



Laws, Regulations, Procedures and Practices Employed for Passenger Protection

Presented by

Department of Civil Aviation

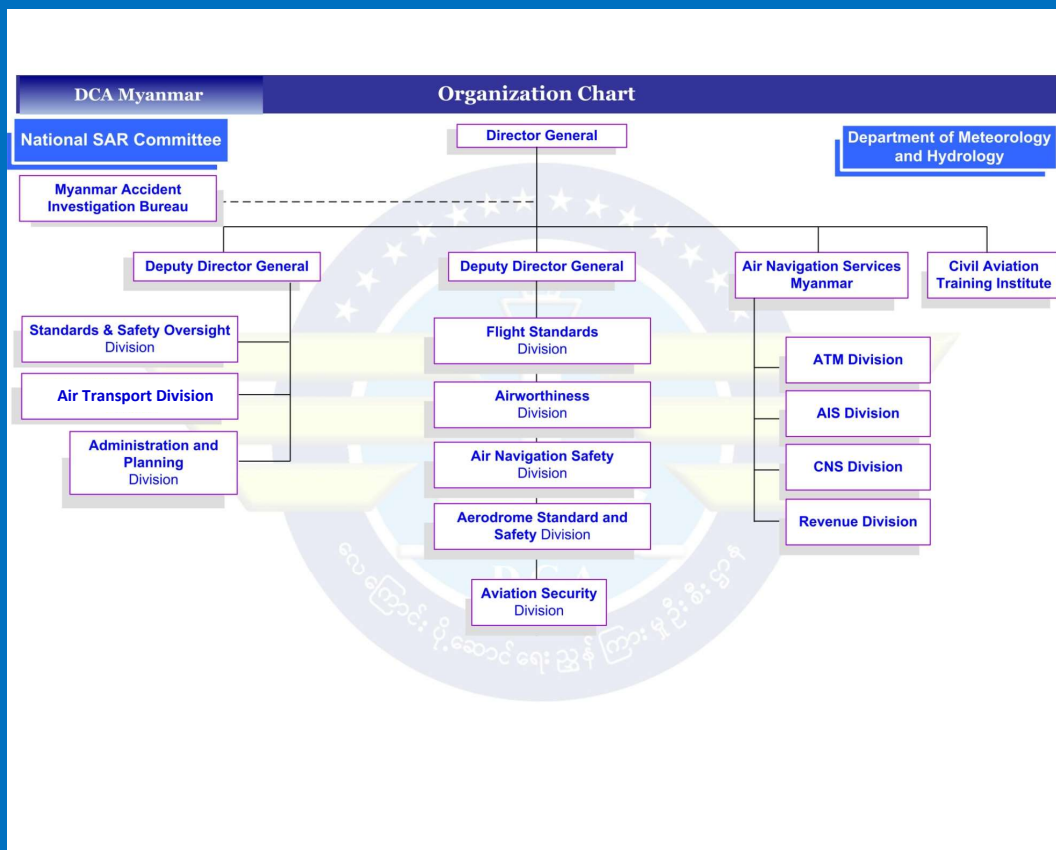
Ministry of Transport and Communications

Myanmar

Department of Civil Aviation Myanmar



- ✓ To commit a safe, efficient, reliable and secure civil aviation system in Myanmar in accordance with the Myanmar Aircraft Act, the Myanmar Aircraft Rules and the obligations of the Convention on International Civil Aviation (Chicago 1944) and the Standards and Recommended Practices of the Annexes to the Convention.



Current Situation of Law and Regulations



- ✓ Department of Civil Aviation (DCA), Ministry of Transport and Communications is the regulatory body controlling civil aviation in Myanmar.
- ✓ Using Myanmar Aircraft Act/Rules/Requirements/Manuals/Publications.
- ✓ Related with other Ministries and relevant laws/regulations.

Legal Instruments

- ❖ The Myanmar Aircraft Act 1934
- ❖ Myanmar Carriage by Air Act 1934
- ❖ Myanmar Aircraft Rules 1937
- ❖ Myanmar Aircraft Act was amended on 15th October, 2013
- ❖ Myanmar Aircraft Rules are being updated

Status of Ratification of ICAO Convention

- ❖ Myanmar Carriage by Air Act 1934
(Convention for the Unification of Certain Rules Relating to International Carriage by Air (Warsaw Convention) was promulgated as a national legislation.)
- ❖ Convention for the Unification of Certain Rules Relating to International Carriage by Air (Montreal Convention-1999)
(Myanmar is under processing to accede MC 99)

Consumer Protection Law in Myanmar

Consumer Protection Law was enacted by Ministry of Commerce on 14-3-2014.

Objectives

- (a) to enable to understand and claim the own rights as a consumer and not to cause sufferance from fraud in using the goods or services;
- (b) to cause occurrence of a system effectively protect the rights of the consumer;
- (c) to cause occurrence of consumer protection scheme including protecting by Law distributing and informing correct transparent information to the consumer;
- (d) to cause behaviours taking responsibility in carrying out with regard upon consumer protection activity by the entrepreneur;
- (e) to cause fulfillment of goods or services that enable to ensure the high quality for safety, health, satisfaction of the consumer.

