



ANNEXURE A – NCAA SERVICE CHARTER

Edition 1.0
NCAA-POL-Service-Annex A



PART 1 – GENERAL PROVISIONS

1. INTRODUCTION

This Service Charter outlines the Namibia Civil Aviation Authority (NCAA)'s service standards and commitments to its stakeholders. It establishes expected timeframes for regulatory services, aligns with ICAO Standards and Recommended Practices (SARPs), and promotes transparency, accountability, and customer-focused service delivery. This document supports NCAA's mission to enhance, control, and regulate aviation services in Namibia with efficiency and international compliance.

- 1.1. This charter is the public statement by the NCAA on the levels of service customers can expect. It does not seek to cover all the functions and services provided by the NCAA, but outlines our commitment to our customers and describes the levels of service customers are to expect when contacting the NCAA.
- 1.2. With this charter, we reaffirm our commitment to setting exacting standards of service and invite our stakeholders' feedback for the continuous improvement of the services we deliver.

2. OUR VISION

- 2.1. To be recognised as a leader in sustainable Aviation Safety and Security, oversight, and air navigation service provisioning.'

3. OUR MISSION

- 3.1. To enhance, control, regulate and promote sustainable, internationally compliant regulatory oversight and air navigation services, as well as being a responsible employer committed to high performance and organisational excellence.

4. OUR CORE VALUES:

ACCOUNTABILITY

We will listen to our customers and ensure our services match stakeholder needs and reasonable expectations. We will be responsive to all stakeholder requests and will strive to exceed their expectations on each and every interaction.

FAIRNESS

We will be transparent about the costs which we impose on the industry and keep our safety and security regulations simple and user friendly. We will determine service delivery levels and live by them.



INTEGRITY

We will maintain high ethical standards and approach issues professionally, without bias and in a transparent manner to win the trust of all our stakeholders.

EXCELLENCE

We will continually strive to achieve the highest standards. We will benchmark ourselves against the international leading best practice.

5. OUR CUSTOMER SERVICES OBJECTIVES

- 5.1. Be efficient and effective in the delivery of our service;
- 5.2. Be courteous, respectful, and helpful;
- 5.3. Treat customer enquiries and communication with appropriate urgency and confidentiality and provide timely, accurate, and useful responses;
- 5.4. Build a professional partnership relationship with all our customers;
- 5.5. Regularly consult and communicate with all our customers.

6. OUR SERVICES

- 6.1. Our regulatory services are as follows:
 - a. Air Traffic Services
 - b. Aeronautical Information Services
 - c. Communication, Navigation and Surveillance Services
 - d. Aerodrome and Ground Aids
 - e. Air Navigation Services Safety Oversight Services
 - f. Flight Operations Services
 - g. Airworthiness Services
 - h. Aviation Security Services
 - i. Licensing of Aviation Personnel: Pilots, Air Traffic Controllers, Aircraft Maintenance Engineers, and Cabin Crew

7. DISCLAIMER

NOTE:

- 7.1. The Service Charter does not apply to decisions made by the Executive Director relating to, among others:
 - a. the discretionary consideration of applications for aviation documents;
 - b. suspension of aviation documents;
 - c. revocation of aviation documents;
 - d. the consideration of petitions for exemptions from the requirements of the NAMCARs or NAMCATS;
 - e. the enforcement of the provisions of the Act.
- 7.2. All the days referred to in this document are working days.

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|  <p>NCAA NAMIBIA CIVIL AVIATION AUTHORITY</p> | <p>Namibia Civil Aviation Authority NCAA</p> | <p>Service Charter.</p> |
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- 7.3. The processing of applications is subject to all required documentation needed to process the application accompanying the application.
- 7.4. All the payments are reflected in NAMCAR Part 187
- 7.5. These standards should not be interpreted in the context of organizational capacity and available resources

8. Our Commitment / Pledge to the Public

8.1 The Namibia Civil Aviation Authority (NCAA) is committed to delivering safe, secure, efficient, and internationally compliant civil aviation services in Namibia. In fulfilling our mandate, we pledge to:

- a. Deliver our regulatory and air navigation services professionally, transparently, and fairly;
- b. Adhere to the service standards and turnaround times outlined in this Service Charter;
- c. Treat all stakeholders with courtesy, respect, and impartiality;
- d. Communicate clearly, accurately, and timeously on matters affecting our stakeholders;
- e. Uphold the principles of good governance, accountability, and continuous improvement; and
- f. Engage constructively with stakeholders to enhance aviation safety, security, and service excellence.

