



Department /Division:

AVIATION INFRASTRUCTURE

Name of Document:

## EXTERNAL SERVICE STANDARD: AVIATION INFRASTRUCTURE

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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>1. Aerodromes and Facilities</b>				
<b>Licensing of Aerodromes</b>	Licensing of aerodromes	<ol style="list-style-type: none"> <li>1. Application forms downloaded from website and completed</li> <li>2. Courier</li> <li>3. Email</li> <li>4. Walk-in</li> </ol>	<ol style="list-style-type: none"> <li>1. Initial: on completion of 5 phases of certification: <ul style="list-style-type: none"> <li>• 5 working days - Expression of Interest, acknowledge, send application forms, and avail the requirements for licencing</li> <li>• 10 working days - Assessment of formal application</li> <li>• 30 working days - Assessment of the Aerodrome manual <ul style="list-style-type: none"> <li>▪ 3 working days – electrical</li> <li>▪ 3 working days – CNS</li> <li>▪ 3 working days – AIS</li> <li>▪ 3 working days - Obstacles</li> <li>▪ 3 working days – Civil Infrastructure</li> <li>▪ 3 working days – Apron Services</li> <li>▪ 3 working days – RFFS</li> <li>▪ 3 working days – Quality</li> <li>▪ 6 working days – Consolidate report</li> </ul> </li> <li>• 5 working days - Assessment of Aerodrome facilities</li> <li>• 95 working days - Issue the licences</li> <li>• 15 working days – compile a report upon return to the</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: ADFA – 5 working days</li> <li>2. 2nd Level: SM: ADFA – 5 working days</li> <li>3. 3rd Level: E: AI – 5 working days</li> <li>4. 4th Level: DCA – 5 working days</li> </ol>



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			<p>office</p> <ul style="list-style-type: none"> <li>• 5 working days from receipt of report – client to send corrective action plan</li> <li>• 30 working days from receipt of report – for mitigating measures</li> <li>• 30 working days – government gazette</li> <li>• 5 working days – licensing forum to recommend issuance of licence, quality check of the licence, sign off by DoA</li> <li>• 1 working day - copies forwarded to client by email, original sent through registered mail (dependent on post office timelines)</li> </ul> <p>2. Renewal</p> <ul style="list-style-type: none"> <li>• Renewal aligned to License expiry date – 90 days before expiry</li> <li>• Notification for expiry sent to client 90 days before expiry with application form and invoice</li> <li>• Client needs to send back the application within 60 days</li> <li>• Client pays the application fee and sends back the completed application form</li> <li>• Based on the loop (grouping per province), inspector</li> </ul>	
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			<p>sends notification for inspection 30 days before the inspection</p> <ul style="list-style-type: none"> <li>• 15 working days – compile a report upon return to the office</li> <li>• 15 working days from receipt of report – client to send corrective action plan</li> <li>• 30 working days – licensing forum to recommend issuance of licence after inspection</li> <li>• 5 working days - Quality check of the licence, sign off by relevant DoA</li> <li>• 1 working day - copies forwarded to client by email on the date of the licence expiry, original sent through registered mail (dependent on post office timelines)</li> <li>• All other timelines are as per MSP</li> </ul>	
<p><b>Register (CATZ) category Z Aerodromes Helistops</b></p>	<p>1. Register (CATZ) category Z AERODROMES Helistops</p>	<ol style="list-style-type: none"> <li>1. Website application forms</li> <li>2. Courier application form</li> <li>3. Email application form</li> <li>4. Walk-in and completing application form</li> </ol>	<ol style="list-style-type: none"> <li>1. 5 working days – registration of unlicensed Aerodromes (CATZ)</li> <li>2. 5 working days – publishing of aeronautical information on the CAA website</li> <li>3. Approve helistops: <ul style="list-style-type: none"> <li>• 10 working days - Assessment of formal application upon receipt</li> <li>• 1 working day – Generate an invoice for client to pay</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: ADFA – 5 working days</li> <li>2. 2nd Level: SM: ADFA – 5 working days</li> <li>3. 3rd Level: E: AI – 5 working days</li> <li>4. 4th Level: DCA – 5 working days</li> </ol>



