

Flight Regularity Administrative Regulations (Ministry of Transport 2016 #56)

As of March 24, 2016, the “Flight Regularity Administrative Regulations” has been approved on the 6th ministerial meeting. It is hereby made a bulletin to be implemented on January 1, 2017.

Minister: Yang Chuantang

May 20, 2016

Flight Regularity Administrative Regulations

Charter 1: General Provisions

Article 1

These regulations are formulated in accordance with “Civil Aviation Law of the People’s Republic of China”, “Consumer Protection Law”, “Regulations for Administration of Civil Airport”, and other relevant laws, and administrative regulations in order to improve flight punctuality rates, effectively manage flight delays, improve the quality of civil aviation services, preserve the legal rights of consumers and maintain aviation transportation order.

Article 2

These regulations shall be applicable to the activities of air carrier (henceforth referred to as domestic carrier) established in accordance with the law of the People’s Republic of China , airport, ground handling agents, sales agents, air traffic management (henceforth referred to as ATM), airport police department, aviation fuel corporations, aviation supplies corporations, aviation information corporations, as well as any other supporting service units handling flights, delays, and passengers complaints.

These regulations shall also apply to activities of carrier from Hong Kong, Macao, and Taiwan as well as foreign carrier with regard to the management of flight regularity, delays, and passenger complaints when carrier is departing from or having a stopover within Chinese territories (excluding Hong Kong, Macao and Taiwan).

Cargo flights are not covered under these regulations.

Article 3

The following terms and definitions are used in this document:

1. “Carrier” refers to any public air transport enterprise providing passenger, baggage, or cargo transportation with civil aircraft. This includes domestic, Hong Kong, Macao, and Taiwan carrier as well as foreign carrier.
2. “Flight delay” refers to the situation where a flight’s actual arrival on-block time is 15 minutes later than its scheduled arrival time.
3. “Flight departure delay” refers to the situation where a flight’s actual departure off-block time is 15 minutes later than its scheduled departure time.

4. "Flight cancellation" refers to a flight plan that has been ceased due to estimated flight delay or as a result of flight delay.
5. "Tarmac delay" is when, either after closing the cabin door before departure or before opening the cabin door after arrival, passengers are waiting on-board for longer than aircraft taxiing time limits as regulated by the airport.
6. "Civil aviation administration" refers to the Civil Aviation Administration of China (henceforth referred to as CAAC) and the Regional Administration of Civil Aviation Administration of China (henceforth referred to as CAAC Regional Administration).
7. "Large area flight delay" is when there are numerous arrival and departure flight delays that cause a significantly large number of passengers to be detained in an airport within a certain period of time. Airport is responsible for confirming large area flight delay according to flight volumes, airport capacities, and other factors.

Article 4

CAAC is responsible for the supervision and management of flight regularity management, delay handling, and passenger complaints throughout the country. CAAC Regional Administrations are responsible for supervision and management of flight regularity management, delay handling, and passenger complaints within the regions under their jurisdiction.

Charter 2: Flight Regularity Support

Article 5

Carrier, airport, ATM, ground handling agents, and other supporting service units shall each establish its own system to guarantee flight operations as well as flight regularity.

The system should include a leading department, implementation measures, and an assessment and evaluation mechanism.

Article 6

Carrier shall operate in accordance with allocated slots.

Article 7

Carrier shall improve the operational capabilities of aircraft and personnel to make full use of the instrument landing system or the equivalent precise approach and landing system. They shall also actively adopt new technologies to ensure flight safety and flight regularity.

Article 8

Carrier shall reasonably arrange their capabilities and crew deployment so as to reduce flight delays due to carrier's own reasons.

Article 9

Airport shall strengthen equipment inspection and maintenance efforts to ensure the terminal and airfield area equipment is operating normally, and to reduce flight delays caused by equipment failure.

Article 10

Airport and ATM shall strengthen collaboration to optimize ramp operations, improve the efficiency of apron operations, as well as provide effective monitoring of all inbound and outbound flights.

Article 11

Airport shall, according to the relevant regulations, install and use the instrument landing system or equivalent precise approach and landing system. They shall also actively adopt new technologies to ensure flight safety and flight regularity.

