, Morning Shift and Night Shift, 4 duties per week	<u>Flight Dispatch Centre</u> 0900-2100 LT 2100-0900 LT	30 minutes	GROSS HOURS 48 NET HOURS 46
	<u>Situation Room</u> 0900-2100 LT 2100-0900 LT	30 minutes	

PIA adheres to a 12-hour duty shift pattern in the Flight Dispatch Centre/Situation Room, ensuring continuous Flight Dispatch and Operational Control during both normal and abnormal operations. There is a 30-minute overlap between shifts for handover and takeover.

The standard shift pattern comprises a Day Shift from 0900 to 2100 hours and a Night

Shift from 2100 to 0900 hours. However, at different dispatch centers, these shift timings may be adjusted based on operational requirements, including weather conditions, flight schedules, transport availability, local constraints, and coordination needs with airport operations. Any such adjustments shall ensure uninterrupted operational control coverage.

5.5.1 Rationalized Shift Pattern of Flight Dispatch and Situation Room

5.5.2 Minimum Rest Period

- Minimum 12 hours rest period will be provided after each morning shift.
- Minimum 24 hours rest period will be provided after each night shift under normal conditions to meet weekly duty hour's limitations.
- After 6 consecutive working days, rest period of 24 hours will be provided.

5.5.3 Duty Time Limitations

- Total duty hours not to exceed 48 gross hours per week.
- Break to be planned according to operational requirement to maintain continuity.
- A person that is a qualified FOO will remain on duty until all flights under his/her jurisdiction have terminated or unless he/she has been properly relieved by other person that is qualified FOO.

5.5.4 Shift Turnover

Each of the Flight Dispatch and Situation Room shift has been scheduled with a 30-minute overlap between the accepting and relieving shifts. The purpose of this

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overlap is to allow the accepting shift to prepare for the shift by familiarizing themselves with the operational activities of the airline.

5.6 SHIFT LOG

The Shift Log is designed to be a communication venue between the accepting shift and the management team. The Shift Log is primarily used to report operational matters, however it is also intended to be used to report problems, inadequacies or changes that directly affect Operational Control/ Flight Dispatch function. Flight operations irregularities, departure delays, phone patches with aircraft in flight, and schedule changes are some examples of items that are required to be included in the Shift Log. It is incumbent upon the FOO to capture as much information and detail as possible about the event and note all in the Shift Log.

5.6.1 Duty Shift Log Book Procedures

A consecutive day-by-day logbook in English shall be maintained by the shift. It shall be maintained in such a manner that any one who later reviews it, should be able to determine the event that happened and the time it happened including the action taken by the duty personnel.

The first entry made shall be the date in dd/mm/yy format and time in "UTC" that he assumed the duty. All names of the personnel on duty shall be entered by Duty Controller (Shift Incharge). The Flight Operation Officer on duty shall log all significant events and information or incident of non-routine nature, maintaining the sequence of time.

The duty controller shall allocate the duty to each personnel working under his command and all such duties must be logged.

All FOO's must read the logbook each day after assuming duty in flight dispatch. If a FOO is resuming duty after leave, he shall be briefed by the FOO who is current.

All new log books shall have the effective period noted on the format of the binding and the log book, which has finished, must have "up-to-date" and time on the front of binding.

Example

Flight Dispatch logbook

Eff 01-01-05 0400UTC

Upto 20-02 -05 0400UTC

The Shift Incharge Flight Dispatch shall ensure that the logbook, which has finished, must be secured in a proper place for further reference and shall be kept for record purpose for a period of 90 days.

5.6.2 R/T (Radio Telephony) Log Book

R/T log book are maintained in dispatch centers to record all radio telecommunication between aircraft and dispatch centers.

All entries must be in English.

The Shift Incharge Flight Dispatch Centers shall ensure that the logbook, which has finished, must be secured in a proper place for further reference and shall be kept for record purpose for a period of 90 days.

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5.7 TRIP FOLDER

On duty Flight Operations Officer will ensure that a trip folder containing the latest and updated documents, as in following Trip Folder Checklist applicable for each flight:

1. Operational Flight Plan.
2. Meteorological forecast.
3. Weather Charts (Synoptic/Prognostic).
4. NOTAMs.
5. NOTOC (if any).
6. Copy of ATC flight plan (if required).
7. Fuel indents form.
8. Any special relevant information.

All completed paperwork and forms, together with any additional documents received during the flight, e.g. fuel receipts, copies of ATC flight plans filed at outstations must be returned to Operations Control in the flight document envelope upon completion of the flight.

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6.1 FLIGHT PLANNING

Flight planning is a science and an art form that requires a high degree of technical knowledge and procedural discipline. This section gives details of formulation and use of the flight plan along with the procedural guidelines.

Operational Flight Plan is prepared in three major phases:

1. Flight Information Gathering (Pre-Flight Planning);
2. Flight Information Analysis;
3. Flight Plan Calculation.

6.1.1 Flight Information Gathering (Pre Flight Planning)

- a) Determine appropriate call-sign, aircraft type and registration, cockpit crew names.

Gather MEL/CDL list (PIA line maintenance planning division of engineering and maintenance department provides Fleet MEL current status to Flight operation twice a day by e-mail. If any aircraft system or component becomes unserviceable at any time EMOD (Situation Room Manual) will inform Flight Operation immediately through Phone/E-mail). Payload, DGR, AOC limitation if any.

- b) Weather (text & graphical) and NOTAM.
- c) Review all Company Standing Instructions.
- d) Check ATC Available departure slot, SID, route and any ATC delay.
- e) Check serviceability of aircraft.
- f) A flight will not be commenced unless it has been ascertained by every reasonable means (NOTAMs, circulars, MET Reports, Jeppesen manual) that conditions and ground facilities required for the flight are adequate for the type of operation. FOO will check adequacy of navigation aids, runways, taxiways, ramp areas, curfew timings, PPR, Field conditions, lighting, RFF, CAD permissions, airfield closure timings, noise restrictions, LCN and applicable operating minima.
- g) Review policies or procedures affecting all or most flights that are communicated via Log Book and For Your Information file including administrative notices, updates, reminders and etc.
- h) Prepare Informatory/Summary Flight Plan and review payload
- i) To ensure PIC is provided with all documents, information and data (i.e. Flight Plans, Meteorological forecasts, charts, NOTOMs, NOTOC (if any), Debriefing reports etc.), necessary for the safe conduct of the flight and cross check it with checklist mentioned on the Trip Folder envelope.
- j) To ensure operating cockpit crew and FOO utilizes a common set of flight documents for each planned flight i.e. both utilize latest and updated version of documents, to ensure this FOO will refer the master list of control documents.
- k) All flights shall be planned so that the diversion time to an aerodrome where a safe landing could be made does not exceed the cargo compartment fire suppression time capability of the aeroplane reduced by an operational safety margin. Fifteen minutes is an operational safety margin commonly retained for that purpose.

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6.1.2 Flight Information Analysis

- Using weather, NOTAM information (including volcanic activity), cockpit crew and aircraft limitations, Jeppesen approach charts, special use airport consideration, determine takeoff and destination alternate(s), re-dispatch airports and ETP airports to be used.
- Using weather, NOTAM and DDG/MEL info, calculate MTOW and MLGW. Ensure all MEL/CDL performance penalties have been applied.
- Review routing, availability of over-flight and landing permission. Check en-route weather conditions for hazardous weather phenomena.
- Review NOTAMS to determine their impact on the flight. Significant NOTAM should be briefed to the PIC or annotated on the flight plan for emphasis.
- Collecting and evaluating all data required to carry out flight panning i.e. weather forecast, METAR (If the flight time is 2 hours or less), significant weather charts, Upper wind charts, NOTAM.
- Review of Information, policies and procedures affecting a specific flight or station affecting the flight.
- A Flight shall not be commenced if it is planned to operate in known or expected icing conditions, unless the aircraft is certified and equipped to be operated in such conditions. FOO will check the icing conditions from Weather reports and status of aircraft from maintenance.

6.1.3 Flight Plan Calculation

- Calculate Operational Flight Plan keeping in view meteorological conditions, en-route terrain clearance/limitations, oxygen requirement, ATC restrictions if any, payload constraint and any other conditions that may cause increase in fuel and/or oil consumption, if weather is known to be bad then we can delay the Flight and wait till improvement starts.
- Filing of ATC Flight Plan, as and where required.
- Preparing fuel advice form as per fuel policy, include fuel to permit flight with engine/pressurization failure from any point along track to an en-route airport with 30 minutes holding fuel. Sending fuel advice form to engineering informing the respective Trim Assistant/Officer relevant fuel figures and take-off performance, where applicable.
- Complete the remarks column of flight plan when applicable.
- The Operational Flight Plan is calculated on estimated payload or max payload if applicable and when final payload is received and difference is significant as per item 6.4 the Operational Flight Plan shall be re-calculated.

A variety of additional items need to be considered that do not fall into the normal process of dispatching a flight, but have become necessary to cater at the Dispatch phase.

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6.2 FLIGHT PLANNING PRINCIPLES

Every flight shall be planned in such a way that it will fly at or above MOCA/MORA of the planned route with one engine inoperative, this can be achieved by either using drift down procedures as published in the AOM or limiting the takeoff gross weight to meet this criterion. Fuel dumping where applicable is authorized to the extent consistent with reaching an aerodrome for safe landing.

Every flight shall be planned in such a way that the oxygen requirement as per item 6.8 is fulfilled. A flight is not commenced unless a sufficient amount of stored breathing oxygen is carried to supply crew members and passengers. FOO will ensure from maintenance that aircraft is certified and equipped to meet oxygen requirements.

On flights of 777, A320 and ATR, total fuel carried must be sufficient to permit a flight with engine/pressurization failure from any point along the track to an en-route airport with 30 minutes holding fuel. Fuel and time calculations are available on Operational Flight Plan. For PIA operations of B777 aircraft, with the selected one engine diversion speed of 0.84M/320kts, determined distance shall be 432nm, 850nm and 1272nm for 60 minutes, 120 minutes and 180 minutes respectively.

The following additional planning requirements apply for Engine/System failures on various aircraft categories:

a) 2-Engine aircraft Non-EDTO Flights

An 'Adequate' enroute alternate shall be available within 60 minutes flight time at normal single engine cruise speed in still air and ISA conditions.

b) 2-Engine aircraft EDTO Flights

A Suitable enroute alternate shall be available at any point along that part of the planned route that lies within the EDTO area of operations as approved for the specific aircraft type. The EDTO area is defined by single engine cruise speeds in still air for 120/180 minutes for each specific aircraft type.

6.3 RE-CLEARANCE/RE- DISPATCH

When a normal preflight planning is not possible due to payload, fuel tank capacity and fuel availability restrictions, the planning may be made to an "Auxiliary Destination" provided a realistic chance exists to reach the Regular Destination by partly applying in-flight re-planning procedures prior to departure of a flight. The following factors shall be considered for planning based on Re-clearance.

- a) The Point Of Re-Clearance (POR) shall not lie at a distance exceeding 2 hours flight time at all-engine cruise speed from the Regular Destination.
- b) The minima for Regular Destination and its alternate must be in accordance with pre-flight planning rules.

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- c) The weather condition at the Auxiliary Destination should at-least be at or above its own alternate minima.
- d) Point Of Re-Clearance shall be mentioned in the ATS and Operational Flight Plans. The Pilot-in-Command shall record the fuel remaining at Point Of Re-Clearance on the Operational Flight plan.
- e) Landing weight limitation for the Auxiliary Destination and its alternate may be disregarded for planning purposes, but the time to burn off excess fuel must be covered. However, the actual landing weight at Auxiliary Destination or its alternate shall not be over the aircraft maximum permissible landing weight.

Note: **Auxiliary Destination** is the destination which should not lie at a distance exceeding 2 hours flight time at all-engine cruise speed from the Regular Destination.

6.3.1 Minimum Fuel Requirement at the Point of Re-Clearance

Case 1

Case 2

<i>Minimum fuel from the Point Of Re-Clearance to the Regular Destination</i>	<i>Minimum fuel from the Point Of Re-Clearance to the Auxiliary Destination</i>
A. Burnoff POR – Regular Destination (RD)	A. Burnoff POR – Auxiliary Destination (AD)
B. 5% of Burnoff POR – RD	B. 5% of Burnoff POR – AD
C. Alternate Fuel for RD	C. Alternate Fuel for AD
D. Holding fuel as per normal flight planning	D. Holding fuel as per normal flight planning
Minimum Fuel A+B+C+D	Minimum Fuel A+B+C+D

Minimum Fuel at the Point of Re-clearance shall be the higher one of the above two cases i.e. Case1 and Case 2.

6.4 RECALCULATION OF OPERATIONAL FLIGHT PLAN

Operational Flight Plan is calculated on estimated zero fuel weight. However if the actual zero fuel weight is higher than estimated zero fuel weight, Operational Flight Plan shall be recalculated in the following cases: (Actual ZFW - Planned ZFW):

- a) B777- Actual ZFW is 7000kgs higher than estimated ZFW.
- b) A320- Actual ZFW is 2000kgs higher than estimated ZFW.
- c) ATR- Actual ZFW is 1000kgs higher than estimated ZFW.

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Note: Please ensure that the recalculation of the Operational Flight Plan does not result in flight delays.

6.5 ESTIMATED LOAD

The station Trim Assistant/Officer shall provide passenger and cargo load as follows: Where FOO is stationed, the above information shall be provided on a prescribed performa in duplicate, giving estimated Zero Fuel Weight at least four hours before schedule departure time of the flight. 1st copy of the performa will be retained by FOO, and second copy with details of fuel figures, confirmed ZFW (pay load), Performance Regulated Take OFF Gross Weight and operating cockpit crew names will be returned to station Trim Assistant/Officer. Same information may be passed on through telex to Trim Assistant/Officer if it is convenient and effective.

6.6 TAKE-OFF WEIGHT

- The FOO dispatching a flight shall be responsible to provide Performance Regulated T.O.G.W to Trim Assistant/Officer on a prescribed performa.
- Runway Analysis Procedure shall be followed as per item 6.28.
- Performance Regulated T.O.G.W shall be calculated on the data provided by meteorological department for takeoff.
- FOO shall also provide Approach Climb limit weight, if different from the maximum landing weight.
- It shall be the responsibility of the operating crew to provide Performance Regulated T.O.G.W and Approach Climb limit weight, if applicable to the Trim Assistant/Officer, where FOO is not stationed.

6.7 FUEL AND OIL

6.7.1 Fuel

During entire flight time, the fuel on board must be sufficient to cater for planned operation and possible deviations. The final authority and responsibility for fuel loads rest with the PIC.

6.7.2 Oil

The minimum oil quantity requested for any flight is equal to the minimum quantity specified for a particular engine, plus the estimated oil consumption.

The estimated oil consumption should cover the flight time the aircraft can be operated with the minimum quantity of oil plus 15 minutes.

The hourly oil consumption is determined by the maintenance.

The minimum and maximum oil quantities and the maximum average estimated oil consumption (if no data from maintenance is available quantities as indicated in FCOM are applicable).

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6.7.3 Fuel Policy

Detailed fuel and oil policy has been mentioned in chapter 7 of OM Part-A.

6.7.4 Fuel Load Advice

A fuel advice form shall be completed for each sector at least 2 hours before the flight and submitted to Engineering. If physical submission is not possible due any constraint, it shall be communicated on phone or fax or e-mail. Special care shall be taken while passing dip stick readings. The person receiving the information shall repeat the entire figure back to the caller to ensure its correctness. Any ambiguity shall be clarified without any hesitation. The fuel advice form shall then be sent to the concerned person before departure of the flight.

