

Department of Civil Aviation

Customer Charter

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INTRODUCTION

The purpose of this Charter is to provide information concerning the various services which the Department of Civil Aviation (DCA) is required to provide to its customers. Our customers are mainly aircraft operating within the airspace under the jurisdiction of Mauritius as assigned by the International Civil Aviation Organisation.(ICAO) and other organisations and persons who are required to obtain certificates, licenses and permits to enable them to discharge their responsibilities in the aviation or aviation related industry.

It is the duty and responsibility of the DCA to provide a safe and secure environment and an expeditious service to its customers at all times.

The DCA will continue to upgrade its services, modernise its equipment and facilities to ensure that its aims and objectives are achieved. In order to help us to further improve our performance, your constructive criticism is most welcome and we would like to assure you that these will be treated with utmost respect and confidentiality.

This charter:-

- sets the framework within which we operate;
- spells out the core services that we provide;
- lays down the standards and targets in the provision of these services; and
- provides relevant contact details.

ROLE AND RESPONSIBILITIES OF THE DEPARTMENT OF CIVIL AVIATION

The DCA is a Government Department within the Ministry of Tourism, Leisure and External Communications and plays a leading role in the development of the aviation industry in Mauritius through the safety regulation of the Mauritian civil aviation and by providing air navigation services in the Mauritian airspace in compliance with the Standards and Recommended Practices (SARPs) of the ICAO. The DCA is the regulatory body of the Government on matters pertaining to civil aviation; its specific responsibilities are enshrined mainly in the Civil Aviation Act of 1974 and the Civil Aviation Regulations of 1986 and include amongst others:

- issuance of air operator certificate, registration of aircraft, airworthiness of aircraft and licensing of personnel;
- certification and licensing of aerodromes;
- provision of air navigation services; and
- aviation security and facilitation.

The DCA is headed by a Director of Civil Aviation who is assisted by two Deputy Directors of Civil Aviation to implement aviation policies to achieve set objectives. The Director of Civil Aviation is also assisted by three Divisional Heads for the implementation of technical standards to ensure compliance with ICAO and local legislation.

OUR VISION AND MISSION

Our Vision

To be recognised as the best regulator of civil aviation and the best provider of air navigation services in the region.

Our Mission

- To foster the development of safe, secure, regular and efficient civil aviation operations;
- To regulate and promote civil aviation activities in Mauritius;
- To provide safe and efficient air navigation services within our airspace;
- To serve the interests of the Mauritian community at large;

We shall accomplish our mission through:

- partnerships with aviation stakeholders;
- highly trained, competent and empowered staff;
- compliance with international civil aviation industry standards and practices;
- high levels of customer service, responsive to the industry and to the public;
- documented policies and procedures;
- state-of-the-art technology.

OUR CORE VALUES

- Aviation Safety and Security First
- Quality and Operational Excellence in Everything We Do
- Customer Oriented and Customer Satisfaction
- Our Staff is our Greatest Strength – Staff Training and Development
- Team Work
- Innovation and Creativity
- Adapting to Changing Environment to Improve Performance
- Sound Financial Practices and Cost-Effectiveness
- Politeness, Fairness and Integrity
- Discipline

MAJOR FUNCTIONS OF THE DEPARTMENT OF CIVIL AVIATION

The functions can be classified into two main sections. We are the regulator of the aviation industry in Mauritius and we provide Air Navigation Services within the airspace under the jurisdiction of Mauritius. The main functions in each category are as follows:

A: Regulatory Functions

Airworthiness

The responsibilities of the Airworthiness Division cover all matters relating to registration of aircraft, continuing airworthiness, approval of maintenance organisations and maintenance certification of operators, licensing of maintenance personnel and investigation in case of incidents/ accidents.

Aircraft Accident Investigation

The Aircraft Accident Investigation Unit is responsible for the investigation of reportable occurrences under the Civil Aviation Regulations, incidents and accidents relating to aircraft, aerodrome and air traffic, with respect to operations and maintenance under the jurisdiction of the Department.

Flight Operations

The Flight Operations Division is responsible for conducting investigations for awarding Air Operator Certificate and exercising continuing surveillance and inspections of operations and issuing approval for the transport of dangerous goods.

