



Department /Division: AVIATION INFRASTRUCTURE

Document Owner: EXECUTIVE: AVIATION INFRASTRUCTURE

Name of Document:

Disclaimer:

Corporate Turn Around Times:

SERVICE CHARTER: AVIATION INFRASTRUCTURE	
1.	ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET.
2.	ALL EFFORT WILL BE MADE TO MEET THE SLA TURNAROUND TIMES. IT IS NOTED THAT THE SLA MAY BE SUBJECTED TO OTHER FACTORS EXTERNAL TO THE RELEVANT DIVISION, IN WHICH CASE THE RELEVANT RESPONSIBLE PERSON WILL COMMUNICATE WITH AFFECTED CLIENTS FREQUENTLY.
1.	EMAILS ANSWERED WITHIN 3 WORKING DAYS
2.	SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
1. Aeronautical Information Services				
Aeronautical Information Publication and Amendment Service	1. Receipt, verification, approval and maintenance of AIP in accordance with ICAO	1. Application/request	1. Quarterly (4 months)	1. 1st Level: SM: ANS – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: D: CA - 5 working days
Management and maintenance of Integrated Aeronautical Information Publication	1. NOTAM (notice to airmen) 2. AIP Supplements 3. AIC	1. Application/request	1. AIC, AIP Supplements 1 month update (Fixed dates as per ICAO AIRAC Cycle) 2. 1 working day - NOTAM 3. Monthly – AIP Directory	1. 1st Level: SM: ANS – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: D: CA - 5 working



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				days
Management of distribution and sale of Aeronautical Information Publication	<ol style="list-style-type: none"> 1. Requisition and distribution of publications/website publications 	<ol style="list-style-type: none"> 1. Application form for: <ul style="list-style-type: none"> • New • Annual 3. Renewal of subscription 	<ol style="list-style-type: none"> 1. One-year subscription/3 days for issue of AIP 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: D: CA - 5 working days
Registration of ICAO Location indicators, designators for AOA	<ol style="list-style-type: none"> 1. Registration of ICAO registration indicators 2. APA, Registration of designators for aircraft operating agencies_3 letter RTF call signs 	<ol style="list-style-type: none"> 1. On notification from clients (NOTAM) 	<ol style="list-style-type: none"> 1. 1 month for ICAO processes 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: D: CA - 5 working days
Aeronautical Information management unit	<ol style="list-style-type: none"> 1. To receive and process an application for issuing or 	<ol style="list-style-type: none"> 1. Annual Master Surveillance plan 	<ol style="list-style-type: none"> 1. As per MSP (published quarterly) 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days



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<p>oversight inspection</p>	<p>renewal of AIMU Approval certificates</p> <ol style="list-style-type: none"> 2. Scheduling of inspections as per MSP 3. Conduct inspections-manual of procedures 4. Conduct closing –debriefing 5. Drafting of final report 			<ol style="list-style-type: none"> 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: D: CA - 5 working days
<p>Aeronautical Information Services regulation</p>	<ol style="list-style-type: none"> 1. Receive and review amended ICAO documents and annexes 2. Approval and verification of the AIS Certificate 	<ol style="list-style-type: none"> 1. On receipt of ICAO Annex changes 	<ol style="list-style-type: none"> 1. Governed by State Letter 2. Instruction-Receive amended 3. ICAO documents and annexes 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: D: CA - 5 working days



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3. Aerodromes and Facilities