9. What You Can Expect from Us

- 9.1 When engaging with the NCAA, our customers and stakeholders can expect:
- a. Clear information on regulatory requirements, processes, and applicable fees;
 - b. Acknowledgement of enquiries and applications within the stipulated timeframes;
 - c. Fair, consistent, and objective application of the Civil Aviation Act, NAMCARs, NAMCATS, and ICAO SARPs;
 - d. Confidential handling of information in line with applicable laws and policies;
 - e. Professional and knowledgeable staff committed to service excellence; and
 - f. Opportunities to provide feedback to support service improvement.

10. Your Commitment to Us and How You Can Help

10.1 To enable the NCAA to meet its service commitments effectively, we encourage our customers and stakeholders to:

- a. Submit complete, accurate, and compliant applications with all required supporting documentation;
- b. Ensure that all applicable fees are paid in full and reflected in the NCAA account prior to processing;
- c. Respond promptly to requests for additional information or clarification;
- d. Comply with applicable aviation laws, regulations, and conditions of approval;

- e. Communicate respectfully and professionally when engaging with NCAA staff;
and
- f. Provide constructive feedback to assist the Authority in improving its services.

PART 2 – REGULATORY SERVICE STANDARDS





AGA SERVICE STANDARDS

| Service | Requirements | Time |
|---|--|----------------|
| Expression of interest to have an aerodrome certified or licensed | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application to renew or amend an aerodrome certificate or license | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application for a certificate of intent | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |



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|--|--|----------------|
| Application for an aerodrome permit | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application to have an aerodrome added to the Civil Aviation Register | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application for aerodrome location indicator | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application for exemption and/or deviation | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Safety audit reports | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application for approval of an aeronautical studies | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Application for an obstacle assessment within the vicinity of an aerodrome | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Aerodrome design and construction assessments. | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Aerodrome works safety assessments | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |

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ANSSO SERVICE STANDARDS

| Service | Requirements | Time |
|---|--|----------------|
| Certification of ANSP | In accordance with the 5-Phase process, upon receipt of all relevant and correct documentation, associated fee*, and a completed application | 90 days |
| Renewal/Amendment of an ANSP Certification | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Feedback of preliminary incident Investigation report | From when full reports are received from all parties (operator, pilot, and/or air traffic controller, etc.) | 15 days |



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|--|--|----------------|
| Permanent Airspace Approvals/Designation | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Temporary Airspace Approvals/Designation | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Civil Activity Use Airspace (CAUA) Application | Receipt of a complete application, any required fee*, and all relevant documentation | 14 Days |
| Approval of an IFPD Organisations | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Approval and Validation of an IFPD for publication | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval for Publication of Maps, Charts, and other Aeronautical Information | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Amendment to a Manual of Procedure | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Approval of ATS Telecommunication, Navigation and Surveillance Services and Installation | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval of Meteorological sites | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |

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AVSEC SERVICE STANDARDS

| Service | Requirements | Time |
|--|--|----------------|
| Processing of an application for approval of Aviation Security Programme | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 60 days |



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|--|--|---|
| Processing of an application for approval of training programs | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 60 days |
| Processing of an application for Approval of the Quality Control Programme will be processed | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 60 days |
| Processing of an application for certification and re-certification of Screeners | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 30 days |
| Processing of an application for certification and re-certification of training organisations for a new application. | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 60 days |
| Processing of an application for certification and re-certification of Aviation Service Providers | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 30 days |
| Processing of an application for certification and re-certification of Regulated Agents | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 60 days |
| Processing of an application for Approval of Airport Designs, Construction of new facilities and alterations to existing facilities at the airport | Receipt of a complete application and request based on the applicable regulations, any required fee*, and all relevant documentation | 21 days |
| Security audits, inspections, and tests conducted as per the divisional published schedule of activities. | According to renewal and surveillance obligations | As per the department calendar of activities and |