The fuel form shall be prepared in accordance with the AOM. Any limitation that may affect the LOAD SHEET shall be advised to the Trim Supervisor as soon as possible and well before departure of the flight. The person preparing and receiving the fuel indent shall sign and mention the preparing/receiving time on it (local time).

6.8 OXYGEN REQUIREMENTS

Approximate altitudes in the Standard Atmosphere corresponding to the values of absolute pressure used in the text are as follows:

Absolute pressure	Meters	Feet
700 hPa	3,000	10,000
620 hPa	4,000	13,000
376 hPa	7,600	25,000

A flight to be operated at flight altitudes at which the atmospheric pressure in personnel compartments will be less than 700 hPa shall not be commenced unless sufficient stored breathing oxygen is carried to supply:

- All crew members and 10 percent of the passengers for any period in excess of 30 minutes that the pressure in compartments occupied by them will be between 700 hPa and 620 hPa; and
- The crew and passengers for any period that the atmospheric pressure in compartments occupied by them will be less than 620 hPa.
- A flight to be operated with a pressurized aeroplane shall not be commenced unless a sufficient quantity of stored breathing oxygen is carried to supply for all the crew members and passengers, as is appropriate to the circumstances of the flight being undertaken, in the event of loss of pressurization, for any period that the atmospheric pressure in any compartment occupied by them would be less than 700 hPa. In addition, when an aeroplane is operated at flight altitudes at which the atmospheric pressure is less than 376 hPa, or which, if operated at flight altitudes at which the atmospheric pressure is more than 376 hPa and

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cannot descend safely within four minutes to a flight altitude at which the atmospheric pressure is equal to 620 hPa, there shall be no less than a 10 minute supply for the occupants of the passenger compartment. (Reference PCAA ANO-024-FSXX-8.0)

6.9 ATS FLIGHT PLAN

- ATS Flight Plan shall be submitted to appropriate ATS unit for each flight. (either commercial or non-commercial)
- ATS Flight Plan shall be submitted at least one hour before each departure. However a close coordination shall be maintained with the local FIC and ATS to file ATS Flight Plan in accordance with their requirements.
- ATS Flight Plan shall be updated if the flight departure is delayed for more than 15 minutes.
- If changes to the ATS Flight Plan are required, either prior to departure or en route, the Flight Operations Officer (FOO) will coordinate with the relevant ATS unit. If necessary, the FOO will file a new or revised ATS Flight Plan and communicate these changes to the Pilot in Command (PIC). If it is not practicable for the FOO to handle the coordination, the PIC will liaise directly with the ATS unit to obtain the appropriate clearance.
- ATS Flight Plan shall be prepared/amended by a qualified FOO.

6.10 GENERAL RULES AND REGULATIONS

6.10.1 Application of IFR and VFR

6.10.1.1 Choice of Airspace

All flights shall be operated within controlled airspace, airspace with advisory service or airspace with positive radar control, wherever possible except when situation so warrants e.g. thunderstorm.

6.10.1.2 Choice of Flight Rule

All flight shall normally be operated throughout in accordance with IFR and an IFR flight plan shall be filed. However if conditions are such that IFR flight is not possible or recommended, a VFR Operation may be planned in accordance with the prescribed regulations, that require current meteorological reports, or a combination of current reports and forecasts, to indicate that meteorological conditions along the portion of the flight to be flown under VFR will, at the appropriate time, be such as to make compliance with VFR possible ,FOO must specify the type of flight plan to be filed with the appropriate ATS unit; i.e. for a VFR Flight File V, for flight first VFR then IFR file Z, if first IFR then VFR then file Y in ICAO ATS Flight plan.

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6.11 MINIMUM ALTITUDE/FLIGHT LEVEL

6.11.1 General

The selection of cruising altitudes / flight levels shall be based on:

- The company's operating policy;
- The specified terrain clearances to ensure safety on the entire route to be flown;
- ATC requirements;
- The noise abatement procedures.

Since ATC objectives generally do not include prevention of collision with terrain, FOO to ensure compliance with all the company regulations regarding terrain clearance.

6.11.2 Policy

All flights, except in direct connection with takeoff, approach or landing shall be operated at an altitudes / flight levels which are at or above the minimum altitude (MSA, MDA/H, MEA, MOCA, MORA, MVA or any other minimum altitude prescribed by the Authority) with due consideration to temperature and pressure variations from standard values. The published minimum altitudes shall be used conservatively whenever difficulties in respect to navigational accuracy are expected e.g. unreliability of navigational aids, detour due to weather, etc. MOCA shall be used to determine minimum altitudes for drift down, engine-out cruise operation. Other published altitudes, such as MEA, MFA used in different areas for calculation and may therefore differ from MOCA.

6.12 MINIMUM SAFE/SECTOR ALTITUDE

A minimum sector altitude is given on the instrument approach chart and is based on a tolerance of 1000 ft (rounded up to the nearest 100 ft) above terrain and obstructions within the area of the sector (25NM radius).

6.13 MINIMUM OFF ROUTE ALTITUDE (MORA)

The MORA Provides non obstruction clearance 10NM either side of the route centerline including a 10 NM radius beyond the radio fix reporting or mileage break defining the route segment.

6.14 MINIMUM OBSTACLE CLEARANCE ALTITUDE (MOCA)

The lowest published altitude in effect between radio fixes on VOR airways, off airway routes, or route segments which meets obstacle clearance requirements for the entire route segment.

6.15 AREA MINIMUM ALTITUDE (AMA)

The use of AMA is recommended by ICAO for presentation of obstacle on the IAL chart and has been adopted by various states. Area minimum altitudes are

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expressed in hundreds of feet and include a minimum vertical clearance of 1000ft above all terrain and obstacles within the indicated area. Figures are rounded up to the next 100ft. Altitudes for the flight profile may be lower than AMA. Nevertheless, obstacle clearance is always guaranteed.

6.16 MINIMUM FLIGHT ALTITUDE (MFA), MINIMUM EN-ROUTE ALTITUDE (MEA)

The lowest published altitude between radio fixes that meets obstacle clearance requirements between those fixes and in many countries assures acceptable navigational signal coverage. The MEA applies to the entire width of the airway, segment, or route between the radio fixes defining the airway, segment, or route.

6.17 CORRECTION FOR WINDS, TEMPERATURE AND QNH

All minimum altitudes above sea level shall be corrected for wind and temperature when altimeter is set to QNH and for winds, temperature and QNH when altimeter is set to standard (1013.2hPa).

- For wind, add 500 ft per knot above 30 kts up to a maximum 2000 ft only when severe turbulence and descending air current is expected.
- For temperature, calculate correction on computer or add 4 percent per 10 degree centigrade below standard.
- For QNH below 1013hPa add 30ft per hecta pascal.

6.18 ROUTE

6.18.1 Definition

Routings contain specific data and reference for use as basis of the flight plan and the in-flight navigation. These are established for IMC.

6.18.2 Policy

- The Route Section shall build the routes for scheduled and non-scheduled flights considering the factors given under the heading of “**Criteria of Route Selection**”
- The Route Section shall provide a route file where possible or advise the route numbers for any sectors to all flight dispatch centres.
- Route selection during flight preparation shall be based upon approved routes or route segments, deviation from a standard routing for the purpose of sight-seeing is not authorized.
- Whenever an operation does not specify a particular route, or for any reason it is necessary to deviate from an approved route the factors mentioned under the heading “**Criteria of Route Selection**” shall be considered

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6.18.3 Criteria of Route selection

The criteria for route selection shall be as follows:

- a) The availability of en-route, terminal and alternate nav aids;
- b) Weather conditions and the availability of meteorological services;
- c) Diplomatic clearance, over flight and traffic rights, politically sensitive area and special national requirements;
- d) The availability of ground handling and servicing facilities;
- e) Terrain to be over flown compared to aircraft performance limitations;
- f) Oxygen requirements;
- g) Fuel availability;
- h) SAR facilities;
- i) NOTAMs;
- j) Whenever possible, company flight operations shall be conducted within controlled airspace or if not practical within airspace provided with traffic advisory or similar service;
- k) Within the constraints of route requirements, the flight routing selected shall be that which result in a minimum operational cost consistent with ATC restrictions, weather conditions and passenger convenience.
- l) For high terrain area procedures of escape route.

6.19 CRUISING LEVELS

- a) Cruising levels will be selected based on the following factors:
 - 1) Distance between departure and destination airfield.
 - 2) Height of the terrain over which the flight is to be operated.
 - 3) Air Traffic Control and airspace considerations.
 - 4) Fuel consumption at a given altitude or flight level.
 - 5) Wind conditions and resulting wind components at a given altitude or flight level.
 - 6) Other meteorological conditions such as turbulence, icing or thunderstorm activity.
 - 7) Aircraft or equipment performance capability and limitations.
- b) PIA flights shall maintain a minimum buffet margin as a maneuvering protection against adverse weather and airspeed excursions. The buffet margin is dependent on type, weight and speed of aircraft and atmospheric conditions;
- c) It should be understood that buffet margins vary with cruise Mach Number. Operating at Mach numbers significantly faster or slower than the speed for optimum buffet margin will reduce the actual margin considerably;
- d) Ideally, a cruising level should be selected which will satisfy all flight requirements and result in optimum aircraft performance with regards to above factors. However, this is not always possible. A single factor such as terrain elevation, wind component or aircraft performance limitation may, on a given flight, determine the selection of the cruising level. However all factors must be considered;
- e) The altitude or flight level selected on the OFP should be used if, after considering the above factors, it is determined that:

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- 1) No significant performance or fuel penalty will result from its use.
- 2) All en-route altitude requirements are met.
- 3) No other factors exist which preclude its use or dictate the use of another altitude or flight level.
- 4) It will allow minimum time/fuel for a complete sector.

6.19.1 Step Climb

There is an optimum altitude for a given aircraft weight. As the weight of the aircraft changes, so does its optimum altitude. Therefore, as fuel burns off during cruise, the optimum altitude increases. In addition, as fuel burns off, the aircraft's tendency is to climb on fixed thrust as such thrust required for level flight is reduced. Airlines are not allowed to do a climbing cruise, i.e. allow the airplane to climb as fuel burns off. Rather they must fly at specified altitudes. For this reason, a step climb procedure is used.

The object is to climb as high as feasible after takeoff to reach an altitude, where fuel consumption is minimal (optimum altitude). Under normal circumstances, 4000 feet step-climbs are utilized to save fuel over long haul flights.

The normal procedure to accomplish this is to first climb to an altitude, which is slightly above (1000 to 2000 feet) the optimum altitude at takeoff.

Then maintain this cruising altitude, until the optimum altitude has drifted upwards to an altitude approximately 2000 feet above aircraft prevalent altitude. This process requires certain time to burn off the necessary fuel weight. The aircraft is then climbed 4000 feet, to be 2000feet above optimum altitude. The fuel burn off per step-climb must be catered. Following the above procedure will save fuel, as compared to flying at one constant altitude over the entire trip.

6.20 ALTERNATE AERODROME

6.20.1 Takeoff Alternate Aerodrome

A takeoff alternate aerodrome (at or above its own operating minima) shall be selected and specified in the operational flight plan and ATS Flight pan if the weather conditions at the aerodrome of departure are at or below the applicable aerodrome operating minima or it would not be possible to return to the aerodrome of departure for any other reasons.

Takeoff alternates are typically selected during the planning stage but may be selected after flight commencement when necessary via radio, ACARS, or any other communication means.

The takeoff alternate aerodrome shall be located within the following distance from the aerodrome of departure.

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- a) **Two engine Aircraft:** not more than at a distance equivalent to a flight time of one hour at single-engine cruise speed in still air in ISA conditions at actual takeoff mass.
- b) **Three or Four Engine Aircraft:** Not more than at a distance equivalent to a flight time of two hours at all engine operative cruise speed in still air in ISA conditions at actual takeoff mass.
- c) For Aircraft engaged in EDTO, where alternate airport not meeting the time criteria of (a) and (b), then first available alternate airport located within maximum diversion time considering actual take off mass of aircraft will be select as takeoff alternate.

6.21 EN-ROUTE ALTERNATE AERODROME FOR EDTO

En-route alternate aerodrome, required for EDTO operations by airplanes with two turbine engines shall be selected and specified on the Operational as well as ATS Flight Plans, up-to-date information available to flight crew indicates that condition at identified en route alternate airports will meet the EDTO en route alternate planning minima requirements at the estimate time of use.

The aircrafts engage in EDTO operation will not proceed beyond the threshold time unless identified en route alternate airports are re-evaluated for availability and most up-to-date information indicates that during the estimated time of use conditions at the airports will be at or above the EDTO en route alternate planning minima or if conditions are identified that would preclude a safe approach and landing at an identified en route alternate airport during the estimate time of use, an alternative course action has been determined. The maximum diversion time to en-route alternate airport should not exceed the cargo compartment fire suppression time minus 15 minutes.

The maximum diversion time to en-route alternate airport should not exceed TLS (time limited systems) of Aircraft.

FOO in Flight Watch will Continuous monitor the meteorological conditions, NOTAMs, airport status, and operational limitations at all designated EDTO en route alternates aerodromes, re-assessment the suitability of each designated en-route alternates aerodrome prior to the aircraft reaching EDTO entry point (threshold time). Verify that forecast weather conditions at the Estimated Time of Use are at or above the approved operating minima, and that the en-route airport remains available for use, uplink updated information to PIC via ACARS or other communication channels to confirm continued suitability prior to EDTO entry point.

If any condition is identified that would preclude a safe approach and landing at a designated en-route alternate during the estimated time of use (e.g., weather deterioration, runway closure, navigation aid outage, emergency status, etc): the FOO shall determine appropriate alternative course of action, which may include: Selection of a new suitable en-route alternate; route amendment, adjustment of EDTO entry point; FOO re compute the flight plan, fuel calculations and the revised

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plan is coordinated jointly between the FOO and PIC under joint operational control procedures. Amendments are formally authorized and recorded and record will be retained. This process ensures a proactive strategy to both preclude a diversion and protect the flight should diversion become necessary, regardless of whether the cause is technical or non-technical. FOO will Identify the most limiting EDTO-significant system time limitation, cargo fire suppression system or other system if any, for each EDTO flight and verify that the planned diversion time does not exceed the approved time limitation; confirmation that MEL/CDL items do not adversely affect EDTO eligibility or max diversion time; availability and serviceability of system verify from maintenance team prior to release, and also ensure that the diversion time to an en-route diversion airport, not exceed the cargo compartment fire suppression time capability reduced by 15 minute (an operational safety margin as specified by PCAA).

Following are Published cargo compartment fire suppression time limit for B777 in PIA fleet.

Registration	Type	Time duration in minutes
APBGJ	B777-200ER	195
APBGK	B777-200ER	195
APBGL	B777-200ER	195
APBHX	B777-200ER	195
APBMG	B777-200ER	195
APBMH	B777-200ER	195
APBGY	B777-200LR	272
APBGZ	B777-200LR	272
APBHV	B777-300ER	263
APBHW	B777-300ER	263
APBID	B777-300ER	263
APBMS	B777-300ER	263

This is reference to AMM 26-23-00

As per PCAA ANO-024-FSXX, fifteen minutes is an operational safety margin. FOO will check the serviceability of Aircraft Cargo fire suppression system from maintenance team and plan maximum diversion time accordingly.

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6.21.1 En route Aerodrome (Non- EDTO)

a) En-route emergency aerodrome:

ICAO Regulations dictate that an airport should be designated for flights over high terrain, where for performance and oxygen requirements, an enroute landing can be safely made. For planning purposes the Weather Minima of an Enroute Emergency Aerodrome shall be as per normal alternate planning minima mentioned in OM Part-A. Such airports shall be selected and specified on the Operational as well as ATS Flight Plans. Twin engine airplanes shall not be operated along a route containing a point where most critical engine fails farther than 60 minutes flying time at the normal one engine inoperative cruise speed in still air from an adequate airport without flying below the minimum flight altitude at any point along the route.

