



## KENYA CIVIL AVIATION AUTHORITY

### SERVICE DELIVERY CHARTER

#### Vision

A vibrant, safe, secure and sustainable civil aviation system.

#### Mission

To manage, promote and develop a sustainable, safe and secure civil aviation system through effective oversight, economic regulation of air transport, provision of air navigation services and delivery of quality training.

#	SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
1.	Start-up Clearance,  Taxi Clearance,  ATC Clearance	Filed flight plan  Request from Pilot-in-Command  Payment of ANS Charges	Free	Cumulative delay of not more than 10 Minutes
2.	Feedback on ATC Incident Investigation	Reports from the Operator, Pilot and/or Air Traffic Controller (To facilitate this, reports should be received within ninety (90) days of the occurrence)	Free	60 Days

3.	Registration of Emergency Beacons (ELT/PLB/EPIRB)	Filled ELT/PLB/EPIRB form	Free	48 Hours
4.	Written enquiries to EASA	Email	Free	18 hours (Acknowledgement)  7 days (Response/Action)
5.	Issuance of Transcripts	ID and clearance form	Free	3 weeks from the last date of the last exam paper
	Issuance of Certificates	Duly filled application form and clearance certificate	Free	2 months after successful completion of the course
6.	Booking for Conferencing / Accommodation/ Sports and other Hospitality Services	Duly filled request form	As per EASA Price List	1 week
7.	Allocation of SSR mode 'S' codes to	1. As per current Aeronautical Information Circular (AIC) on charges	US\$ 75	2 days

	air operators	2. Launching of application 3. Kenyan licensed Air Operators 4. Registered Aircraft in Kenya Aircraft Register		
8.	Availability of Communication, Navigation and Surveillance Systems	On board equipment	Included in ANS Charges	Better than 97% at all the time. Less than 24hrs back to service in case of failure
9.	Processing of request for Credit Facility	Request letter and guarantee based on monthly turnover	Free	30 days
10.	Processing of payments to suppliers	Requisite claim documents (invoice and evidence of service/goods delivery)	Free	20 Days
11.	Approval of all AOC manuals	Submission of AOC related Manuals	Ksh.8,000-15,000	90 days
12.	Aircraft AOC inclusion.	As per AOC & ADMIN Regulation 22	Ksh.30,000- 50,000	15 days
13.	DCP Line Approval/DCP simulator observation	As per Civil Aviation (Operations of Aircraft for Commercial Air Transport) Regulations	Ksh.7000- 8000	5 days

14.	Management personnel Approval	As per AOC & ADMIN Regulation 13	Ksh.7,000	10 days
15.	Approvals of Masts and other structures (AAMLE)	As per the Civil Aviation (Aerodrome Regulations) subsequent to the submission of requisite documents	Ksh.15,000- 40,000	15 Days
16.	Approval of Aerodrome Manuals & other documents	As per the Aerodrome Regulations	Ksh.2,000- 10,000	30 Days
17.	Consultancy on air navigation obstacles/ intrusions/ structures per report	As per the Civil Aviation (Aerodrome Regulations) and Letter of application	Ksh.10,000	15 Days
18.	Issue of ATPL/CPL/PPL/SPL/AMEL/ATC/cabin crew member/Flight Dispatch/Flight engineer and Radio Telephony operator licenses, and Instrument Rating and Flight Instructor rating	1. Submission of application. 2. Submit acceptable documents to demonstrate licensing requirements as per PEL Regulations.	Ksh.1000 – 8,000	7 days
19.	Validation/Extension/Renewal of ATPL/CPL/PPL/SPL/AMEL/ATC/Cabin crew member/Flight Dispatch/Flight Engineer and Radio Telephony Operator Licenses, and Instrument Rating and Flight Instructor rating	1. Submission of application. 2. Submit acceptable documents to demonstrate licensing requirements as per PEL Regulations.	Ksh.700 – 8,000	5 Days
20.	Issuance of Short Term License	Submission of application using AATIS, Attachment of Valid and acceptable documents	US\$ 50- 800	3 Days
21.	Aircraft Lease Approval	Submission of application using AATIS, Payment of applicable fee, Attachment of acceptable and Valid documents	US\$ 150	10 Days

22.	Application for and issuance of Air Service License (New, Renewal, Variation)	Submission of application, Payment of application fee, Attachment of acceptable and valid documents, payment of license fee	US\$ 800- 2300	120 Days
23.	Sale and subscription to the Electronic Aeronautical information Publication (AIP)	Submission of online application, Proof of fee payment	Initial Purchase: 1. KES 13,500 (Local Purchase) 2. US\$ 255 (International Purchase)	15 min
			Annual Subscription: KES 3,500 (Local subscriber) US\$ 75 (International subscriber)	15 min
24.	Review and Approval of Security Programmes	Letter of Application, Security Programme, filled checklist and fee payment  (submitted online)	Ksh.10,000	30 Days
25.	Certification /Re-certification of Aviation Security Personnel (Screeners, Supervisors, Instructors	Letter of Application, required documentation available on customer-facing online portal, fee payment and	Ksh.3,000- 20,000	90 Days

	and Inspectors)	passing the relevant exams (submitted online)		
26.	Certification/Re-certification of Regulated Entities (Regulated (Cargo) Agents, In-Flight Catering Operators, Aviation Security Training Centres, Ground Handlers and Aviation Security Service Providers)	Completion of 5 Phase certification process as per Civil Aviation Security Regulations and NCASP	Ksh.40,000	90 Days
27.	Certificate of Airworthiness (C of A) issue/Renewal	Completion of document evaluation, inspection and certification requirements	Ksh.3,000- 35,000 plus Ksh.2,700 per additional 500 Kgs	5 Days
28.	Technical manuals approval	Submission of an application, payment of fees	Ksh.8,000	45 Days
29.	Approval of a Maintenance and Repair Organization (AMO, MRO)	Completion of 5 Phase certification process and Facilitation of inspection and submission of acceptable CAP or closure of safety issues as per relevant Kenya Civil Aviation Regulations (KCARS)	As per current Aeronautical Information Circular (AIC) on charges	10 Days
30.	Aircraft Registration	As per KCARS	Ksh 6,000 – 60,000	10 Days

31.	External / Media Enquiries	Written request via email, social media handles or phone call.	Free	1 day
32.	Acknowledgment of request for corporate sponsorship, CSR or CSI support	Written	Free	1 day
33.	Request for Corporate Sponsorships/ Corporate Social Responsibility/ Corporate Social Investment	Written request and sponsorship package	Free	3 months prior
34.	Complaints handling	Written	Free	30 days