Licensing of Aerodromes	1. Licencing of aerodromes	<ol style="list-style-type: none"> 1. Application forms downloaded from website and completed 2. Courier 3. Email 4. Walk-in 	<ol style="list-style-type: none"> 1. Initial: on completion of 5 phases of certification: 2. 5 working days - Expression of Interest, acknowledge, send application forms and avail the requirements for licencing 3. 10 working days - Assessment of formal application 4. 30 working days - Assessment of the Aerodrome manual 5. 3 working days – electrical 6. 3 working days – CNS 7. 3 working days – AIS 8. 3 working days - Obstacles 9. 3 working days – Civil 	<ol style="list-style-type: none"> 1. 1st Level: SM: ADFA – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: DCA – 5 working days
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			<p>Infrastructure</p> <ol style="list-style-type: none"> 10. 3 working days – Apron Services 11. 3 working days – RFFS 12. 3 working days – Quality 13. 6 working days – Consolidate report 14. 5 working days - Assessment of Aerodrome facilities 15. 95 working days - Issue the licences 16. 15 working days – compile a report upon return to the office 17. 15 working days from receipt of report – client to send corrective action plan 18. 30 working days from receipt of 	
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			<p>report – for mitigating measures</p> <p>19. 30 working days – government gazette</p> <p>20. 5 working days – licensing forum to recommend issuance of licence, quality check of the licence, sign off by DoA</p> <p>21. 1 working day - copies forwarded to client by email, original sent through registered mail (dependent on post office timelines)</p> <p>22. Renewal</p> <p>23. Renewal aligned to License expiry date – 90 days before expiry</p> <p>24. Notification for expiry sent to client 90 days before expiry with</p>	
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			<p>application form and invoice</p> <p>25. Client needs to send back the application within 60 days</p> <p>26. Client pays the application fee and sends back the completed application form</p> <p>27. Based on the loop (grouping per province), inspector sends notification for inspection 30 days before the inspection</p> <p>28. 15 working days – compile a report upon return to the office</p> <p>29. 15 working days from receipt of report – client to send corrective action plan</p> <p>30. 30 working days – licensing forum</p>	
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			<p>to recommend issuance of licence after inspection</p> <p>31. 5 working days - Quality check of the licence, sign off by relevant DoA</p> <p>32. 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)</p> <p>33. All other timelines are as per MSP</p>	
<p>Register (CATZ) category Z Aerodromes Helistops</p>	<p>1. Register (CATZ) category Z AERODROMES Helistops</p>	<ol style="list-style-type: none"> 1. Website application forms 2. Courier application form 3. Email application form 4. Walk-in and completing 	<ol style="list-style-type: none"> 1. 5 working days – registration of unlicensed Aerodromes (CATZ) 2. 5 working days – publishing of aeronautical information on the CAA website 	<ol style="list-style-type: none"> 1. 1st Level: SM: ADFA – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: DCA – 5 working days



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		application form	<ol style="list-style-type: none"> 3. Approve helistops 4. 10 working days - Assessment of formal application upon receipt 5. 1 working day – Generate an invoice for client to pay for preliminary inspection 6. Client to produce proof of payment 7. 5 working days – plan for inspection and resource allocation 8. 1 working day - Inform client of preliminary inspection date – this is dependent on resource availability 9. 1 working day – preliminary inspection is conducted 10. 15 working days - Generate a preliminary inspection report with 	
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			<p>recommendations</p> <ol style="list-style-type: none"> 11. Client implements recommendation and requests for a final inspection (the implementation timelines are client depended) 12. Final Report 13. 1 working day – Generate an invoice for client to pay for final inspection 14. Client to produce proof of payment 15. 5 working days – plan for final inspection and resource allocation 16. 1 working day - Inform client of final inspection date – this is dependent on resource availability 	
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			<ol style="list-style-type: none"> 17. 1 working day - final inspection is conducted 18. 15 working days - Generate a final inspection report with findings where applicable 19. 15 working days - Issue helistops approval with quality check of the approval and sign off by relevant DoA 20. 1 working day - copies forwarded to client by email, original sent through registered mail (dependent on post office timelines) 21. Application form and copies of approval sent to AIS for publishing of helistops approval on the CAA 	
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			<p>website quarterly based on the AIRAC cycle</p> <p>22. Renewal</p> <p>23. Renewal aligned to License expiry date – 90 days before expiry</p> <p>24. Notification for expiry sent to client 90 days before expiry with application form and invoice</p> <p>25. Client needs to send back the application within 60 days</p> <p>26. Client pays the application fee and sends back the completed application form</p> <p>27. Based on the loop (grouping per province), inspector sends notification for inspection 30 days</p>	
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			<p>before the inspection</p> <p>28. 15 working days – compile a report upon return to the office</p> <p>29. 15 working days from receipt of report – client to send corrective action plan</p> <p>30. 30 working days – licensing forum to recommend issuance of licence after inspection</p> <p>31. 5 working days - Quality check of the licence, sign off by relevant DoA</p> <p>32. 1 working day - copies forwarded to client by email on the date of the licence expiry, original sent through registered mail (dependent</p>	
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			on post office timelines) 33. All other timelines are as per MSP	
Licensing of Heliports (Helicopters)	1. Register (CATZ)category Z AERODROMES Helistops	<ol style="list-style-type: none"> 1. Website application forms 2. Courier application form 3. Email application form 4. Walk-in and completing application form 	<ol style="list-style-type: none"> 1. Initial: on completion of 5 phases of certification: 2. 5 working days - Expression of Interest, acknowledge, send application forms and avail the requirements for licencing 3. 10 working days - Assessment of formal application 4. 30 working days - Assessment of the Heliport manual 5. 3 working days – electrical 6. 3 working days – CNS 7. 3 working days – AIS 8. 3 working days - Obstacles 	<ol style="list-style-type: none"> 1. 1st Level: SM: ADFA – 5 working days 2. 2nd Level: E: AI – 5 working days 3. 3rd Level: DCA – 5 working days