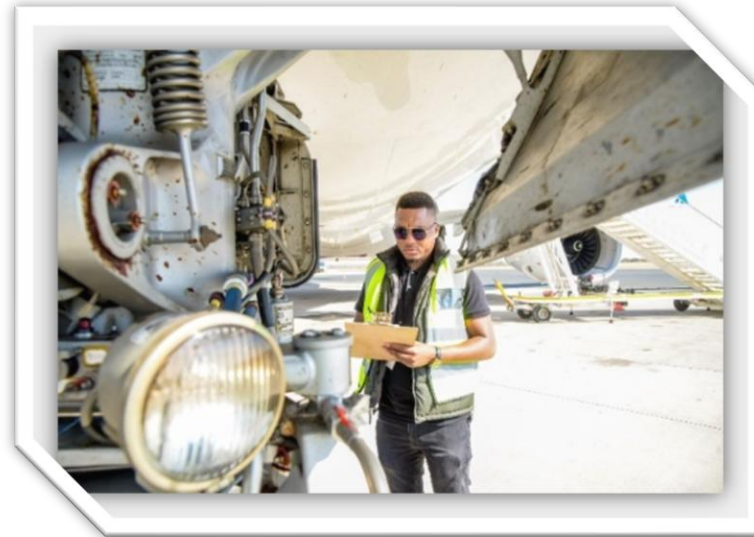


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| Service | Requirements | Time |
|---|--|------------------------------|
| | | schedule for the year |
| Guidance Material on technical specifications, detection criteria for screening equipment will review | <i>When there is any amendment to all relevant SARPS pertaining to Annex 17 and Doc 8973.</i> | 60 days |
| Approval of test pieces utilised on operational level for overt and covert test. | Receipt of request to conduct such activity, application fee*, completed application and provision of required documents | 14 days |

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AIRWORTHINESS SERVICE STANDARDS

| Service | Requirements | Time |
|--|--|----------------|
| Reciprocating engine TBO escalation | Receipt of a complete application, any required fee*, and all relevant documentation | 7 days |
| Approval of Aircraft Maintenance Organisation (AMO) in terms of Part 145 | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Approval of Design Organisation (DO) | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |



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|--|--|----------------|
| Processing an application for an AMO Renewal including physical facility audit | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Processing an application for a Design Organisation (DO) Renewal including physical facility audit | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Processing an application for an Aircraft Type Acceptance | Receipt of a complete application, any required fee*, and all relevant documentation | 60 Days |
| Processing an application for amendment of MOE, MCM and MOP | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Processing an application for Initial of Minimum Equipment List (MEL) | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Processing an application for amendment of MEL | Receipt of a complete application, any required fee*, and all relevant documentation | 15 days |
| Processing an application for Initial of Aircraft Maintenance Program (AMP) | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Processing an application for amendment of AMP | Receipt of a complete application, any required fee*, and all relevant documentation | 15 days |
| Processing an application for Minor or Major Modification | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Processing of Initial application of certificate of Registration (C of R) – standard and restricted- | Receipt of a complete application, any required fee*, and all relevant documentation | 21 days |
| Processing of certificate of Registration (C of R) amendment; Change of ownership (Cancellation) – standard and restricted | Receipt of a complete application, any required fee*, and all relevant documentation | 21 days |



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|--|--|----------------|
| Processing an application for Initial Issuance Experimental Certificate or Special Flight Permit for Micro Light or Non-Type Certified Aircraft (NTCA) | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Processing an application for Renewal Experimental Certificate or Special Flight Permit for Micro Light or Non-Type Certified Aircraft (NTCA) | Receipt of a complete application, any required fee*, and all relevant documentation | 7 days |
| Processing of an application for validation of foreign Issued Authority Fly and Overflight Ferry Permit | Receipt of a complete application, any required fee*, and all relevant documentation | 3 days |
| Processing of Initial application of certificate of Airworthiness (C of A) – standard and restricted | Receipt of a complete application, any required fee*, and all relevant documentation | 21 days |
| Processing of renewal of Certificate of Airworthiness (C of A) - standard and restricted | Receipt of a complete application, any required fee*, and all relevant documentation | 40 days |
| Processing of Initial application of Export Certificate of Airworthiness (C of A) – standard and restricted- | Receipt of a complete application, any required fee*, and all relevant documentation | 21 days |
| Reservation of an Aircraft Call Sign prior to the submission of an application for Certificate of Registration | Receipt of a complete application, any required fee*, and all relevant documentation | 21 days |