Article 12

Ground handling agents, carrier-operated ground handling services, and airport-managed ground handling services shall supply sufficient numbers of equipment and personnel to ensure standard operation.

Article 13

ATM shall be responsible for the strict implementation of air traffic control procedures and standards to expedite air traffic flow and ensure flight regularity.

Article 14

ATM shall actively promote the application of new technologies to improve operational capability and ensure flight regularity.

Article 15

ATM shall, in accordance with regulations, strengthen weather forecasting and monitoring abilities to provide accurate aviation meteorological services to carrier.

Article 16

Aviation fuel, supplies, and information corporations as well as other supporting service units shall provide fuel, equipment, and information services to the best of their ability, in order to reduce delays caused by their own reasons.

Charter 3: Management of Flight Delays

Section 1 General Provisions

Article 17

Carrier shall formulate and publicize their General Conditions of Carriage as well as clearly state departure delay and cancellation policies which shall be informed to passengers at the time of purchase.

General Conditions of Carriage of domestic carrier shall include whether compensation is provided in the event of delays. If compensation is provided, domestic carrier shall outline the conditions, standards, and method of compensation.

Article 18

Carrier shall actively explore other means for compensation relief such as a delay insurance programme, a system for making delay insurance claims.

Article 19

Carrier who have signed an agreement for an agency to handle their ground services or sales shall outline in the agreement standards and procedures applicable in the event of a departure delay.

Article 20

Carrier and sales agents shall accurately record passenger information entries and are responsible for informing passengers of their flight status in a timely manner.

Article 21

Carrier, airport, and ground handling agents shall each formulate ground handling procedures and emergency response plan for alternative flights.

Airport and ground handling agents who have reached alternative flight agreements with carrier shall provide services according to the agreement.

If the contracted alternative airport is unable to accommodate a flight and the flight requests to land at another alternative airport, that airport must, under the premise of safety, provide the services to the best of its ability, without excuse.

Article 22

When a flight departure is delayed or cancelled, carrier, airport, ATM, ground handling agents,

and sales agents shall increase communications and information sharing.

Carrier shall report information about their flight departure delays or cancellations including reasons and flight status to airport, ATM, ground handling agents, and sales agents every 30 minutes.

ATM shall, according to regulations, report weather conditions, air traffic flow control, and flight departure delay information to carrier and airport.

Airport shall, according to regulations, report flight gate information and apron information to carrier, ground handling agents, and ATM.

Article 23

Airport shall formulate an overall emergency response plan and organize drills for all concerning parties in the airport to prepare in the event of a large area flight delay.

Carrier, ground handling agents, ATM, and other supporting service units shall each formulate emergency response plan to prepare in the event of a large area flight delay.

All related units in the airport shall obey the organization and coordination of the airport to participate in drills and implement all services required.

Article 24

Passengers shall behave in a civilized manner, obey the law before and after boarding, and protect their interests in a legal manner. They shall not break into airport restricted areas, block security check areas or boarding gates, trespass apron, taxiways, or runways, block and forcibly board or seize aircraft, damage facilities or equipment, or carry out activities that would disturb aviation operations.

Article 25

If a passenger exhibits any of the actions prohibited in article 24 that disturb aviation operations then carrier, ground handling agents, airport, and any other relevant parties shall call police.

Airport police department, upon receiving such a call, shall handle the situation lawfully and in a timely manner in order to maintain aviation operations.

Section 2 Passenger Service of Flight departure Delays

Article 26

Once a departure delay or cancellation is confirmed, all relevant parties shall, according to their

duties and responsibilities, make the following announcements:

1. Carrier shall announce the departure delay or cancellation through public information platform, official websites, call centres, SMS, telephone calls, or broadcast within 30 minutes of receiving confirmation in order to provide passengers with accurate information including delay or cancellation reason(s) and flight status.
2. Airport shall use public platforms in the terminal to inform passengers of departure delay or cancellation information.
3. Sales agents shall promptly inform passengers of departure delay or cancellation information in accordance with the information provided by the Carrier.

All parties shall reinforce coordination and communication efforts to guarantee the accuracy and consistency of public announcements.

Passengers who disagree with the accuracy of carrier, airport, or sales agent announcements may report the situation to CAAC for verification after their trip.

