 <p>NAMIBIA CIVIL AVIATION AUTHORITY</p>	<p>REPUBLIC OF NAMIBIA</p> <p>NAMIBIA CIVIL AVIATION AUTHORITY</p> <p>AERONAUTICAL INFORMATION CIRCULAR</p>	<p>Executive Director Namibia Civil Aviation Authority Private Bag 12003 Ausspannplatz WINDHOEK</p>
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SUBMISSION OF PERSONNEL LICENCING APPLICATIONS AND REQUESTS

Effective date: 21 May 2021

Validity Period: PERM

This Notice is intended to inform the Namibian aviation sector and the general public that the NCAA will be implementing the following temporary changes to our personnel licensing service:

- The over-the-counter licensing service at the Namibian Civil Aviation Authority Building is currently closed until further notice. This includes any applications, certification of documents, surrendering licenses or document drop-off.
- All applicants are now required to apply via our electronic application methods (emailing of **SCANNED documents** in line with the procedure aid out on page 2 of this AIC) and submit certified copies of documents. **Submission of photographed documents will lead to rejection of applications.**

Please note that this AIC may be revised at short notice and it will be applicable to all pilots, air traffic service personnel. Cabin crew licence holders, Aircraft maintenance Engineers and Flight engineer licence holders

THE SUBMISSION PROCESS

- When your application arrives with the CAA, it will undergo a desk-based assessment from a Personnel Licensing Officer. Following an acceptable assessment your licence will be processed, signed, and issued.
- We will contact you via email if we have any queries regarding your application and may keep your application pending while the additional requirements are met. Please note that applications will only be pended for 30 days before rejection, where no response is received.
- Should your application be rejected, a new application will need to be submitted

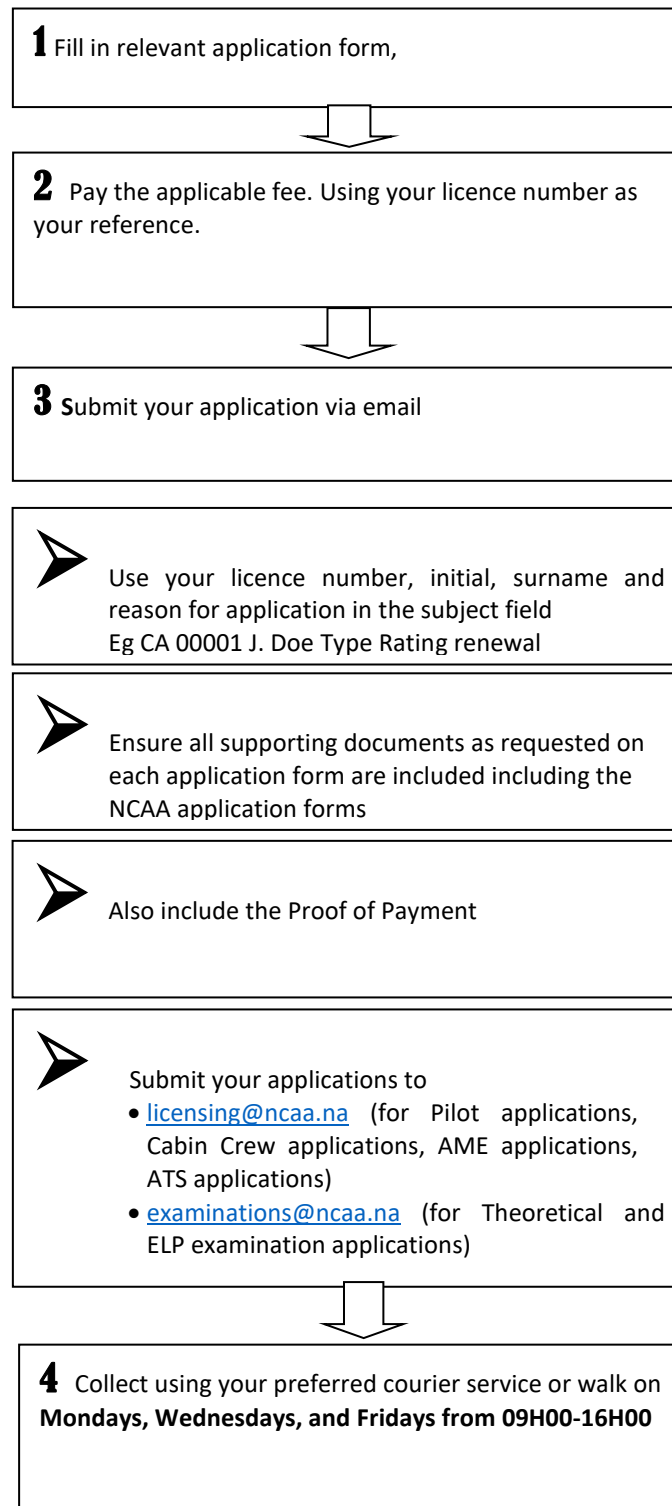
PROCESSING TIME

We are currently working within the published service levels of 3 working days for all applications types. Where an application is pended, the working days to process the application will be counted from the date of receipt of the requested additional information in full. Please note that the time to process applications may take longer than usual while we adjust our processes and deal with a large number of requests at the same time as such you are requested to submit your applications as early as possible.

REQUESTING AN EXPEDITE

If your application is urgent, you can request that we expedite it. However, we will only expedite applications in extreme circumstances. All other applications will be processed in strict date order. Expedite requests must be submitted in writing to nanubg@ncaa.na. We will not accept any requests over the telephone.

THE PROCESS TO BE FOLLOWED BY APPLICANTS



For enquiries, contact Personnel Licensing at Tel +264 83 235 2492.