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			<ol style="list-style-type: none"> 9. 3 working days – Civil Infrastructure 10. 3 working days – Apron Services 11. 3 working days – RFFS 12. 3 working days – Quality 13. 6 working days – Consolidate report 14. 5 working days - Assessment of Heliport facilities 15. 95 working days - Issue the licences 16. 15 working days – compile a report upon return to the office 17. 15 working days from receipt of report – client to send corrective action plan 	
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			<ol style="list-style-type: none"> 18. 30 working days from receipt of report – for mitigating measures 19. 30 working days – government gazette 20. 5 working days – licensing forum to recommend issuance of licence, quality check of the licence, sign off by DoA 21. 1 working day - copies forwarded to client by email, original sent through registered mail (dependent on post office timelines) 22. Renewal 23. Renewal aligned to License expiry date – 90 days before expiry 24. Notification for expiry sent to client 	
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			<p>90 days before expiry with application form and invoice</p> <p>25. Client needs to send back the application within 60 days</p> <p>26. Client pays the application fee and sends back the completed application form</p> <p>27. Based on the loop (grouping per province), inspector sends notification for inspection 30 days before the inspection</p> <p>28. 15 working days – compile a report upon return to the office</p> <p>29. 15 working days from receipt of report – client to send corrective action plan</p>	
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30. 30 working days – licensing forum to recommend issuance of licence after inspection
31. 5 working days - Quality check of the licence, sign off by relevant DoA
32. 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)
33. All other timelines are as per MSP

3. Air Navigation Services Air Traffic Services

Air traffic services legislation, licensing and	<ol style="list-style-type: none"> 1. Receive and review amended ICAO documents and annexes 	<ol style="list-style-type: none"> 1. Stakeholder management -on receipt 2. On receipt of 	<ol style="list-style-type: none"> 1. Governed by State Letter Instruction-Receive amended ICAO documents and annexes 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days 2. 2ndLevel: E: AI – 5 working days
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certification, Air traffic management and national airspace committee	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 3. 3rd Level: DCA – 5 working days
Air traffic service unit and Aviation training organisation inspection	<ol style="list-style-type: none"> 1. Receive and process an application for issuing and renewal of ATSU/ATO Approval certificates 2. Scheduling inspections 	<ol style="list-style-type: none"> 1. 12 - month inspection programme or plan as per the MSP 	<ol style="list-style-type: none"> 1. 5 working days - Receive and process an application for issuing and renewal of ATSU/ATO Approval certificates 2. 14 working days – CAP report 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days 2. 2ndLevel: E: AI – 5 working days 3. 3rd Level: DCA – 5 working days



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	<ol style="list-style-type: none"> 3. Conduct inspections based on checklist and manual procedures 4. Conduct closing debriefing 5. Reports 6. Corrective Action Plans 		back	
ATS Related occurrences and Accidents	<ol style="list-style-type: none"> 1. ATS occurrence Reports 2. Investigate occurrences 3. Collect data and add to database 4. Compile a report 	<ol style="list-style-type: none"> 1. On request from AIID 	<ol style="list-style-type: none"> 1. 21 working days 	<ol style="list-style-type: none"> 1. 1st Level: SM: ANS – 5 working days 2. 2ndLevel: E: AI – 5 working days 3. 3rd Level: DCA – 5 working days
4. Air Navigation Services Pans – OPS				
Inspection and oversight of flight procedure design and aeronautical	<ol style="list-style-type: none"> 1. Flight Procedure design 2. Aeronautical cartography 3. Aeronautical information 	<ol style="list-style-type: none"> 1. Website 2. Email 3. Online Application 	<ol style="list-style-type: none"> 1. 90 days – for application, review, inspection, audit depended on processes 	<ol style="list-style-type: none"> 1. 1st Level: SM: AI– 5 Working days 2. 2nd Level: E: AI– 5 Working days