Article 27

In the event of a departure delay or cancellation, carrier shall, according to their General Conditions of Carriage and ticket use conditions, provide refund or endorsement services.

Carrier shall promptly provide written proof of a flight delay or cancellation if requested by a passenger.

Article 28

In the event of a departure delay or cancellation, carrier shall, according to their General Conditions of Carriage, provide passenger services.

Article 29

In the event of a departure delay or cancellation, carrier and ground handling agents shall, according to the following policies, provide food and accommodation:

1. Carrier shall provide food and accommodation for passengers in the event of departure delays or cancellations at the origin due to aircraft maintenance, flight deployment/adjustments, crew or any other reasons caused by the carrier.
2. Carrier shall assist passengers in arranging food and accommodation in the event of departure delays or cancellations at the origin due to weather, emergency situations, air traffic control, security issues, passengers, or other non-carrier related reasons. All costs are borne by passengers.
3. Carrier shall provide food and accommodation for passengers in the event of delays or cancellations at a stopover on domestic flights regardless of the reasons.
4. Domestic carrier shall provide food and accommodation for passengers on a diverted flight regardless of the reasons.

Article 30

In the event of a departure delay or cancellation, carrier, sales agents, and ground handling agents shall give priority to disabled persons, senior citizens, the pregnant, unaccompanied minors, and other passengers who require special care.

Article 31

Airport shall provide medical services for passengers in the terminal building.

Section 3 Tarmac Delays

Article 32

Carrier shall formulate and publicize an emergency response plan for tarmac delays. The plan should include delay notifications, catering services times, and the conditions for and restrictions on disembarkation.

The emergency response plan should be coordinated with airport, customs, immigration and security.

Article 33

In the event of a tarmac delay, carrier shall report to passengers every 30 minutes the reason(s), estimated delay period, and other dynamic flight information as it becomes available.

If a tarmac delay is caused by either air flow control issues or military activities, ATM shall report to carrier every 30 minutes the dynamic flight information as it becomes available.

Article 34

In the event of a tarmac delay, carrier shall ensure the availability of lavatory facilities under the premise of safety.

If a tarmac delay is exceeding 2 hours (including 2 hours), carrier shall provide food and water for passengers.

Article 35

If a tarmac flight delay is exceeding 3 hours (including 3 hours) and there is no definite take-off time, carrier shall arrange for disembarkation as long as safety and security regulations are followed.

Article 36

In the event of a tarmac delay, airport and ground handling agents shall assist carrier in providing the related services.

Section 4 Large Area Flight Delays

Article 37

In the event of a large area flight delay, airport and all units operating at the airport shall together establish a coordination mechanism including procedures for sharing information, coordinating flight release, and passenger services.

Article 38

Airport shall promptly initiate and execute the large area flight delay emergency response plan together with carrier, ground handling agents, airport police department, ATM, and other supporting service units.

Article 39

In the event of a large area flight delay, ATM shall, according to regulations, inform the related parties of the reason, estimated departure time, and any other related dynamic information as it becomes available.

Airport shall establish a promulgation procedure and a public platform to provide the public with information in real time about the delay and management of such a delay.

Article 40

In the event of a large area flight delay, ATM shall coordinate with carrier, airport, ground handling agents, to execute the flight release coordination system.

Article 41

In the event of a large area flight delay, airport shall execute the passenger services coordination system, coordinating with carrier, ground handling agents, airport police department, and other related units to provide related services.

Airport shall assist customs, immigration, and quarantine according to in-bound and out-bound flight situations, to ensure passengers undergo inspection quickly.

If a large area flight delay occurs at night, airport shall coordinate with the related parties to extend airport shuttle bus operating hours.

Article 42

In the event of a large area flight delay, the airport police department shall increase the number of police on duty to maintain aviation operations and order.

Article 43

Airport shall establish a large area flight delay coordination mechanism plan with the local government. Airport may also request assistance from the local government if necessary.

Charter 4: Passenger Complaints Management

Article 44

In order to preserve one's legitimate rights, passengers may file a complaint with airport ground handling agents, sales agents, or CAAC. Alternatively passengers can also chose to file for arbitration or civil lawsuit.