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			<p>for</p> <ul style="list-style-type: none"> <li>• preliminary inspection</li> <li>• Client to produce proof of payment</li> <li>• 5 working days – plan for inspection and resource allocation</li> <li>• 1 working day - Inform client of preliminary inspection date – this is dependent on resource availability</li> <li>• 1 working day – preliminary inspection is conducted</li> <li>• 15 working days - Generate a preliminary inspection report</li> </ul> <p>4. Final Report:</p> <ul style="list-style-type: none"> <li>• 1 working day – Generate an invoice for client to pay for final inspection</li> <li>• Client to produce proof of payment</li> <li>• 5 working days – plan for final inspection and resource allocation</li> <li>• 1 working day - Inform client of final inspection date – this is dependent on resource availability</li> <li>• 1 working day - final inspection is conducted</li> <li>• 15 working days - Generate a final inspection report with findings where applicable</li> <li>• 15 working days – Generate a final inspection report</li> </ul>	
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			<p>finding where applicable</p> <ul style="list-style-type: none"> <li>• 15 working days - Issue helistops approval with quality check of the approval and sign off by relevant DoA</li> <li>• 1 working day - copies forwarded to client by email, original sent through registered mail (dependent on post office timelines)</li> <li>• Application form and copies of approval sent to AIS for publishing of helistops approval on the CAA website quarterly based on the AIRAC cycle</li> </ul> <p>5. Renewal:</p> <ul style="list-style-type: none"> <li>• Renewal aligned to License expiry date – 90 days before expiry</li> <li>• Notification for expiry sent to client 90 days before expiry with application form and invoice</li> <li>• Client needs to send back the application within 60 days</li> <li>• Client pays the application fee and sends back the completed application form</li> <li>• Based on the loop (grouping per province), inspector sends notification for inspection 30 days before the inspection</li> <li>• 15 working days – compile a report upon return to the office</li> </ul>	
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			<ul style="list-style-type: none"> <li>• 15 working days from receipt of report – client to send corrective action plan</li> <li>• 30 working days – licensing forum to recommend issuance of licence after inspection</li> <li>• 5 working days - Quality check of the licence, sign off by relevant DoA</li> <li>• 1 working day - copies forwarded to client by email on the date of the licence expiry, original sent through registered mail (dependent on post office timelines)</li> <li>• All other timelines are as per MSP</li> </ul>	
<b>Licensing of Heliports (Helicopters)</b>	Register (CATZ)category Z AERODROMES Helistops	<ol style="list-style-type: none"> <li>1. Website application forms</li> <li>2. Courier application form</li> <li>3. Email application form</li> <li>4. Walk-in and completing application form</li> </ol>	<ol style="list-style-type: none"> <li>1. Initial: on completion of 5 phases of certification:             <ul style="list-style-type: none"> <li>• 5 working days - Expression of Interest, acknowledge, send application forms, and avail the requirements for licencing</li> <li>• 10 working days - Assessment of formal application</li> <li>• 30 working days - Assessment of the Heliport manual</li> <li>• 3 working days – electrical</li> <li>• 3 working days – CN</li> <li>• 3 working days – AIS</li> <li>• 3 working days - Obstacles</li> <li>• 3 working days – Civil Infrastructure</li> <li>• 3 working days – Apron Services</li> <li>• 3 working days – RFFS</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: ADFA – 5 working days</li> <li>2. 2nd Level: SM: ADFA – 5 working days</li> <li>3. 3rd Level: E: AI – 5 working days</li> <li>4. 4th Level: DCA – 5 working days</li> </ol>