All two-engine aircraft routes be assessed for terrain clearance, obstacle clearance, and applicable Minimum Sector Altitude (MSA), Minimum Off-Route Altitude (MORA), MEA, MOCA, and Grid MORA requirements.

FOO conducts a critical engine failure analysis along the entire planned route.

The one-engine-inoperative (OEI) drift-down profile is evaluated to ensure:

Terrain and obstacle clearance is maintained at all points.

The aircraft can proceed to the nearest suitable en-route alternate airport without descending below minimum safe altitudes.

Designated en-route alternate airports are selected and reflected on OFP, considering:

Adequate runway length and performance requirements.

The flight planning system (NAV Blue) incorporates terrain and performance data to automatically assess drift-down capability and minimum altitude compliance prior to OFP release.

In Flight Watch, FOO continuously monitors operational conditions and amend routing if terrain, weather, or airspace constraints affect compliance.

b) En-route Alternate :

An adequate aerodrome at which an aircraft will be able to land after experiencing an abnormal or emergency condition while en route. For non EDTO flights, FOO will select a route where within 60 min of flight time (one engine out speed in ISA conditions) an aerodrome (at or above landing minima) will be available, and mentioned on OFP.

6.22 DESTINATION ALTERNATE AERODROME

At least one destination alternate aerodrome shall be selected and specified in the Operational Flight Plan and ATS Flight Plan for a flight conducted in accordance with instrument flight rule (IFR).

6.23 EDTO (EXTENDED DIVERSION TIME OPERATIONS)

Twin engine airplanes shall not be operated along a route containing a point farther than 60 minutes flying time at the normal one engine inoperative cruise speed in still air from an adequate airport.

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If two-engine airplane is operating along a route, which does not meet above specification, a special EDTO authorization is required from PCAA. The complete EDTO critical fuel planning for the EDTO critical fuel scenario (i.e. from the departure to the CP and then from the CP to the diversion airport) must be compared by FOO to the standard fuel planning (i.e. from the departure to the destination and destination alternate) computed in accordance with the company fuel policy and applicable operational requirements. The highest of both fuel requirements shall be considered as the required block fuel for the flight.

Note 1: PIA has obtained 180 minutes EDTO approval for 777 type of aircrafts.

Note 2: For complete reference of minima, critical fuel scenario and guidance of EDTO, refer to EDTO guide.

6.24 WEATHER CONDITION

A flight to be conducted in accordance with the visual flight rules shall not be commenced unless current meteorological reports or a combination of current reports and forecasts, indicate that the meteorological condition along the route or that part of the route to be flown under VFR will at the appropriate time, be such as to render compliance with these rules possible.

A flight to be conducted in accordance with the instrument flight rules shall not takeoff from departure airport unless current meteorological conditions at the time of use, are at or above the airport takeoff operating minima for that operation and Take off, or continue beyond the point of in-flight re-planning, unless at the airport of intended landing or at each required alternate airport, current meteorological reports or a combination of current reports and forecasts indicate that the meteorological conditions will be, at the estimated time of use, at or above the airport operating minima for that operation.

For incremental values for visibility and ceiling refer OM-A.

6.25 METEOROLOGICAL REPORTS

The meteorological reports shall consist of documentation to explain the prevailing meteorological conditions and expected development for the planned sectors.

6.26 OPERATIONAL FLIGHT PLAN

Operational Flight Plan shall be computed for all the sectors (either commercial or non-commercial).

By signing the Operational Flight Plan Pilot-in-Command certifies that the flight has been planned in accordance with the valid regulations and policies stipulated in OM-A.

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By signing (by any of means manually, digitally or electronically) the Operational Flight Plan, the FOO certifies that the prescribed flight plan procedures for the flight leg to be flown have been strictly adhered to.

Operational Flight Plan shall be calculated by a qualified FOO.

PIA employs the NAV Blue flight planning system, developed by Airbus, to generate and compute both operational and ATS flight plans.

Following are the contents of the Operational Flight Plan which should be thoroughly checked by the FOO at the time of its preparation:

- a) Aircraft registration;
- b) Aircraft type and variant;
- c) Date of flight and flight identification;
- d) Departure airport, STD, STA, destination airport;
- e) Route and route segments with check points/waypoints, distances, time;
- f) Types of operation (EDTO, IFR, ferry-flight, etc.);
- g) Assigned Oceanic Tracks and associated information as applicable;
- h) Planned cruising speed and flight times between waypoints/check points;
- i) Planned altitude and flight levels;
- j) Fuel calculations;
- k) Fuel on-board when starting engines;
- l) Alternate(s) for destination and, when applicable, takeoff and en-route;
- m) Relevant meteorological information.
- n) Applicable NOTAM
- o) MEL information
- p) Any other information necessary for safe conduct of Flight.
- q) For detail description of OFP; ref. appendix B. of OM-A.

6.27 MAXIMUM TAKE OFF WEIGHT (MTOW)

The MTOW is calculated for each flight and the PIC is to be briefed about the conditions used to determine the MTOW for the flight as limited by structural, performance and en-route limitations. This information saves time for the Captain/ FOO and helps in case of handover flights or for post flight analysis to FOO. It also sets a marker in which the captain would be prompted to contact Flight Dispatch if actual conditions varied from planned. The MTOW information is required to be indicated on the Operational Flight Plan. The procedures must be followed when determining weather and other factors used to calculate takeoff and landing performance limiting weights with the runway analysis.

The maximum performance takeoff, en-route and landing weight limits, based upon environmental conditions expected at the times of departure, along the route of flight and at arrival must not be exceeded as well as aircraft structural ramp, takeoff and landing weight limits.

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NOTE:

Captain's concurrence is required under the following circumstances:

- 1) Whenever headwind credit is used for takeoff and landing performance calculations.
- 2) Whenever pressure credit is used for takeoff performance calculations.

The MTOW must be printed and include on Operational Flight Plan with at least the following information:

- A. Expected runway in use;
- B. Flaps setting;
- C. Wind;
- D. Temperature;
- E. QNH (Pressure Altitude);
- F. Anti-ice correction, if any;
- G. MEL/CDL corrections, if any.

6.28 RUNWAY ANALYSIS PROCEDURE

Runway analysis procedure has been established to calculate Box 'A' as follows:

a) Wind Direction and Speed

Use the forecasted wind direction from the TAF. The wind direction in a TAF is presented in degrees true and must be converted to magnetic. The magnetic variation for the airport can be found on the Jeppesen chart 10-9 for the airport or on the en-route chart.

For wind speed, use the steady state wind for determining headwind and use the gust factor, if any, for determining tailwind or crosswind.

NOTE: ATIS wind reports are provided in degrees magnetic and METAR/TAF wind information is provided in degrees true.

b) Takeoff Runway and Runway Heading

Enter the takeoff runway and magnetic runway heading. The runway magnetic heading can also be found on the Jeppesen page 10-9 for the airport.

c) Temperature

Forecasting an accurate temperature for the ETD should be done using the METAR reports for the last 24-hours. When examining these METARs, the FOO should check the temperature at the same time 24-hours ago and the trend. By finding the temperature of the exact departure time 24-hours earlier and the trend of last few hours, the FOO has a starting point to determine the current temperature. FOO will check if the temperature is increasing or decreasing rapidly. FOO will also check if the temperature is expected to change rapidly after the ETD. If so, FOO will plan conservatively in the event a departure delay occurs. By carefully reviewing the

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METARs for the past 24-hours, FOO will be able to determine a takeoff temperature forecast that is both accurate and realistic. It is very important for the planned temperature to be displayed in the Operational Flight Plan remarks for the flight crew. This will serve as a marker for the flight crew and other FOO, which will trigger them to recheck the takeoff figures when a certain temperature is changed.

d) Pressure

Forecasting pressure for the ETD is also accomplished by reviewing the METARs for the past 24-hours, except that the FOO must forecast the pressure solely based on trend. Review the pressure on the latest METAR and observe the pressure tendency on several prior METARs.

e) 24 and 36 Hour METAR Information

24 and 36 hour METAR information may also be obtained from:

<https://www.aviationweather.gov/taf> and <http://www.pmd.gov.pk>

f) Nacelle Anti-Ice Climb and Runway Correction

Nacelle anti-ice should be planned for use when temperature is expected to be +10°C and below.

Nacelle anti-ice is used during takeoff, initial climb and landing. Data for this correction is contained in the respective aircraft performance manual.

g) Wind Corrections Factors

Weight corrections for tailwind shall be applied based on the adjustment factors which shall be not less than 150 per cent of the reported wind component. Headwind weight credits shall be applied which shall be not more than 50 per cent of the reported head wind component.

h) Pressure corrections to Runway and Climb limits The FOO must apply a low pressure correction to the runway and climb performance limits. A high pressure credit may be applied to runway/climb limits when operationally necessary and with the concurrence of the operating captain.

i) MEL/ DDG/CDL Penalties

The DDG is used for the 777 Fleet. MEL is used for Airbus & ATR fleet. MEL/DDG/CDL penalties must be applied to the runway and climb limit for takeoff and landing performance as stipulated by the MEL/DDG/CDL.

j) Contaminated Runway Correction

Refer to the Performance Manual for the appropriate aircraft/engine type for runway contamination and other special performance penalties.

k) Wind Limitations

Crosswind and Tailwind component limitation of the aircraft must be observed.

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I) Crosswind Limitations

- 1) When releasing a flight to a destination forecasting a crosswind which is exceeded from demonstrated limitation of aircraft.
- 2) Brief the FCM of increased diversion risk.
- 3) Flight must be planned with alternate airport that is operational or better and have a crosswind within limits.
- 4) Flight Crew must be briefed prior to departure, consult the flight crew and determine if an approach is deemed safe.
- 5) Under no circumstances FOO should plan to use an alternate with a forecast crosswind that exceeds limitations.

6.29 STRUCTURE/PERFORMANCE/ FIELD /EN-ROUTE/APPROACH CLIMB WEIGHT LIMITATIONS

6.29.1 Check List

Following check list shall be followed to ensure that a flight is planned not to exceed maximum structural and performance weight limits of an aircraft. Boxes shall be printed on Operational Flight Plan. All columns shall be appropriately filled.

A		
B	MAX LDG WT	
	B/OFF +	
	=	
C	MAX ZFW	
	Take off Fuel +	
	=	

MINIMUM OF A, B, C _____

Box 'A' is least of Take off gross weight Field Limit, Climb Limit, Obstacle Limit, Brake Energy Limit, Structure Limit and Tire Speed Limit weights. In case of Improved Climb Box "A" shall be Improved Climb Weight.

Box "B" is aircraft landing weight limited maximum take off weight.

Box "C" is aircraft zero fuel weight limited maximum take off weight.

Minimum of Box A, B and C shall be maximum allowable take off weight of the flight.

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6.30 EN-ROUTE WEIGHT LIMIT OR APPROACH CLIMB WEIGHT LIMIT

Box "D" shall be calculated in case of any en-route aircraft performance weight limitation or approach climb weight limitations at any airfield in addition to 6.29.

Box "D" is en-route weight limited or approach climb weight limited maximum take off gross weight

D	WEIGHT (limited at point "X")	
	B/OFF FROM DEP to "X" +	
	=	

MINIMUM OF A, B, C, D _____

Minimum of Box A, B, C and D shall be maximum allowable take off weight of the flight.

6.31 QUALITY CHECK OF OPERATIONAL FLIGHT PLAN

The Flight Plan shall be thoroughly checked for accuracy and compliance with applicable regulatory and company policies and requirements for every intended flight. The following items shall be checked:

S.No.	Item
1	Call sign, Flight No, DEP/ARR Airports and STD/STA are correct.
2	Departure date and time are correct.
3	Aircraft registration, type and variant are correct.
4	Planned cruise speed and flight time between waypoints/check points are correct.
5	If applicable, takeoff alternate and ETP airports designated.
6	Correct wind prognostics is used
7	Fuel calculations allow for a safe and efficient operation. Consider any fuel tankering requirements, DDG/MEL items affecting fuel quantity and, if applicable, the Center Wing Tank Airworthiness Directive.
8	"Remarks column" is accurately explained for extra or contingency fuel, MTOW calculations, DDG/MEL items, Company position reports, etc and ensures that all MEL/CDL performance penalties have been applied.
9	Jeppesen and Technical Library for all sectors on board (from base).
10	Weight summary is correct (BOW, payload are correct- Structural and performance limits of aircraft do not exceed).
11	All required over-flight and landing permits available and listed in the flight plan and listed in the remarks section of the ATC flight plan, when required.
12	Altitude & FL appropriate for flight to destination and to the alternate are correct.

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13	Name of PIC is correct.
14	Check ATC filing for correct call sign, ETD, route, destination, alternate and any required remarks.
15	Relevant meteorological information is complete and all required weather minimums are met.
16	Route & Route Segments with check points/waypoints, distances, time and tracks.
17	Type of operation (EDTO, IFR ferry flight, etc).
18	Alternate(s) for destination and, when applicable, takeoff and enroute.
19	NOTAMs Destination, Departure, Enroute FIR for Station and Alternate
20	NOTOC

6.32 SPEED SCHEDULE & APPROACH CATEGORY OF AIRCRAFT

Aircraft Type	Aircraft Approach Category	Speed Schedule		
		Climb	Cruise	Descent
777-300 ER	D	250/310/M83	M84 or LRC or CI	M83/310/250
777-200 LR/ER	C	250/310/M83	M84 or LRC or CI	M83/310/250
A320	C	250/300/M79 or CI	M78 or CI	M79/300/250 or CI
ATR	B	160	Max Cruise	220

Note: 777-200 LR/ER, 777-300 ER, cruise speed schedule will be LRC for flights on short sectors.

6.33 BRIEFING SEQUENCE

Flight plan shall be briefed (where ever is applicable as per company policy) to PIC in the following sequence

a) Weather Briefing

- I) Takeoff Data Departure aerodrome.
- II) TAFOR (Origin, En-route Alternate(s), Destination, Destination Alternate(s), METAR (Origin, En-route Alternates, Destination, Destination Alternate(s) if the flight time is 2 hours and less).
- III) Significant Weather Chart.
- IV) Upper Winds.

b) NOTAMs

- I) Origin aerodrome.
- II) En-route FIRs.
- III) Destination aerodrome.

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IV) Alternate aerodrome(s).

V) En-route aerodrome(s) when applicable.

c) Flight Planning

I) Detail briefing of Operational Flight Plan e.g. burn off, flight time, required fuel, stored fuel, zero fuel weight, estimated takeoff gross weight, estimated landing gross weight, fuel over destination , countries to be over flown etc.

II) Takeoff alternate if applicable.

III) ATS Flight Plan.

d) Standard Instrument Departure (SID)

According to applicable runway in use.

e) Standard Terminal Arrival Routes (STAR)

According to expected arrival route and runway in use.

f) Company's instructions applicable to flight.

g) Over-flight permissions, CAD clearances.

h) Automatic Terminal Information Services (ATIS) frequency, push back procedures.

i) Ramp/Bay Number.

6.34 SOURCE OF OPERATIONAL AND ATS FIGHT PLAN

The Operational and ATS Flight Plans are prepared using NAVBLUE, a system provided by Airbus..

Note: Refer to NAV Blue user guide (online Help and Nav Blue academy <https://navblue-academy.litmos.com/account/Login>) that contains all information needed by users to operate and understand the functions.

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6.35 SOURCE OF NOTAM

- AIS PCAA (NOTAM Office).
- Nav Blue.
- DINS (Defense Internet NOTAM Service) (<https://www.notams.faa.gov>).

