



International Civil Aviation Organization

MIDANPIRG/20 and RASG-MID/10 Meetings

(Muscat, Oman, 14-17 May 2023)

**Agenda Item 2.2: Update from States and International Organizations (Achievements/
Success Stories and Challenges)**

USER CONSULTATION & ENGAGEMENT PROCESS BY ANSPS IN THE MID REGION

(Presented by IATA)

SUMMARY	
This working paper outlines the need to ensure meaningful user consultation is undertaken across the region, and to highlight the challenges faced by airspace users due to the lack of engagement and consultation by some Air Navigation Service Providers (ANSPs) within the MID Region in the areas of infrastructure investments, operational airspace improvements, and air navigation charges.	
REFERENCE(S)	– ICAO Doc 9082 - ICAO's Policies on Charges for Airports and Air Navigation Services
Strategic Objectives	B – <i>Air Navigation Capacity and Efficiency</i>

1 INTRODUCTION

1.1. Air Navigation Charges have a significant impact on airlines. Without effective communication between all stakeholders, there is a potential that individual strategies may result in unjustified cost increases, unnecessary and expensive investments, and the potential for demand reduction limiting traffic growth.

1.2. ICAO Doc 9082 is a main reference for the aviation industry which outlines policies and recommendations for setting user charges by airports and air navigation service providers. The key charging principles outlined in ICAO Doc 9082 include: cost relatedness, non-discrimination, transparency, and meaningful user consultation with airlines.

2. DISCUSSION

2.1. Considering the continuous developments in the MID region and the major investments made by Air Navigation Service Providers (ANSPs) to upgrade their ATM systems, a need for revisiting user charges became a necessity for service providers to recover the cost of such investments and ensure their sustainability.

2.2. IATA and its member airlines appreciate the efforts of the ANSPs and States to enhance and continuously upgrade their ATM services, however, would like to address key elements of the ICAO charging principles that create challenges when not applied in accordance with Doc 9082 summarized as follows:

2.2.1. Charges published in AIPs without prior notification to airlines has the potential to significantly impact Airlines' financial performance as such increases won't have been considered during an airlines' annual budgeting processes. The minimum notice of 4 months is often not respected by States.

2.2.2. The lack of engagement in meaningful user consultation meetings to provide airlines with the opportunity to contribute to discussions, ask questions, provide feedback on prioritized investments, have visibility over the cost base and understand the justifications for charge increases. Several meetings should take place during the cycle of consultation for airlines' contribution to be accepted, acknowledged and considered.

2.2.3. Charge increases are not aligned with tangible operational improvements. In some cases, "promised investments" do not materialize and airlines are required to pay for service upgrades they do not get.

3 ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) Take note of the challenges faced by the airline community;
- b) Invite States to adopt the user consultation and charging policies outlined in ICAO Doc 9082; and
- c) recommend ICAO policies are stipulated in a States' economic regulation; and
- d) invite States to hold regular meetings with IATA and airlines to discuss both infrastructure investment plans and user charges.

- End -