Article 45

Carrier, airport, ground handling agents, and sales agents shall establish a specialized institution or designate an individual responsible for receiving complaints. They shall also make the institution or individual's contact information such as telephone number or email address publicly available. Contact information shall also be filed with the CAAC.

CAAC shall be informed in writing within 5 days of changing the contact information of the institute or individual responsible for receiving complaints.

Hong Kong, Macao, and Taiwan carrier as well as foreign carrier shall be capable of handling complaints in Chinese.

Article 46

Carrier, airport, ground handling agents, sales agents, and CAAC shall respond and indicate complaint status to a passenger including the acceptance and handling of a complaint within 7 days of receiving the complaint.

Domestic carrier, airport, ground handling agents, sales agents, and CAAC shall respond with substantial information within 10 days of receiving the complaint. Carrier from Hong Kong, Macao, and Taiwan and foreign carrier shall respond with substantial information within 20 days of receiving the complaint.

Carrier, airport, ground handling agents, and sales agents shall document the complaint and the resolution in writing and the record shall be kept for at least 2 years.

Article 47

If the carrier, airport, ground handling agents, or sales agents' complaints management fails to comply with regulations and CAAC requests them to make rectifications, they must follow the request.

Charter 5: Information Reporting

Article 48

Carrier shall file its General Conditions of Carriage with CAAC.

Article 49

Airport shall file its large area delay emergency response plan with CAAC.

Carrier shall file its tarmac delay emergency response plan with CAAC.

CAAC shall be informed in writing within 5 days of any changes to a large area delay or tarmac delay emergency response plan.

Article 50

In the event of a large area delay or tarmac delay, carrier, airport, ground handling agents, and ATM shall report the details to CAAC Regional Administration and keep a record of the handling for at least 2 years.

Article 51

Carrier, airport, ground handling agents, and ATM shall, according to the relevant regulations related to normal flight statistics, make a record, report, and summary of the flight operation data and shall be responsible for the authenticity of the information.

CAAC will, on a regular basis, announce information on flight regularity status and passenger complaints in order to accept public supervision.

Charter 6: Management of Supervision

Article 52

CAAC shall supervise and inspect carrier's slots execution activities to prevent carrier from inhibiting standard operation by using slots they are not allocated.

CAAC Regional Administration shall report any serious problems found during inspection and supervision to CAAC.

Article 53

In the event of a large area flight delay, CAAC Regional Administration shall supervise and inspect airport, ATM, and other related units' handling and management of the delay and report any serious problems found to CAAC.

Article 54

CAAC shall formulate assessment/evaluation criteria and limitation measures on flight regularity management. CAAC shall, according to law, impose limitation measures in a timely manner on carrier, airport, ATM, and other related units who fail to meet assessment/evaluation criteria,

Article 55

Entities or individuals responsible for flight regularity work, delay management, and passenger complaints shall consent and cooperate with CAAC supervision and inspection.

Article 56

Any entities or individuals who have witnessed unlawful or violating actions during delay management or flight regularity work are entitled to report or file a complaint to CAAC.

All reports and complaints shall be by written submission including relevant facts and evidence. CAAC shall carry out investigations as necessary and will maintain the confidentiality and anonymity of the entities or individuals filing the report or complaint.

Chapter 7: Legal Liability

Article 57

Carrier in violation of Article 6 of regulation by inhibiting standard operations shall have their allocated slots taken by CAAC and be fined up to 30,000 RMB

Article 58

Carrier engaging in any of the following actions will be instructed by CAAC to correct the action within a certain time limit. Carrier who fail to do so within the time limit shall be issued a warning and be fined up to 30,000 RMB.

1. Violating paragraph 1 of Article 17, failing to formulate or publicize General Conditions of Carriage or the contents fail to meet requirements.
2. Violating paragraph 2 of Article 17, failing to define delay compensation details in the General Conditions of Carriage.
3. Violating Article 19, agency agreement failing to meet requirements.
4. Violating paragraph 1 of Article 21, failing to formulate the ground services working procedures or the emergency response plan for alternative flights.
5. Violating paragraph 2 of Article 23, failing to formulate a large area flight delay emergency response plan.
6. Violating paragraph 1 of Article 32, failing to formulate or publicize the tarmac delay emergency response plan or the plan does not meet requirements.
7. Violating paragraph 1 of Article 45, failing to establish a specialized institution or individual responsible for receiving passenger complaints, failing to publicize the institution or individual's contact information, or failing to file the institution or individual's contact information with CAAC.
8. Violating paragraph 2 of Article 45, failing to inform CAAC of a change to the contact information of a specialized institution or individual responsible for receiving passenger complaints within the period indicated.
9. Violating paragraph 3 of Article 45, carrier from Hong Kong, Macao, Taiwan and foreign carrier failing or refusing to handle complaints in Chinese.
10. Violating relevant articles in Charter 5, failing to report information as required.

