



SCREENING CHAPTER 14 TRANSPORT POLICY

AGENDA ITEM II: AIR TRANSPORT/ Protection of Passengers

**Country Session: The Republic of TURKEY
25-28 September 2006**



CONTENT

- Legislation
- Responsibilities of DGCA
- Implementation



Legislation

- Law on Turkish Civil Aviation No. 2920
(Official Gazette: 19 October 1983, no 18196)
- Law on the Organisation and the Duties of the Directorate General of Civil Aviation No. 5431
(Official Gazette: 18 November 2005, no 25997)



Responsibilities Of DGCA

- DGCA is responsible for establishing common rules on protection of passengers in the event of denied boarding, cancellation and/or long delay of flights.
- DGCA evaluates passenger complaints within the scope of Law on Turkish Civil Aviation.



Responsibilities Of DGCA (CONT'D)

- Procedures for accumulation due to over booking, flight cancellation, long time delays are implemented by the airlines pursuant to the rules and procedures established by international organisations.
- DGCA coordinates and monitors airlines registered in Turkey for the implementation of these procedures.



Implementation

- The Airline Passenger Services Commitment had been signed and implemented by Turkish Airlines within the framework of European Airlines Association (AEA) and International Air Transport Association (IATA).
- The airlines which are members of the Turkish Private Airlines Association have also signed and started to implement an Airline Passenger Services Commitment.



Implementation (CONT'D)

- Internal instructions of airlines updated in compliance with Regulation EC 261/2004 are being applied in flights to Community Airports.
- Technical study for alignment with the Regulation is ongoing.