

Department of Civil Aviation  
SSR International Airport  
Plaine Magnien  
MAURITIUS



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## Applying for an AOC

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Any individual, organisation or Company that wishes to operate an aircraft for the purpose of Commercial Air transport must, by law, satisfy the requirements for an Air Transport Service Licence in order to obtain an Air Operator Certificate (AOC) from the Department of Civil Aviation.

The Air Operator Certificate allows you to charge to fly passengers and / or cargo on your aircraft, whether this is a jet airliner operating on a trans-continental scheduled service, a helicopter flying. This leaflet sets out the procedure that an Applicant for an AOC must follow.

All applicants are therefore requested to submit the following initial information for consideration in order to proceed with their business plan as per **Appendix A**. The submitted information should consist amongst others the following:

- **Name of all shareholders in the proposed organization with the attribution of shares**
- **Nationality of the share holders**
- **Copy of passport detailing particulars of the holder.**
- **Certificate of morality or similar certificate from the appropriate Authority of country of residence.**
- **Fiscal clearance Certificate from appropriate Authority in country of residence.**
- **Present assigned duty.**
- **Information on any share held in any company.**

Send the completed Air Transport Service Licence application form to:

**Director of Civil Aviation**

Department of Civil Aviation

Sir Seewoosagur Ramgoolam International Airport

Plaine Magnien

MAURITIUS

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## 1. Types of Air Operator Certificates (AOC)

Before you apply for an AOC it is essential that you understand what type of AOC you will want. You need to consider the types of aircraft you intend to operate, what area and routes you wish to fly and whether you need an all-weather operation or one which is limited to flights by day, or by night only.

**(a) A to B AOC**- also referred to as a "full" AOC, it enables operators to fly from point A to point B. The conditions attached to a full AOC will be determined by the competence and ambitions of the organisation.

- The AOC operating area may restrict flights to remain within Mauritius, or may permit operations to the near continent or be fully global.
- Operations may be conducted in all weather, or may be restricted to day only, day and night under Visual Flight Rules (VFR)
- Flights may be run as scheduled services, or as ad hoc charter
- An operating licence is required.

**(b) Restricted A to B AOC.** - An AOC with a deliberately limited scope that allows operators to conduct flights from point A to point B. It has the following conditions:

- Flights must be day VFR only
- Only single-engine piston aircraft under 2000kg Maximum Total Weight Authorised (MTWA) to operate on AOC
- A to B operations restricted to points within Mauritius only
- The AOC may be issued with a limited but seasonal validity period depending upon the requirement
- An operating licence is required.

**(c) A to A AOC.** - An AOC with a deliberately limited scope that allows operators to conduct flights that departs from and arrives at the same aerodrome. It has the following conditions:

- Flights must be day VFR only
- Only applicable to aircraft not exceeding 5000kg Maximum Take-Off Weight (MTOW)
- Flights are restricted in radius of operation of not more than 50 nautical miles (aeroplanes) or 25 nautical miles (helicopters) from the aerodrome. Application to operate outside of this area may be considered and is likely to incur additional costs.
- The AOC may be issued with a limited but seasonal validity period depending upon the requirement

## **2. The Application Process**

Note, completion of the details and process contained in Appendix A proceeds this step.

### **(a). Pre Application Statement**

Having decided on the type of AOC you want, you will need to complete the **pre- application statement** attached to this leaflet at **Appendix B**

Send the completed **pre-application statement** to:

