

Translation for Reference Only

Management Measures for Information Filing on Public Air Transport Passenger Services

Chapter I General Principles

Article 1 The Measures are developed to standardize the filing requirements as stipulated in the “*Provisions on the Administration of Flight Regularity*” and the “*Regulation on the Management of Public Air Transportation Services for Passengers*” , and to define requirements and procedures of information filing.

Article 2 The Consumer Affairs Center established by the Civil Aviation Administration of China (CAAC) is in charge of implementation of the Measures and the operation and maintenance of the civil aviation service quality supervision platform (www.12326.cn) .

The Platform is a comprehensive management system for the filing of service information.

Article 3 The Consumer Affairs Center shall set up an information filing module on the Platform to keep the service information reporting time and content, and to summarize and update service information regularly.

Unless the service information is required by relevant provisions to be published to the public, the Consumer Affairs Center shall not disclose any information submitted by relevant entities on the Platform.

Article 4 The Consumer Affairs Center shall create system credentials on the Platform for carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, among others, and to notify them instructions of information filing on the Platform.

Article 5 After submitting a written application to the Consumer Affairs Center and receiving the login credentials of the Platform, the carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, among others, shall file relevant information according to the filling instructions.

Chapter II Filing of Service Information

Article 6 Carriers shall file the following items on the Platform:

- (1) General conditions of carriage;
- (2) Contingency plans for tarmac delays;
- (3) The name, residence, business scope and contact information of the domestic ticket sales agents with which the agency agreements are signed (for domestic ticket sales agents certified by IATA, the relevant information shall be provided by IATA directly to the Consumer Affairs Center);
- (4) The name, residence and business scope of the domestic ground handling agents with which the agency agreements are signed; and
- (5) The telephone numbers and e-mail addresses to receive complaints, and information and contacts of the responsible offices and chiefs in charge.

The telephone numbers to receive complaints filed by foreign carriers and carriers from Hong Kong SAR, Macao SAR and Chinese Taipei regions of China shall be China domestic telephone numbers; the filed general conditions of carriage and contingency plans for tarmac delays shall be the relevant documents applicable to flights that originate from or transit in the territory of the People's Republic of China, and shall be in the Chinese language.

Article 7 Airport management authorities shall file the following items on the Platform:

- (1) Overall contingency plan for large-scale flight delays;
- (2) The name and contact information of the ground handling agents of the airport; and
- (3) The telephone numbers and e-mail addresses to receive complaints, and information and contacts of responsible offices and chiefs in charge.

Article 8 Ground handling agents, ticket sales agents and online travel platform operators shall file on the supervision platform of civil aviation service quality their telephone numbers and e-mail addresses to receive complaints, and information and contacts of responsible offices and chiefs in charge.

Article 9 Carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, among others, shall complete the initial filing of relevant documents and information on the Platform 20 working days from the effective date of the Measures.

In case of changes to relevant documents and information, updates shall be made on the Platform within 5 working days from the date of change.

Chapter III Supervision and Management

Article 10 Carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, among others, shall be responsible for the authenticity, accuracy and legitimacy of the documents and information filed.

Article 11 During routine operation where the Consumer Affairs Center finds carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, among others, failed to file documents and information as required, it shall report to CAAC which will instruct regional administrations in charge to handle.

Article 12 Where a regional administration of CAAC during its daily supervision finds that the documents and information filed by the carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, among others, are not in compliance with relevant requirements, it shall handle such incompliance according to the provisions.

Chapter IV Supplementary Provisions

Article 13 The time limit calculated by using working days in the Measures does not include the current day, it all shall be counted from the next day.

Article 14 The CAAC shall be responsible for the interpretation of the Measures. Filings handled before the implementation of the Measures shall be refiled as required after the Measures come into force.

Article 15 The Measures shall come into force as of September 1, 2021. The *Implementation Measures for the Filing Matters Relating to the Provisions on the Administration of Flight Regularity* (AP-300-TR-2017-01) issued by the CAAC shall be abolished on the same day.