

 <p>SOUTH AFRICAN CIVIL AVIATION AUTHORITY</p>	<p>REPUBLIC OF SOUTH AFRICA</p> <p>CIVIL AVIATION AUTHORITY</p>	<p>CAA Private Bag x73 Halfway House 1685</p>
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AIRWORTHINESS

ADMINISTRATION

CAA CUSTOMER SERVICE STANDARDS

The purpose of this AIC is to set out the service delivery target timelines for services provided by the Aircraft Division.

a. Aircraft Airworthiness

TYPE OF SERVICE RENDERED	SERVICE STANDARD	Target
<i>Foreign Operators Permit</i>	<i>Safe operation ensured and application dealt with timeously</i>	<i>Within 3 days</i>
<i>Issue of AMO Approval Certificates</i>	<i>Inspect facility</i>	<i>Within 30 days of receipt of application and payment</i>
	<i>Generate report</i>	<i>Within 6 days of inspection</i>
	<i>Present to Aircraft Review Board</i>	<i>Within 3 days after receipt of client follow-up action</i>
	<i>Customer feedback</i>	<i>2 days after Review Board Report</i>
	<i>Issue certificate</i>	<i>1 day after matter is fully resolved</i>
<i>Certificate of Airworthiness and Authority to Fly</i>	<i>Inspect aircraft</i>	<i>Within 3 days of receipt of application and payment</i>
	<i>Advise client on shortcomings</i>	<i>Within 2 working days of inspection.</i>
	<i>Issue certificate</i>	<i>1 day after matter fully resolved</i>
<i>Special Flight Permit</i>	<i>Issue Permit</i>	<i>Within 3 days from receipt of a complete application and payment</i>
<i>Normal Exemptions (90 Days)</i>	<i>Research application</i>	<i>Within 15 days of receipt of a complete application and payment</i>
	<i>Present to ARB</i>	<i>Within 15 days of finalizing research</i>
	<i>Present to Senior Manager, General Manager, Legal and Commissioner for approval</i>	
	<i>Grant Exemption</i>	<i>Within 60 days of receiving approval from Commissioner</i>

TYPE OF SERVICE RENDERED	SERVICE STANDARD	Target
<i>Urgent Exemptions (3 Days)</i>	<i>Research application</i>	<i>Within 1 day of receipt of a complete application and payment</i>
	<i>Present to ARB and to Senior Manager, General Manager, Legal and Commissioner for approval</i>	<i>Within 1 day of finalizing research</i>
	<i>Grant Exemption</i>	<i>Within 1 day of receiving approval from Commissioner</i>

b. Aircraft Certification

TYPE OF SERVICE RENDERED	SERVICE STANDARD	Target
<i>Special Flight Permit</i>	<i>Issue Permit</i>	<i>Within 3 days from receipt of a complete application and payment</i>
<i>ZA-PMA</i>	<i>Issue Approval Letter</i>	<i>Within 3 days from receipt of a complete application and payment</i>
<i>Fuel Venting Certificate</i>	<i>Issue Certificate</i>	<i>Within 2 days from receipt of a complete application and payment</i>
<i>Engine Emission Certificate</i>	<i>Issue Certificate</i>	<i>Within 2 days from receipt of a complete application and payment</i>
<i>Noise Certificate</i>	<i>Issue Certificate</i>	<i>Within 2 days from receipt of a complete application and payment</i>
<i>Modifications</i>	<i>Issue temporary approval</i>	<i>Within 2 days from receipt of a complete application and payment</i>
	<i>Inspect aircraft (if required)</i>	<i>Before permanent approval is given</i>
	<i>Issue permanent approval</i>	<i>Within 7 days of receipt of all relevant documents</i>

COMMISSIONER FOR CIVIL AVIATION