

## KENYA CIVIL AVIATION AUTHORITY SERVICE CHARTER 2023

### VISION

A vibrant, safe, secure and sustainable civil aviation system

### MISSION

To manage, promote and develop a sustainable, safe and secure civil aviation system through effective oversight, economic regulation of air transport, provision of air navigation services and delivery of quality training

SERVICES	REQUIREMENTS	COST	TIME
General enquiries and acknowledgments	Written/oral enquiry	Free	1 Day
Enforcement	Conclusion of enforcement cases and submission of enforcement reports and recommendation after completion of investigation process	N/A	14 days
Approval of Security Programs	Letter of Application and Security Manual	Ksh 5,000	30 Days
Approvals of Masts and other structures	As per the Aerodrome Regulations subsequent to the submission of requisite documents	Ksh 15,000 – 40,000	15 Days
Approval of Aerodrome Manuals & other documents	As per the Aerodrome Regulations	Ksh 2,000 – 10,000	30 Days
Consultancy on air navigation obstacles/intrusions / structures per report	As per the Aerodrome Regulations and Letter of application	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
Issuance of ANSP Certificate (Initial)	As per the certification of the ANSP Regulations	Ksh 380,000	180 Days
Issuance of ANSP Certificate (Renewal)	As per the certification of the ANSP Regulations	Ksh 210,000	90 Days
Approval of ANSP Manuals/ Documents	As per the certification of the ANSP Regulations	Ksh 2,000 – 10,000	30 Days
Validation/Renewals of ATPL/ CPL/PPL, ATC, Flight Dispatch and Flight Engineer Licenses	As per relevant KCARS PEL	Ksh 2,000 – 8,000	5 Days
Issue/Renewal of Cabin Crew Member Certificate, I/R, Flight Instructor, Flight Radio	As per relevant KCARS PEL	Ksh 700 - 4,000	4 Days
Telephony Operator License			
Registration of Aircraft	As per relevant KCARS PEL	Ksh 6,000 – 60,000	10 Days
Ad - hoc Permit/ Short Term License	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
Temporary License	Submission of application, fee payment and relevant documents	USD 1000	10 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	As per relevant KCARS	Ksh 2,000 - 5,000	5 Days
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
TBO Escalations/ Acceptance/ Approval of major modification or repair	Submission of an application, payment of fees	Ksh 8,000	3 Days
Approval of a Maintenance and Repair Organization (MO)	Completion of 5 Phase certification process as per relevant KCARS	As per current AIC 5/12	26 Days
Issue of Foreign AMO	Facilitation of inspection and submission of an acceptable CAP or closure of safety issue as applicable to 4 <sup>th</sup> Phase	As per current AIC 5/12	20 Days
Renewal of Approved Maintenance Organization (AMO)	Facilitation of inspection and submission of a acceptable CAP or closure of safety issue as applicable to 4 <sup>th</sup> Phase	As per current AIC 5/12	10 Days
Amendment of AMO Rating/Scope of work	Facilitation of inspection and submission of an acceptable CAP or closure of safety issue as applicable	As per current AIC 5/12	5 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
Issue of Noise Certificate	Submission of an application, payment of fees	As per AIC	6 Days
Special flight permit	Airworthiness regulation	Ksh 8,000 – 75,000	3 Days
AOC initial issue/Renewal	Completion of 5 phase process as per applicable Regulations for initial issue/renewal	Ksh 80,000-250,000	5 Days
Aircraft Inspection for AOC inclusion	As per AOC & Admin. Regulation 22	Ksh 30,000 - 50,000	4 Days

SERVICES	REQUIREMENTS	COST	TIME
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
Processing of NOTAM	Data meets requirements	Free	10 min
Accepting Flight Plans	Meets ICAO/ National requirements	Part of ANS Charges	20 min
Pre- Flight Information Bulletin (PIB)	1. Route of flight 2. Presence of pilot or designated representative	Included in ANS Charges	5 min
Verbal Briefing	1. Route of flight 2. Presence of pilot or designated representative	Included in ANS Charges	5 min
Processing of Aeronautical Information/ Data	Must be from an authorized aeronautical data originator/Provider	Included in ANS Charges	2 weeks for AIC and AIP Supplements. AIP amendments and AIRAC Supplements issued per AIRAC Aeronautical Charts issued as per AIRAC requirements
Sale and subscription of Aeronautical Information products	Proof of payment	New AIP & AIC Aeronautical Information Products Annual Products Annual Subscription	Ksh. 13,500 local purchase USD 255 International purchase Ksh. 3,500 local subscription USD 75 International Subscription
Subscription to Aeronautical Information Products	Proof of payment	New purchase (AIP & AIC) : Local Ksh 13,500 Foreign USD 380	Annual subscription: Local Ksh 3,500 Foreign USD 200
Air traffic Services (Flight information service, alerting service, air traffic advisory service, air traffic control service)	Flight plan	Included in ANS Charges	1. Within 15 minutes 2. Within 45 Minutes in Procedural environment
Start-up clearance, Taxi clearance, ATC clearance	Filled flight plan Request from Pilot-in-Command	Part of ANS Charges	3 min
Initial Search and Rescue Coordination	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	60 Days
Registration at international beacon	Data form filled by operator	Free	1 working day
Availability of NAVAIDS	On board equipment	Included in ANS Charges	Better than 97% all the time. Less than 24hrs back to service in case of failure
Provision of SSR mode 's' codes to air operators	1. As per AIC 3/07 2. Launching of application 3. Kenyan licensed Air Operators	USD 75	2 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	USD 75	2 Days
Creation of e-services account for mandatory Occurrence Reporting	Submission of service providers' safety email address, mobile number and scan of safety Manager acceptance letter to SSP office on email	Free	1 Day
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
- Time refers to the period after all the requirements have been FULLY complied with to the time of completion of the service

KCAA is committed to adherence of the National Values and Principles of Governance in delivery of its services in a courteous, excellent and environmentally sustainable manner 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: certificationnpc@ombudsman.go.ke  
Website: http://www.ombudsman.go.ke