Licensing of Personnel

This Division carries out the functions and duties relating to the issue of validation certificates and licences for flight crews for all aircraft registered in Mauritius. It also issues cabin crew certificates for all non flight crew personnel.

Certification and Licensing of Aerodromes

It is our responsibility to ensure that the design, construction, operation and safety aspects of all aerodromes within the State of Mauritius are in line with the requirements of the Aerodrome Licensing Manual, ICAO SARPs related to aerodromes and the provisions of the Civil Aviation Act and the Civil Aviation Regulations.

Civil Aviation Security and Facilitation

The Civil Aviation Security Unit is responsible for the development, implementation and maintenance of the National Civil Aviation Security Programme (NCASP). The main function of the Unit is to oversee the proper implementation of the NCASP by all stakeholders at the airport, while monitoring the level of measures provided at the airport to facilitate air travel.

B: Air Navigation Services Provider

Air Traffic Management (ATM)

The Air Traffic Management (ATM) Division is responsible for managing all domestic and international air traffic within the Mauritius airspace with the aim of enabling aircraft operators to meet their planned times of departure and arrival and adhere to their preferred flight profiles with minimum constraints and without compromising agreed levels of safety.

We provide Air Traffic Services and Aeronautical Information Services to the Aeronautical Community. The ATM Division also carries out Aircraft Clearance function.

Communication, Navigation and Surveillance (CNS)

The Communication, Navigation and Surveillance (CNS) Division is mainly responsible for the provision of facilities required for aircraft to navigate safely in the Mauritian airspace. These facilities comprise communications between Air Traffic Controllers (ATC) and Pilots, voice and data communications among all the various Air Traffic Control Centres in the region, navigation equipment including landing aids (Instrument Landing System) and surveillance equipment (Automatic Dependent Surveillance). Furthermore, other computerised systems such as the Flight Data Processing Systems (FDPS) are provided as working tools so that ATCs can have a visual display of all aircraft under their control on a pseudo-radar screen.

The CNS Division is also responsible for the maintenance and proper functioning of the equipment used for providing these services.

C: Administrative Support Services

The support services include various sections namely personnel, finance, registry, purchasing and supply and transport. For the DCA to be effective in the provision of a quality service, it requires efficient support services to sustain its core activities.

MAJOR SERVICES AND CUSTOMERS

Regulatory Functions

Aircraft Operators	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • issuance, variation and renewal of air operator certificate • approval of Extended Twin Engine Operations (ETOPs) • approval of dangerous goods transportation • approval of Basic Area Navigation (BRNAV) • approval of Reduce Vertical Separation Minima (RVSM) • approval of simulators • approval of Type Rating Training Organisation (TRTO) • approval of rating courses • approval of Flight Operation Manual • surveillance of operation • in flight inspection • base inspection • aircraft operational survey 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines (registered in Mauritius) • offshore aircraft operators • aircraft manufacturers • aircraft flight training organisations
Aircraft Maintenance Engineering	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • approval/audit of aircraft maintenance organisation • approval of Maintenance Schedule • approval of Flight Manual • approval of Extended Twin Engine Operation (ETOP) Manual • approval of minimum equipment list • approval of aircraft modifications 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines • aircraft flight training organisations
Licensing of Flight Crew	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • validation of foreign flight crew licenses • issuance of Mauritian Private Flight Licenses • Commercial Pilot Licenses, Airlines Transport Pilot Licenses • issuance of Examiners Authorisation • issuance of Type Authorisation • designation of approved Medical Examiners 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines • offshore aircraft operators • private hospitals