#### **Director of Civil Aviation**

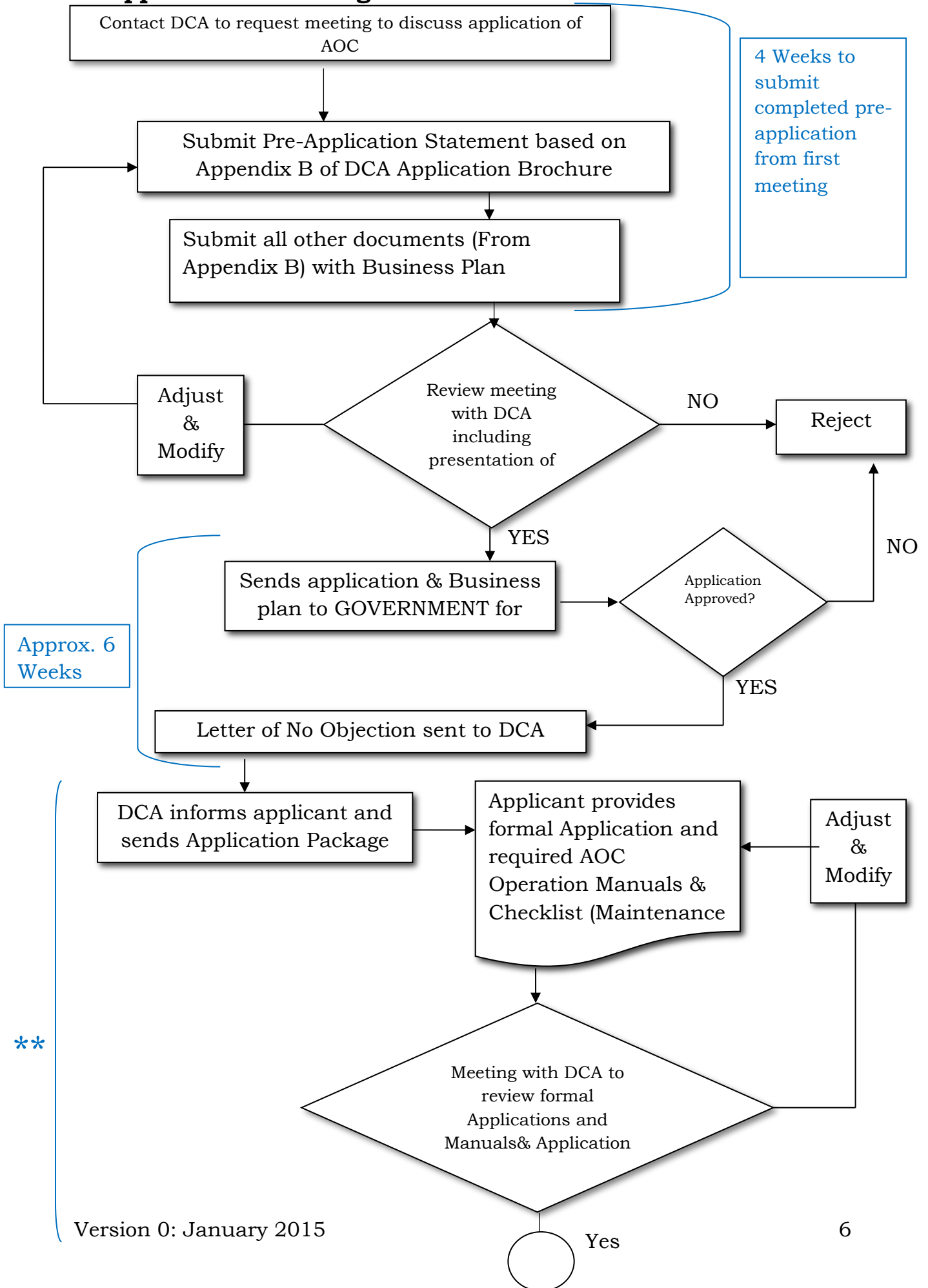
Department of Civil Aviation

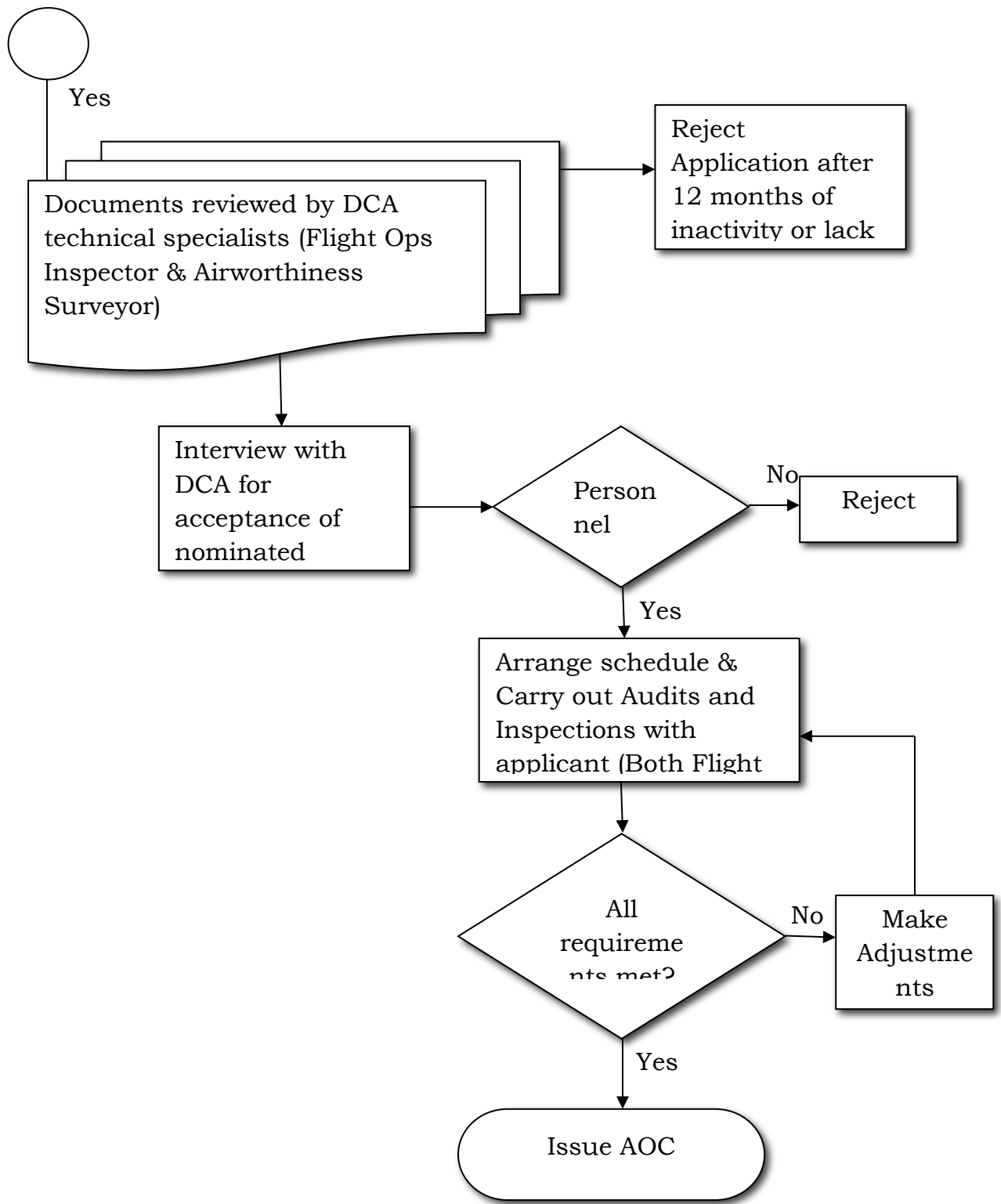
Sir Seewoosagur Ramgoolam International Airport

Plaine Magnien

**MAURITIUS**

#### 4. Application flow diagram





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\*\* - Process takes 3 Months minimum

\*\* - Assumes that the operations manuals are all fully compliant when first submitted to the Authority



On receipt of the pre-application statement, you will be assigned a Flight Operations Inspector (FOI) and an assigned Airworthiness Surveyor (AS).

**(b). The Pre-Application Meeting**

The DCA will invite you to attend a pre-application meeting, attended by the FOI and AS.