6.36 SOURCE OF WEATHER

- Pakistan Met Office (<http://www.pmd.gov.pk>).
- Nav Blue.
- NOAA's Weather Service (<https://www.aviationweather.gov/taf>).

6.37 NAV BLUE FLIGHT PLANNER

Nav Blue, a computerized online flight planning system hosted by Airbus, is utilized to compute both the Operational Flight Plan and ATS Flight Plan for all aircraft types in the PIA fleet.

In the event of a flight planning system failure, the most recent flight plan for the same sector and aircraft type will be retrieved from backup data. The Flight Operations Officer will then add an additional 3% fuel to account for wind accuracy and manually file the ATS flight plan via AFTN.

6.38 HITIT CRANE OCC

HITIT Crane OCC is a cloud-based system developed by HITIT for operations control. It features a Gantt chart display that assists in monitoring aircraft movements. User guidance materials are available separately. In the event of a HITIT Crane OCC failure, Flight Operations Officers (FOOs) can utilize the AIMS OCC Gantt chart.

6.39 REFUELING WITH PASSENGERS ON BOARD

Refueling shall not be done while passengers are on board and embarking or disembarking, unless:

- 1) Cockpit crew and station engineers are informed;
- 2) Qualified person is available to initiate and direct evacuation by most practical and expeditious means available;
- 3) Aircraft inter-communication system or other suitable means between ground crew supervising the refueling and the qualified personnel on board shall maintain a positive two-way communication;
- 4) The cabin crew member shall perform precautionary supervision in the cabin, ready to evacuate the passengers without any delay in case of emergency;
- 5) The cabin **no smoking sign** must be illuminated;

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- 6) Any marked smell of fuel or other potential risk must be reported to the flight crew or the refueling staff.

6.40 AIRPORT SUITABILITY

Before planning to operate into any new or offline airport, PIA must determine that the airport is suitable for the type of aircraft planned to operate there. In order to determine suitability, at least the following items must be reviewed to assess the operating conditions at the airport:

- 1) Evaluate airport elevation, surrounding terrain, runway length, and slope. The most effective means to evaluate these factors is to prepare runway analysis. Note the limiting factors for takeoff i.e., obstacle, runway, etc, and note any aircraft turn procedures that may be required;
- 2) Instrument approach, arrival and departure procedures;
- 3) Runway bearing strength;
- 4) Crash and fire rescue services;
- 5) Aircraft turning radius;
- 6) Airport and local area security assessment.

6.41 RUNWAY BEARING STRENGTH

Each individual runway at an airport has a specific runway bearing strength, which equates to the amount of weight the pavement can support without suffering structural damage. The amount of weight the runway can support is also a factor of the landing gear configuration or “footprint.” If the runway is not structurally strong enough to support the maximum ramp weight of the aircraft, then the maximum weight, a particular aircraft can operate on that runway, can be determined if the footprint and the runway bearing strength are known. Most major airports around the world have a runway bearing strength that is sufficient to support the weights of any commercial aircraft. However, some offline airports may have limitations affecting large aircraft such as 777. For this reason, any new airport that PIA operates must have its runway bearing strength checked. The bearing strength of a particular runway is mentioned in the Jeppesen Airport Directory against the runway designator. The example below shows how this information is displayed on Jeppesen chart:

Smithtown Apt of Entry

5200' EMMC MAC N27 50.4 W000 11.1

Apt operator (65) 5553001 -55 - 67

05/23 11483' CONC **PCN 60/F/A/W/T**

HIRL.

H24. CUSTOMS

F-3. JET A-1. FIRE 8.

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6.42 THE ACN/PCN SYSTEM

The most commonly used method for classifying runway bearing strength is the ACN/PCN system, which is also adopted by ICAO.

6.42.1 ACN - Aircraft Classification Number

A number expressing the relative effect of an aircraft on a pavement for a specific standard sub-grade category.

6.42.2 PCN - Pavement Classification Number

The PCN will be reported by the appropriate authority to express the runway bearing strength. PCN will be qualified by type of pavement, sub-grade strength, tire pressure and calculation method using the following codes:

- **The type of pavement**

- R - Rigid
- F - Flexible

- **The sub-grade strength category**

- A - High
- B - Medium
- C - Low
- D - Ultra-low

- **The tire pressure category**

- W - High, no pressure limit
- X - Medium, limited to 217psi
- Y - Low, limited to 145psi
- Z - Very low, limited to 73psi

- **Pavement Calculation method**

- T - Technical evaluation
- U - Using aircraft experience

Example: PCN 80/R/BW/T

The bearing strength of a rigid pavement, resting on a medium strength sub-grade, has been assessed by technical evaluation to be PCN 80 and there are no tire pressure limitations. The appropriate aircraft weight for the ACN/PCN situation should not normally be exceeded; however it is acceptable to operate at a higher gross weight. The airplane gross weight that is 10% above the ACN/PCN limit may operate on flexible pavement provided the total number of overload operations annually does not exceed 10% of the total annual aircraft movements at the airport in question. The airport management is the final authority on overload operations. The same rule essentially applies to rigid pavement, except that the overload is limited to 5% of the PCN.

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Rather than 10%. In any case, if the FOO intends to exceed the ACN/PCN weight limits, a written approval should be obtained from the appropriate airport authority.

6.42.3 LCN System

At some airports, the runway bearing strength is defined by a Load Classification Number (LCN).

6.43 CRASH FIRE AND RESCUE SERVICES (CFR)

All airports utilized by PIA must meet company standards for crash and fire rescue services as per OM PART-A-11 Page 13 and 14. PIA routinely operates into airports classified as FAA Crash Fire Rescue (CFR) Index A to D or E and/or ICAO CFR category 3 to 8 or 9. These CFR levels should provide suitable fire suppression for crew rescue and hull protection of all types of aircraft.

Airport CFR categories are based on the overall length of the longest airplane normally using the airport and its maximum fuselage width.

Example of CFR as displayed in Jeppesen Airport Directory:

Smithtown Apt of Entry

5200' EMMC MAC N27 50.4 W000 11.1

Apt operator (65) 5553001 -55 - 67

05/23 11483' CONC PCN 60/F/A/W/T

HIRL.

H24. CUSTOMS

F-3. JET A-1. **FIRE 8.**

6.44 POST FLIGHT ANALYSIS OF FLIGHT DOCUMENTS

To review the compliance of all the relevant regulation and procedure a post flight analysis of the documents listed below shall be carried out on a random sample basis.

- 1) Route.
- 2) Route selection.
- 3) Zero fuel weight.
- 4) Take-off data.
- 5) Airplane weight limitations.
- 6) Altitude selection.
- 7) Selection of suitable alternate aerodromes.
- 8) Trip fuel and reserve fuel computations.
- 9) Availability of latest meteorological data.
- 10) Navigational warnings.
- 11) Completeness of documentation.
- 12) ATS Flight Plan.

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To meet the above requirements following document shall be used.

- 1) Operational Flight Plan.
- 2) ATS Flight Plan.
- 3) Meteorological chart, MET, TAFS.
- 4) NOTAMs.
- 5) RRTOGW book.

NOTE: The Pilot-in-Command shall ensure that a note is written on the flight plan if flight level planned is not available. Any other useful information which in his opinion may helpful in analyzing the flight and improving the flight planning shall also be mention on the flight plan.

6.45 OPERATION TO NEW AIRPORT

6.45.1 Objectives

The objectives of Check list for Flight Dispatch for operation to New Airport are as follows:

- a) To ensure that all pertinent information about the new airport are properly disseminated to operating crew i.e.
 - I. Navigational aids.
 - II. Runways, Taxiways and ramp areas.
 - III. Curfews.
 - IV. PPR (prior permission required).
 - V. Field condition.
 - VI. Lighting (Navigation lights).
 - VII. CFR (Crash Fire and Rescue).
 - VIII. Applicable Operating Minima.
 - IX. Security.
- b) It will also fulfill the CAA requirement, that a FOO must demonstrate adequate knowledge of:
 - I. The route to be flown and the aerodromes which are to be used. This shall include the knowledge of:
 - 1) The terrain and minimum safe altitude(s);
 - 2) The seasonal Meteorological conditions;
 - 3) The meteorological, communication and air traffic facilities, services and procedures;
 - 4) The search and rescue procedures;
 - 5) The navigational facilities and procedures, including long-range navigation procedures, associated with the route along which the flight has to take place.
 - II. Procedures applicable to flight paths over heavily populated areas and areas of high air traffic density, obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures, and applicable operating minima.

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6.45.2 Organization of Check list

Part I.	Basic data.
Part II.	Airfield Information.
Part III.	Meteorological Information.
Part IV.	Air Traffic Control Information.
Part V.	Flight Procedures.
Part VI.	Terrain & Drift down procedure.
Part VII	Designated Alternates.
Part VIII	Fuel Policy.
Part IX	Emergency.
Part X	Briefing Sequence.

Part I. Basic Data

- Flt No. /Date
- Aircraft registration
- Sector
- Aircraft type
- Operating captain name

Part II. Airfield Information

- ICAO code
- IATA code
- Magnetic variation
- Runway data (orientation, length, width, strength and lighting)
- Handling agent
- VHF cut channel
- Aerodrome operational hours
- Applicable minima
- Fire protection
- Fuel grade
- Transition altitude
- Transition level

Part III. Meteorological Information

- Brief Climatology
- TAFORS
- Temperature(average daily mean maximum/average daily mean minimum)
- Pressure(average monthly mean maximum/average monthly mean minimum)

Part IV. Air Traffic Control Information

- Unit of measurement
- Flight plan filing/clearance
- Communication
- Local air traffic regulations
- Noise abatement procedures

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Part V. Flight Procedures

- Approach (STARs / Approach Aids/Holding and instrument approach procedures/Applicable minima)
- Departure (SIDs)
- Oceanic Procedures

Part VI. Terrain and Drift down procedures

- Terrain along route
- Highest obstacle en-route
- Oxygen requirements
- Minimum safe/sector altitude

Part VII. Designated Alternate

- Alternate(s) planned for this flight

Part VIII. Fuel Policy

- As per company instructions

Part IX. Emergency Procedures/Security

- As per regulations and company standards

6.46 OVER FLIGHT AND LANDING PERMITS

6.46.1 Managing over-flight and landing permits

Over-flight and landing permits help in flight planning and for selection of correct route. Flight planning through unauthorized countries namely Israel is not allowed. Over-flight and landing permits are transmitted through Email to concerned Flight Dispatch Centre(s).

Example of standard over-flight permission message:

AFGHANISTAN YA-1482/04

UZBEKISTAN 09/04/230

KAZAKHISTAN TR-023

RUSSIA CLEARED VIA TELEX MOWYAYA 220855/OCT04

BELARUS CLEARED

TURKMENISTAN GC/80/2750/200904

AZERBAIJAN CLEARED

GEORGIA CLEARED

IRAN YK/1-P-28/5694 TA

TURKEY CAST-048

PIA-791. . 3 . . . ISB-BHX A/C A-310

PIA-715 5 . . LHE-MAN A/C B-747

PIA-711 6 . KHI-MAN A/C B-777

PIA-241 4 ISB-DMM A/C B733

6.46.2 Over-flight and landing permit requirements

Flights operating over international waters generally do not require over-flight permission even though the flight may be operating within a foreign country's FIR.

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International waters begin 12nm from the country's landmass. Please keep this in mind when determining permit requirements. The following countries are an exception to this rule and permits are required anytime flights are operated through their FIRs, including international waters Peru, Russia, Saudi Arabia, Iran, Pakistan, India and China these are the operational requirements, not the commercial requirements. For example, a landing permit is not required to release a flight to the United Kingdom, however the relevant Governmental Authority of the specific airline would be required to secure commercial traffic rights if they intend to uplift or offload freight in that country. Many other factors may cause variations in permit requirements; appropriate authority staff is available 24 hours for clarification. For questions concerning permit availability, contact Technical Support Cell.

6.46.3 Over Flight Permission request filing through AFTN

The duty Flight Control Manager will ensure that all those telexes for which AFTN is to be sent are kept separately and such telexes are copied to Technical Support Cell in day shift and to Flight Dispatch Centre in night shift for the preparation and filing of AFTN.

Technical Support Cell after preparation of AFTN messages will file all the AFTNs and copy of each AFTN shall be kept securely in the office for record purposes.

6.46.4 Over flight Permission Request

- a) Overflight permission is not required for non-schedule commercial passenger flight from Countries in Euro Control, UAE and Bahrain. However for VVIP, Military flights and flights carrying Dangerous goods, permission is required through diplomatic channel.
- b) Permission from Saudi Arabia and India to be obtained by JEDUUPK/DELUUPK.
(Do not file AFTN for flight over flying Saudi/Indian airspaces).
- c) Entry/Exit and Route detail will be written on each AFTN.
- d) A separate AFTN message will be filed for each country and for each flight.

The Duty Flight Control Manager will initiate a telex/email to all Dispatch Centres regarding CAD and over flying countries permission numbers along with any restriction if imposed by the countries concern.

6.47 DOCUMENTS REQUIRED ON BOARD

Following documents shall be carried on board the aircraft (hard copy or soft copy) :

- a) Documents issued/required by CAA
 - 1) Air Operator Certificate (AOC)
 - 2) Certificate of registration
 - 3) Certification of Airworthiness
 - 4) Radio License
 - 5) Noise Certificate
 - 6) Insurance Certificate
 - 7) Air Operator Certificate
 - 8) Operating Permits

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- 9) Weight Schedule
- b) Flight related documents
 - 1) Operational Flight Plan Package (OFP, NOTAM, weather Flight Permissions).
 - 2) ATS Flight Plan
 - 3) Fuel Indent Advice
 - 4) Trim Sheet
 - 5) Aircraft Technical Log
 - 6) Aircraft Maintenance Log
 - 7) Passenger/Cargo Manifest
 - 8) General Declaration (for International Flights).
 - 9) Flight Log, Captain's DBR.
 - 10) NOTOC if any
- c) Flight related forms
 - 1) AIREP
 - 2) Bird Strike
 - 3) Air Miss
 - 4) Lightning Strike Reporting
 - 5) Birth on board
 - 6) Death on board
 - 7) Post Flight Information Report
 - 8) Aircraft Occurrence Initial Report
 - 9) Disorderly Passenger Release Performa
- d) Technical Library
Refer OM-A, "Aircraft Library"
- e) Flight Manual Library
PIA tailored Jeppesen route manuals in accordance with the route to be flown.

PIC is provided with following documents, information and data necessary for the safe conduct of flight, (Hard or Soft copies), as applicable:

Operational Flight Plan (OFP) and ATS Flight Plan
Weather reports, forecasts and Charts (METAR, TAF, SIGMET, WX Charts)
NOTAM summary relevant to route, destination, alternate, and departure aerodromes
Fuel indent/loading instructions form.
MEL/CDL status, if applicable, Performance calculations (takeoff and landing data)
Any operational notices or safety bulletins affecting the flight
The required document list is published and displayed Flight Dispatch Center for reference.

The FOO verifies that all required documents are prepared and included prior to release. The PIC reviews the documentation and confirms acceptance by signing the Operational Flight Plan.
No flight is released without confirmation that all required documentation has been provided.

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Supervisory oversight is maintained by the GDM-Flight Dispatch to ensure continuous compliance.

6.48 Flight Watch/Monitoring

6.48.1 Introduction

Flight Watch is the core Flight Safety function for Operational Control and Flight Dispatch. It is also required to maintain operational control of the airline and to ensure that the flight reaches the destination safely and promptly.