Licensing of Aircraft Maintenance Engineer	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • conduct of basic License Without Type Rating (LWTR) examination in Category A & C • conduct of Air Legislation Examinations • issuance or renewal of Mauritian LWTR • validation of foreign LWTR License 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines • aircraft maintenance organisations
Licensing of Airline Cabin Crew	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • issuance /renewal of Crew Members Certificate • approval of Emergency Procedures Training • inspection/survey of training facilities • approval of type courses • approval of training organization 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines
Certification and Licensing of Aerodromes	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • certification and licensing of aerodromes • survey/audit of aerodromes • approval of Aerodrome Manual • approval of Emergency Manual • approval of Safety Management System • inspection of helipads • survey of facilitation on aerodromes • inspection and audit of medical facilities at the airport • approval of works on aerodromes • control of obstacles on and within the immediate vicinity of aerodromes and in the obstacles limitation surfaces 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • aerodrome operators in Mauritius and Rodrigues • private helipad operators
Aviation Security Standard	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • implementation of National Civil Aviation Security Programme • review/approval of airline, aerodrome & other service providers security programmes • issuance of Aviation Security Identification Cards. • audit /inspection of stakeholders/programmes for compliance with the National Civil Aviation Security Programme. 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines • aerodrome operators in Mauritius and Rodrigues • catering agencies • Border Control Agencies • persons visiting airport on business • ground handling agents

Air Navigation Services Provider

Air Traffic Management Division

Air Traffic Services (ATS)	
<p>Our core functions consist of :</p> <ul style="list-style-type: none"> • ensuring a safe, orderly and expeditious flow of air traffic within the Mauritian airspace • providing advice and information useful for the safe and efficient conduct of flights • notifying appropriate organizations regarding aircraft in need of search and rescue aid, and assisting such organizations as required. 	<p>Our Customers and partners are:</p> <ul style="list-style-type: none"> • airlines • aircraft operating agencies • private pilots • neighbouring Air Traffic Service providers • aerodrome operators
Aeronautical Information Services (AIS)	
<p>Our core functions consist of :</p> <ul style="list-style-type: none"> • publishing the relevant aeronautical information concerning the Republic of Mauritius • exchanging information with AIS units of other States and ensuring that the integrated aeronautical information issued by AIS units of other States reach the appropriate recipients within the Republic of Mauritius • provision of information to individuals and local agencies with an interest in aeronautical information 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • foreign State AIS agencies • airlines • private aircraft operators • private pilots • neighbouring Air Traffic Service providers • aerodrome operators • Mauritius Police Helicopter section • State aircraft operator (local)
Aircraft Clearance	
<p>Our core functions consist of :</p> <ul style="list-style-type: none"> • receiving and processing applications from aircraft to overfly the Mauritius airspace or land in Mauritius 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • <u>internal</u> <ul style="list-style-type: none"> ○ airlines (registered in Mauritius) ○ aerodrome operators ○ local flyers/aeroclub • <u>external</u> <ul style="list-style-type: none"> ○ airlines ○ private aircraft operators ○ charter flights operators

Communication, Navigation and Surveillance (CNS) Division

Communications	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • providing and maintaining good communications facilities: <ul style="list-style-type: none"> ○ between Air Traffic Controllers and Pilots at all times for air traffic control purposes ○ with the neighbouring Air Traffic Control centres of the region (this includes voice and data) ○ internal to the organisation. • providing radio communications between the Control Tower and vehicles and personnel working on the tarmac/runway <p>The modes of communication are Very High Frequency (VHF), Extended-Range VHF, High Frequency (HF) and satellite.</p>	<p>Our customers are:</p> <ul style="list-style-type: none"> • Air Traffic Controllers (ATCs) • Pilots • Air Traffic Services units in the region
Navigational Aids	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • providing and maintaining Navigation Aids required for aircraft to navigate in our airspace and land at the airport as well as for ATCs to provide separation between aircraft. <p>The navigation facilities provided are mainly Doppler VHF Omni-directional Range (DVOR), Distance Measuring Equipment (DME), Instrument Landing System (ILS), Non Directional Beacon (NDB) and Marker Beacons.</p>	<p>Our customers are:</p> <ul style="list-style-type: none"> • airlines operating in and overflying Mauritius • Air Traffic Controllers
Surveillance	
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • providing and maintaining surveillance facilities as a tool for Air Traffic Controllers to monitor the progress of flights. <p>The surveillance facility is provided through Automatic Dependant Surveillance (ADS) using satellite technology.</p>	<p>Our customers are mainly:</p> <ul style="list-style-type: none"> • Air Traffic Controllers • airlines

OUR STANDARDS OF SERVICE

Regulatory Services

Our services are mainly related to providing advice and ensuring that operators licensed or certificated by this Department are implementing the requirements of the Civil Aviation Regulations consistent with the provisions and guidelines of ICAO.