The purpose of the pre-application meeting is to determine that you and your organisation have sufficient understanding of the appropriate regulations and requirements and to confirm, for your benefit, the expectations of the DCA. You should ensure your key management personnel attend the meeting.

At this meeting the DCA the FOI and AS will discuss with you the procedure involved for the award of the AOC. All aspects of the AOC will be discussed and there will be an opportunity for you to ask questions about the application process. You will be provided with an overview of the certification process and made aware of the various departments responsible for financial, economic and legal matters and for the necessary assessment of your financial resources and ability to support the proposed operations by the government.

You should be prepared to discuss and demonstrate that you have considered:

- **The organisation of the company**
  - **Where your operation will be based**
  - **The intended AOC management structure,**
  - **The competence of the individuals who will be working for the operation.**
  - **How the AOC will be financed**
  - **Discuss your business plans**
  - **What sort of Operation you require**
  - **What aircraft you intend to operate**
  - **What Area you intend to operate in**
- Your understanding of the regulations and requirements

**c. Instruction to Proceed**

If the pre-application meeting was satisfactory and both parties are in agreement that the application may proceed to the point where the company business plans and brochure are submitted to the government for their comment, and ultimately their approval to proceed to the formal applications stage, detailed below:

You will be provided with an AOC Application package.

The **AOC Application package** will include the following additional documents:

- ***The AOC Application form;***
- ***Application form for the various approvals required including 'MCAR Part-M;***
- ***The Operations Manual Checklist (statement of compliance with the applicable requirements).***
- ***An AOC Approvals Document template.***
- ***The Aircraft Equipment checklist template (the IDE document).***
- ***DCA Form 4, to be completed for each nominated person.***

#### **d. The Formal Application**

Please do not complete the AOC Application form until you have been told you may proceed with the formal AOC Application. The **AOC application fee** must accompany the completed Application form.

Send the completed **AOC Application form** to:

**Director of Civil Aviation**  
Department of Civil Aviation  
Sir Seewoosagur Ramgoolam International Airport  
Plaine Magnien  
MAURITIUS

## **5. Application Documents**

Many of the following documents will be required for the application to proceed; if these do not accompany the **AOC Application form**, you should ensure they are forwarded as soon as possible.

The completed *Schedule of Events* in the application process. This document provides the DCA with your timeline for commencement of operations and should identify appropriate events and target dates (a project plan is typically submitted).

The completed *Operations Manual checklist*; completion of this checklist will ensure that your Operations Manuals contain all the guidance, procedures, instructions and material necessary to satisfy the legislative and operator requirements.

The completed *AOC Operations Approvals Document*; completion of this document will ensure that you have applied for the necessary Approvals required for your operation.

A completed *Aircraft Equipment checklist* for each aircraft type and if necessary for each aircraft to be operated. Completion of this document will ensure that your aircraft are correctly equipped for the activity, and the area of operation you intend to fly in.

- **A DCA Form 4- for each AOC Management nominated person(s).**
- ***The Operations Manual.***
- ***Airworthiness and Maintenance Requirements.***
- ***A statement of Air Operator Certificate (AOC) ownership and nationality***

(1) **The Operations Manual**, which may be provided in separate volumes, should set out the general policies, the duties and responsibilities of personnel, your operational control policy and procedures, and the instructions and information necessary to permit flight and ground personnel to perform their duties with a high degree of safety. The size, as well as the number of volumes, of the operations manual will depend upon the size and complexity of the proposed operations.

A consultant may be used to write the Operations Manual; however, you and your AOC management team must have a thorough understanding of the contents and demonstrate that it presents an accurate portrayal of how the safety of your operation will be managed and requirements complied with.

Draft manuals may be submitted in electronic or hard copy form, although electronic submission is preferred. Electronic submissions should be sent to the appropriate DCA Section or Regional Office nominated to deal with your application.

The OM should contain information that covers the following:

(a) The management structure and key staff members including titles, names, backgrounds, qualifications and experience, with regulatory requirements satisfied; AOCs require an Accountable Manager and Nominated Persons.

(b) The Accountable Manager

The Accountable Manager may be an individual or a senior manager within a company holding an AOC who is accountable to the DCA for maintaining safety standards required by regulation and additional standards specified by the AOC holder or applicant. The accountable manager must have the authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements and is responsible for establishing and maintaining an effective management system. The Authority can provide guidance for prospective Accountable Managers and various organisations provide Accountable Manager training courses.

(c) Nominated Persons- Mauritian AOC Requirements MAOCRs require that persons are nominated to assume responsibility for the management of the following areas:

- **Flight Operations**
- **Maintenance System**
- **Crew Training**
- **Ground Operations**

In small organisations, one person may be responsible for more than one area. All nominees are expected to demonstrate appropriate levels of knowledge and experience in the relevant areas. The Authority can provide guidance for prospective Nominated Persons and various organisations provide training courses.

(d) Details of the Company Management System

Mauritian AOC requirements define the requirements for a Management System that incorporates the Compliance Monitoring and Safety Management Systems that must be established and maintained. The assistance of someone experienced in similar systems may prove useful to the applicant, though the requirement for the Management System varies with the complexity of the operation, being less complicated for smaller operators.

- (e) Details of the method of control and supervision of operations to be used; and
- (f) A list of designated destination and alternate aerodromes for scheduled services, the areas of operation for non-scheduled services and bases for operations, as appropriate to the intended operations;
- (g) A list of aircraft types and registrations to be operated; procedures and instructions specific to the aircraft intended to be operated.
- (h) Documents of purchase, leases, contracts or letters of intent; contracted service agreements, for example, for the provision of training, ground services and maintenance.
- (i) Arrangements for crew and ground personnel training and qualification and the facilities and equipment required and available;
- (j) A proposed Flight Times Limitations Scheme (FTL)

The Law requires AOC holders in most circumstances to operate only in accordance with the provisions of an FTL scheme approved by the DCA.