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OPS SERVICE STANDARDS

| Service | Requirements | Time |
|---|--|----------------|
| Issuance of approval or permit to transport Dangerous Good, including approval for transportation of ammunition of war. | Receipt of a complete application, any required fee*, and all relevant documentation | 45 days |
| Evaluation of a Dangerous Goods training programme | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Evaluation of Dangerous Goods manual | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |



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|--|--|----------------|
| Non-Commercial aircraft operations Acceptance /Approval / Declaration of Compliance in accordance with document NAMCATs Part 93- Approval. | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Initial Issue of commercial operations of non-type certified aircraft | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Renewal/ extension/ validation/ amendment of operating certificate | Receipt of a complete application, any required fee*, and all relevant documentation | 30 Days |
| Operation of powered gliders approval permit or certificate when required initial issue | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Operation of powered gliders Approval: permit or certificate renewal/ extension/validation/ amendment | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval for operation gyroplane: permit or certificate when required initial issue | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Approval for operation gyroplane: permit or certificate renewal/ extension/validation or amendment | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Operations of Remotely Piloted Aircraft Systems: Initial issue of RPAS Recreational Letter of Approval (RLA) | Receipt of a complete application, any required fee*, and all relevant documentation | 15 days |
| Renewal/ extension/ Validation and amendment of RPAS Recreational Letter of Approval (RLA) | Receipt of a complete application, any required fee*, and all relevant documentation | 10 days |
| Initial issue of Remote Operating Certificate (ROC) | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |



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|---|--|----------------|
| Renewal/ extension/validation and amendment of Remote Operating Certificate (ROC) | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Corporate noncommercial RPAS: Initial issue of Letter of Approval (RPC) | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Corporate noncommercial RPAS: Renewal, extension, validation, or amendment, Letter of Approval (RPC) | Receipt of a complete application, any required fee*, and all relevant documentation | 20 days |
| Approval permit or certificate of Operations of Free Balloons and Airships | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Approval permit or certificate renewal/extension/validation/amendment of Operations of Free Balloons and Airships | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval permit or certificate of Operations of Microlight Aeroplanes | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Approval permit or certificate renewal/extension/validation/amendment of Operations of Microlight Aeroplanes | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval permit or certificate of Operations of Operations of Gliders | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Approval permit or certificate renewal/extension/validation/amendment of Operations of Gliders | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval permit or certificate of Operations of Parachutes | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |



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|--|--|-----------------|
| Approval permit or certificate renewal/extension/validation/amendment of Operations of Parachutes | Receipt of a complete application, any required fee*, and all relevant documentation | 20 days |
| Approval permit or certificate of Operations of Hang Gliders and Paragliders | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval permit or certificate renewal/extension/validation/amendment of Operations of Hang Gliders and Paragliders. | Receipt of a complete application, any required fee*, and all relevant documentation | 20 days |
| Approval permit or certificate of Operations of Amateur Build Aircraft | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Approval permit or certificate renewal/extension/validation/amendment of Operations of Amateur Build Aircraft | Receipt of a complete application, any required fee*, and all relevant documentation | 20 days |
| Initial issue of Air Transport Operations under Part 121-Large Aeroplanes. | Receipt of a complete application, any required fee*, and all relevant documentation | 180 days |
| Renewal/ Extension/ Validation/ amendment of Air Transport Operations under Part 121-Large Aeroplanes. | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Initial issue of Air Transport Operations under part 127-Helicopters | Receipt of a complete application, any required fee*, and all relevant documentation | 180 days |
| Renewal/ Extension/ Validation/ amendment of Air Transport Operations under Part 127-helicopters | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Initial issue of Foreign Air Operator (FOP)-Validation Commercial Air Transport-Operations scheduled services into Namibia | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |