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			<ul style="list-style-type: none"> <li>• 3 working days – Quality</li> <li>• 6 working days – Consolidate report</li> <li>• 5 working days - Assessment of Heliport facilities</li> <li>• 95 working days - Issue the licences</li> <li>• 15 working days – compile a report upon return to the office</li> <li>• 15 working days from receipt of report – client to send corrective action plan</li> <li>• 30 working days from receipt of report – for mitigating measures</li> <li>• 30 working days – government gazette</li> <li>• 5 working days – licensing forum to recommend issuance of licence, quality check of the licence, sign off by DoA</li> <li>• 1 working day - copies forwarded to client by email, original sent through registered mail (dependent on post office timelines)</li> </ul> <p>2. Renewal:</p> <ul style="list-style-type: none"> <li>• Renewal aligned to License expiry date – 90 days before expiry</li> <li>• Notification for expiry sent to client 90 days before</li> </ul>	
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			<p>expiry with application form and invoice</p> <ul style="list-style-type: none"> <li>• Client needs to send back the application within 60 days</li> <li>• Client pays the application fee and sends back the completed application form</li> <li>• Based on the loop (grouping per province), inspector sends notification for inspection 30 days before the inspection</li> <li>• 15 working days – compile a report upon return to the office</li> <li>• 15 working days from receipt of report – client to send corrective action plan</li> <li>• 30 working days – licensing forum to recommend issuance of licence after inspection</li> <li>• SACAA SLA:AI-Aerodromes and FAC 06 March 2024 Page 12 of 13</li> <li>• 5 working days - Quality check of the licence, sign off by relevant DoA</li> <li>• 1 working day - copies forwarded to client by email on the date of the licence expiry, original sent through registered mail (dependent on post office timelines)</li> <li>• All other timelines are as per MSP</li> </ul>	
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<b>2. Air Navigation Services Air Traffic Services</b>				
<b>Air traffic services</b>	1. Receive and review amended	1. Stakeholder	1. Governed by State Letter Instruction-Receive amended	1. 1st Level: M:ANS – 5





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<b>legislation, licensing and certification, Air traffic management and national airspace Committee Certification</b>	ICAO documents and annexes 2. Convene and Conduct NASCOM meetings (National Airspace committee) 3. Approve aviation related activities 4. Approval and verification of the ATS Licenses 5. Approval process for initial designation and re-designation of DE (Designated examiner) 6. Oversight for DE	management -on receipt 2. On receipt of application. 3. As per NASCOM recommendation 4. On request 5. Receive ATS License applications from ATS providers with relevant license documents 6. Scheduled as per MSP	ICAO documents and annexes 2. 6 weeks - prior to NASCOM scheduled meeting 3. 2 working days - Approve aviation related activities 4. 7 working days - Approval and verification of the ATS Licenses 5. 30 working days – Approval process for initial designation and re-designation of DEs 6. 2 working days - Oversight for DEs	working days 2. 2 <sup>nd</sup> Level: SM: ANS – 5 working days 3. 3 <sup>rd</sup> Level: E: AI – 5 working days 4. 4 <sup>th</sup> Level: DCA – 5 working days
<b>Air Traffic Service Unit and Aviation Training Organisation Inspection</b>	1. Receive and process an application for issuing and renewal of ATSU/ATO Approval certificates 2. Scheduling inspections 3. Conduct inspections based on checklist and manual procedures 4. Conduct closing debriefing 5. Reports 6. Corrective Action Plans	1. 12 - month inspection programme or plan as per the MSP	1. 5 working days - Receive and process an application for issuing and renewal of ATSU/ATO Approval certificates 2. 14 working days – CAP report back	1. 1st Level: M:ANS – 5 working days 2. 2nd Level: SM: ANS – 5 working days 3. 3rd Level: E: AI – 5 working days 4. 4th Level: DCA – 5 working days
<b>ATS Related Occurrences</b>	1. ATS occurrence Reports 2. Investigate occurrences	1. On request from AIID	1. 21 working days	1. 1st Level: M:ANS – 5 working days



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and Accidents	3. Collect data and add to database 4. Compile a report			2. 2nd Level: SM: ANS – 5 working days 3. 3rd Level: E: AI – 5 working days 4. 4th Level: DCA – 5 working days
<b>3. Air Navigation Services Pans – OPS</b>				
<b>Inspection and oversight of flight procedure design and aeronautical cartography-PO001-PO002</b>	1. Flight Procedure design 2. Aeronautical cartography 3. Aeronautical information 4. World Aeronautical charts 5. GIS 6. WGS 84 surveys	1. Website 2. Email 3. Online Application	1. 90 days – for application, review, inspection, audit depended on processes 2. 15 working days - for AP001	1. 1st Level: M: PANS OPS – 5 working days 2. 2nd Level: SM: ANS– 5 working days 3. 3rd Level: E: ASI– 5 working days 4. 4th Level: DCA– 5 working days
<b>WGS-84 Survey, obstacle and related data PO004</b>	Submission and processing of WGS-84 –Survey Package/Obstacle and related data	1. Website 2. Email 3. Online Application	3. 15 working days	1. 1st Level: M: PANS OPS – 5 working days 2. 2nd Level: SM: ANS– 5 working days 3. 3rd Level: E: ASI– 5 working days 4. 4th Level: DCA– 5 working days
<b>4. Aviation Environmental Compliance</b>				