Schemes compliant must be compliant with [AOCR.SPA.FTL](#) "The Avoidance of Fatigue in Aircrews" will be approved although alternative schemes may also be approved if the DCA is satisfied that an equivalent level of safety will be achieved.

## **6. Airworthiness and Maintenance Requirements.**

Applicants for a DCA AOC are required to demonstrate the management of the airworthiness of their fleets by holding a Mauritian Civil Airworthiness Requirements (MCAR) Part-M approval. The maintenance of aircraft operated for the purposes of commercial air transport is required to be carried out in accordance with MCAR Part-145. An AOC holder will be required to provide a Continuing Airworthiness Management Exposition (CAME) and maintenance programmes for the aircraft it intends to operate.

- (a) The CAME. This publication will support your MCAR Part-M approval. The CAME should describe the administrative arrangements between your

organisation and the Organisation that will be maintaining your aircraft. It should define the procedures to use, the duties and responsibilities of operations and maintenance personnel and the instructions and information to permit maintenance and operational personnel involved to perform their duties with a high degree of safety.

(b) The maintenance programmes, including a maintenance schedule, will detail the maintenance requirements for individual aircraft in accordance with MCAR Part 145.

(c) The Operator's Aeroplane/Helicopter Technical Log. You must submit the proposed Operator's Aeroplane/Helicopter Technical Log prepared in accordance with Part-M, Subpart C. The document must be submitted in draft form for approval prior to being committed to a final print run. The Operator's Aeroplane/Helicopter Technical Log and any subsequent amendment must be approved by the DCA.

(d) Where appropriate, the Maintenance Contract(s)/Agreement(s) between the operator and any MCAR Part-145 approved Maintenance Organisation(s).

(e) Where the operator does not hold his own MCAR Part-145 approval and therefore requires maintenance accomplishment to be contracted out, a formal contract/agreement must be established between the AOC operator and aircraft maintenance parties in accordance with MCAR Part-M, The DCA will require a copy of the technical specification of such agreements, including any sideletters or addenda, but details of the financial aspects of the arrangements may be omitted.

(f) When any line or base maintenance of the operator's aircraft is to be accomplished by contractors appropriately approved under MCAR Part-145, you must list all the organisations and give details of the work and locations for which each is responsible. The Operator's CAME will be required to include the procedures to control such arrangements in accordance with Part-M, Subpart G when submitted to the DCA for approval.

## **7. Air Operator Certificate (AOC) ownership and nationality**

All applicants for a DCA AOC must have their business registered in Mauritius and operate Mauritian-registered aircraft, with certain exceptions. The AOC must be owned by a legal entity.

You will be provided with more information on these requirements at the Pre Application meeting.

## 8. Document Review

On receipt of the Formal Application

A number of departments within the DCA will be involved in processing your application.

**(a) Flight Operations Division** will coordinate the process with your FOI will be responsible for all of the operational aspects of your AOC Application. The FOI will also advise you on the preparation of your Operations Manual, and will review your plans for the AOC's structure and management – the Management System. [Compliance Monitoring and Safety Management systems]. The Management System embraces the Compliance Monitoring and Safety Management Systems. You are also required to have Approved Minimum Equipment Lists (MEL) for your aircraft: MELs will be prepared with the AS. The Accountable Manager, the Nominated Persons, Safety Manager and the Compliance Monitoring Manager must be acceptable to the Authority and should anticipate being asked to attend an interview with the DCA following completion of a DCA Form 4 [application forms used by the DCA for the acceptance of management personnel].

**(b) Airworthiness Division;** The Assigned Surveyor will process your Maintenance arrangements. Maintenance arrangements for Commercial Air Transport fall under Mauritian Legislation and your aircraft will need to be maintained by an organisation which has an MCAR Part 145 Approval, whilst your company will also need a Part M Approval that governs the way maintenance of your aircraft is overseen. Your AS will also be involved in the MEL Approval process. The Accountable Manager, the Continued Airworthiness Manager and the Compliance Monitoring Manager should anticipate being asked to attend an interview at the DCA Office. Where possible these interviews will be coordinated.

**(c) Approvals-**You may need an additional number of other Approvals, such as, ETOPS, RNP, HEMS, Operations with Exposure etc. A mandatory Approval is the Flight Times Limitations (FTL) Approval, which will be published as part of the Operations Manual. These Approvals are dealt with by Flight Operations. Your FOI will help you establish which Approvals you will require and guide you through the process.

**(d) The Flight Operations staff** will also be involved in your operation should you intend to operate aircraft that are required to carry Cabin Crew or other crewmembers.

**(e) Dangerous Goods staff:** If you intend to carry Dangerous Goods, a number of specific approvals must be obtained. The Dangerous Goods staff will advise you on what you need.

**(f) Training Inspecting staff** will comment on and provide guidance on crew training matters.

## **9. Service Standards**

The written application for an AOC should be submitted at least **90 days** before the date of intended operation, except that the Operations Manual may be submitted later, but not less than 60 days before the date of intended operation.

Many delays are a result of failure by the applicant to manage the various aspects of the application process effectively.

*Note: These timescales assume that the operations manuals are all fully compliant when first submitted to the Authority*

## **10. AOC Charges**

The DCA charges for an AOC. The cost of an AOC is based upon the type and weight of aircraft you intend to operate. The Application fee must accompany the form. The charge for the initial issue of an AOC is determined by the planned scope and scale of the operation. The DCA Scheme of Charges –AOC charges may be found the DCA web site, or can be provided by DCA staff.

The DCA has established ‘threshold hours’ for each aircraft type, if the hours required to complete the AOC application process exceed the threshold, additional time will be charged at a supplementary hourly rate.

Once the AOC has been awarded there are annual charges to renew the AOC. Details of these ongoing charges are also published in the DCA Scheme of Charges. There is no charge for the AOC Application pre-meeting

## **11. Regulatory framework**



The DCA is the Competent Authority for the purposes of certification and oversight of persons and organisations subject as detailed in the Mauritius Civil Aviation Act.

