



efficiently managing air safety

Kenya Civil Aviation Authority

SERVICE CHARTER

Vision

To be a superior, safe, secure and sustainable civil aviation system.

Mission

To economically and efficiently plan, develop, manage and regulate a modern, safe and secure civil aviation industry while delivering quality training and Air Navigation Services.

Core Values

To fulfill its mandate, pursue the Vision and accomplish its Mission, KCAA will be guided by its core values of:

Core Value	Guiding Principles
Security and Safety	We shall endeavor to maintain a safe and secure civil aviation environment.
Customer focus	We undertake to embrace, meet, delight and exceed our customers' expectations.
Fairness	We shall conduct our functions and duties in ways that are just, unbiased and non-discriminatory.
Excellence	We shall strive to provide quality services through innovation, continuous improvement, promotion of creativity and adaption to new ways of doing things.
Integrity	We shall demonstrate professionalism, honesty and commitment to moral ethical principles
Team work	We shall promote cross functional working relationships to promote accomplishment of organizational objectives.

KCAA is committed to adherence to the National Values and Principles of Governance in delivery of its services in a courteous, excellent and environmentally sustainable manner, while ensuring Access to Information in line with the organization's policies. Any service that does not conform to the above standards or any officer who does not live up to the above commitment in Service Delivery should be reported to:

The Director General
Kenya Civil Aviation Authority
4th Floor, Aviation House,
Jomo Kenyatta International Airport
P.O. Box 30163- 00100 Nairobi
Tel +254 020 6827560-5 & 6827470-5
Email: info@kcaa.or.ke
Website: <http://www.kcaa.or.ke/>

Or
The Commission Secretary /Chief Executive Officer,
Commission of Administrative Justice
2nd Floor, West End Towers
P.O. Box 20414 – 00200 Nairobi
Tel: + 254 020 2270000
Email: certificationpc@ombudsman.go.ke
Website: <http://www.ombudsman.go.ke/>

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Service	Requirements	Cost	Time
General enquiries and acknowledgments	Written/oral enquiry	Free	1 Day
Approval of Security Programs	Letter of Application and Security Manual	Ksh 5,000	30 Days
Approvals of Masts and other structures	As per Aerodrome Regulations	Ksh 20,000 – 50,000	15 Days
Approval of Aerodrome Manuals & other documents	As per aerodrome manuals	Ksh 2,000 – 10,000	30 Days
Consultancy on air navigation obstacles/intrusions	As per applicants request	Ksh 10,000	15 Days
Initial issue of ATPL/CPL/PPL/SPL/ATC and Flight Dispatch License	As per relevant KCARS PEL	Ksh 1000 – 8,000	7 days
Validation/Renewals of ATPL/CPL/PPL, ATC, Flight Dispatch and Flight Engineer Licenses	As per relevant KCARS PEL	Ksh 2,000 – 8,000	7 Days
Issue/Renewal of Cabin Crew Member Certificate, I/R, Flight Instructor, Flight Radio Telephony Operator License	As per relevant KCARS PEL	Ksh 700 - 4,000	7 Days
Registration of Aircraft	As per relevant KCARS PEL	Ksh 6,000 – 60,000	10 Days
Ad - hoc Flight Clearance	Application online for permit attaching applicable documents	USD 50 - 800	3 Days
Aircraft Lease Approval	Submission of application, fee payment and relevant documents	USD 150	10 Days
Provisional License	Submission of application, fee payment and relevant documents	USD 1000	14 Days
Initial Issue, Renewal and Variation of Air Service License	Submission of application, fee payment and relevant documents	USD 300 – 1500	120 Days
Initial issue and renewal of AMEL, Authorization for Engineers/TBO/ Escalations/modifications	As per relevant KCARS	Ksh 2,000 - 5,000	5 Days
Approval of Aircraft Maintenance Organization (AMO)	Completion of Phase 4 as per KCARS	As per current AIC 5/12	7 Days after successful completion of phase 4
Approval of aircraft and technical manuals	AMO/AOC requirements	Ksh 3000 - 10,000	90 Days
Initial issue of Certificate of Airworthiness (C of A)	Completion of inspection and certification requirements	Ksh 3,000 - 35,000 plus Ksh 2,700 per additional 500 Kgs	5 Days
Renewal of Certificate of Airworthiness (C of A)	Completion of inspection and certification requirements	Ksh 3,000 - 15,000 plus Ksh 2,700 per additional 500kgs	3 Days
AMEL Type Rating/ Conversion/Validation	Issuance of applicable exam results	Ksh 2000 – 8,000	10 Days
Issuance of letter of verification for Duty exemptions	KCAA spares verification requirements	USD 8 – 1302 depending on value of the equipment/spares	2 Days
Special flight permit	Airworthiness regulation	Ksh 8,000 – 75,000	3 Days
AOC Initial Issue/ Renewal	Completion of 5-phase process as per KCARS, AOC & Admin. Regulations 5 & 8	Ksh 80,000 - 250,000	10 days (After Successful completion of Phase 5)

Note: Days refer to Working Days

Service	Requirements	Cost	Time
Aircraft Inspection for AOC inclusion	As per AOC & Admin. Regulation 22	Ksh 30,000 - 50,000	4 days
Aircraft Inspection for FOC/Fleet Addition	As per AOC & Admin. Regulation 22	USD 500 - 1000	3 Days
Simulator Inspection	As per AOC & Admin. Regulation 183	USD 1000	5 Days
Feedback to request for admission of new students	Filled application forms and payment of application fee	Ksh 1000	5 Days
Issuance of Transcripts and Certificates	Application form and clearance certificate	Free	2 Days
Conferencing/Catering/Accommodation/Sports and other Hospitality Services	Booking and/or payment	As per EASA Price List	1 Day
Subscription to IAIP	Proof of payment	Purchase: Local Ksh 13,500 Foreign USD 380 Subscription: Local Ksh 3,500 Foreign USD 200	10 min
Processing of Aeronautical data	Data meets requirements	Part of ANS Charges	Per AIRAC Calendar
Accepting Flight Plans	Meets ICAO/ National requirements	Part of ANS Charges	20 min
Start-up clearance, Taxi clearance, ATC clearance	Filed flight plan, Request from Pilot-in-Command	Part of ANS Charges	3 min
Initial Search and Rescue Co-ordination	Aircraft in distress, accident, forced landing or request by appropriate organization	Free	1 min
Feedback of preliminary ATC Incident Investigation report	Reports received from Operator, pilot and/ or air traffic controller	Free	21 Days
Registration of ELT/PLB/EPIRB	Filling the ELT/PLB/EPIRB form	Free	24 hrs
Allocation Of SSR (Mode S) Code	Registered Aircraft in the Kenya Aircraft Registry	75 USD	2 Days
Processing of request for Credit Facility	Request letter and guarantee based on monthly turnover	Free	5 days
Processing of payments to suppliers	Requisite claim documents (invoice and evidence of service/goods delivery)	Free	22 Days
Complaint Handling and Resolution	Written complaints	Free	30 Days

Note: Days refer to Working Days