Rights of Consumer Protection in Myanmar

There are (8) consumer rights in UN Guidelines on Consumer Protection, in Myanmar CPL (2014), there are only (5) consumer rights in Myanmar CPL (2014) as follows:

1. enabling to use safety of the goods or services;
2. enabling to choose the goods or services and enabling to obtain the promised value, terms and conditions and warranty;
3. having right to obtain completely and correctly of information relating to the condition and warranty of the goods or services;
4. claiming to hear and settle on dispute related to goods or services used by the consumer, enabling to obtain consumer protection and enabling to obtain correct settlement.
5. receiving fair relationship that is non-discriminatory treatment and service.

Implementation of DCA for Passenger Protection

- ❖ Distribution the Airlines to apply in line with the ICAO Core Principal on Consumer Protection.

The Rights of the Persons with Disabilities Law in Myanmar

- ❖ The Rights of the Persons with Disabilities Law was enacted by Ministry of Social Welfare, Rescue and Resettlement on 5-6-2015.

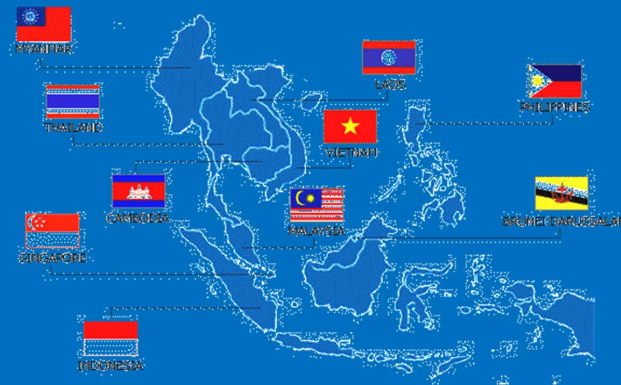
Implementation of DCA for the disabled persons and persons with reduced mobility

- ❖ Inspect the International Airports and Airlines in accordance with the checklist of Inspector Manual;
- ❖ Drafting the National Air Transport Facilities Programms in accordance with the ICAO Annex 9 (Facilitation);

Arrangement provided by passengers with disabilities at International Airports

- ☐ Comply with the ICAO Annex 9 (Facilitation) and Doc 9984 (Manual on Access to Air Transport), International Airports Operator and Airlines are providing following services for passengers with disabilities;
- ☐ Disable Car parking
- ☐ Ambulance/Ramp Bus
- ☐ Wheel Chair and Stretcher
- ☐ Disable Toilet
- ☐ Priority Seats/lane
- ☐ Training to Airport and Airline staff

Air Transport Activities



- ❖ 49 Bilateral Air Services Agreements and 1 CLMV multilateral Air Service Agreement concluded with 49 countries.
- ❖ As a member of ASEAN is working in collaboration with other members developing and harmonize on air transport activities
- ❖ Joining hands with regional bodies such as BIMSTEC, GMS, ACMECS, CLMV, GMC.

Airlines in Myanmar

- | | |
|---------------------------------|---|
| ❖ Myanmar National Airline | (International Air Operator) |
| ❖ Myanmar Airways International | (International Air Operator) |
| ❖ Yangon Airways Ltd., | (Domestic Air Operator) |
| ❖ Air KBZ Ltd., | (Domestic Air Operator) |
| ❖ Asian Wings Airways | (Domestic Air Operator) |
| ❖ Golden Myanmar Airline | (Domestic Air Operator) |
| ❖ Mann Yadanarpon Airline | (Domestic Air Operator) |
| ❖ Air Myanmar Aviation Services | (Domestic Air Operator which operates with Helicopters) |

Foreign Airlines Operating to/from Myanmar

- | | |
|------------------------------|-----------------------------------|
| 1. Korean Airlines | 16. Biman Bangladesh Airlines |
| 2. All Nippon Airways | 17. China Eastern Yunnan Airlines |
| 3. Singapore Airlines | 18. Thai Smile |
| 4. Hong Kong Dragon Airlines | 19. Air Japan |
| 5. Air Asia BHD | 20. Malindo Air |
| 6. Jetstar Asia Airways | 21. Novo Air |
| 7. Bangkok Airways | 22. Vietjet Air |
| 8. Air China | 23. Thai Lion |
| 9. Thai Airways | 24. Emirate |
| 10. Vietnam Airlines | 25. Hong Kong Express |
| 11. Malaysia Airlines | 26. Sichuan |
| 12. Nok Air | 27. Air India Airlines |
| 13. Silk Air | 28. Bangkok Airways |
| 14. Quatar Airways | 29. Donghai Airways |
| 15. China Southern Airlines | 30. 9 Air |
| | 31. Neos SPA |

Airports In Myanmar

- 3 International Airports (Yangon, Mandalay and Nay Pyi Taw) and 28 Domestic Airports are being actively used.
- Yangon and Mandalay are being operated under PPP (Public-Private Partnership)
- Nay Pyi Taw is being operated under BOT (Build-Operate-Transfer) Agreement

CHALLENGES

- ❑ Qualified Technical Personnel;
- ❑ Technical Assistance ;
- ❑ Doesn't have specific legislation and rules on Passenger protection in aviation.



CONCLUSIONS

- ❑ To make the passenger protection regulation or requirement concerning the aviation
- ❑ To enact as a national law and accede the MC 99

Thank You