The following legislation is relevant and in force:

Civil Aviation Regulations 2007

Civil Aviation Security Regulations 2008

MCAR	Airworthiness
MCAR	ATO Cabin Crew
MCAR	Flight Crew
MAOCRs:	Regulations for Commercial Air Operations
MCAR-FCL :	Regulations for Licensing of Aircrew.
MCAR Part 145:	Aircraft maintenance Organisation
MCAR Part 147:	Engineer licensing Training Organisation
MCAR Part M:	Continuing Airworthiness management
MCAR Part 66:	Aircraft Engineer Licensing
MCAR Part 21:	Design Organisation Approvals

## **12. AOC Application Resources:**

The following resources will need to be consulted when preparing your AOC submission.

### **(a). Templates for the Initial Application**

DCA Form 4

Draft schedule of events in the Application certification process.

#### **Aeroplane specific:**

Aircraft Equipment check list template (the IDE document).

The Operations Manual Checklist.

AOC Operations Approvals Document template.

## **Helicopters specific**

Aircraft Equipment check list template (the IDE document).

The Operations Manual Checklist.

AOC Approvals Document template.

### **(b) Legislative Material for the production of the Operations Manual**

**Mauritius AOCR** prescribes the requirements applicable to the operation of civil aircraft for the purpose of commercial air transportation by any operator whose principal place of business is in a European Community Member State.

**Mauritius Part FCL** prescribes the technical and administrative procedures related to civil aviation aircrew, licences and ratings.

**GM/AMC** (Guidance Material/Acceptable Means of Compliance) associated with the AOCRs and Part FCL.

### **(c) Guidance Material for the production of the Operations Manual**

The following publications are available from the DCA web site.

**AOCR.SPA.FTL**- "The Avoidance of Fatigue in Aircrews" publication providing guidance for the drafting of a company Flight Times limitations scheme.

## **13. Specific Operational Approvals**

The following documents refer to Specific Approvals (Part SPA). If you wish to apply for a Specific Approval, there may be an application form, or a Compliance Document to complete, you will be advised accordingly.

**SPA.PBN.100 – Performance Based Navigation** Aircraft shall only be operated in designated airspace, on routes or in accordance with procedures where performance-based navigation (PBN) specifications are established if the operator has been granted an approval by the competent authority to conduct such operations. No specific approval is required for operations in area navigation 5 (RNAV5 (basic area navigation, B-RNAV)) designated airspace.

**SPA.MNPS.100 – Minimum Navigation Performance Specification** - Aircraft shall only be operated in designated minimum navigation performance specifications (MNPS) airspace in accordance with regional supplementary procedures, where minimum navigation performance specifications are established, if the operator has been granted an approval by the competent authority to conduct such operations.

**SPA.RVSM.100 – Reduced Vertical Separation Minima - Aircraft shall only be operated in** designated airspace where a reduced vertical separation minimum of 300 m (1 000 ft) applies between flight level (FL) 290 and FL 410, inclusive, if the operator has been granted an approval by the competent authority to conduct such operations.

**SPA.LVO.100 - Low visibility operations** - The operator shall only conduct the following low visibility operations (LVO) when approved by the competent authority:

- (a) low visibility take-off (LVTO) operation;
- (b) lower than standard category I (LTS CAT I) operation;
- (c) standard category II (CAT II) operation;
- (d) other than standard category II (OTS CAT II) operation;
- (e) standard category III (CAT III) operation;
- (f) approach operation utilising enhanced vision systems (EVS) for which an operational credit is applied to reduce the runway visual range (RVR) minima by no more than one third of the published RVR.

**SPA.ETOPS.100 - Extended Range Operations With Two-Engined Aeroplanes (ETOPS)** -In commercial air transport operations, two-engined aeroplanes shall only be operated beyond the threshold distance determined in accordance with CAT.OP.MPA.140 if the operator has been granted an ETOPS operational approval by the competent authority.

**SPA.DG.100 - Transport of dangerous goods** – An AOC operator shall only transport dangerous goods by air if the operator has been approved by the competent authority.

**SPA.NVIS.100 - Night vision imaging system operations** - Helicopters shall only be operated under VFR at night with the aid of NVIS if the operator has been approved by the competent authority.

**SPA.HHO.100 - Helicopter hoist operations** - Helicopters shall only be operated for the purpose of CAT hoist operations if the operator has been approved by the competent authority.

**SPA.HEMS.100 - Helicopter emergency medical service operations** - Helicopters shall only be operated for the purpose of HEMS operations if the operator has been approved by the competent authority.

**AOCR.POL.H.305- Helicopter Operations without an assured safe forced landing capability** for operations without an assured safe forced landing capability (offshore operations, Under class 3 or to a Public interest site)

## **Appendix A**

### **APPLICATION FOR AN AIR TRANSPORT SERVICE LICENCE**

When completed this form should be sent in Duplicate to the Director of Civil Aviation, Sir Seewoosagur Ramgoolam International Airport, Plaine Magnien, Mauritius. Before completing the form, the applicant is requested to read it carefully and endeavour to answer all the questions.

#### **PART A: GENERAL INFORMATION**

##### **1. Particulars of the Applicant**

- (a) Name of Applicant:.....
- (b) Nationality of the Applicant:.....
- (c) Registered Office:.....
- (d) Company Registration Number:.....
- (e) Date of Incorporation:.....
- (f) Operating or Business Name:.....
- (g) Main Company's Business:.....
- (h) Telephone Number:.....
- (i) Fax Number:.....
- (j) E-mail Address:.....

1. State the type of service applied for (i.e. whether Scheduled Air Services, or Non-scheduled Air Service (Air Charter Service),

.....

2. List all other air services operated by the applicant at the time of this applicant and give the relevant licence

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.....

3. Enumerate particulars of working arrangements that the applicant has with any other company operating an air service (excluding financial particulars see part B below)

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**PART B: FINANCIAL PARTICULARS**

4. State particulars of any financial interest that any other person providing transport facilities or controlling the business or any person providing such facilities may have in the business of the applicant

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.....  
.....  
.....