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<b>Handling Requests From External Environmental Stakeholders</b>	<ol style="list-style-type: none"> <li>1. Receive categorise, respond to requests</li> <li>2. Represent the organisation in external meetings</li> <li>3. Reporting</li> </ol>	<ol style="list-style-type: none"> <li>1. Email,</li> <li>2. Telephonic</li> <li>3. Courier</li> <li>4. Walk-in clients</li> <li>5. By appointment</li> <li>6. DoT state letters</li> <li>7. Memo</li> </ol>	<ol style="list-style-type: none"> <li>1. 2 working days – to acknowledge receipt of client information request</li> <li>2. 7 working days - Client information regarding Environmental Compliance</li> <li>3. 14 working days - Requests for meetings- State letters, invitation to represent CAA</li> <li>4. 30 days for Environmental Impact Assessments (EIAs)</li> <li>5. Last day of the month - monthly report for EXCO meetings</li> <li>6. Last days of the quarter – quarterly reports for BOARD meetings</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AEC – 5 working days</li> <li>2. 2nd Level: SM: AI - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> <li>4. 4th Level: DCA - 5 working days</li> </ol>
<b>Handling Reported Environmental Related Occurrences</b>	<ol style="list-style-type: none"> <li>1. Receive Aviation Environmental Compliance related occurrence reports</li> <li>2. Classify the environmental occurrence</li> <li>3. Notify relevant authority if applicable</li> <li>4. Data collection and reporting</li> </ol>	<ol style="list-style-type: none"> <li>1. On request</li> </ol>	<ol style="list-style-type: none"> <li>1. Immediate – Inform E:AI of incident</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AEC – 5 working days</li> <li>2. 2nd Level: SM: AI - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> <li>4. 4th Level: DCA - 5 working days</li> </ol>
<b>Handling Aircraft Noise Complaints</b>	<ol style="list-style-type: none"> <li>1. Receive aviation noise complaints</li> <li>2. Receive and respond to aircraft noise report forms</li> <li>3. Direct the complaint to the</li> </ol>	<ol style="list-style-type: none"> <li>1. On Notification - Complaint from public</li> <li>2. Receipt of Aircraft Noise Report Form or Complaint</li> </ol>	<ol style="list-style-type: none"> <li>1. 3 working days – to acknowledge receipt and refer matter to relevant authorities</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AEC – 5 working days</li> <li>2. 2nd Level: SM: AI - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> </ol>



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	<ol style="list-style-type: none"> <li>4. relevant aerodrome/ heliport Provide guidance according to</li> <li>5. the CARS to aerodromes and</li> <li>6. heliports if a decision cannot be</li> <li>7. made to resolve the matter</li> <li>8. Report to the E: ASI</li> </ol>	<ol style="list-style-type: none"> <li>3. CS calls logged</li> </ol>		<ol style="list-style-type: none"> <li>4. 4th Level: DCA - 5 working days</li> </ol>
<b>CORSIA Requirements</b>	<ol style="list-style-type: none"> <li>1. Indicate to ICAO if aeroplane operators will be participating in the CORSIA</li> <li>2. Approve compliance of aeroplane operators to the CORSIA</li> <li>3. Manage implementation of compliance of the CORSIA by SACAA</li> <li>4. Manage implementation of</li> <li>5. compliance of the CORSIA by the aeroplane operators</li> <li>5. Identify and notify aeroplane operators of verification bodies in the State</li> <li>6. Monitor record keeping</li> <li>7. Comply with ICAO timelines by</li> </ol>	<ol style="list-style-type: none"> <li>1. ICAO Standards and recommended practices</li> </ol>	<ol style="list-style-type: none"> <li>1. Depended on the ICAO timelines and specified compliance periods</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AEC – 5 working days</li> <li>2. 2nd Level: SM: AI - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> <li>4. 4th Level: DCA - 5 working days</li> </ol>



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	aeroplane operators and the State			
<b>CORSIA Monitoring, Reporting and Verification Requirements</b>	<ol style="list-style-type: none"> <li>1. Approve of emissions monitoring plans accordingly, to ICAO guidelines and regulations</li> <li>2. Analyze and confirm carbon dioxide emissions submitted by aeroplane operators</li> <li>3. Perform an order of magnitude check on the reported emissions by aeroplane operators according to the CORSIA timelines</li> <li>4. Submit reported data to ICAO through CCR</li> <li>5. Deal with data gaps – engage with aeroplane operators to obtain the necessary information</li> </ol>	<ol style="list-style-type: none"> <li>1. Aeroplane Operators</li> </ol>	<ol style="list-style-type: none"> <li>1. Depended on the ICAO timelines and specified compliance periods</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AEC – 5 working days</li> <li>2. 2nd Level: SM: AI - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> <li>4. 4th Level: DCA - 5 working days</li> </ol>

