

 <p><b>SOUTH AFRICAN CIVIL AVIATION AUTHORITY</b></p>	<p><b>REPUBLIC OF SOUTH AFRICA</b></p> <p>CIVIL AVIATION AUTHORITY</p>	<p>CAA Private Bag x73 Halfway House 1685</p>
<p>Tel: (011) 545 1000 Fax: (011) 545 1465 E-Mail: mail@caa.co.za</p>	<p><b>AERONAUTICAL INFORMATION CIRCULAR</b></p>	<p><b>AIC</b> <b>60-13</b> <b>05-09-02</b></p>

**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**

<b>TYPE OF SERVICE RENDERED</b>	<b>SERVICE STANDARD</b>	<b>Target</b>
<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>

<b>TYPE OF SERVICE RENDERED</b>	<b>SERVICE STANDARD</b>	<b>Target</b>
<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**

<b>TYPE OF SERVICE RENDERED</b>	<b>SERVICE STANDARD</b>	<b>Target</b>
<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**