5. State particulars of any financial interest which the applicant has in other undertaking providing air transport facilities or controlling the business of.....

6. State the nature of person making the application (whether an individual or a partnership of a corporate body, public or private, with or without limited liability

.....  
.....  
.....

7. If the applicant information is body corporate (public or private) give the following information

.....  
.....

(a) Authorised share capital in Rs or USD.....  
.....

(b) Shares issued or intended to be issued:

(i) For cash

(ii) Other than for Cash and State nature of consideration

.....  
.....

(c) Names and nationalities of all the Directors, with details of shares, debentures or loan capital beneficiary by each (in percentage)

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.....  
.....  
.....

(d) Where the applicant is a subsidiary of another company, give the name of the parent company with information as in paragraphs 2 to 4 of **PART A**.

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(e) Beginning and Ending of a Financial Year

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.....

(f) Period covered by the audited accounts submitted to Authority

.....  
.....  
.....

8. Where the applicant is an individual or a partnership:

(g) State his or owner's name(s) in full, private address and Citizenship

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.....  
.....  
.....

(h) State their financial resources and value of assets

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.....  
.....  
.....

**PART C: STAFFING, ORGANIZATION AND TECHNOLOGY TRANSFER**

9. State the number of staff usually employed. The total number of Mauritian citizens, should be given in each case

a) Aircrew but excluding Cabin Staff.....

b) Ground Engineering Staff.....

c) Other staff.....

**PART D: TERMS AND CONDITIONS OF EMPLOYMENT**

10. State whether the terms and conditions of employment of persons you intend to employ conform to those in Mauritius

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.....

**PART E: EXPERIENCE**

- 11. Give particulars of any experience in air transport operations or any other relevant experience of the Directors and other Senior Employees of the proposed Company  
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.....  
.....  
.....

**PART F: AIRCRAFT AND EQUIPMENT**

- 12. State the makes/types and numbers of all aircraft operated during the last three years and the geographical areas served  
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.....  
.....
  
- 13. State the makes/types and numbers of all aircraft and names of post holders which you employ or intend to employ in the air services applied for, giving particulars of ownership and capacity of each aircraft  
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.....  
.....

**PART G: LIABILITY FOR LOSS OR DAMAGE**

- 14. State the nature and extent of provisions intended to be made against liability in respect of death, injury, loss or damage to persons or property which may occur in connection with aircraft operated by the applicant

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.....

15. State what provisions are intended to be made, either by way of insurance or other means to meet third party liabilities on the ground

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.....  
.....

**PART H: TO BE COMPLETED IN RESPECT OF SCHEDULED AIR SERVICES**

16. Where the applicant is applying for a licence to operate a scheduled air service (use separate sheet if necessary)

a) Spell out the routes to be served, enumerating all the points on the routes and the sectors over which traffic rights are required

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.....  
.....  
.....  
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b) Give the times and frequencies for each service to be operated on the routes specified in paragraph 18 (a) above

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17. Give the particulars for each type of service operated during the period operation or for the last twelve months, whichever is less

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.....

**PART I: TO BE COMPLETED IN RESPECT OF AIR SERVICES OTHER THAN SCHEDULED AIR SERVICE**

18. Where the application is for a licence to operate air services other than scheduled air services :

- a) State the type of work to be performed and the geographical areas in which it is proposed to operate each type of service.

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.....  
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.....

- b) Give particulars for each type of service operated during the period of operation or for the last twelve months, whichever is the less.

.....  
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**PART J: TO BE COMPLETED IN RESPECT OF FLYING INSTRUCTIONS**

19. Where the application is for a licence to carry out Instructions:

- a) State the type and nature of the instructions to be carried out and the places the proposed service is to be operated

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.....  
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- b) Give particulars for each type of service for the last twelve months, whichever is the less.

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**PART K: TO BE COMPLETED IN RESPECT OF ALL APPLICATIONS**

20. State type and volume of traffic (passengers, cargo etc) expected to be carried on each separate service (please provide Business Plan/Feasibility Study and Financial Statements)

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21. State the operational cost (Block hour cost) for each aircraft to be deployed.....

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22. State the fares and rate to be charged and the manner in which they are to be determined.....

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.....  
.....

23. Where the application is for a new licence, give the date when service is intended to commence and the period for which the licence is required.....

.....

24. Where the licence is required in continuation of or substitution for an existing air service licence, give:

a) Licence Number.....

b) Period for which required.....

c) Expiry date.....

25. State whether the applicant has satisfied himself that adequate aerodrome and other ground facilities are already available for use for the proposed type of aircraft at all places to be served (Answer YES or NO). Where answer is NO, state what the deficiencies:

.....  
.....  
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.....

26. Give concise indication of the existing or potential need or demand for the proposed service.

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27. Give any particulars of any capital expenditure incurred, financial commitment made or commercial agreement concluded by the applicant in respect of the proposed air service.....

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.....  
.....

**DECLARATION:**

I the undersigned hereby apply for an air service licence as described in this application and I declare that to the best of my knowledge and belief, the statements given in this application and the attachment hereto are true in every respect.

Date this.....day of .....20.....

Signatory's name (in Block Letter):.....

Signature.....

Position: .....On behalf of .....

**Note: This application form duly filled, must reach the Department of Civil Aviation on a date not less than 120 days before the date of determination.**

**FOR OFFICIAL USE ONLY:**

Date received.....

Date published.....

Date for objections or representations.....

Application received and checked by .....

Receipt Number.....

Decision of the Licensing Authority.....