6.48.2 Flight Watch/Monitoring Aspects

Utilizing the available PIA communication facilities as well as coordination with Air Traffic control and links with communication vendors, all FOO will:

- a) Monitor and track all flights (4D position of an aircraft defined by latitude, longitude, altitude and time, departure/arrival/enroute weather including hazardous phenomena such as thunderstorm, turbulence, icing and restrictions to visibility) by using available resources such as SITA AIRCOM® mission watch, Flightradar24 and/or HF SSB Phone Patch;
- b) Monitor field conditions, runway availability and condition, navigational aid status;
- c) Monitor en-route navigation system and facilities where possible failures may occur and affect the safe continuation or completion of the flight;
- d) Monitor fuel consumption as compare to plan consumption as well as change of alternate in case of en-route excessive fuel burn off;
- e) Monitor if any item of aircraft becomes inoperative that will result in an increase of fuel consumption or a performance or operational decrement, consider and plan that the aircraft will be able to make a safe landing at an approved airport;
- f) Monitor ATC rerouting, altitude and speed restrictions and facilities or system failure or delays;
- g) Monitor security issues which may affect routing of the flight or its airport of intended landing;
- h) Inform Flight crews of any Weather and/or any irregularities as mentioned above that may affect the safe continuation of the flight to destination and may require diversion to destination alternate;
- i) Advise and complete alternate arrangements for diversions;
- j) Keep the systems (HITIT FCC CRANE, AIMS, FREPAK) updated for (Aircraft rotation, movement, etc);
- k) Ultimately aim to execute flight schedule.
- l) To ensure PIC notifies through available means of communication (e.g. VHF, HF SSB, ACARS, and SATCOM) of en route flight movement or deviations from the filed flight plan. SITA Flight mission watch will automatically alert FOO on duty in flight watch in case of any deviation from planned/filed route.
- m) In case of loss of communication between Flight Watch/FOO on duty and aircraft, Flight Watch/FOO will immediately inform Situation Room.
- n) If no position report has been received from aircraft for more than 15 minutes and the Flight Watch is unable to contact the aircraft through available means of communication, the Flight Watch will immediately inform Situation Room for onward action.

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6.48.3 Flight Watch /Monitoring Facilities

The facilities that are used to provide a Quality Flight Watch/Monitoring are as follows:

- Worldwide Communication Networks (ACARS, SITA, ARINC, AFTN, FAX, Internet, HF SSB Phone Patch, VHF and telephone).
- Weather and NOTAM data available from independent sources, including direct Nav Blue, weather and NOTAM feed.
- In case of failure of the automated system (SITA Flight mission watch/ACARS), Company HF and VHF can be used as backup.

6.48.4 Responsibility of Operating Flight Crew

The operating Flight Crew is responsible to timely advise Flight Dispatch/ Situation Room or Operations Agent (where FOO is not stationed) through available means of communication (VHF, HF SSB, ACARS, SATCOM): Flight movement messages and/ or significant deviation from the operational plan (departure, arrival, diversion, deviation, delays and rerouting); Aircraft technical status Departure/arrival fuel, and arrival message that ensure OCC that flight has been completed.

6.48.5 Responsibilities of Flight Watch

Flight Watch shall ensure that a flight in his duty will not commence or continue as planned unless it has been ascertained by every reasonable means available (NOTAMs, circulars, AFTN) that the airspace containing the intended route from the airport of departure to the airport of arrival, including the intended take-off, destination and en route alternate airports, can be safely used for the planned operation.

No flight may be allowed to continue towards the airport of intended landing unless that latest available information (include metrological information, NOTAM, Field condition) indicates, at the expected time of use, a landing can be made either at that airport or at least one destination alternate.

Any deficiencies in ground facilities, identified by Flight Crew, ATC, NOTAMs, or other reliable sources during flight operations—such as navigation aid outages or runway closures—must be immediately reported to the appropriate authority and disseminated relevant operational areas within PIA.

FOOs that perform duties in Flight Dispatch are required to proactively keep watch by all available means to ascertain that the Flight Operations can safely be conducted at departure, arrival, destination and en-route alternates of their respective flights. They will read all NOTAMs as a means to ascertain the safety and after flight has departed, FOO in Flight Watch will monitor the aircraft in air by using available resources such as SITA AIRCOM® Mission Watch, Flightradar24 and/or HF SSB Phone Patch and ensure that the flight reaches the destination safely. The Flight Watch personnel will immediately establish contact with operating crew of the flight by any available means necessary (VHF, HF SSB, ACARS, SATCOM) in case

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it is unsafe to operate the flight in the airspace. Situation Room and Safety department will also be immediately informed by Flight Watch personnel.

An en-route flight can proceed to a destination that is forecast to be below landing minimums at the ETA as long as the alternate airport in the forecast to be above alternate minimums. In any case, if the destination alternate were to be forecasted below alternate minimums, the flight plan would have to be amended to reflect a legal destination alternate. If a situation is observed during flight watch where a destination or alternate airport are forecast or expected to be below destination or alternate minimums respectively, follow the guidelines below.

1. Determine possible solutions to the problem.
2. Consult with Duty Controller and discuss possible solutions for the situation.
3. Advise the FCM on the situation and provide them with the following information:
 - a) Weather report or forecast for the applicable airport and required minimums.
 - b) Other airports in the area that are above minimums and within the fuel range of the aircraft.
 - c) Amount of hold fuel on board the aircraft, above required fuels.
 - d) Any other pertinent details, such as a CAT II restricted aircraft, CAT II crew qualification, ground based approach aids inoperative, etc.
4. Communicate with the flight crew and advise them of the updated weather information and advise estimated time of the next update from Dispatch.
5. Once a corporate decision has been made as to how to proceed with the flight, the FOO and Captain must discuss the plan and agree. Depending on the situation, this may be done verbally or in hardcopy. For any destination or alternate changes, the Captain shall be provided with the revised fuel burn, distance and wind component to that airport and the revised reserve fuel figures. Also be sure to provide the Captain with any NOTAM's, curfews and appropriate ground handling frequencies.

The preferred alternate can be selected in some cases due to logistical reasons, it is the policy of the Central Control Division to abide by Route and Navigation Section, Fuel Section, Marketing, Engineering and ASD request for such preferred destination alternate while meeting all regulatory and safety requirements.

6.49 EQUIPMENT TO BE CARRIED ONBOARD WHEN FLYING OVER WATER

The regulations relating to the carriage of certain equipment when flying over water are detailed below for information and guidance of FOOs.

6.49.1 Life Jacket

- 1) Land planes shall carry the equipment as prescribed in Point 2 below.
 - a) When flying over water and at a distance of more than 50 NM away from the shore in the case of aircraft operated in accordance with performance operating limitations as laid down in ICAO Annex 6, Part-I (2-4 Engine Aircraft).

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b) When taking-off or landing at an aerodrome where, in the opinion of the state of Registry, the take-off or approach path is so disposed over water that in the event of a mishap there would be a likelihood of a ditching.

- 2) The equipment referred in Point 1 mentioned above shall comprise one Life Jacket or equivalent individual floatation device for each person on board, stowed in a position easily accessible from the seat or berth of the person for whose use it is provided.

6.49.2 Life Saving Rafts

In addition to the equipment prescribed in 6.49.1 above. The following equipment shall be installed in all aircraft when used over routes on which, the aircraft may be over water and at more than a distance corresponding to 120 minutes at cruising speed or 400NMs. Which ever is the case of aircraft operated in accordance with performance operating limitations as laid down in PCAA ANO-024-FSXX-8.0 and 30 minutes or 100NMs, which-ever is the lesser for all other aircraft.

Life saving rafts in sufficient numbers to carry all persons on board, stowed so as to facilitate their ready use in emergency, provided with such life saving equipment including means of sustaining life as is appropriate to the flight to be undertaken and following equipment for making the pyrotechnical distress signals.

- a) Rockets or shells throwing red lights (to be fired one at a time, at short intervals).
- b) A parachute flares showing a red light.

6.49.3 Radio Equipment

At least two sets of survival radio equipment, stowed so as to facilitate their ready use in an emergency which operate on VHF. The equipment shall be portable, water-resistant, self buoyant, not dependent for operation upon the aircraft power supply and capable of being operating away from the aircraft by unskilled persons.

Each life jacket and equivalent individual floatation device, when carried in accordance with above mentioned provisions, shall be equipped with a means of electric illumination for the purpose of facilitating the location of persons except where the requirement is met by the provision of individual flotation devices other than life jackets.

6.49.4 Emergency equipment location Chart

For emergency equipment location onboard the aircraft, refer to Emergency Equipment Location Charts of all aircraft types in PIA fleet. The colored copies of Emergency Equipment Location Charts for the entire PIA fleet are available in situation room for ready reference.

6.49.5 Emergency and Survival Equipment onboard

A detailed inventory of emergency and survival equipment on board for the PIA fleet is maintained in the Situation Room under the oversight of the MOD. This includes

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comprehensive contact information for Search and rescue centers to ensure prompt communication with search and rescue teams when required. The inventory covers:

- Number, color and type of life rafts and pyrotechnics.
- Details of Emergency, Medical and Water supplies.
- Type and frequencies of Emergency portable radio equipments used on PIA Fleet.

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6.50 BRAKING ACTION EQUIVALENT TABLES

The following table is provided as a comparison between various methods of reporting braking action.

RUNWAY BRAKE ACTION INFORMATION

Tapley Meter		Mu Meter		CRFI		RCR	
Reported Braking Action	Friction Co-Efficient	Reported Braking Action	Friction Co-Efficient (μ)	Reported Braking Action	Friction Co-Efficient	Reported Braking Action	Friction Co-Efficient
Normal	.76-1.0	Good	.40 and above	Excellent	.75-1.0	Good	23
Fair –Good	.65-.75	Medium-Good	.36-.39	Good	.65-.75	Medium-Good	19
Fair	.43-.64	Medium	.30-.35	Fair	.55-.65	Medium	12
Fair-Poor	.34-.42	Medium-Poor	.26-.29	Poor	.30-.55	Medium-Poor	9
Poor	.22-.33	Poor	.25 and below	Nil-Very Poor	.00-.30	Poor	5
Nil	.00-.21					Unreliable	

6.51 AIRCRAFT DE-ICING/ ANTI-ICING ON GROUND

Refer to OM-A “Adverse Weather” for Aircraft De-icing/ Anti-icing on ground procedures and Refer to Aircraft de-icing/Anti-icing Operations SOP.

6.52 SPECIAL AIRPORTS

Certain airports are designated as special airports due to various factors such as surrounding terrain, obstruction, or complex approach or departure procedures. When an airport is declared as special airport, special crew qualification is required to use standard minima as approved by appropriate regulatory authority.

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6.53 EURO CONTROL PROCEDURES

In order to facilitate smooth coordination between various European states, one of the world most congested airspace, a central agency namely Eurocontrol was established. Euro control's role is the acceptance of and disseminating Flight Plans and allocating departure slot times based on airport and airspace constraints. Tactical air traffic control remains under the responsibility of the concerned states. Eurocontrol is set up in two different divisions namely the Central Executive Unit (CEU) and the Flight Data Operations Division (FDO). The CEU is primarily concerned with Air Traffic Flow Management (ATFM), which involves slot allocation, and the FDO is responsible for Flight Plan processing.

IFPU - 1 Brussels

Responsible for departures from countries with following codes:

BI BG EN ES EF EK EV EY ED EE EP ET EB EG EH EI EL LS LK LO LZ

AFTN: EBBZMFP SITA: BRUEP7X, BRUET7Y

The division of the FDO responsible for tactical Flight Plan processing is known as the Integrated Flight Plan Processing System or IFPS. The IFPS provides a centralized system for receiving, initial processing and distribution of Flight Plan data. The IFPS is established in two European offices that handle separate regions of Europe as follows.

IFPU - 2 Paris

Responsible for departures from countries with following codes:

LE LF LP LX GC LA LD LE LI LJ LM LP LY LB LC LG LH LL LR LT

AFTN: LFPYZMFP SITA: PAREP7X, PARET7Y

NAV Blue Flight Planner will File Flight Plans to the appropriate IFPU based on the departure station; however it is important for the FOO to know which IFPU to contact when a question or problem arises.

The IFPS handles the following messages from the airline operator:

- FPL - Flight Plans
- CHG - Flight Plan Change
- DLA - Flight Plan Delay
- CNL - Flight Plan Cancel
- DEP - Flight Departure message
- ARR - Flight Arrival message

Within 5 to 10 minutes of filing a Flight Plan with the IFPS, the FOO will receive a response from the IFPS indicating the status of the filing. The response will contain one of the following three indicators:

1. ACK - The Flight Plan was successfully processed.
2. MAN - This reply indicates that errors were detected in the filing and it has been referred for manual processing. After a short delay for manual processing, the MAN message will be followed by either an ACK or by REJ message. An ACK message indicates that the error has been corrected and the filing was processed.

NOTE: When an ACK message is received subsequent to a MAN message, the FOO MUST check the reply very carefully for changes in the routing. The IFPS may occasionally make changes to the originally filed routing in order for processing to take place. If the Dispatcher accepts these changes, then the Flight Plan routing

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must be modified accordingly before sending the Flight Plan to the crew. The Flight Plan will not need to be refilled.

3. REJ - The filing could not be processed due to errors, which could not be corrected, either automatically or manually. The Flight Plan must be corrected and refilled.

Example of REJ message header from Eurocontrol

```
191243 EBBDZMFP
-TITLE REJ -MSGTYP IFPL -ORIGINDT 0502191241
-BEGIN ADDR
-FAC KTULPIAD
-END ADDR
-ERROR ROUTE: INVALID EUR RVSM AIRSPACE ENTRY/EXIT CONDITION
-OLDMSG
/FPL-PIA758-IS
-B743/H-SHIXWRY/S
-EGLL1720
-N0484F330 DVR5F DVR UL9 KONAN UL607 AMASI UM149 DETEV UL603
TEGBA UL605 NEKUL UT85 CND/N0492F350 UM747 SOBLO B143 IBERI
A277 BARUS UM747 LAGAS UN644 RODAR N644 TUGAR/K0890S1110 N644
DARIN/N0492F350 N644 PAVLO/N0492F370 N644 DI A466 HARPA DCT LA
DCT
-OPLA0725 OPKC OPIS
-EET/EBUR0028 EDVV0048 EDUU0054 LOVV0125 LHCC0143 LRBB0209
UKFV0301 URRV0330 UGGG0349 UBBA0423 UTAK0449 UTAA0514
OAKX0608 OPLR0646 REG/APBFU SEL/HMGK COM/TCAS
-E/ 1000/
```

Below this header, Eurocontrol will include a copy of the filing with any changes made. Eurocontrol will normally make minor changes only without operator's consent. However the FOO must carefully review the attached filing for any changes. If the FOO is willing to accept Eurocontrol directed reroutes, then the ATC Flight Plan remarks must indicate the term "IFPS REROUTE ACCEPTED". Again the FOO must carefully review the reply from Eurocontrol to ensure the routing is in accordance with Operations Specifications, available over-flight permits and other considerations that the FOO may deem appropriate. Aircraft with Flight Plans filed with Eurocontrol at least 3 hours prior to departure will have a far better chance at receiving a favorable departure slot time. Therefore, FOO must file these Flight Plans at least 3 1/2 hours prior to departure time in order to allow time for processing and acceptance of the Flight Plan. The Flight Plan must be accepted before briefing the flight plan to the crew. This rule applies to flights operating to and from Eurocontrol airspace. Any rejected Flight Plans should be reviewed for corrective action. Conditional Routes (CDR) Airways within the Eurocontrol airspace utilize conditional routes in order to manage traffic. Conditional routes are divided into three categories as follows:

1. CDR 1 - Always available for flight planning.
2. CDR 2 - Available only during published times.
3. CDR 3 - Airway is not available for flight planning. Used only as directed by ATC for tactical flow control purposes.