Article 59

Carrier engaging in any of the following actions shall be issued a warning and be fined 10,000 RMB. Under serious circumstances carrier will be fined 20,000 RMB or more but not more than 30,000 RMB.

1. Violating Article 12, failing to supply a sufficient number of equipment and personnel, thus inhibiting flight regularity.
2. Violating paragraph 1 of Article 17, failing to inform passengers of General Conditions of Carriage at the time of purchase.
3. Violating Article 20, failing to inform passengers of flight status information in a timely manner.

4. Violating paragraph 2 of Article 22, failing to report the relevant information as outlined.
5. Violating paragraph 3 of Article 23, failing to obey the overall emergency response plan and failing to participate in drills.
6. Violating paragraph 1 of Article 25, failing to call police and as a result disrupting aviation operations and order.
7. Violating paragraph 1 of Article 46, failing to provide a response to passengers indicating acceptance and handling of the complaint within the period indicated.
8. Violating paragraph 2 of Article 46, failing to provide a response to passengers indicating substantial information within the period indicated.
9. Violating paragraph 3 of Article 46, failing to retain written documentation of a complaint for the period indicated.

Article 60

Carrier engaging in any of the following actions shall, according to Article 75 of the “Regulations for Administration of Civil Airport”, be punished by CAAC Regional Administration as outlined below:

1. Violating paragraph 1 (1) of Article 26, failing to inform passengers of departure delays or cancellations will result in a fine of 20,000 RMB or more but not more than 40,000 RMB.
2. Violating paragraph 1 of Article 27, failing to provide refund or endorsement services will result in a fine of 40,000 RMB or more but not more than 60,000 RMB.
3. Violating paragraph 2 of Article 27, failing to provide written proof of a flight delay or cancellation will result in a fine of 40,000 RMB or more but not more than 60,000 RMB.
4. Violating Article 29, failing to provide food and accommodation as outlined will result in a fine of 40,000 RMB or more but not more than 60,000 RMB.
5. Violating Article 30, failing to provide services for those who need special care as outlined will result in a fine of 40,000 RMB or more but not more than 60,000 RMB.
6. Violating paragraph 1 of Article 33, failing to inform passengers on time as outlined will result in a fine of 20,000 RMB or more but not more than 40,000 RMB.
7. Violating paragraph 1 of Article 34, failing to provide functioning lavatory facilities will result in a fine of 20,000RMB.
8. Violating paragraph 2 of Article 34, failing to provide food and water as outlined will result in a fine of 20,000 RMB.
9. Violating Article 35, failing to arrange disembarkation will result in a fine of 80,000 RMB or more but not more than 100,000 RMB.

Article 61

Sales agents engaging in any of the following actions will be instructed by CAAC to correct the action within a certain time limit. Sales agents who fail to do so within the time limit shall be issued a warning and be fined up to 30,000 RMB.

1. Violating paragraph 1 of Article 45, failing to establish a specialized institution or

individual responsible for receiving passenger complaints, failing to publicize the institution or individual's contact information, or failing to file the institution or individual's contact information with CAAC.

2. Violating paragraph 2 of Article 45, failing to inform CAAC of a change to the contact information of a specialized institution or individual responsible for receiving passenger complaints within the period indicated.

Article 62

Sales agents engaging in any of the following actions shall be issued a warning and be fined up to 10,000 RMB. Under serious circumstances sales agents will be fined 20,000 RMB or more but not more than 30,000 RMB.