## Appendix B- Pre-Application Statement

<b>Pre-application statement to be completed by an applicant for an Air Operator Certificate (AOC)</b>	
<b>Section 1A. To be completed by all applicants</b>	
<p>1. Company registered name and trading name if different. Address of company, mailing address, telephone, fax, email and web address if appropriate:</p>	<p>2. Address of principle place of business, including telephone, fax, email and web address if appropriate:</p> <p>Secondary business address:</p>
<p>3      Type of Operation intended: <i>describe the sort of activity you wish to undertake.</i></p>	

4. Proposed start up date:		
5. Management and nominated persons: <i>Provide details of the intended AOC management structure, the names of the individuals who will hold the following positions and evidence of their competence in these roles:</i>		
Position:	Name	Company title
Accountable manager		
Flight operations		
Crew training		
Ground operations		
Continuing Airworthiness Manager (CAM)		
<b>Section 1B. Proposals for maintenance:To be completed by all applicants</b>		
<input type="checkbox"/>	6. Air operator intends to conduct maintenance under <b>its own MCAR Part 145</b> organisation	8. Provide Address of principal place of business of maintenance organisation, including telephone, fax, email and web address if appropriate:
<input type="checkbox"/>	7. Air operator intends to conduct maintenance under a <b>third party MCAR Part 145</b> organisation	



<b>Section 1C.Aircraft:To be completed by all applicants</b>		
<p>9. Aircraft data: Provide details and copies of the lease agreement for all leased aircraft:</p>		
<p>10. Aircraft Details</p>		
Number and Type of aircraft, registration marks if known	MOPSC <sup>1</sup>	Type of operation (day, night VFR / IFR)

<b>Section 1D. Additional Information: To be completed by all applicants</b>		
<p>11. Area of Operation: provide details of intended area of operation:</p>		
<p>12. Provide details of how the operation will be financed:</p>		
<p>13. Provide details of how crew and aircraft training will be conducted, and whether flight simulation training devices will be used:</p>		

<b>Section 2: To be completed by DCA</b>	
14. AOC pre-application request received on:	
15. Allocated FOI:	
16. Allocated Surveyor:	
17. Pre-application Meeting arranged ( <i>date:</i> )	
18. Deputy Director of Civil Aviation:	
19. Director of Civil Aviation:	

**Place and Nature of Business**

An Operating Licence may be granted only to an air operator whose principal place of business and registered office (if any) are within the territory of the licensing state. Further, the main occupation of the licence holder must be

solely air transport or air transport combined with other aviation related activities.

### **Nationality of Ownership and Control**

A holder of an AOC must be majority owned and effectively controlled by a Mauritian registered company.

### **Finance**

Before an AOC is granted, airlines must demonstrate that they have enough funding for the first two years of operation. Smaller companies operating aircraft with fewer than 20 seats do not have to pass such stringent financial tests.

### **Insurance**

Before an Operating Licence is granted, an applicant must provide evidence that it has in place the required passenger insurance to cover any potential liability in respect of death or injury to passengers in the event of an accident, as well as insurance against third party damage.

### **Safety - Air Operator Certificate**

An Air Transport Service Licence cannot be granted until the applicant holds an Air Operator Certificate (AOC) granted by the DCA.

### **Route xxx**

Air carriers will require permission from the Government of Mauritius and the other states subject to agreement between the governments concerned and will normally need to hold an additional licence, a Route Licence, which is also granted by theXXXX;Routexxx can be granted only to holders of AOCs.

Normally these legal agreements do not cover just a single route.The most commonly granted licences permit any operations that are within the area permitted by the holder's Air Operator Certificate, though there may be specific restrictions placed in specific circumstances.For scheduled services outside Mauritius, the possession of a Route Licence does not however necessarily mean that the licence holder is free to commence services; it must also be designated by the Secretary of State under the terms of the bilateral Air Service Agreement between Mauritius and the country to which it is intended to operate

There are statutory procedures for the processing of Route Licence applications. These allow for the publication of an application and give an opportunity for objections to be made by licence holders or other interested

parties. In normal circumstances the DCA will publish an application in its weekly Licensing Notices as soon as possible after receipt, allowing 21 days for objections to be made. If a valid objection is made, the matter has to be decided at a public hearing at which the applicant and objector are present. The DCA will reach a decision after the hearing and publish a written decision. Although it aims to deliver decisions as quickly as possible, if a public hearing is required the process will normally take at least two months after the end of the objection period. Unopposed applications may however be dealt with very quickly after the end of the objection period.

## **Appendix-C - Guidance for those nominated as an AOC Accountable Manager**

The Accountable Manager is a senior manager within an AOC company who is accountable to the DCA for maintaining safety standards required by regulation and additional standards specified by the AOC holder or applicant. He or she holds direct safety accountability and must have corporate authority for ensuring that all operations and maintenance system activities can be financed and carried out to the standard required. The Accountable Manager is required by DCA AOCRs to be acceptable to the DCA.

In the regulations the role of safety and the Accountable Manager key given that their influence on the standards of an AOC is significant. Therefore, the working relationship between the DCA and the Accountable Manager plays an important part in the regulatory oversight of an AOC. As part of the routine regulatory oversight programme, the DCA's Flight Operations Inspectorate will normally arrange an annual meeting with the Accountable Manager in order to discuss safety performance, give a regulatory overview of all surveillance activities undertaken, receive feedback and detail the risk-based oversight plans for the forth coming year.

This guidance aims to help the nominee prepare for the DCA process of determining acceptability by providing an indication of the level of knowledge and understanding expected. The guidance also aims to describe the type of attitudes to regulation and safety management that the DCA wishes to encourage at Accountable Manager level.

### **The DCA Acceptance Process**

The DCA normally invites the nominee for the position of Accountable Manager to a meeting at the DCA to allow the DCA to make a decision on his or her acceptability for the role. DCA acceptance will be based on demonstrated knowledge of the applicable Regulations, an understanding of the role of the Accountable Manager and the standards required by the DCA.