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cartography-PO001-PO002	<ol style="list-style-type: none"> 4. World Aeronautical charts 5. GIS 6. WGS 84 surveys 		<ol style="list-style-type: none"> 2. 15 working days - for AP001 	<ol style="list-style-type: none"> 3. 3rd Level: DCA– 5 Working days
Aviation obstacle approval- PO003	<ol style="list-style-type: none"> 1. Obstacle application database 2. Aviation process approval from clients 3. Obstacle AIC 	<ol style="list-style-type: none"> 1. Website 2. Email 3. Online Application 	<ol style="list-style-type: none"> 1. 90 days – for application, review, inspection, audit depended on processes 	<ol style="list-style-type: none"> 1. 1st Level: SM: AI– 5 Working days 2. 2nd Level: E: AI– 5 Working days 3. 3rd Level: DCA– 5 Working days
WGS-84 Survey, obstacle and related data PO004	<ol style="list-style-type: none"> 1. Submission and processing of WGS-84 –Survey Package/Obstacle and related data 	<ol style="list-style-type: none"> 1. Website 2. Email 3. Online Application 	<ol style="list-style-type: none"> 1. 15 working days 	<ol style="list-style-type: none"> 1. 1st Level: SM: AI– 5 Working days 2. 2nd Level: E: AI– 5 Working days 3. 3rd Level: DCA– 5 Working days
5. Aviation Environmental Compliance				
Handling requests from external environmental	<ol style="list-style-type: none"> 1. Receive categorise, respond to requests 2. Represent the organisation in 	<ol style="list-style-type: none"> 1. Email, telephonic, courier, walk-in clients by appointment 	<ol style="list-style-type: none"> 1. 2 working days – to acknowledge receipt of client information request 2. 7 working days - Client information 	<ol style="list-style-type: none"> 1. 1st Level: E: AI – 5 working days



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	<ol style="list-style-type: none"> EMAILS ANSWERED WITHIN 3 WORKING DAYS SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

stakeholders	external meetings 3. Reporting	2. DoT state letters 3. Memo	regarding Environmental Compliance 3. 14 working days - Requests for meetings- State letters, invitation to rep CAA	
Handling reported environmental related occurrences	<ol style="list-style-type: none"> Receive Aviation Environmental Compliance related occurrence reports Classify the environmental occurrence Notify relevant authority if applicable Data collection and reporting 	<ol style="list-style-type: none"> On request 	<ol style="list-style-type: none"> Immediate – Inform E:AI of incident 	<ol style="list-style-type: none"> 1st Level: E: AI – 5 working days
Handling aircraft noise	<ol style="list-style-type: none"> Receive aviation noise 	<ol style="list-style-type: none"> On Notification - 	<ol style="list-style-type: none"> 2 working days – to acknowledge 	<ol style="list-style-type: none"> 1st Level: E: AI – 5 working days



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<p>complaints</p>	<p>complaints</p> <ol style="list-style-type: none"> 2. Receive and respond to aircraft noise report forms 3. Direct the complaint to the relevant aerodrome/ heliport 4. Provide guidance according to the CARS to aerodromes and heliports if a decision cannot be made to resolve the matter 5. Report to the E:AI 	<p>Complaint from public</p> <ol style="list-style-type: none"> 2. Receipt of Aircraft Noise Report Form or Complaint 3. CS calls logged 	<p>receipt and refer matter to relevant authorities</p>	
<p>CORSIA Requirements</p>	<ol style="list-style-type: none"> 1. Indicate to ICAO if aeroplane operators will be participating in the CORSIA 2. Approve compliance of 	<ol style="list-style-type: none"> 1. ICAO Standards and recommended practices 	<ol style="list-style-type: none"> 1. Depended on the ICAO timelines and specified compliance periods 	<ol style="list-style-type: none"> 1. 1st Level: E: AI – 5 working days



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	<p>aeroplane operators to the CORSIA</p> <ol style="list-style-type: none"> 3. Manage implementation of compliance of the CORSIA by SACAA 4. Manage implementation of compliance of the CORSIA by the aeroplane operators 5. Identify and notify aeroplane operators of verification bodies in the state 6. Monitor record keeping 7. Comply with ICAO timelines by aeroplane operators and the state 8. Approve use of equivalent 			
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	procedures by aeroplane operators			
CORSIA Monitoring, Reporting and Verification Requirements	<ol style="list-style-type: none"> 1. Approve or reapprove of emissions monitoring plans accordingly to ICAO guidelines and regulations 2. Calculate and report carbon dioxide emissions by aeroplane operators 3. Submit reporting to ICAO according to the CORSIA timelines 4. Perform an order of magnitude check on the reported emissions by aeroplane operators according to the 	<ol style="list-style-type: none"> 1. Aeroplane Operators 	<ol style="list-style-type: none"> 1. Depended on the ICAO timelines and specified compliance periods 	<ol style="list-style-type: none"> 1. 1st Level: E: AI – 5 working days



