



Maldives Civil Aviation Authority

# Code of Practice

Issue 1.00, 15 December 2023

**Contents**

**Chapter 1 – Principles ..... 3**

1.1 Purpose .....3

1.2 Values .....3

1.3 Information and Openness .....3

1.4 Consistency .....3

1.5 Consultation & Communication .....3

1.6 General Service Standards.....4

1.7 Achieving our Service Standards.....4

1.8 Your Role .....4

**Chapter 2 – Service Standards ..... 5**

2.1 General .....5

2.2 Flight Operations.....5


2.3 Air Navigation and Aerodromes.....5

2.4 Airworthiness.....6

2.5 Air Transport.....6

**Chapter 3 – Annual Performance Report..... 7**

Document Approval

<b>Hussain Jaleel, Chief Executive</b>	
Signed:	
Date:	

Revision History

Version	Description of Changes	Date
1.00	Initial issue	2023-12-15

# Chapter 1 – Principles

## 1.1 Purpose

The Civil Aviation Code of Practice reassures Maldives Civil Aviation Authority's (CAA) commitment to setting high service standards which is obligated by the Maldives Civil Aviation Authority Act (2/2012), Chapter 3, Article 5(i).

This Code of Practice sets out the standards and levels of service which both the aviation industry and individuals may expect from the CAA.

The service standards stated in this document reflects the current duration taken by the respective sections in completing a specific service. Consideration was given to take into account the service standards stipulated in Service Charter/Code of Practice documents of other Civil Aviation Authorities.

## 1.2 Values

- Performance: The regulation and advice we provide must meet the highest standards of professionalism and integrity.
- People: We believe in maintaining and developing excellence in our people as they are the source of our reputation and success.
- Value for Money: We must deliver value for money and continually review our activities to ensure that we operate in a cost effective way.

## 1.3 Information and Openness

We publish:

- Clear guidance on how to apply for, or renew, Certificates, Licences and Approvals and we define clearly the terms or privileges of Certificates, Licences and Approvals;
- The charges applicable to the grant and renewal of Certificates, Licences and Approvals;
- Safety performance statistics
- Our service standards and, annually, a report on our performance in delivering against these standards
- Additionally, to assist in clear understanding, we will provide written or oral advice about any of the foregoing and in respect of our interpretation of requirements.

## 1.4 Consistency

We will carry out our duties in a fair, equitable and consistent manner. While staff are expected to exercise judgement in individual cases we will have arrangements in place to promote consistency including effective liaison with other authorities and enforcement bodies as required.

## 1.5 Consultation & Communication

When considering changes to the requirements or regulatory framework, we believe it is important for us to invite the views of the individuals and industry we regulate and to take account of such views before implementing views.

As far as practically possible, we will maintain relationships with individuals and industry that are appropriate to continuing, positive discussion in respect of matters of mutual concern.

We will analyse, and publish a summary of the feedback we receive. We will implement actions that may help to maintain and improve services.

#### Contact Information

CAA focal points and contact information can be found on the [CAA website](#).

### 1.6 General Service Standards

- Our staff will be courteous and helpful
- Visitors who have a pre-arranged appointment will be met on time
- Written communications will be replied within three working days. Of course, some communications and requests for information require comprehensive responses which might take longer to prepare. In these cases we will acknowledge your correspondence within ten working days.
- If the focal point of a section is going on leave or is away from office for official business, their functions will be designated to the deputized staff and this will be informed to the focal points within all organisations.

### 1.7 Achieving our Service Standards

We aim in achieving our specific standards, stated below, on 90% of occasions. This target has been set because our ability to meet these standards is affected by many factors, not least of which is seasonal variation in demand.

It should also be noted that we are sometimes not the only organisation involved in a particular process. However, if this is the case, we will inform the stake holders of the situation.

### 1.8 Your Role

Our service standards, set in the Chapter 2 are based on the assumption that the following necessary inputs have been provided by you, the applicant:

- A correct and complete application
- The application is submitted on behalf of an appropriately approved organisation or suitable authorised individual
- The required and requested information in a satisfactorily and timely manner
- The appropriate fees
- Timely access to your facilities, personnel or aircraft, as we require.

# Chapter 2 – Service Standards

## 2.1 General

Service	Standard
Reports on the results of audits and inspections	20 working days
Permissions and Exemptions	20 working days
Manual Approval/Acceptance	30 working days

## 2.2 Flight Operations

Service	Standard
Air Operator Certification (initial / variation)	185 working days
Extended Twin Engine Operations (ETOPS) approval	90 working days
Approved Training Organisation Certification (initial / variation)	90 working days
Approval of training facility	30 working days
Approval of flight simulator	20 working days
Acceptance of Nominated Persons	10 working days
Acceptance of TREs/TRIs	05 working days
Dangerous Goods handling approval	30 working days
Examinations – Results of Aviation Legislation examinations	10 working days
Examinations – Results of FCL examinations	20 working days
Examinations – Arrange for Aviation Legislation examinations	05 working days
Licencing – initial issue	10 working days
Licencing – inclusion of a rating	05 working days
Licencing – renewal	05 working days
Licencing – validation	10 working days
Licencing – verification of a Maldivian licence	05 working days
Licencing – verification of a foreign licence	10 working days
Medical - Approval of Aero Medical Centre	30 working days
Medical - Approval of Aviation Medical Examiners	10 working days
Medical - Approval of Aviation Medical Assessors	10 working days

## 2.3 Air Navigation and Aerodromes

Service	Standard
Aerodrome Certification	90 working days

Aerodrome Certification – Water aerodromes / floating platforms	15 working days
Aerodrome Certificate transfer	15 working days
Aerodrome Certificate transfer – Water aerodromes / floating platforms	10 working days
Air Traffic Services – Certification	90 working days
Licencing – initial issue or inclusion of ratings	10 working days
Results of examinations – Aviation Legislation (ATC)	05 working days
No objection permits – Obstructions near Aerodromes	10 working days

## 2.4 Airworthiness

Service	Standard
Aircraft Leasing	15 working days
Approval of modification and repairs	05 working days
Airworthiness Review Certificate	10 working days
Continuing Airworthiness Management Organisation Approval	180 days
Certificate of Airworthiness	10 working days
MCAR-145 Maintenance Organisation Approval	60 days
MCAR-M Subpart F Maintenance Organisation Approval	60 days
MCAR-66 Licence Issue/Amendment	20 working days
Permits to Fly	10 working days
Radio Licence for an Aircraft	05 working days
Registration / De-registration of aircraft and register amendments	07 working days
Registration of Mortgages	05 working days
Results of MCAR-66 Examinations	10 working days
Verification of foreign licence	05 working days

## 2.5 Air Transport

Service	Standard
Certificate of Approval for Air Transport Sales Agent	10 working days
Flight permits for non-schedule/General Aviation operators	03 days
Flight permits for commercial charter operations	60 days
Foreign Carrier Operating Permits for scheduled operators	60 days
Issuing of the No Objection Letter (AOC)	30 working days

# Chapter 3 – Annual Performance Report

We will strive to generate, on the first month of each year, the performance of the CAA for the previous year. This document will be published on the CAA website.

Essentially this report will comprise of two graphs, illustrating:

1. Service Standard vs Performance (as a percentage)
2. Service Standard vs Performance (in number of days)