

KENYA CIVIL AVIATION AUTHORITY



SERVICE CHARTER OF THE AVIATION SECURITY POLICY AND REGULATORY DIVISION

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April 2019

Background and Mandate

The Aviation Security Policy and Regulatory division is a unit within the Directorate of Aviation Safety Standards and Regulations of the Kenya Civil Aviation Authority mandated to regulate aviation security operations in Kenya pursuant to the Civil Aviation (Security) Regulations, 2015 and in accordance with the Standards and Recommended Practices stipulated in ICAO's Annex 17.

Objectives of the Aviation Security Service Charter

1. Enhance awareness on the aviation security oversight role in the aviation industry in line with the KCAA vision, mission and core values.
2. Provide insight on our core activities and functions.
3. Provide information on:
 - a) the range of services offered;
 - b) the aviation security standards set;
 - c) Our consumers' expectations;
 - d) Avenues for remedy where services fall short of the stipulated standards;
 - e) Continuous improvement and excellence in our operations and service delivery in pursuit of consumer satisfaction.

Mission Statement

To develop, regulate and manage a safe, efficient and effective aviation security system in Kenya consistent with the KCAA mission and vision.

Vision Statement

To be a leading Aviation Security oversight unit that consistently meets and surpasses the stipulated ICAO Standards and Recommended Practices (SARPS) in the region and beyond.

Core Values

1. The highest ethical standards in all our operations consistent with the National Aviation Security Auditors/Inspectors Code of Conduct;
2. Commitment to continuous quality improvement consistent with ICAO standards and recommended practices to ensure user satisfaction;
3. Collaborative engagement with all aviation security service providers, government security agencies at the airports and other sections and divisions within the Authority and external bodies concerned with aviation security. We

recognize and appreciate the various roles played by colleagues within the Authority and our stakeholders and aspire to both compliment and supplement these roles by enhancing and maintaining cordial working relationships for the attainment of our organizational objectives.

Range of Regulatory Services

1. Conduct of Audits, Inspections, Tests, Surveys and Investigations of aviation security measures/standards of:
 - a) Airline operators (international and domestic);
 - b) Airport operators;
 - c) Regulated Agents (Cargo operators); and
 - d) Aircraft Catering operators.
2. Development and maintenance of National AVSEC Programmes and Regulations, i.e.:
 - a) National Civil Aviation Security Programme (NCASP);
 - b) National Civil Aviation Security Training Programme (NCASTP);
 - c) National Civil Aviation Security Quality Control Programme (NQCP);
 - d) National Aviation Security Certification Programme (NASCP);
 - e) Aviation Security Inspectors' Manual (ASIM).
3. Certification of the following entities:-
 - a) Regulated Agents;
 - b) Airline Catering Operators;
 - c) Aviation Security Training Institutions;
 - d) Aviation Security Service Providers.
4. Certification of the following Aviation Security Personnel:-
 - a) Aviation Security Screeners;
 - b) Aviation Security Supervisors;
 - c) Aviation Security Instructors;
 - d) Aviation Security Inspectors.
5. Review and approval of Aviation Security Programmes and Aviation Security Training Programmes for:-
 - a) Airports;
 - b) Airlines;
 - c) Regulated Agents (Cargo);
 - d) Airline Catering operators;
 - e) Air Navigation Service Providers;
 - f) Ground Handlers; and
 - g) Aviation Security Service Providers.

6. Development and Provision of Technical Guidance Materials on Aviation security to operators (Airports, Airlines, Catering operators, Regulated agents, Air Navigation Service Providers, Aviation Security Service Providers).
7. Definition and allocation of tasks, guidance and co-ordination of the activities of other government agencies and stakeholders with Aviation Security roles under the National Civil Aviation Security Programme.
8. Provision of a Secretariat to the National Civil Aviation Security Committee (NCASC).

Expectations of Our Consumers

1. Upholding of International Civil Aviation Organization (ICAO) Standards and Recommended Practices, national laws and regulations related to Aviation Security and related facilitation issues.
2. Customer satisfaction.
3. Objectivity, confidentiality, fairness and equity.

Aviation Security Consumers' Responsibilities

1. Treat Aviation Security Inspectorate staff with respect and courtesy and accord them free and unobstructed access at all times to airports, aircraft operating from or within Kenya, and the premises of operators within Kenya, for the purpose of carrying out security inspections, audits, surveys, investigations and testing functions;
2. Adhere to respective professional code of ethics and good aviation practice;
3. Be familiar and comply with applicable aviation security rules, regulations and procedures and the Authority's circulars, directives, recommendations after audits, inspections, tests or surveys in a timely manner;
4. Meet all the stipulated aviation security requirements and implement corrective action measures to rectify any identified deficiencies;
5. Maintain integrity and professionalism in their activities and operations;
6. Volunteer information that will help towards improving service delivery and aviation security;
7. Support initiatives in improving the Aviation Security system.