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	<p>timelines</p> <ol style="list-style-type: none"> 5. Report to ICAO on the annual emission of the state 6. Share data between states upon agreement 7. Deal with data gaps – engage with aeroplane operators to obtain the necessary information 8. Error to emissions reports to ICAO 			
6. Air Navigation Service Communication Navigation and Surveillance				
ESO registration, ESO MOP evaluation/Acceptance,	<ol style="list-style-type: none"> 1. ESO – CNS 002 2. Inspection procedure – CNS001 	<ol style="list-style-type: none"> 1. Annual MSP 2. Client Availability 3. Inspection notifications 	<ol style="list-style-type: none"> 1. 14 working days before the inspection: Scheduling of inspections/audit 	<ol style="list-style-type: none"> 1. 1st Level: INSP: CNS - 5 working days 2. 2nd Level: M: CN & SU - 5 working days



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<p>ESO Ops centres Initial Audits; ESO Ops centre Approvals and ESO Annual Approval Audits/Recertification</p>	<p>3. Inspection Audit Surveillance and Resolution of Findings - GO001 4. Enforcement Procedures - LE003</p>		<p>2. 20 working days prior to inspections: Conducting Site 3. Inspections: CNS System and report 4. 10 working days: after arrival from inspection: Reporting: Manager 5. 15 working days: after site inspection: Reporting: Clients 6. 15 working days after receipt of report: Monitoring of Corrective Actions (CAPs) from Clients 7. Enforcement is depended on interaction and response to the corrective reaction plan 8. 5th of every month: Monthly, quarterly report</p>	<p>3. 3rd Level: SM: ANS - 5 working days 4. 4th Level: E: AI - 5 working days</p>
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<p>Approval, review of ESO Manual of Procedures CNS 002</p>	<ol style="list-style-type: none"> 1. ESO application 2. Receiving of application letter and ESO MOP 3. Evaluating/Review of ESO MOP 4. Accepting/Rejecting the ESO MOP 5. Submission of ESO Mop report to client 6. Initial Physical Audit on Site for the ESO 7. Issuance of ESO certification 8. ESO Re-certification 9. Continuous Monitoring of ESO 	<ol style="list-style-type: none"> 1. Annual MSP 2. Client Availability 3. Inspection notifications 	<ol style="list-style-type: none"> 1. As and when application is sent/received - Receiving of ESO MOP 2. Dependent on the complexity of the ESO - Evaluating/Review of ESO MOP 3. 30 working days upon receipt of the report - CAPs - Accepting/Rejecting the ESO MOP 4. Annually - Issuance of ESO certification 5. Annually - ESO Re-certification 6. Continuous: Continuous Monitoring of ESO 	<ol style="list-style-type: none"> 1. 1st Level: INSP: CNS - 5 working days 2. 2nd Level: M: CN & SU - 5 working days 3. 3rd Level: SM: ANS - 5 working days 4. 4th Level: E: AI - 5 working days
<p>Procedure for Approval of Application for New</p>	<ol style="list-style-type: none"> 1. Receiving application form for a new radio site 	<ol style="list-style-type: none"> 1. Client application for a new radio site 	<ol style="list-style-type: none"> 1. 5 working days: Reviewing the application form 	<ol style="list-style-type: none"> 1. 1st Level: INSP: CNS - 5 working days



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<p>Radio Site</p>	<ol style="list-style-type: none"> 2. Reviewing the application form 3. Recommending of Radio Site 4. Assign frequency and identification code where required 5. Dispatch recommendation memorandum to ICASA 		<ol style="list-style-type: none"> 2. 2 working days: Recommending of Radio Site and assign frequency and identification code where required 3. 1 working day: Dispatch recommendation memorandum to ICASA 	<ol style="list-style-type: none"> 2. 2nd Level: M: CN & SU - 5 working days 3. 3rd Level: SM: ANS - 5 working days 4. 4th Level: E: AI - 5 working days
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