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|---|--|----------------|
| Renewal/Extension/validation/ permit amendment of Foreign Air Operator (FOP)- Validation Commercial Air Transport- Operations scheduled services into Namibia. | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| NAMCARs Part 133: Initial Aerial Work Air Operations Certificate | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| NAMCARs Part 133: Renewal/ extension/ Validation/ Amendment of Aerial Work Air Operations Certificate | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Initial approval of Television, Movies operational, aerial photography and aerial survey, Exhibition of Flying, Traffic reporting, Sports reporting, game viewing, competitive motor vehicle operations and fish spotting, Glider towing, Banner towing. | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Renewal/ extension/ validation/ amendment of Television, Movies operational, aerial photography and aerial survey, Exhibition of Flying, Traffic reporting, Sports reporting, game viewing, competitive motor vehicle operations and fish spotting, Glider towing, Banner towing. | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Air Operator Certificate Commercial Operations-Small Aeroplanes under Part 135- Small Aeroplanes. | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Initial issue of Air Transport Operations under Part 135- Small Aeroplanes | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |



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| Service | Requirements | Time |
|--|--|----------------|
| Renewal/ Extension/ Validation/ amendment of Air Transport Operations under Part 135- Small Aeroplanes | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Initial issue Agriculture Air Operations Certificate: | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Renewal/ extension/validation/amendment Agriculture Air Operations Certificate: | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| The initial issue of Agriculture Operations Certificate Air Ambulance: | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| The Renewal/ extension/ validation/ amendment of Agriculture Operations Certificate Air Ambulance: | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| The initial issue of the Aviation Recreational Organisation (ARO) | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| The Renewal/ extension/ validation/ amendment issue of the Aviation Recreational Organisation (ARO) | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| PBN Operations, EFB Operations, ETDO Operations, MNPS Operations, RVSM Operations, addition of new aircraft and others required Special Approvals: | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| PBN Operations, EFB Operations, ETDO Operations, MNPS Operations, RVSM Operations, addition of new aircraft and others required Renewal/ extension/validation/amendment: | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |



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| Service | Requirements | Time |
|---|--|----------------|
| Manual review /acceptance/ Approvals | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Manual Amendment | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Aircraft Approvals of wet lease | Receipt of a complete application, any required fee*, and all relevant documentation | 7 days |
| Aircraft Approvals of dry lease | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Aircraft Approvals of operating lease | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Aircraft Approvals of finance lease | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Approval change of Post Holders including Fit Proper Person Test (FPPT) | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Evaluation of Cabin Safety training Facilities and Devices | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |
| Evaluation and approval of the Cabin Safety Training Programme | Receipt of a complete application, any required fee*, and all relevant documentation | 30 days |

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PEL SERVICE STANDARDS

| Service | Requirements | Time |
|---|--|----------------|
| Issue/Renewal/revalidation of licences and/or ratings | Receipt of a complete application, any required fee*, and all relevant documentation | 5 days |
| Issue/reissue of designated examiner certificates | Receipt of a complete application, any required fee*, and all relevant documentation | 15 days |



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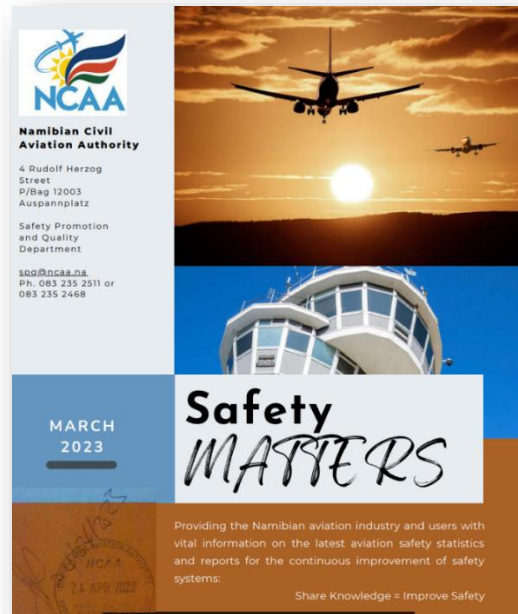
| Service | Requirements | Time |
|---|--|-----------------|
| Validation or conversion of foreign licences | Receipt of a complete application, any required fee*, and all relevant documentation | 14 days |
| Confirmation of examination bookings | Receipt of a complete application, any required fee*, and all relevant documentation | 3 days |
| All other requests or applications | Upon receipt of the request. | 5 days |
| Application for initial ATOs certificate | Receipt of a complete application, any required fee*, and all relevant documentation | 180 days |
| Application for the renewal of an ATO certificate | Receipt of a complete application, any required fee*, and all relevant documentation | 60 days |
| Application for the amendment of an ATO certificate (including revision of a manual | Receipt of a complete application, any required fee*, and all relevant documentation | 90 days |
| Examination remark request | After receiving the examination remark request and associated fee | 7 days |