1. Violating Article 20, failing to inform passengers of flight status information in a timely manner
2. Violating paragraph 1 (3) of Article 26, after being notified by carrier of a delay/cancellation, failing to promptly inform passengers.
3. Violating paragraph 1 of Article 46, failing to provide a response to passengers indicating acceptance and handling of the complaint within the period indicated.
4. Violating paragraph 2 of Article 46, failing to provide a response to passengers indicating substantial information within the period indicated.
5. Violating paragraph 3 of Article 46, failing to retain written documentation of a complaint for the period indicated.

Article 63

Airport engaging in any of the following actions will be instructed by CAAC to correct the action within a certain time limit. Airport who fail to do so within the time limit shall be issued a warning and be fined up to 30,000 RMB.

1. Violating paragraph 1 of Article 21, failing to formulate the ground services working procedures or the emergency response plan for alternative flights.
2. Violating paragraph 1 of Article 23, failing to formulate an overall large area airport delay emergency response plan or failing to organize drills on a regular basis.
3. Violating paragraph 2 of Article 39, failing to establish a public platform or system to provide the public with delay and delay management information.
4. Violating Article 43, failing to establish a coordination mechanism with the local government to handle large area flight delay plan.
5. Violating paragraph 1 of Article 45, failing to establish a specialized institution or individual responsible for receiving passenger complaints, failing to publicize the institution or individual's contact information, or failing to file the institution or individual's contact information with CAAC.
6. Violating paragraph 2 of Article 45, failing to inform CAAC of a change to the contact information of a specialized institution or individual responsible for receiving passenger complaints within the period indicated.
7. Violating relevant articles in Charter 5, failing to report information as required.

Article 64

Airport engaging in any of the following actions shall be issued a warning and be fined up to 10,000 RMB. Under serious circumstances airport will be fined 20,000 RMB or more but not more than 30,000 RMB.

1. Violating Article 9, failing to conduct equipment inspection and maintenance causing flight delays due to equipment breakdown.
2. Violating Article 10, failing to provide effective monitoring of arriving and departing flights, reducing ground operations efficiency, thus inhibiting flight regularity.
3. Violating Article 11, failing to install and use an instrument landing system or equivalent precise approaching and landing system, thus inhibiting flight regularity.
4. Violating Article 12, failing to supply a sufficient number of equipment and personnel, thus inhibiting flight regularity.
5. Violating paragraph 2 of Article 21, failing to provide alternative flight services according to the agreements.
6. Violating paragraph 3 of Article 21, failing to provide services for alternative flights to the best of airport ability.
7. Violating paragraph 4 of Article 22, failing to report the relevant information as outlined.
8. Violating paragraph 1 of Article 25, failing to call police and as a result disrupting aviation operations and order.
9. Violating Article 36, failing to provide services to carrier during a tarmac delay.
10. Violating Article 38, failing to execute emergency response plan for a large area flight delay, resulting in serious consequences.
11. Violating paragraph 1 of Article 46, failing to provide a response to passengers indicating acceptance and handling of the complaint within the period indicated.
12. Violating paragraph 2 of Article 46, failing to provide a response to passengers indicating substantial information within the period indicated.
13. Violating paragraph 3 of Article 46, failing to retain written documentation of a complaint for the period indicated.

Article 65

An airport engaging in any of the following actions shall, according to Article 75 of the "Regulations for Administration of Civil Airport", be punished by CAAC Regional Administration as outlined below:

1. Violating paragraph 1 (2) of Article 26, failing to provide passengers with delay/cancellation information will result in a fine of 20,000 RMB or more but not more than 40,000 RMB.
2. Violating Article 31, failing to provide medical services in the terminal building will result in a fine of 40,000 RMB or more but not more than 60,000 RMB.
3. Violating Article 41, failing to provide passengers with the relevant services will result in a fine of 40,000 RMB or more but not more than 60,000 RMB.

Article 66

Ground handling agents engaging in any of the following actions will be instructed by CAAC to correct the action. Ground handling agents who fail to do so shall be issued a warning and be fined up to 30,000 RMB.

1. Violating paragraph 1 of Article 21, failing to formulate ground services working procedures or the emergency response plan for alternative flights.
2. Violating paragraph 2 of Article 23, failing to provide a large area flight delay emergency response plan.
3. Violating paragraph 1 of Article 45, failing to establish a specialized institution or individual responsible for receiving passenger complaints, failing to publicize the institution or individual's contact information, or failing to file the institution or individual's contact information with CAAC.
4. Violating paragraph 2 of Article 45, failing to inform CAAC of a change to the contact information of a specialized institution or individual responsible for receiving passenger complaints within the period indicated.
5. Violating relevant articles in Charter 5, failing to report information as required.