The meeting will aim to confirm that the nominee has:

appropriate seniority in the organisation;

adequate input into the determination of operating budgets;

autonomy in financing operations to the required standards;

appropriate knowledge and understanding of the documents that prescribe safety standards;

appropriate knowledge and understanding of the requirements for competence of management personnel;

appropriate knowledge and understanding of Compliance Monitoring Systems, related principles and practices, and the role of the Accountable Manager in the Compliance Monitoring Systems; and

appropriate knowledge and understanding of Safety Management Systems or Accident Prevention and Flight Safety Programmes, related principles and practices, and the role of the Accountable Manager in such systems.

The nominee should bring their current CV to the acceptance meeting together with a completed DCA Form 4, if this has not already been sent.

In smaller organisations the Accountable Manager may also be a nominated person and the meeting may cover both sets of requirements if the nominee so wishes. A completed Form 4 will be required for the nominated person element, but is not required for Accountable Manager acceptance.

It is in the interests of both the applicant and the DCA that the nominee for the position of Accountable Manager is well prepared for the meeting so that it becomes a formal confirmation that the required knowledge, understanding and orientation on safety management is in place. If the Accountable Manager is well prepared, future dealings with the DCA will be on the basis of assured mutual understanding of common aims, and will enable both organisations to avoid misunderstandings and wasted time and effort.

### **Seniority**

One would expect that the Accountable Manager would be at a level in the organisation no lower than that which accepts direct reports from the four nominated post holders for Flight Operations, Ground Operations, Training and the Maintenance System. Though the nominee will often be the Chief Executive, CEO, President, Managing Director, General Manager or similar title, it is not necessary for him/her to be the 'controlling mind' of the organisation. It is perfectly possible for an Accountable Manager to be answerable to and directed by another person or persons, and still retains the appropriate level of authority to ensure that activities are financed adequately and carried out to an acceptable standard. The nominee need not be the person who sets overall company policy or objectives.

The proposed organisation diagram, terms of reference and letter of appointment (if applicable) can be used to demonstrate seniority. Evidence of directorship would also be helpful if held.

The nominee should expect to discuss how the organisation will make decisions that significantly affect the operation, and his or her role in those decisions.

### **Budget**

The nominee should be able to satisfy the Inspector that he/she has an operating budget or financial control limit, and that he/she had a meaningful input into determining the size of the budget. The exact financial details need not be disclosed, but the DCA will need to be satisfied that governance exists, and is demonstrably appropriate to the scope of the operation. The nominee should be able to explain to the Inspector why he/she believes that the budget is adequate to the circumstances, and show evidence that he/she has the funds at their disposal without reference to a higher authority. If necessary, a written statement to that effect from such higher authority may suffice.

### **Standards**

The nominee will be requested to show he/she has a basic understanding of the standards required by:

#### **The Mauritian Civil Aviation Act; Aviation Regulations**

#### **The Mauritius Civil A**

#### **DCA AOCRs**

#### **MCAR Part-M.**

This understanding is essentially high level, with particular reference to the nominee's own role in ensuring that standards are maintained. The nominee should have a sound knowledge of the requirements of the Mauritian AOCRs that relate to the Accountable Manager and his/her function

The nominee should also be able to demonstrate knowledge of the requirements related to the appointment of those persons within the organisation with designated responsibilities for standards under the relevant regulatory material.

For an AOC holder, such persons are:

- **The nominated persons required by AOCR. AOC.135**
- **Those persons required by MCAR M.A.706(c) and (d).**

The DCA will need to be satisfied that the nominee understands what the regulations require him/her to be responsible for, and can explain how the post holders have been selected and how their continuing competence will be



monitored. The nominee should be prepared to explain the proposed policies on initial assessment and periodic review of managerial competence, and provision of training where a need is identified. Significant changes in operating environment or operational scope should be considered as possible review triggers.

### **Compliance Monitoring System**

The Compliance Monitoring System is a primary management tool for assisting the Accountable Manager to measure compliance with requirements, and to make timely and effective changes, which may both improve safety and save money.

The nominee should be able to demonstrate a sound knowledge of compliance system principles and practices and how these are applied within his/her own organisation including, in particular, knowledge of his/her own role.

The DCA will need to be satisfied that the nominee:

Is committed to Compliance as a means for establishing and maintaining the required standards;

understands his/her role in the organisation's Compliance System and the related requirements of DCA AOCRs and MCAR Part-M; has established, published and practically endorses a Compliance Policy; and understands the purpose of the Evaluation Meeting and his/her role in it, and carries out (or intends to carry out) effective Evaluation Meetings. The Evaluation Meeting is the Accountable Manager's opportunity to check that the tool is doing the job he or she wants it to do, and is adapted to current conditions.

The Flight Operations Inspector will seek confirmation that the nominee's attitude to Compliance is proactive and not merely a matter of compliance with the AOCRs and MCAR Part-M requirements. It is essential that he/she understands the relative roles of the Accountable Manager and the Compliance Monitoring Manager in the Management System. If an experienced Compliance Monitoring Manager is not available within the organisation to brief a nominee unfamiliar with AOCRs and/or the Part-M Compliance Monitoring Systems, the nominee should seek guidance in these matters from an external source.

### **Safety Management System/Accident Prevention and Flight Safety Programme.**

The nominee should be able to demonstrate a commitment to the management of safety and a sound knowledge of safety management system principles and practices where such a system operates within the

organisation for which he/she is responsible including, in particular, knowledge of his/her own role.

The Flight Operations Inspector will need to be satisfied that the nominee understands the requirements of AOCR.GEN.200 and the relationship between the Compliance and the Safety Management System. The nominee should be able to clearly describe the roles he/she plays in each system.

ICAO Document 9859 is a useful source of information on safety management principles. Finally, the nominee should be prepared to answer questions on Risk Management within the operation.

### **General**

Once the assessment meeting has been arranged, the nominee should feel free to contact the Flight Operations Inspector and/or Airworthiness Surveyor to clarify any queries that they have concerning the process and the subjects to be covered. The DCA will do its best to ensure that the nominee comes to the meeting ready to demonstrate the required knowledge and understanding.