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SSPQ SERVICE STANDARDS

| Service | Requirements | Time |
|---------------------------------------|--|----------------------|
| SMS/QMS/ERP manual review | Receipt of manual or updated manual from certification section or service provider (mandate for approval of manual lies with certification department. | 14 days |
| Response time to an occurrence report | From receipt of an email on the incidents@ncaa.na email. | 1 working day |



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|-------------------------|--|----------------|
| Manual review initial | Receipt of initial manual from certification section or service provider (mandate for approval or acceptance of manual lies with certification department. | 10 days |
| Manual review amendment | Receipt updated manual from certification section or service provider (mandate for approval of manual lies with certification department. | 5 days |
| Risk assessment review | Receipt of risk assessment from certification section or service provider (mandate for approval of manual lies with certification department. | 1 days |
| Exemption review | Receipt of exemption from certification section or service provider (mandate for approval of manual lies with certification department. | 3 days |
| Advisory Pamphlet | From receipt of a valid request and supporting documents | 90 days |
| AIC Publication | From receipt of a valid request and supporting documents | 30 days |
| Safety Publications | From the end of the month of reporting | 30 days |



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PART 3 - AIR NAVIGATION SERVICE STANDARDS





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AIR TRAFFIC SERVICES

| Service | Requirements | Time |
|---|--|----------------------------------|
| Acknowledgement of a receipt of an incident report via email | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | Within 3 hours of receipt |
| Acknowledgement of a receipt of an incident report in hard copies | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | Within 2 days of receipt |
| Acknowledgement of receipt of enquiries via emails. | Enquiries received from different stakeholders requesting for information on matters under ATS jurisdiction. | Within 3 hours of receipt |



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|--|--|--|
| Acknowledgement hard copy receipt of enquiries. | Enquiries received from different stakeholders requesting for information on matters under ATS jurisdiction. | Within 2 Days of receipt |
| Provision of preliminary incident Investigation report. | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | 15 days |
| Provision of final incident investigation report. | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | 60 days |
| Provision of input/comments on Permanent Airspace Approvals/Designation. | Receipt of all relevant and correct information and details concerning the application | 7 days |
| Provision of input/comments on Temporary Airspace Approvals/Designation. | Receipt of all relevant and correct information and details concerning the application | 7 days |
| Provision of input on Civil Activity Use Airspace (CAUA) Application | Receipt of all relevant and correct information and details concerning the application | 7 days |
| Provision of air traffic services at all manned ATS units | Service to be provided as per published hours of service | As per published HoD, unless otherwise stated by a NOTAM. |
| Publication of timely information on disruption of air traffic service provision, due to failure of Communication, Navigation and Surveillance (CNS) equipment | Reports/observations by ATS and/or CNS personnel. NOTAM request sent to AIM for issuance of a NOTAM. | 30 Minutes from the time that information is made available. |
| Attending to outstanding SAR requirement cancellations | Operators indicate on their flight plans, the SAR requirements when operating into unmanned airfields. | 30 Minutes following expiry of SAR requirement time indicated on the flight plan. |



AERONAUTICAL INFORMATION MANAGEMENT

| Service | Requirements | Time |
|---|--|---|
| Purchased aeronautical information products | Sales of aeronautical information products | Available immediately upon receiving the receipt. |
| Printed AIP amendments will be posted | Postage of printed AIP amendments | Within 5 days |



