



NCAA SERVICE STANDARDS POLICY

Namibia Civil Aviation Authority

NCAA-POL-Service

Edition 1.0

Document Control

Approval

Edition Number	1.0	Effective Date		
	Position	Name	Signature	Date
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NCAA Board of Directors Approval by:	Chairperson:	Mr. Bethuel T. Mujetenga		30/03/2026

Change Summary

Edition Number	Brief Description of Change	Prepared by	Effective Date
1.0	First Edition	SSPQ/Stakeholder	

NOTE:

- When amended, this document will be re-issued in full. Each page will indicate the edition number and the effective date. The edition number must be the same on each page.
- When printed this document is uncontrolled.

Contents

1. POLICY OBJECTIVE.....	4
2. POLICY STATEMENT.....	4
3. APPLICABILITY	5
4. EFFECTIVE DATE AND REVIEW	5
5. GENERAL PROVISIONS.....	5
ANNEXURE A – NCAA SERVICE CHARTER	6
PART 1 – GENERAL PROVISIONS.....	7
1. INTRODUCTION.....	7
2. OUR VISION	7
3. OUR MISSION	7
4. OUR CORE VALUES:	7
5. OUR CUSTOMER SERVICES OBJECTIVES	8
6. OUR SERVICES.....	8
7. DISCLAIMER.....	8
8. Our Commitment / Pledge to the Public	9
9. What You Can Expect from Us.....	9
10. Your Commitment to Us and How You Can Help	9
PART 2 – REGULATORY SERVICE STANDARDS.....	11
AGA SERVICE STANDARDS.....	12
ANSSO SERVICE STANDARDS.....	14
AVSEC SERVICE STANDARDS.....	16
AIRWORTHINESS SERVICE STANDARDS.....	19
OPS SERVICE STANDARDS	22
PEL SERVICE STANDARDS.....	29
SSPQ SERVICE STANDARDS	31
PART 3 - AIR NAVIGATION SERVICE STANDARDS	33
AIR TRAFFIC SERVICES.....	34
AERONAUTICAL INFORMATION MANAGEMENT.....	36
COMMUNICATION, NAVIGATION AND SURVEILLANCE.....	39
Appendix A: Abbreviations and Definitions	41
1. Abbreviations and Definitions.....	41

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1. POLICY OBJECTIVE

- 1.1. This Policy establishes Namibia's framework for service provisioning in safety and security regulatory oversight across all aviation stakeholders. This includes clearly defining the responsibilities and accountabilities of the Namibia Civil Aviation Authority (NCAA) for licensing and certification of bodies regulated under the Namibia Civil Aviation Regulations (NAMCARs).
- 1.2. The policy aims to ensure that the NCAA executes its mandate efficiently and effectively to the required accountability standards, preserving the standards of aviation safety and security while contributing to a thriving, responsive, safe, secure, and sustainable aviation sector.

2. POLICY STATEMENT

- 2.1. The NCAA, as the juristic person established under the Civil Aviation Act, 2016 (Act No. 6 of 2016), is responsible for the regulation, oversight, and promotion of aviation safety and security in Namibia. In this context, the NCAA commits to developing, implementing, and continuously improving strategies, processes, and oversight mechanisms to achieve the highest practicable level of aviation safety and security in Namibia.
- 2.2. In this context, NCAA commits to:
 - 2.2.1. Work ethically and consistently to deliver the best service possible for safety and security oversight, licensing and certification, and air navigation service provisioning, while maintaining strict adherence to compliance and the highest acceptable levels of safety and security
 - 2.2.2. Ensure that all regulatory and air navigation services are delivered in accordance with the published service standards and turnaround times contained in the NCAA Service Charter wherever practicable.
 - 2.2.3. Apply the provisions of the Civil Aviation Act, NAMCARs, NAMCATS, and applicable ICAO Standards and Recommended Practices consistently, objectively, and without bias.
 - 2.2.4. Maintain transparent communication with stakeholders by acknowledging enquiries and applications within stipulated timeframes and providing clear, accurate, and timely responses.
 - 2.2.5. Safeguard the confidentiality and integrity of information received from stakeholders in accordance with applicable laws, policies, and regulatory obligations.

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- 2.2.6. Promote a culture of accountability, professionalism, and continuous improvement across all levels of the Authority.
- 2.2.7. Regularly review and monitor service performance against established standards to ensure efficiency, effectiveness, the highest levels of safety, and security, and international compliance.
- 2.2.8. Engage constructively with industry stakeholders through consultation, feedback mechanisms, and collaborative initiatives to enhance aviation safety and service delivery.
- 2.2.9. Benchmark its regulatory oversight and air navigation service provision against recognised international best practices to ensure sustained excellence and global credibility.

3. APPLICABILITY

3.1. This policy applies to:

- 3.1.1. NCAA employees and persons designated by the Executive Director.
- 3.1.2. Aviation Safety and Security Division and inspectors.
- 3.1.3. Regulated entities under the Civil Aviation Act, 6 of 2016.