To provide assurance to the traveling public, this Department undertakes continued surveillance and yearly audit/inspection of the operators and provides the necessary recommendations to improve and maintain a safe environment for the aviation activities in Mauritius.

Our customers are provided with all the required information to enable them to formulate their application as per the requirements of this Department. Upon submission of a complete project profile, the same will be assessed and recommendations for approval will be issued in 15 to 90 days depending on the complexity of the project.

All our services are performed by our staff in accordance with procedures in line with the norms established by ICAO to ensure that a harmonized process is implemented to meet the expectations of our customers.

Air Navigation Services Provider

Air Traffic Management Division

Air Traffic Services

In discharging the above functions, we shall:

- pursue safety as our highest priority;
- be driven by a commitment to excellence in the interest of our customers, employees, industry partners and the Government of Mauritius;
- provide our services to customers in an efficient and cost effective manner;
- perform our functions and deliver our services consistent with our international aviation obligations in accordance with the Standards and Recommended Practices of ICAO;
- consult with our customers and partners about service delivery and investment priorities; and
- use state-of-the-art equipment to automate such air traffic control functions that will permit effective presentation of ATC data and thus enhance air safety.

Aeronautical Information Services

- We shall establish and maintain proper communication channels and consult with providers of primary information to be promulgated;
- We shall publish aeronautical information/data that is adequate, of required quality and timely; and
- We shall respond to enquiries for aeronautical information within 48 hours.

Aircraft Clearance

- We shall publish in the Mauritius Aeronautical Information Publication (AIP) complete procedure for applying for landing clearance; and
- We shall acknowledge receipt of all requests within 24 hours. Once all required information are submitted, we shall process these requests and respond to the applicant within:
 - 2 working days for private and technical flights; and
 - 7 days for non scheduled commercial or series of flights.

In case the processing time will exceed the abovementioned period, the applicant will be so informed.

Communication, Navigation and Surveillance (CNS) Division

We shall ensure that the availability of all CNS facilities is above 99.9 % and of the best achievable quality. To meet the above target, we are committed to attend to any unexpected failures within 15 minutes of its time of occurrence.

We also take a pledge to:

- carry out regular maintenance of our equipment using best practices; and
- remedy any fault within the shortest possible time such that the availability of facilities remains above 99.9%.

A highly qualified and dedicated team of engineers and technicians is available to carry out these functions.

OUR COMMITMENT WHEN YOU CONTACT US

When you Write to Us

When you contact us by letter, fax or e-mail.

- We will acknowledge or reply to your written request as soon as possible, and at latest, within 10 working days.
- In case the request does not fall under our purview or we cannot deal with it expeditiously, we will let you know within 5 working days.

When you Phone Us

- Our telephonist will pick up the phone within 3 rings.
- Our telephonist will check that the officer you are calling is available before transferring the call.
- Our staff will be courteous, give you accurate information and answer all your questions.
- Otherwise, we shall ring back and inform you when to expect a return call and who will contact you.

When you Visit Us

- If you have an appointment, we will see you on time.
- In case you do not have an appointment, you should call at DCA's Permit Office which is open on a 24-hour basis. Our officers will be pleased to assist you.

Enhancing the Level of our Services

Constructive comments on our services are most welcome to help us improve and better serve you.

You are encouraged to submit your comments and complaints, if any:

- in person
- by phone
- by post, e-mail or fax
- through our suggestion box.

How to Contact Us

The Department of Civil Aviation may be contacted as follows:-

Tel. No.: +230 603 2000

Fax No.: +230 637 3164

Email : civil-aviation@mail.gov.mu

Address: SSR International Airport
Plaisance
Plaine Magnien
Mauritius

All correspondences should be addressed to the Director of Civil Aviation

Please visit our website at <http://civil-aviation.gov.mu>

HOURS OF BUSINESS

Administration : 08.45a.m to 12.00 and 12.30p.m to 16.00p.m (Monday to Friday)

Operations : 24 hours