### 5. Air Navigation Service Communication Navigation and Surveillance

<b>Certification and Approval of Electronic Services Organizations (ESO)</b>	<ol style="list-style-type: none"> <li>1. Attendance Registers</li> <li>2. Meeting Agenda and Minutes</li> <li>3. Acceptance or Non-Acceptance Letters</li> </ol>	<ol style="list-style-type: none"> <li>1. SACAA Act</li> <li>2. Civil Aviation Regulations</li> <li>3. Civil Aviation Technical</li> </ol>	<b>Phase Activity Timeliness:</b> <ol style="list-style-type: none"> <li>1. Pre-Application ≤ 15 working days</li> <li>2. Formal Application ≤ 15 working days</li> <li>3. Document Evaluation ≤ 60 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: CNS - 5 working days</li> <li>2. 2nd Level: SM: ANS - 5 working days</li> </ol>
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	<ol style="list-style-type: none"> <li>4. All relevant completed and signed checklists.</li> <li>5. Inspection Reports</li> <li>6. Approval Certificates</li> </ol>	<p>Standards</p> <ol style="list-style-type: none"> <li>4. Technical Guidance Material</li> <li>5. Intent to become an ESO.</li> </ol>	<ol style="list-style-type: none"> <li>4. Demonstration and Inspection ≤ 90 working days</li> <li>5. Issue of Certificate ≤ 30 working days</li> </ol> <p>Note 1: The 15 days' period of both the Pre-application and Formal application timelines do not form part of the total 180 days of processing the certification application, these are simply the timelines that SACAA personnel will use to respond to the applicant's queries.</p>	<ol style="list-style-type: none"> <li>3. 3<sup>rd</sup> Level: E: ASI - 5 working days</li> <li>4. 4<sup>th</sup> Level: DCA - undetermined</li> </ol>
<b>CNS Safety Inspections</b>	<ol style="list-style-type: none"> <li>1. Inspection Notifications</li> <li>2. Attendance Registers</li> <li>3. Inspection Checklists</li> <li>4. Non-Compliance report</li> <li>5. Non-Compliance Follow up documents (i.e. Corrective Action Plan)</li> </ol>	<ol style="list-style-type: none"> <li>1. Annual MSOP</li> <li>2. Inspection notifications</li> </ol>	<ol style="list-style-type: none"> <li>1. Notify client 30 days before the actual planned inspection date.</li> <li>2. 7 working days: after arrival from inspection: Reporting: Manager</li> <li>3. 15 working days: after site inspection: Reporting: Clients</li> <li>4. Enforcement is depended on interaction and response to the corrective reaction plan</li> <li>5. 5th of every month: Monthly, Quarterly report</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: CNS - 5 working days</li> <li>2. 2nd Level: SM: ANS - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> <li>4. 4th Level: DCA - undetermined</li> </ol>
<b>Procedure for Approval of Application for New Radio Site</b>	<ol style="list-style-type: none"> <li>1. Receiving application form for a new radio site</li> <li>2. Reviewing the application form</li> <li>3. Recommending of Radio Site</li> <li>4. Assign frequency and identification code where required</li> </ol>	<p>Client application for a new radio site</p>	<ol style="list-style-type: none"> <li>1. 5 working days: Reviewing the application form</li> <li>2. 2 working days: Recommending of Radio Site and assign frequency and identification code where required</li> <li>3. 1 working day: Dispatch recommendation memorandum to ICASA</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: CNS - 5 working days</li> <li>2. 2nd Level: SM: ANS - 5 working days</li> <li>3. 3rd Level: E: ASI - 5 working days</li> <li>4. 4th Level: DCA -</li> </ol>



Department /Division:

AVIATION INFRASTRUCTURE

Name of Document:

**EXTERNAL SERVICE STANDARD: AVIATION INFRASTRUCTURE**

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours

	5. Dispatch recommendation memorandum to ICASA			undetermined
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