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Note: For complete decoding of ATS Flight Plan refer to ATC section of JEPPESEN manual.

6.53.1 Euro Control Test Filing Address

Euro control has set up a test computer in which an ATC filing can be sent to for validation without filing a live Flight Plan. This address is normally used by Route Section to validate and build routings. However, if required, the FOO can send a Flight Plan to BRUEY7X(SITA Address) or EUCHZMFP(AFTN Address) and receive a response regarding validity of the proposed route.

ATC filings may also be processed using a web page on Eurocontrol's internet site. Cut and paste the entire filing onto the web page and select the validate button. The web page will produce responses identical to those generated from Eurocontrol for live flights.

This site is accessible via the following link under "Free Text Editor":

<https://www.public.nm.eurocontrol.int/PUBPORTAL/gateway/spec/index.html>

6.54 NORTH ATLANTIC HIGH LEVEL AIRSPACE

A separate North Atlantic Operations NAT HLA Manual is available for use and guidance.

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7.1 INTRODUCTION

Fuel is one of the main factor on which the economy of any commercial airline depends, therefore airlines while keeping safety aspects foremost make most economical fuel policy taking in consideration its type of operation and its network, which also meets the regulatory requirements.

7.2 FUEL TANKERING

Fuel Tankering is fuel over and above the minimum required fuel for the flight as specified by ICAO Annex 6 volume- 1. Fuel Section is taking into account the overall fuel situation fuel prices. Fuel Section will update fuel prices and will determine the fuel uplift policy for each sector. The Flight Dispatch Centre will ensure that economic tankering is being calculated and accomplish the recommendation received time to time from Fuel Section. The maximum fuel means “the fuel uplifted up to the next sector only”.

7.3 ADMINISTRATIVE TANKERING

Fuel is tankered into a station for administrative reasons. This may include, but is not limited to, slow ground fueling systems, limited fuel availability or no fuel available. The Fuel Section with coordination of the fueling agency at the destination will establish administrative fuel tankering on certain sectors.

7.4 ECONOMICAL TANKERING

Fuel is tankered between specific city pairs at the request of a customer or due to a cost differential between the departure and destination station. The extra fuel that will be burnt to carry the additional fuel including any profile changes that may be caused by the added weight of the tankering fuel and a maintenance cost factor to account for the tankering flight operating at higher weights and higher thrust plus associated wear on tires and brakes are to be taken into consideration when making this determination. Economic fuel tankering should be accomplished without affecting payload or causing any flight delays.

7.5 OPERATIONAL TANKERING

Fuel is tankered into a station for operational reasons such as ATC delays, long taxi, Notams and weather conditions. Operational Fuel tankering must be accomplished if directed by PIC or DGM Flight Dispatch on specified flights.

7.6 TANKERING REMARKS

FOO must enter a brief about fuel tankering reasons in the Remarks box of Operational Flight Plan.

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7.7 WHEN TO TANKER

When tankering for economical, or operational purposes, the FOO must plan conservatively so as not to have an over fuel situation at the destination. The following procedures will apply to this situation:

- a) Determine the maximum take off gross weight for the next sector using a conservative temperature and pressure. Do not use high-pressure or headwind corrections;
- b) Plan conservatively. Calculate a Flight Plan for the next sector using actual manifested payload, shortest possible route and the closest destination alternate. If the actual payload for the next sector is known, use this figure for the Flight Plan calculation. Do not consider additional fuel for en-route or destination weather conditions at this time;
- c) Next, calculate the first sector of the flight using the block departure fuel from next sector as the arrival fuel;
- d) Reduce the arrival fuel as required to ensure that the landing weight is at least 3000kgs for 777, 2000kgs for A320 and 100kgs for ATR below the performance or structural limited maximum landing weight at the destination;
- e) Economical tankering is not recommended if:
 - 1) The runway for takeoff is wet or contaminated and runway length is marginal;
 - 2) The landing runway expected to be contaminated;
 - 3) Any MEL/CDL take off/landing performance or tank capacity limitations exist.

It will be the responsibility of the FOO to ensure that no payload is affected on the onward sectors if maximum fuel is uplifted.

When tankering is done due to non-availability of fuel at the destination airport (non refueling stations), is called administrative fuel tankering. The FOO must ensure that the flight will have sufficient fuel on board for the next sector or sectors. In this situation, the following procedures will apply:

- a) Determine the maximum gross takeoff weight for the next sector using the expected temperature and pressure. Do not use high-pressure or headwind corrections;
- b) Calculate an Operational Flight Plan for the next sector using the anticipated routing, a destination alternate with a forecast of operational or better minima and considering any en-route or destination weather conditions;
- c) For extended ground operations, FOO must consider burn off for APU and check to determine APU fuel requirement if ground power is not available at the destination;
- d) Next, calculate the previous sector of the flight using the block departure fuel from next sector as the arrival fuel;
- e) Payload on the first sector may need to be reduced to accommodate carriage of tankered fuel.

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7.8 CRUISE PERFORMANCE ECONOMY

The FOO computed fuel burn off from departure to destination is based on certain assumed conditions. These include takeoff gross weight, cruise altitude, route of flight, temperature, en-route wind, and cruise speed.

The planned fuel burn off can increase due to:

- 1) Higher temperature than the planned;
- 2) A lower cruise altitude than planned;
- 3) Cruise altitude more than 2,000 feet above optimum altitude.
- 4) Speed faster than planned or appreciably slower than long range cruise speed when long-range cruise was planned;
- 5) Stronger headwind component;
- 6) Unbalanced fuel;
- 7) Improperly trimmed airplane;
- 8) Excessive thrust lever adjustments.

7.9 FUEL POLICY FOR VVIP FLIGHT

The total fuel carried onboard must be sufficient for intended flight and must include a safe margin for contingency, alternate and holding to meet regulatory recommendation as per ICAO Annex-6 Volume-1, (Ref OM-A).

The block fuel for VVIP flight shall be the sum of following:

- 1) Taxi Fuel;
- 2) Trip Fuel;
- 3) Contingency Fuel;
- 4) Alternate Fuel;
- 5) 30min holding Fuel over the alternate airports;
- 6) One hours additional holding Fuel over destination subject to payload or tank capacity limitations;
- 7) Any Stored Fuel;
- 8) Discretionary Fuel;
- 9) Administrative Fuel, if applicable.

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8.1 INTRODUCTION

FOO must know and understand how adverse weather can affect safety of flight. Adverse weather phenomena are meteorological conditions that, if encountered in flight or during ground operations, could directly diminish safety of an operation. The following meteorological conditions are considered by the FAA to be adverse weather phenomena:

- 1) Strong surface winds (exceeding 30 knots);
- 2) Widespread low ceilings and/or low visibility at destination or alternate airports;
- 3) Active thunderstorms;
- 4) Moderate or severe in-flight icing or icing which affects ground operations;
- 5) Severe or extreme turbulence;
- 6) Low altitude wind shear;
- 7) Occurrence of unforeseen weather conditions below landing or take off minimums;
- 8) Volcanic ash;
- 9) Sandstorms and dust storms;
- 10) Meteorological conditions that contaminate a runway surface and adversely affect performance or prohibit use of runway.

8.2 WEATHER WARNING AND SEVERE WEATHER

The Officer receiving information about the weather warning shall initiate the following actions.

8.2.1 Action Within Pakistan

- a) The information shall immediately be passed by Shift In-charge CDS, Operation Agent, Flight Coordinator to following through quickest mean of communication that is telephone (where possible), followed by e-mail or telex with complete text of the warning. The names of the person shall be recorded in the logbook or at appropriate place.
 - i. Situation Room
 - ii. Engineering, Field Service
 - iii. Ground Operation Control, Technical Ground Services
 - iv. Aircraft in flight through HF/VHF communication and all stations from where the flight is expected during the warning period.
- b) The duty officer will ensure that actual weather of all the possible alternates and his own stations is already available for information of crew and relevant persons.

8.2.2 Action at Out Station

The information about the weather warning shall be passed by Operation Agent, Flight Coordinator to Station Manager (SM) for onward delivery to the handling agents. The SM shall ensure that the information about the weather warning is passed to all the relevant agencies at airport, which are providing handling to PIA aircraft. The SM shall also pass the information to all the online stations and Situation Room.

8.3 VOLCANIC ASH

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Volcanic ash clouds pose a real threat to aircraft safety. The ash is abrasive and capable of causing serious damage to aircraft engines, control surfaces, windshields and landing lights. The ash can clog the pitot-static systems, which determine airspeed and altitude and can damage sensors that deliver electronic data to automated systems used to fly the aircraft. The ash cloud, transported by atmospheric winds, can drift over great distances causing disruption to air traffic and is a potential hazard to aircraft hundreds of miles from its source. The hazard is compounded by the fact that volcanic ash clouds are not detectable by the present generation of radar instrumentation carried aboard aircraft. Complete avoidance of volcanic ash clouds is the only procedure that guarantees flight safety.

8.3.1 Volcanic Ash Advisory Centres (V.A.A.C.)

The Volcanic Ash Advisory Centers were established in 1995 at an ICAO sponsored meeting and are located at Anchorage, Buenos Aires, Darwin, London, Montreal, Tokyo, Toulouse, Washington and Wellington. The V.A.A.C's are in charge of keeping track of the activity in designated regions. Their function is the coordination between volcano observatories, meteorological observatories, Air Traffic Control centers and air carrier operations. (Ref Jeppessen Manual Chapter METEOROLOGY page 7 and 8).

V.A.A.C. web site: <https://www.ssd.noaa.gov/VAAC/messages.html>.

8.3.2 Contact Information

The following are important contacts for volcanic ash information:

V.A.A.C. Washington

Phone: Operational: (301) 763-8444/8293

Administrative: (301) 763-8000 Ext. 7158 (301) 763-8051/ 8333

AFTN: KWBCYNYX

E-MAIL: Operational:

w-vaac@ssdnotes.wwb.noaa.gov <<mailto:w-vaac@ssdnotes.wwb.noaa.gov>>

Home Page:

<http://www.ssd.noaa.gov/VAAC/washington.html>

V.A.A.C Tokyo

<http://ds.data.jma.go.jp/svd/vaac/data/index.html>

<mailto:vaac@eqvol.kishou.go.jp>

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8.3.3 Volcanic Ash Information

Dispatch Standard Operating Procedures

The V.A.A.C. produces real-time updates called Volcanic Ash Advisory Statements (V.A.A.S.). These advisories are in plain language and provide the following information:

- 1) Time of issuance
- 2) Volcano name and geographical location
- 3) Summit height
- 4) Sources of information for the advisory
- 5) Eruption details
- 6) Ash cloud trajectory and movement

8.3.4 Volcanic Ash Forecast Transport and Dispersion (VAFTAD) Chart

The Volcanic Ash Forecast Transport and Dispersion (VAFTAD) chart is generated by a 3-dimensional, time-dependent dispersion model developed by NOAA's Air Resources Laboratory (ARL). It uses the national meteorological center (NMC) forecast data to determine the ash concentrations over 6-hour and 12-hour time intervals with valid times beginning 6-, 12-, 24- and 36-hours following a volcanic eruption. The atmospheric layers depicted are as follows:

1. Surface to FL200
2. FL200 to FL350
3. FL350 to FL550

The VAFTAD product presents the relative concentrations of ash following a volcanic eruption for three layers of the atmosphere in addition to a composite of ash concentration through the atmosphere. The VAFTAD chart is strictly for advanced flight planning purposes. It is not intended to take the place of SIGMETs regarding volcanic eruptions and ash.

8.4 SIGMETs

SIGMETs are issued by the affected country and should be used as an additional source of real-time information on volcanic ash.

8.5 PIREPs

PIREPs are an important source of real-time information on volcanic ash cloud locations. The ICAO standard format for PIREPs concerning volcanic ash is as follows:

- 1) Aircraft identification
- 2) Position
- 3) Time
- 4) Flight level or altitude
- 5) Volcanic activity observed
- 6) Air temperature
- 7) Winds
- 8) Supplementary information

8.6 METARs

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Volcanic ash at an Aerodrome will be indicated by the abbreviation "VA" in METARS. This would indicate that volcanic ash was sighted in the immediate vicinity of or on the airport. FOO should contact the airport tower for more information.

8.7 STATUS OF VOLCANIC ACTIVITY

A color code system has been recommended by ICAO for use to indicate the level of the volcano alert. It is as follows:

- RED - Volcanic eruption in progress. Ash plume/cloud reported above FL250.
- ORANGE - Volcanic eruption in progress, but ash plume/cloud not reaching FL250.
- YELLOW - Volcano known to be active from time to time and volcanic activity has recently increased significantly. Volcano not currently considered dangerous, but caution should be exercised.
- GREEN - Volcanic activity considered to have ceased and volcano reverted to its normal state. Although this system is an ICAO standard, it is not used by all states.

8.8 ASHTAM

A sample of ASHTAM

ASHTAM 0006/05

A) WRRZ

B) 0502180043

C) EGON 0604-16

D) 0840S 12227E

E) RED ALERT

E) 1703M/5587FT

G) ASH NOT IDENTIFIABLE FROM SATELLITE DATA

WINDS SFC/FL300 240/10KT FL300/500 310/15KT

I) CTN ADZ FOR RTE A464 W42 W35

Description:

ASHTAM ID No/Year

A. Location

B. YYMMDDHHMM (DATE AND TIME)

C. Volcano name valid times beginning

D. Geographical location

E. STATUS OF VOLCANIC ACTIVITY

F. Summit height

G. Eruption details

I. Ash cloud trajectory

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8.9 DISPATCH PROCEDURES

During the process for determining the conditions of the flight and evaluating the “GO-NO-GO” decision, the FOO shall complete the following steps:

- Evaluate all necessary sources indicated above and determine if flight will be operating in close proximity of VA.
- If the flight will be operating in the proximity of VA, the following functions should be completed:
- Plot the VA on a map.
- Contact ATC and other airlines operating in this area to determine if intended
- Airways of use are open. If origin and/or destination are in the vicinity of the volcano, contact tower, local operators and meteorology stations for status of airport and local area.
- Discuss situation with Captain.
- Brief the Deputy General Manager Flight Dispatch as to how the VA will affect operations.

8.10 GO-NO-GO DECISIONS GENERAL CRITERIA

a) For Enroute Operations

If the flight is operating within 100 N.M. of the ash cloud, operations must be conducted in DAY/VFR conditions. If more than 100 N.M. from the VA, the DAY or NIGHT/IMC conditions are authorized.

b) For Terminal Operations

If volcanic ash is known or forecast to be within 20 N.M. of the airport of intended use, operations must be conducted in DAY/VFR conditions. If more than 20 N.M. for the VA, then DAY or NIGHT/IMC conditions are authorized.

8.11 FLIGHT FOLLOWING PROCEDURES

During flight watch, special consideration should be given to monitor the position and trajectory of the VA. Any changes for the originally forecasted position of the VA should be immediately reported to the flight crew. For terminal operations in the vicinity of VA, the FOO shall contact the ATC tower and en-route facilities to verify all airways and airports of intended use are operational. All other sources of information indicated above should also be verified and an update shall be sent to the flight crew.

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9.1 COMMUNICATION

9.1.1 Text Communication Systems

Text communication with ATC, ground staff and other support groups is facilitated through the use of SITA, AFTN and or e-mail. These communication methods are vital for maintaining Operational Control of the airline.

9.1.2 AFTN (Aeronautical Fixed Telecommunication Network)

This is an ICAO worldwide teletype network which connects airlines with each other, governmental aeronautical services with each other and airlines with governmental agencies (ATS Flight Plan filing, NOTAMs, Over-Flying Permissions).

AFTN addresses of Flight Dispatch Centers in Pakistan are OPKCPIAV.