Article 67

Ground handling agents engaging or previously engaged in any of the following actions shall be issued a warning and be fined up to 10,000 RMB. Under serious circumstances ground handling agents will be fined 20,000 RMB or more but not more than 30,000 RMB.

1. Violating Article 12, failing to supply a sufficient number of equipment and personnel, thus inhibiting flight regularity.
2. Violating Article 19, failing to sign ground handling agency agreement or agreement does not meet requirements.
3. Violating paragraph 3 of Article 23, failing to obey the overall airport coordination and failing to participate in drills.
4. Violating paragraph 1 of Article 25, failing to call police and as a result disrupting aviation operations and order.
5. Violating Article 36, failing to provide services to carrier during a tarmac delay.
6. Violating paragraph 1 of Article 46, failing to provide a response to passengers indicating acceptance and handling of the complaint within the period indicated.
7. Violating paragraph 2 of Article 46, failing to provide a response to passengers indicating substantial information within the period indicated.
8. Violating paragraph 3 of Article 46, failing to retain written documentation of a complaint for the period indicated.

Article 68

Aviation fuel corporations, aviation supplies corporations, aviation information corporations, as well as any other supporting service units violating paragraph 2 of Article 23 by failing to

provide a large area flight delay emergency response plan will be instructed by CAAC to correct the action. Those who fail to do so shall be issued a warning and be fined up to 30,000 RMB.

Aviation fuel corporations, aviation supplies corporations, aviation information corporations, as well as any other supporting service units violating Article 16 by inhibiting flight regularity due to their own reasons or violating paragraph 3 of Article 23 by failing to obey the overall coordination to participate in drills shall be issued a warning and be fined up to 30,000 RMB.

Article 69

ATM engaging in any of the following actions will be instructed by CAAC to correct the action. ATM who fail to do so shall be issued a warning and be fined up to 30,000 RMB.

1. Violating paragraph 2 of Article 23, failing to formulate emergency response plan for large area flight delay.
2. Violating relevant articles in Charter 5, failing to report information as required.

Article 70

ATM engaging in any of the following actions shall be issued a warning and be fined up to 10,000 RMB. Under serious circumstances ATM will be fined 20,000 RMB or more but not more than 30,000 RMB.

1. Violating Article 10, failing to provide effective monitoring of arriving and departing flights, reducing ground operations efficiency, thus inhibiting flight regularity.
2. Violating Article 13, failing to strictly implement air traffic control procedures and standards, thus inhibiting flight regularity.
3. Violating Article 15, failing to provide aviation meteorological reports to carrier according to regulation, thus inhibiting flight regularity.
4. Violating paragraph 3 of Article 22, failing to report the relevant information as outlined, thus inhibiting flight regularity.
5. Violating paragraph 3 of Article 23, failing to obey the overall coordination and failing to participate in drills.
6. Violating paragraph 2 of Article 33, failing to inform carrier of dynamic flight information as outlined.
7. Violating paragraph 1 of Article 39, failing to report dynamic flight information to the relevant parties as outlined.
8. Violating Article 40, failing to execute flight release coordination system.

Article 71

Passengers violating Article 24 by disrupting aviation operations and order are to be dealt with according to law by police department.

Article 72

Any entities or individuals responsible for flight regularity services, delay handling and passenger complaints management violating Article 55 by refusing to accept or cooperate with CAAC supervision and inspection shall be issued a warning. Under serious circumstances they will be fined up to 30,000 RMB.

Article 73

Government employees who have violated these regulations through one of the following circumstances will be punished by the relevant departments according to law:

1. Failing to lawfully perform supervision and administration duties.
2. Failing to lawfully implement administrative punishment.
3. Abuse of authority and any other acts of neglect of duty.

Charter 8: Supplementary Provisions

Article 74

Any period of time or number of days mentioned in these regulations shall refer to business days and shall not include statutory holidays.

Article 75

These regulations shall take effect on January 1, 2017.