Core Principles of Service Delivery

We commit ourselves to doing the following;

1. Comply with and where necessary, set clear and explicit standards of service that consumers reasonably expect;
2. Provide our consumers with adequate information about our services in a straightforward and open manner;
3. Communicate information and guidance materials effectively and expeditiously;
4. Handle consumers with dignity, courtesy and respect;
5. Uphold confidentiality, transparency and accountability;
6. Place the common good of the Authority and that of consumers and the general public above self interest;
7. Uphold and safeguard the ICAO Standards and Recommended practices related to aviation security as well as provisions of the Civil Aviation Act, the Civil Aviation (Security) Regulations, the National Civil Aviation Security Programme and related regulations;
8. Promote meritocracy with due regard to parity of treatment;
9. Utilise resources prudently to attain best value for consumers;
10. Cultivate dynamic and innovative practices through continuous improvement of aviation security systems and processes;
11. Devise a system for evaluating ourselves through feedback from the consumers or our services to ensure consumer satisfaction;
12. Take corrective action on errors and deficiencies that occur.

Commitment on Delivery of Service

Subject to consumers and external service providers meeting stipulated requirements, the legal requirements in place and the Authority establishing an adequate Aviation Security regulatory system capacity and capability, we pledge that the following services shall be accomplished within the periods indicated below:

SERVICE CHARTER FOR THE AVIATION SECURITY POLICY & REGULATORY DIVISION

No	Service	Frequency / Period (Days / Time)
1.	Conducting security surveys on operators	Once / year
2.	Submission of security survey reports	14 days
3.	Conducting of security inspections on operators	Twice / year
4.	Submission of final security inspection reports to operator	7 days after inspection
5.	Conducting of security audits on airports	Once / year
6.	Submission of final audit reports to airport & stakeholders	14 days after audit
7.	Submission of security test reports to operator	7 days after test
8.	Review & approval of Operator Security Programme	30 days
9.	Review & approval of Operator Security Training Programme	30 days
10.	Review & Approval of resubmitted Operator Security Programme or Training Programme	15 days
11.	Development / Review of Technical Guidance Materials	Yearly or as need arises
12.	Certification of Regulated Agents, Airline Catering Operators and Aviation Security Service Providers	Once / 2 years
13.	Certification of Aviation Security Personnel (Screeners, Supervisors, Instructors and Inspectors)	Once / 2 years
14.	Certification of Aviation Security Training Institutions (AVSEC)	Once / 2 years
15.	Issuance of certificate after final certification phase of Regulated Agent, Airline Catering Operator, Aviation Security Service Provider and AVSEC Training Institution	14 days
16.	Issuance of certificate after final certification phase of Screeners, Supervisors, Instructor and Inspectors	14 days
17.	Compilation and distribution of National Aviation Security Committee (NCASC) meeting agenda items to members	7 days before the meeting
18.	Compilation and distribution of NCASC meeting's minutes to members	within 10 days after meeting
19.	Acknowledgment of correspondences from consumers / stakeholders	ASAP
20.	Reply to correspondences from consumers / stakeholders	1 day
21.	Compilation and submission of security investigation reports	21 days
22.	Notification of Acts of Unlawful Interference to other States	ASAP
23.	Submission of reports on Acts of Unlawful Interference to ICAO:	
	a) Preliminary report	30 days
	b) Final report	60 days
24.	Dissemination of threat information to appropriate agencies	ASAP

Handling of Complaints / Conflicts

With a view to improving service delivery, the Aviation Security Oversight section welcomes any complaints or suggestions and shall endeavour to handle them in a timely and fair manner.

To assist in an effective complaint/grievance handling system, we commit ourselves to:

1. Encourage voluntary reporting of all incidents (openly or confidentially);
2. Investigate and analyze incident reports for corrective actions;
3. Maintain a register of all complaints/conflicts at our offices;
4. Conduct inter-office consultations as need be;
5. Act on suggestions/complaints from consumers/stakeholders.

Consumers of Aviation Security regulatory services are encouraged to make compliments, complaints and suggestions and to report any incidents through the established channels.

We guarantee confidentiality, where necessary, in respect of reporter/complainants' identity and substance of report/complaint to safeguard the rights of the consumers and the service providers alike. However, we encourage all reporters/complainants to identify themselves as a sign of good faith given the practical difficulties associated with handling anonymous reports/grievances.

Amendments to the Charter

In light of the rapid developments and dynamism of the aviation industry and the ever changing practices and requirements in aviation security, this Service Charter will periodically be reviewed and updated with a view to improving our services and meeting newer demands or challenges.

Our Consumers

Our Consumers/Users of our services locally and internationally include:

1. All Airports and their Administrations;
2. All Airlines and their handlers;
3. All Cargo handlers;
4. All Aircraft Catering Service providers;
5. Air Navigation Service providers;
6. All Aviation Security Service Providers at airports;

7. Civil Aviation Authorities;
8. Government security agencies at Airports (i.e. Immigration, Customs, KAPU, NIS, CID, Anti-Terrorist Units, KDF, etc.);
9. National Civil Aviation Security Committee;
10. Airport Security Committee;
11. Regional Organizations (i.e. CASSOA, AFCAC, ECAC, TSA, etc);
12. International Agencies (i.e. ICAO, INTERPOL, ACI, IATA, etc).

Our Stakeholders / Partners

Our stakeholders/partners locally and internationally include:

1. Airport Administrations;
2. Airlines and their handlers;
3. Cargo handlers;
4. Aircraft Catering Service providers;
5. Air Navigation Service providers;
6. Civil Aviation Authorities;
7. Government security agencies at Airports (i.e. Immigration, Customs, KAPU, NIS, CID, Anti-Terrorist Units, KDF, etc.);
8. Regional Organizations (i.e. CASSOA, AFCAC, ECAC, TSA, etc);
9. International Agencies (i.e. ICAO, INTERPOL, ACI, IATA, IFALPA, etc).