9.1.3 E-mail

The primary tool to be used to send and receive text messages is e-mail through PIA web www.piac.aero, Login, pass codes have been assigned to each unit. E-mail addresses of GMCC, Deputy General Manager Flight Dispatch and Flight Dispatch Centers are as follows:

Station	e-mail address
General Manager Central Control	khiockpk@piac.aero
Deputy General Manager Flight Dispatch	khioypk@piac.aero
Situation Room	khiovpk@piac.aero
Flight Dispatch Centre KHI	khicdpk@piac.aero
Flight Dispatch Centre KHI	khiowpk@piac.aero
Flight Dispatch Centre PEW	pewowpk@piac.aero
Flight Dispatch Centre ISB	isbowpk@piac.aero
Flight Dispatch Centre LHE	lheowpk@piac.aero

9.2 WIRELESS COMMUNICATIONS

9.2.1 Air-Ground Communications

A reliable two-way radiotelephony communications between the aircraft in flight or on ground and the appropriate Flight Dispatch Centre or maintenance control centre is required. The FOO will provide additional available information of meteorological conditions and irregularities of facilities and services (NOTAMs) that may affect the safety of the flight on radio telephony (RT). The FOO must be proactive to quickly reach the flights that he or she is responsible for. This chapter contains information on R/T communications in order to assist the FOO in carrying out this responsibility. The air-ground VHF trans-receivers have been installed in all Flight Dispatch Centres. HF SSB communications are made in through the Flight Dispatch telephone patch system. This provides a very convenient and flexible method of handling air-ground calls, however due to the structure of the telephone system; FOO must adhere to the following procedures in order to ensure professional

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handling of air-ground communications. These guidelines pertain to VHF, HF phone patches and SATCOM calls as appropriate.

- a) An air-ground call should never be placed on hold (Stand By).
- b) If an extended delay is expected in providing requested information or assistance to the flight crew, inform them that FOO will call them back in "X" minutes e.g. ten minutes.
- c) Never allow an air-ground communication to take place without the responsible FOO or the Duty Controller monitoring the call. The FOO will coordinate with the other agency or department and reply back to flight crew or raise the other party and monitor the call. Do not transfer any air-ground call to anyone other than a qualified FOO of PIA.
- d) Any time a crew member contacts Dispatch to report maintenance issues, the FOO will coordinate with maintenance or raise Maintenance Control and remain on the line to monitor the call. This applies to calls received from crew members either in-flight or on the ground.
- e) Answer the call with "PAKISTAN INTERNATIONAL STATION" for example Pakistan International Karachi and identify yourself.
- f) Inform the Duty Controller or FCM of any operationally significant air-ground calls.
- g) FOOs are required to observe the sterile cockpit concept in which non-essential communications with the company are to be avoided when aircraft is taking off or landing. This does not preclude any required communications necessary for safety of flight
- h) Always use standard aviation phraseology nonstandard or slang language can easily lead to misunderstandings. The FOO should request the flight crew to read back any significant information.

9.2.2 Clarity Scale

Use the standard protocol for reporting the clarity of the connection as follows:

STRENGTH READABILITY SCALE		
1	Bad	Unreadable
2	Poor	Readable now and then
3	Fair	Readable with difficulty
4	Good	Readable
5	Excellent	Perfectly readable

9.2.3 Standard air-ground communication phraseology

The usage of non-standard phraseology can lead to misunderstandings, which can have an adverse affect on safety. The following guidance on phraseology should be adhered to by FOOs at all times. All air-ground transmissions shall be conducted concisely and in a normal conversational tone. FOOs should enunciate each word clearly and distinctly and maintain a rate of speech and speaking volume that will enable the aircraft to receive the message without repetitions or corrections. All communications shall be done by using the standard phonetic alphabets words and phrases as per following tables:

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Radiotelephony Phonetic Alphabet

CHARACTER	WORD	PRONUNCIATION	CHARACTER	WORD	PRONUNCIATION
A	Alpha	ALFAH	N	November	NOVEMBER
B	Bravo	BRAHVOH	O	Oscar	OSSCAH
C	Charlie	CHARLEE	P	Papa	PAHPAH
D	Delta	DELLTAH	Q	Quebec	KEHBECK
E	Echo	ECKOH	R	Romeo	ROWME OH
F	Foxtrot	FOKSTROT	S	Sierra	SEEAIRAH
G	Golf	GOLF	T	Tango	TANGGO
H	Hotel	HOHTELL	U	Uniform	YOUNEE FORM
I	India	INDEE AH	V	Victor	VIKTAH
J	Juliet	JEWLEE ETT	W	Whiskey	WISSKEY
K	Kilo	KEYLOH	X	X-ray	ECKSRAY
L	Lima	LEEMAH	Y	Yankee	YANGKEY
M	Mike	MIKE	Z	Zulu	ZOOLOO

Words and Phrases

WORD/PHRASE	MEANING
Affirmative	Yes.
Negative	No.
Roger	I have received all of your last transmission.
Go ahead	Proceed with your message.
Over	An invitation to respond.
Correction	An error has been made in this transmission. The correct version is...
Say Again	Repeat all, or the following part, of your last transmission.
Read Back	Repeat all, or the specified part, of this message exactly as received.
Standby	Wait for go ahead.

NOTE1:

All numbers except whole thousands shall be communicated by pronouncing each digit in the number of thousands following by the word thousand. For example, 16,000 should be pronounced as one six thousand.

NOTE 2:

Numbers containing decimal point shall be transmitted with the decimal point in the appropriate sequence being indicated by the word point.

9.3 HF SSB PHONE PATCH

World wide Phone Patches are designed to provide direct voice communications between a flight crew, FOO and maintenance control centre on HF SSB frequencies for all Flight Dispatch stations. Patches should be used for communication of non-routine matters related to the operation of the aircraft, including the crew, passengers, and cargo.

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Note: Public correspondence (personal message traffic) to/from passengers or crew members is not permitted.

9.4 SELCAL

The Selective Calling System, known as SELCAL, is a signaling method to alert an individual aircraft that a ground station wishes to communicate with it. SELCAL signals can be transmitted over HF SSB channels. A SELCAL transmission consists of a combination of four pre-selected audio tones whose transmission requires approximately two seconds. The tones are generated in the PIA HF SSB Communications Centre Karachi SELCAL encoder and are received by a decoder connected to the audio output of the aircraft receiver. Properly working SELCAL obviates the need for the flight crew to maintain a listening watch on assigned frequencies and is especially useful on noisy HF channels. PIA HF SSB Communications Centre KHI, ISB and LHE connect the air-ground HF SSB call through the telephone patch system.

9.4.1 Procedure

Receipt of the assigned SELCAL code activates a cockpit call system in the form of light, chime signals, or both. On aircraft equipped with SELCAL, the flight crew has also the capability to maintain a conventional listening watch, using headsets or cockpit speaker.

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9.5 PERMISSIBLE COMMUNICATIONS

Specific types of permissible communications include those pertaining to:

- Communications relating to the initiation, continuation, diversion, or termination of a flight;
- Performance of the aircraft, including its components;
- Aircraft servicing, including fueling, deicing, and maintenance;
- Information of value to a flight crew that will enable the safe and efficient completion of a flight;
- Information of value to ground personnel concerned with the safe and efficient operation of a flight;
- Information of value to other flights in the same area;
- Information and corrections pertaining to weight, balance, and passenger/cargo counts;
- Urgent medical information connections with other transportation (including ground transportation) and ongoing air Transportation Provisioning of essential supplies and services.

The following types of communications are unacceptable, except in an emergency situation:

- Public correspondence;
- Personal messages to or from crew members or passengers;
- All other communications that do not fall into the permissible communications category.

9.6 INTERNAL COMMUNICATIONS

Central Control Division has to cope with an extremely large amount of information on a daily basis that could affect the operational safety and performance of those responsible for Operational Control and Flight Dispatch which subsequently affects the operation of the airline. There are three types of Information:

- Information affecting a specific flight or station;
- Policies or procedures affecting all or most flights;
- Administrative notices, updates, reminders and similar circulars/bulletins.

It is the objective of the Central Control Division to achieve the most reliable results by presenting each of these types of information using distinct and appropriate communications means. Each of these situations requires presenting the information to management and those responsible for Operational Control and Flight Dispatch timely and in an organized manner. The each type of information is communicated through company instructions, circulars, OETB, OEIB, Standard bulletins, Training bulletins, Route and Navigation bulletins, Log entries, NOTAM, AIRAC, telex, e-mail, fax, telephone, VHF/HF R/T and shift turn over briefing. Due to the large amount of information, those responsible for Operational Control and Flight Dispatch are required to review these documents and participate in shift turn over briefing each day of their duty.

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a) Information affecting a specific flight or station

Information that pertains to a specific flight or station shall be presented to those responsible for Operational Control and Flight Dispatch at the time when they are completing the applicable Operational Flight Plan.

b) Policies or procedures affecting all or most flights

Policies or procedures affecting all or most flights are communicated through OETB, OEIB, Standard bulletins and Shift Turnover Procedures, FOOs are required to review OETB, OEIB, Standard bulletins, Route and Navigation bulletins, log entries that may affect company policy and/or procedures and can supersede the General Operations Manual, Aircraft Operating Manual, Mass and Balance Manual, or any other company manuals.

c) Administrative communications

Administrative communications are generally used for information of advisory nature, however compliance with any instruction contained therein is also mandatory. All those responsible for Operational Control and Flight Dispatch are required to review the corporate mail each day they are on duty.

9.7 SATCOM AND ACARS COMMUNICATION

9.7.1 SATCOM

SATCOM is not available on all aircraft. It can be used as a supplement to ACARS. For instructions on the use of SATCOM please see the Flight Dispatch SATCOM (Confidential) document which also contains Aircraft SATCOM ID Numbers.

9.7.2 ACARS

ACARS (Aircraft Communications Addressing and Reporting Systems) is installed on all 777-200 ER/LR, 777-300 ER and some A320 aircrafts. ACARS is an automatic data communications link between the airplane, Flight Dispatch and Maintenance Control computers that is an invaluable tool to establish rapid communications with a flight. Since the ACARS system also prints text messages to the flight crew, the chances of misunderstandings, which occasionally take place in voice communications is eliminated. Communication Log record is kept for 30 days.

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9.8 SITA AIRCOM® Flight Tracker

AIRCOM® Flight Tracker is a ground-based software that has the aircraft tracking capability to track the aircraft throughout all areas of operations including oceanic areas for aircrafts that has a maximum certificated takeoff mass of over 27,000 kg and a seating capacity greater than 19 and also where an Air Traffic Services Unit (ATSU) obtains aircraft position information at greater than 15-minute intervals. It maintains and updates, at standardized intervals, a ground-based record of the four-dimensional (4D) position of individual aircraft in flight. AIRCOM® FlightTracker tracks the position of aircrafts through automated reporting at least every 15 minutes throughout all areas of operations including oceanic areas.
For ATR tracking, refer Chapter 6 item 6.48.2

9.9 IMPORTANT CONTACT NUMBERS LIST

Important contact numbers list is available in Situation Room, Flight Dispatch and contact number of different departments and management personnel are available electronically on PIA telephone directory.

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10.1 Purpose

The purpose of this procedure is to define mechanism and *to assign* responsibilities for the control of documents and records in the Central Control Division of Flight Operations Department. *General guideline is referenced to Corporate Quality Manual chapters 4, 9 and 10.*

10.2 Scope

This procedure is applicable to all documents and records related to Operation Control, Flight Dispatch and Operations Control personal Training and Qualifications.

10.3 Responsibility

GMCC has the overall responsibility for establishing and maintaining the Central Control Division's Document Control System.

The responsibility for updating, review and approval of documents *shall be* as follows:

<i>Updating Responsibility</i>	<i>Reviewing Responsibility</i>	<i>Approving Authority</i>	<i>Approving Authority</i>
<i>DGM Flight Dispatch</i>	<i>DGM CC</i>	<i>GMCC</i>	<i>PCAA, if required</i>

GMCC shall ensure that controlled documents are reviewed and approved prior to issue as stated above.

A Change Request Form shall be initiated by a responsible person for each revision, and processed through the defined channel for approval.

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10.4 Identification of Documents

The documents are identified by title, current revision/ issue number and date. It is the responsibility of individual document/record holders to keep the documents safe, accessible and legible.

10.5 Indexing of Controlled Documents

- (a) GMCC shall list all Central Control Division documents on the “*Master List of Documents*” of Central Control Division on *F/CC/01*. The list shall also identify the current revision status.
- (b) The *DGM QA FO* shall also retain a copy of the *Master List of Documents*.
- (c) DGM Flight Dispatch has the responsibility of *updating and of distribution of the Master List of Documents*.
- (d) The Documents of external origin will be identified by their original name/ *document* number. The updated *Master List of External Documents, F/CC/03*, shall be maintained by DGM Flight Dispatch.

10.6 Availability of Documents

- (a) DGM Flight Dispatch ensures that all Sections have the current version/ revision of the applicable documents by sending one set of applicable Controlled Documents. (where applicable).
- (b) Controlled document shall not be copied by recipients.
- (c) *All obsolete versions or un-controlled copies shall be clearly marked as such.*
- (d) Forms may be photocopied.
- (e) One set of all controlled and approved documents (including Forms) will be maintained by DGM Flight Dispatch.

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10.7 Creation and Modification of Documents

- All newly created documents shall have revision no. "00" and date of revision. Subsequent revisions shall be numbered as Revision No. 01, 02, 03 etc, along with the date of revision.
- DGM Flight Dispatch shall ensure that all controlled documents are maintained in designated folders/ racks, are kept legible, and replaced if they become unreadable.
- Document changes may be initiated by any level that requires a change or detects an error, or wishes a new document to be generated. Any *person* desiring a change may *initiate a request by using* form F/CC/05, giving specific reasons *for the desired* change. The review and approval must however follow rules stated at Para. 1.3.
- Current changes shall be identified in the documents by writing the revised content in italics, or by a vertical line. Changes will be also intimated by e-mails to all recipients.
- GMCC shall review all documents at least *once every calendar year* and shall ensure that *the required* changes are incorporated. Ongoing changes in the documents will be incorporated as and when required.

10.8 Retrieval and Retention of Obsolete Documents

- DGM Flight Dispatch shall promptly withdraw old documents from all points of use (after a revised document is issued), so as to *preclude* inadvertent use of an obsolete document.
- Obsolete documents, if retained for any purpose, shall be stamped / marked as '**OBsolete DOCUMENT**' on first page and other prominent places. These documents shall be segregated and not *kept* with current documents to avoid *inadvertent* misuse.

10.9 Control of Records

All operational control records generated by the Operations Control Center (OCC) shall be subject to standardized processes as follows:

1. Identification

- All records shall be uniquely identifiable through standardized naming, numbering, and/or indexing systems.

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- Records shall include sufficient metadata (e.g., flight number, date, sector, aircraft registration) to ensure traceability.

2. Legibility

- Records shall be legible, complete, and accurate at all times.
- Electronic records shall be maintained in formats that preserve readability throughout the retention period.

3. Maintenance

- Records shall be maintained in an orderly manner to prevent loss, damage, or deterioration.
- Both physical and electronic records shall be kept up to date and protected from unauthorized alteration.

4. Retention and Retrieval

- Records shall be retained for a period in accordance with applicable Authority requirements and company policy.
- A system shall be in place to ensure prompt retrieval of records when required for operational, safety, audit, or regulatory purposes.

5. Protection, Integrity, and Security

- Records shall be protected against unauthorized access, modification, or deletion.
- Appropriate measures (e.g., access controls, backups, and system safeguards) shall be implemented to ensure data integrity and confidentiality.