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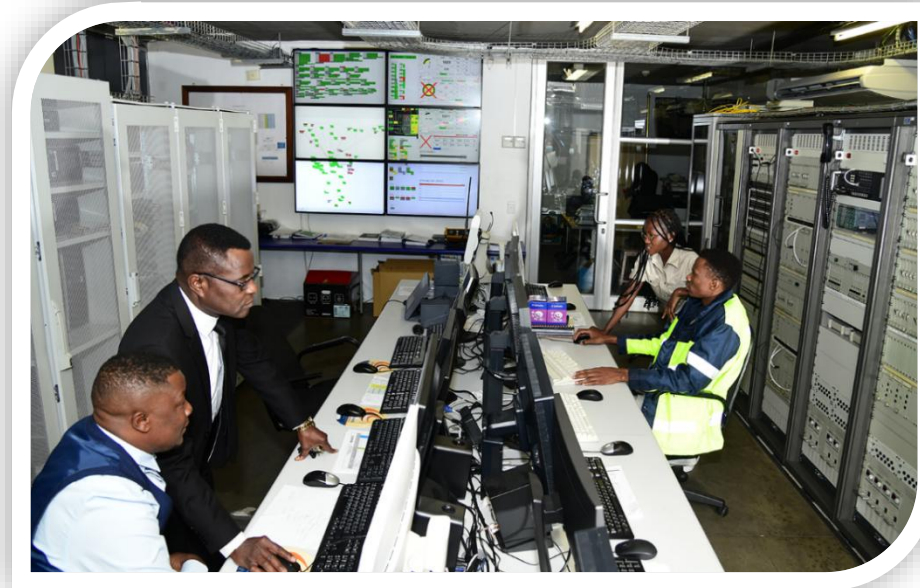
| Service | Requirements | Time |
|---|--|---|
| Electronic publications will be uploaded on the website | Uploading of electronic publications on the NCAA website | Within 1 day |
| AIP amendments will be published and distributed | Publication and distribution of AIP amendments | According to annual AIRAC publication schedule. |
| AIP Supplements requiring AIRAC cycle adherence will be published | Publication of AIRAC AIP supplement | Within 14 days of receiving the request |
| Aeronautical Information Publication (AIP) | Publication of Aeronautical Information Publication | Within 24 hours of receiving the request |
| All emails requiring a response will be acknowledged. | Acknowledgement of emails | Within 3 hours of receipt. |
| A response to emails will be issued | Response to emails | Within 3 days of receipt |
| Flight Plan filled via telephone will be processed | Processing of FPL | Within 10 min of receipt |
| Flight Plan filled via IBS will be processed | Processing of FPL | Within 5 min of receipt |
| Flight Plan filled by hand will be processed | Processing of FPL | Within 10 min of receipt |
| NOTAM will be promulgated | Promulgation of NOTAM | Within one hour of receipt of NOTAM request form, provided the information is correct. |



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| Service | Requirements | Time |
|--|---------------------------------------|--|
| NOTAM Bulletin on NCAA website will be update | Updates NOTAM bulletin on the website | Within an hour of a promulgated NOTAM. |
| We shall acknowledge receipt of Overflight and Landing Clearance (OLC) requests. | Acknowledgement of OLC applications | Within 2 hours |
| Private and technical flights OLC applications will be processed. | Processing of OLC application | Within 2 days after all required information is received. |
| non-scheduled commercial or series of flights OLC applications will be processed | Processing of OLC application | 7 days after all required information is received. |



COMMUNICATION, NAVIGATION AND SURVEILLANCE

| Service | Requirements | Time |
|--|---|----------------------------------|
| Acknowledgement of a receipt of an incident report via email | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | Within 3 hours of receipt |