4. EFFECTIVE DATE AND REVIEW

This Policy takes effect on the date of Board approval and shall be reviewed at least every three years or sooner if required; it may be amended at any time as necessary.

5. GENERAL PROVISIONS

- a. ICAO Annexes and Documents.
- b. Namibia Civil Aviation Act, 2016 (Act No. 6 of 2016).
- c. Namibia Civil Aviation Regulations (NAMCARs)
- d. Namibia Civil Aviation Technical Standards (NAMCATS)
- e. National Civil Aviation Security Programme (NCASP).
- f. NCAA Technical Guidance Material.
- g. The NCAA Service Charter (Annexure A)

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ANNEXURE A – NCAA SERVICE CHARTER

Edition 1.0
NCAA-POL-Service-Annex A

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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.



- 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;

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

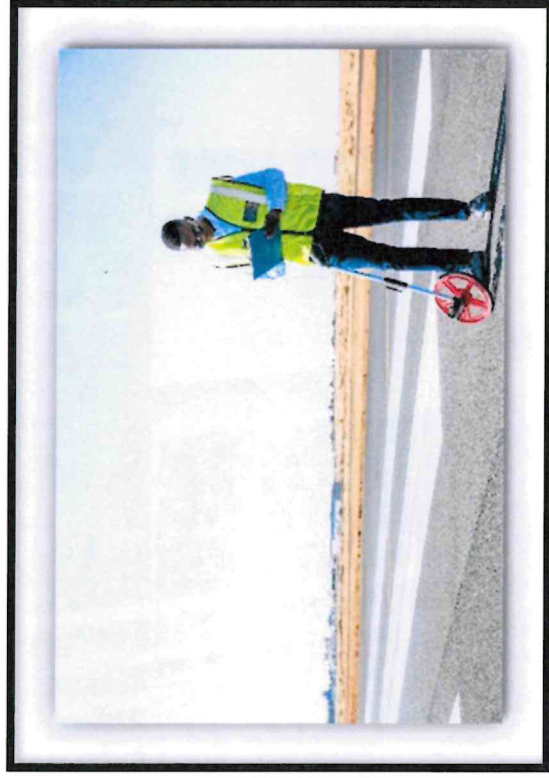
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PART 2 – REGULATORY SERVICE STANDARDS



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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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Service	Requirements	Time
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

p. 1-8

 Namibia Civil Aviation Authority NCAA	Service Charter.
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Service	Requirements	Time
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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Service	Requirements	Time
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

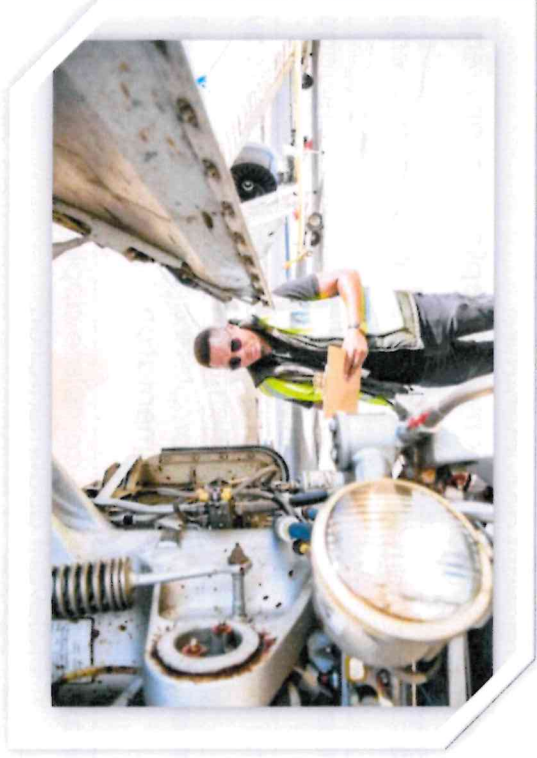
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Service	Requirements	Time schedule for the year
Guidance Material on technical specifications, detection criteria for screening equipment will review	When there is any amendment to all relevant SARPS pertaining to Annex 17 and Doc 8973.	60 days
Approval 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

 Namibia Civil Aviation Authority NCAA	Service Charter.
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Service	Requirements	Time
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

 Namibia Civil Aviation Authority NCAA	Service Charter.
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Service	Requirements	Time
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 Goods, 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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Service	Requirements	Time
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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Service	Requirements	Time
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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 Namibia Civil Aviation Authority NCAA	Service Charter.
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Service	Requirements	Time
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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Service	Requirements	Time
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

 Namibia Civil Aviation Authority NCAA	Service Charter.
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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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 Namibia Civil Aviation Authority NCAA	Service Charter.
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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/revivalidation 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

*money must reflect in NCAA account

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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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 Namibia Civil Aviation Authority NCAA	Service Charter.
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Service	Requirements	Time
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

Service	Requirements	Time
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.

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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, the provided information is correct.

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 Namibia Civil Aviation Authority NCAA	Service Charter.
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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.

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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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 Namibia Civil Aviation Authority NCAA	Service Charter.
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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.

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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

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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.

B.T. 8



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