6. Disposal, Deletion, and Archiving

- Records shall be archived, disposed of, or deleted (for electronic records) in accordance with approved procedures and retention schedules.
- Disposal methods shall ensure confidentiality and prevent unauthorized recovery of information.

All records shall be maintained as an evidence of conformity and effective operation of the Central Control Division in Master List of Records. The retention period of the records and responsibility of maintaining them shall be defined in Master List of Record

DGM Flight Dispatch shall be responsible for the following:

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- (a) Identification of records by the *Record Name and Record Number* on the top of the record, or simply by giving name to the file or register that contains the recorded information/ data or correspondence.
- (b) Keeping records in files/ folders or any binding system, so as to protect them, maintain legibility, avoid loss or damage and enable easy *retrieval*.

10.10 Control of Documents / Records on E-media

Any document or record maintained on e-media shall be password protected to *prevent* unauthorized access. DGM Flight Dispatch *shall be responsible for the* upload of the current versions of controlled documents on *corporate* intranet. Any authorized changes shall be intimated to all concerned by e-mail.

10.11 Disposition of Records

DGM Flight Dispatch shall evaluate and review records maintained at Central Control Division for damage, deterioration, legibility and disposal (for records having outlived their retention period) once every three years. He may decide to revise the retention period of records, or dispose of them by shredding/ burning/ destroying/ or by any other environment friendly option, after the expiry of their retention period.

10.12 Distribution List

The distribution list of each control document, manual and record shall be maintained and updated under the authority of GMCC according to operational needs and requirements. He will ensure that manuals and documents are revised timely and correctly distributed.

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CHAPTER 11: SAFETY MANAGEMENT SYSTEM

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11.0 Safety Management System

A Safety Management System is a systematic approach to Manage Safety including the necessary structure, accountability, policies and procedures. Safety is defined by ICAO as a result in which risk of harm to person or property damaged is reduced and maintained at or below an acceptable level through a continuous process of hazard identification and risk Management. All personnel of Central Control Department are encouraged to play a role in Safety as a common responsibility. They are encouraged to report Safety related information both on the basis of identification of safety Hazards, Safety deficiencies and raise Safety or security concerns.

Chief of Central Control shall ensure that Central Control Personnel receive training on SMS awareness.

11.1 Hazard Identification, Safety Risk Assessment and Management

Hazards being the potential threats, possibly causing undesired / unsafe outcomes need to be identified before the associated risk of its consequences are evaluated for further actions. The process of hazard identification is based on the premise that hazard is any condition, equipment, human resource, procedure or policy etc. that can pose a threat to organization itself or its components such as personnel, aircraft, buildings (Hangars, stockrooms, tool stores, workshops etc.) and equipment etc. **Once hazards are identified by any available source, the HIRM is further carried out by:**

1. Identifying underlying risk of consequences and assess the risk through alphanumeric or numeric quantification (base level risk without any controls).
2. Evaluate the risk with existing controls and control effectiveness.
3. If the risk level is above acceptable value then, propose and implement additional control to mitigate the risk through a corrective action plan (CAP).
4. Ensure that risk based initiative does not increase the overall risk level.
5. A follow up on the implementation and effectiveness of controls applied.
6. Communicate mitigation of the risk to the reporter, employees or as appropriate.

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The hazard identification process must take place in a non-punitive (or JUST) safety culture, as otherwise the efficiency of the HIRM would be compromised.

It is the responsibility of SAG to ensure HIRM process is carried out for hazards identified and fulfill the mandatory requirement to find and address the root cause / causal factors within their domain in coordination with Corporate Safety, Head of Safety or his delegate, whom would ensure appropriate processing and actions. The risk assessment will be carried out by SAGs in coordination with Corporate Safety's qualified staff, who would be verifying the assessment's quality and making any necessary amendments.

11.2 Reactive and Proactive Reporting

Hazard Identification process may be carried out by;

- Reactive process responds to events that have already occurred (e.g. Captain's De-Brief, SIMS reports).
- Proactive method actively seeks to identify potential hazards (e.g. monitoring day to day operations).

However, a predictive method also exists and is far more the best achievable for HIRM along with the reactive and proactive. In the predictive method future hazards that are probable are identified (e.g. MoC for chartered operations etc.).

Following are the examples of some hazards related to OCC and Dispatch (Central Control), but not limited to this list, which are to be reported and analyzed for risk assessment and mitigation:

- i. Fuel Planning including critical fuel planning of EDTO Flights
- ii. Aircraft Tracking and monitoring.
- iii. Selection of Alternate Airports.
- iv. Operational Communication between Flight Crew and OCC.
- v. Adverse Weather (thunderstorms, low visibility)
- vi. Geophysical events e.g. volcanic ash, earthquakes, tsunamis
- vii. Performance calculation in case of Aircraft defect (MEL/CDL)
- viii. Selection of Route.
- ix. Operations in airspace affected by armed conflict
- x. NOTAMs
- xi. Airport constraints e.g. runway closer, rescue and RFFS capabilities downgraded.
- xii. GPS jamming and spoofing
- xiii. Any other condition(s) that could pose a safety risk to aircraft operations.

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Hazard Identification Tools:

In order to ensure that existing and potential hazards which are Safety threats to ground handling operations are identified in PHS&TGS, various methods are used as defined in Chapter 06 of the Corporate SMSM, some of which are listed as under:

- a) Incident/Accident Reporting
- b) Captain's De-Brief Reports
- c) Shift Duty controllers log book
- d) Spot Checks, Safety assessments by Station Coordinators or designated personnel
- e) Web based SMS reporting application
- f) NOTAM/AIP SUP, AIRAC etc
- g) Public/Passenger input's through Prime minister's Performance Delivery Unit (PMDU) or Feedback Management System (FMS), etc.

Reactive hazards identification Approaches:

Reactive Approach which already happened, such as incident and accidents. Reactive methods relate to events with considerable damaging consequences. Hazards in operations are recognized through trend monitoring and investigation of safety occurrences.

Following Reactive reporting channel in Central Control Department maybe used.

- Confidential Voluntary Safety Reporting
- Investigation Findings-Safety recommendations
- QA and Safety auditing reports/In-house audits.
- Safety Information exchange (external sources).

Proactive identification methods:

Actively seeks the identification of hazardous conditions through analysis of the organization process. Proactive methods consider less serious events with little or no damaging consequences and system failures can be minimized before the system fails.

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Hazards are identified through Central Control Operation performance and functions for intrinsic threats and potential failures.

In Central Control following proactive methods are applied.

- Operational safety Audits
- Safety Monitoring and Safety assessments
- SAG meetings
- Confidential & Voluntary Safety reporting
- Safety reports from domestic & International Stations
- Confidential Reporting (SIMS)

Predictive Hazards Identification Methods:

Predictive Approach analyzes system processes and environment to identify potential /future problems. Predictive methods are related to routine operational data captured in real time and trying to find trouble, not just waiting for it to occur.

It is a data driven hazard identification method. It is a specific method of proactive safety assurance by prediction based on performance Data. In Central Control Safety data received are analyzed by Central Control Safety Action group through arranging monthly SAG meeting and awareness sessions in coordination.

A —"Prognostic" or —"Predictive" approach is aimed at discovering future hazards in that could result as a consequence of future changes inside or outside the global aviation system, and then initiating mitigating action before the hazard is introduced. Prognostic hazard identification informs design processes so that the hazards can be eliminated from the future, avoided in the future or mitigated. Some tools of predictive method are:

- SAFA reports
- CAA inspections
- SIMS data
- Accident & Incident Reports
- Captain's De Brief Reports
- Mystery shoppers.
- Passenger Feedback form

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Where applicable, predictive safety processes are also utilized to identify potential future hazards based on operational changes, including:

- Management of Change (MoC) assessments (e.g., new routes, charter operations, or operational variations)
- Analysis of operational data and trends

Identified hazards are assessed and mitigated through the formal HIRM process to ensure risks remain within the Operator's acceptable safety risk levels.

11.3 Safety Risk Assessment and Mitigation Program

PIA has established a Safety Risk Assessment and Mitigation Program within the Safety Management System (SMS) that applies to the OCC. The program ensures that operational hazards are systematically identified, analyzed, assessed, and mitigated in order to maintain the safety of aircraft operations.

All operational personnel are encouraged and facilitated to report safety-related information on a proactive, reactive, and predictive basis through the company's confidential safety reporting system. Reported information and operational data are used to identify hazards associated with aircraft operations.

Identified hazards are analyzed to determine the associated safety risks to aircraft operations. These risks are evaluated using the company's Safety Risk Assessment process to determine their likelihood and severity and to establish whether risk mitigation actions are required.

When safety risks are assessed as requiring mitigation, appropriate risk control and mitigation measures are developed and implemented within the operational control system. These measures may include operational procedures, operational restrictions, revised flight planning practices, dispatch guidance, operational notices, or other controls designed to reduce the risk to an acceptable level.

The program considers hazards relevant to aircraft operations, including but not limited to weather phenomena, geophysical events, operations in conflict zones, air traffic congestion, mechanical failures, airport limitations, alternate aerodrome availability at the Estimated Time of Use (ETU), fuel planning and management, ETOPS/EDTO considerations, aircraft system capabilities, dangerous goods transportation, GPS interference, and other operational or environmental conditions that may affect flight safety.

Details of the Safety Risk Assessment and Mitigation processes, including hazard identification, risk evaluation methodology, risk registry management, and implementation of mitigation measures, are documented in the Corporate Safety Management System Manual. The processes ensure that safety risks associated

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with operational control activities are effectively managed and continuously monitored.

Main Safety Reporting Tools:

a) Proactive Hazard Register(Log)/Risk Register:

A proactive hazard register (developed through task analysis and existing hazard data) shall also be maintained and managed by divisional SAGs in coordination with Corporate Safety. This Hazard Register not only helps in the risk assessments but also is used for data-driven approach for safety decision making and control selection/ implementation by knowing the probability of events / hazards and also evaluating previous controls' effectiveness. It is evaluated that rather the controls being suggested / placed are putative by nature or will be effective.

The proactive hazard register shall be utilized as alive document and must be reviewed;

- At least after every three months ;or
- If an event occurs, if already not part of the register before it must be added to it;or
- If an event occurs, if already mentioned in the register, risk assessment must be modified and risk based actions shall be initiated, as required.

This review and update shall be carried out by respective SAG and coordinated with Corporate Safety (Normally the office of DGM SMS) for final review and endorsement. The document will be kept live on cloud application and a change log (additional document) will be filled to track the changes of the register.

Note: The Proactive hazard Register review is also conducted in light of the quarterly employee feedback received from stations. If the identified hazard is not listed in the register, then it is included in the register with proper risk assessment and implementation of existing/additional controls.

b) Safety Information Management System (SIMS):

SIMS is a web based application for confidential and Voluntary Reporting. It is the prime confidential hazard reporting channel in PIA that encourages and facilitates all employs to submit reports to identify safety hazards, expose safety deficiencies, or hazards resulting from human performance All Central Control personnel shall raise safety concerns, especially for those related to operational control of flights.

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All reported hazards/occurrences reported in SIMS or by other means shall be discussed by DQC manager in monthly SAG meetings/Safety HIRA meetings in which all SIMS reports shall be analyzed/ validated, action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system shall be taken by the Central Control management, for the swift implementation.

11.4 Safety Performance Monitoring and Measurement

In accordance with the requirements of the Safety Management System (SMS), the Operations Control has established processes to monitor and measure operational safety performance related to the operational control of flights.

Safety performance is defined as the measurable outcome of safety-related activities and the effectiveness of safety risk management processes. To monitor this performance, Safety Performance Indicators (SPIs) are established as measurable parameters used to assess operational safety performance.

SPIs consist of data-based and event-based indicators, including both leading indicators (proactive measures that monitor risk control effectiveness) and lagging indicators (reactive measures based on occurrences or events). These indicators are aligned with the organization's safety objectives and are used to monitor trends, identify potential safety risks, and evaluate the effectiveness of implemented safety risk controls.

The Operations Control department, in coordination with the Safety Department, identifies and establishes SPIs relevant to the operational control system. Safety data associated with these indicators are collected, analyzed, and monitored on a periodic basis to evaluate operational safety performance and ensure continued compliance with regulatory and organizational safety requirements.

Where appropriate, Safety Performance Targets (SPTs) are defined for selected SPIs to establish measurable short-term or medium-term safety performance goals. These targets are determined based on realistic and achievable performance levels, considering historical safety data, operational trends, and the effectiveness of existing risk mitigation measures.

The monitoring and review of SPIs and SPTs provide assurance that the organization is progressing toward achieving its safety objectives and that safety risk controls within the operational control system remain effective. Results of safety performance monitoring are reviewed periodically and used to support continuous improvement of operational safety performance as part of the Safety Assurance component of the SMS.

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the existing controls are found insufficient, minimum acceptable level of safety performance is not satisfied and alert level is triggered, then through root cause analysis and risk mitigation strategy, additional controls are applied to minimize the risk level.

11.5 Promotion of Safety:

Promotion of safety in Central Control is to ensured through the following:

- Brainstorming
- Safety Posters/banners
- training
- Safety Circulars
- SMS awareness workshop

11.6 SMS Training requirements:

SMS training is an element of the Safety promotion of the SMS framework. Therefore, training are planned in such a way that all personnel shall complete initial, periodic recurrent SMS training, and Training record is keeps in individual's training files.

For SMS Training details please refer to FDTM (flight Dispatch Training Manual)

11.7 Safety Action Group (SAG)

The objective is to ensure control of operations and management of safety and security outcomes. SAG-Meetings are planned to identify and mitigate the hazards and risks.

For more details please Ref. Corporate SMS Manual.

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	EN-ROUTE ALTERNATES S.O.P	Edition 08 Revision 00 April 27, 2026

1.1 SOP for En-route Alternate Airports on flight plan

En-route alternate airports are updated in the Nav Blue Flight Planning system. It is the FOO's responsibility to verify that the system selects and prints the correct en-route alternates. The FOO on duty can manually select or de-select en-route alternate airports based on the chosen flight route from the Nav Blue plan page via the EEP/EXP station screen. The Duty Controller will ensure that the FOOs under their supervision have selected appropriate and relevant en-route alternate airports.

The Manager of Flight Dispatch will review flight plans on a weekly basis to identify any incorrect or irrelevant en-route alternates and to check for any lapses or mistakes in flight planning.

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1.2 SOP for checking SID/STAR on Flight plan

The Flight Operations Officer will select SID/STAR according to prevailing weather conditions. If SID/STAR is not available in the flight planning system, then FOO will uplift extra fuel to cater for SID/STAR** and make log entry for record.

Duty control will check the accuracy of flight plan prepared in his/her shift by checking all elements of flight planning specially SID/STAR according to prevailing weather conditions and fill the form FLT/CC/FTQC/01/Rev.00 and submit to manager flight dispatch.

Manager Flight Dispatch will ensure that form FLT/CC/FTQC/01/Rev.00 is properly filled and submit to DGM Flight Dispatch office on weekly basis.

DGM Flight Dispatch will analyze the performance of dispatch station and FOOs by reviewing the data and arrange training/counseling as required.

** for B777 500Kgs , A320 200 Kgs and for ATR 100 Kgs

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Date: _____		Shift: _____			Duty Controller: _____		Sign: _____
Flight No	Date	Sector	Alternate	Route	Details (Correct route is selected, SID/STAR are used according to WX, arrival as per prevailing winds/weather conditions, Check the flight Clearance according to route selected, relevant en-route alternates are selected and nominated on flight plan, Check all elements Flight plan, ATS flight plan, ATS flight plan Files, DLA/CHG,CNL if any. NOTAMs are checked.)	FOO Name	

Verified by DGM Flight Dispatch/Station Incharge: _____