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| Service | Requirements | Time |
|--|---|---|
| Acknowledgement of a receipt of an incident report in hard copies | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | Within 2 days of receipt |
| Acknowledgement of receipt of enquiries via emails. | Enquiries received from different stakeholders requesting information on matters under CNS jurisdiction. | Within 3 hours of receipt |
| Acknowledgement hard copy receipt of enquiries. | Enquiries received from different stakeholders requesting information on matters under CNS jurisdiction. | Within 2 Days of receipt |
| Provision of preliminary incident Investigation report. | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | 15 days |
| Provision of final incident investigation report. | Reports received from operator, pilot, ATS personnel, regulator, airport operator, and/or public members. | 60 days |
| Provision of input/comments on Temporary Airspace Approvals/Designation. | Receipt of all relevant and correct information and details concerning the application | 7 days |
| Provision of Communication, Navigation and Surveillance (CNS) services at various airport and sites | Service to be provided as per published hours of sites operations | As per published HoD, unless otherwise stated by a NOTAM. |
| Publication of timely information on disruption of Communication, Navigation and Surveillance service provision, due to failure of equipment and network links | Reports/observations by ATS and/or CNS personnel. NOTAM request sent to AIM for issuance of a NOTAM. | 30 Minutes from the time that information is made available. |



Appendix A: Abbreviations and Definitions

1. Abbreviations

| Abbreviation | Full Meaning |
|--------------|---|
| AGA | Aerodrome and Ground Aids |
| AIM | Aeronautical Information Management |
| AIP | Aeronautical Information Publication |
| AIR | Airworthiness |
| AIRAC | Aeronautical Information Regulation and Control |
| AMO | Aircraft Maintenance Organisation |
| AMP | Aircraft Maintenance Programme |
| ANSP | Air Navigation Services Provider |
| ANSSO | Air Navigation Services Safety Oversight |
| ARO | Aviation Recreational Organisation |
| ATC | Air Traffic Control |
| ATS | Air Traffic Services |
| AVSEC | Aviation Security |
| C of A | Certificate of Airworthiness |
| C of R | Certificate of Registration |
| CAUA | Civil Activity Use of Airspace |
| CNS | Communication, Navigation and Surveillance |
| DO | Design Organisation |
| EFB | Electronic Flight Bag |
| ETDO | Extended Diversion Time Operations |
| FPL | Flight Plan |
| FPPT | Fit and Proper Person Test |
| IBS | Internet Briefing Services |
| ICAO | International Civil Aviation Organisation |
| IFPD | Instrument Flight Procedure Design |
| MEL | Minimum Equipment List |
| MNPS | Minimum Navigation Performance Specification |
| NAMCARs | Namibia Civil Aviation Regulations |
| NAMCATS | Namibia Civil Aviation Technical Standards |
| NCAA | Namibia Civil Aviation Authority |
| NOTAM | Notice to Airmen |
| OLC | Overflight and Landing Clearance |
| OPS | Flight Operations |
| PEL | Personnel Licensing |
| RLA | RPAS Letter of Approval (Recreational) |
| ROC | Remote Operating Certificate |
| RPAS | Remotely Piloted Aircraft System |



| Abbreviation | Full Meaning |
|--------------|---|
| RPC | RPAS Letter of Approval (Corporate Noncommercial) |
| RVSM | Reduced Vertical Separation Minimum |
| SAR | Search and Rescue |
| SARPS | Standards and Recommended Practices |
| SSPQ | Safety, Security Promotion and Quality |

2. Key ICAO Definitions (as referenced in context)

| Term | ICAO Definition (summarised) |
|--|---|
| Aerodrome | A defined area on land or water intended for the arrival, departure, and surface movement of aircraft. |
| Air Navigation Services | Services necessary to safely and efficiently operate aircraft including air traffic management, communications, navigation, and surveillance. |
| Airworthiness | The condition of an aircraft in which it conforms to its approved design and is in a condition for safe operation. |
| Aviation Security (AVSEC) | Measures and human and material resources intended to safeguard civil aviation against acts of unlawful interference. |
| Communication, Navigation, and Surveillance (CNS) | Infrastructure and services used to ensure the safe and efficient movement of aircraft. |
| Licensing | Process by which a competent authority grants permission to individuals to perform specific aviation roles (e.g., pilots, ATCs). |
| Remotely Piloted Aircraft System (RPAS) | An unmanned aircraft and its associated control station and communication links. |
| Safety Oversight | A function by which a state ensures that individuals and organisations comply with safety-related laws and regulations. |
| Standard and Recommended Practices (SARPs) | The technical specifications adopted by ICAO to achieve uniformity in regulations across states. |



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