
INFORMATION CIRCULAR

SERVICE STANDARDS FOR PROCESSING OF AIRWORTHINESS AND FLIGHT OPERATIONS-RELATED AVIATION SAFETY INSTRUMENTS

CAAS is committed to service excellence and continually strives to improve its service delivery to stakeholders. This Information Circular (IC) contains Service Standards for the processing of airworthiness and flight operations-related Aviation Safety Instruments (ASIs).

2 The processing of these ASIs normally takes the following sequence: Formal Application, Document Evaluation, Validation and Issuance of ASI.

3 In this IC, the Service Standard provided is reflective of the typical processing time between official acceptance of the application and the issuance of the ASI (see Figure 1 below). Applicants must note, however, that official acceptance of the application is taken from the time when all required documents are submitted fully and the receipt of payment (where applicable) as required in the Air Navigation Order. CAAS reserves the right to reject an application at any phase of the process if it was deemed that the applicant could not meet the regulatory requirements.

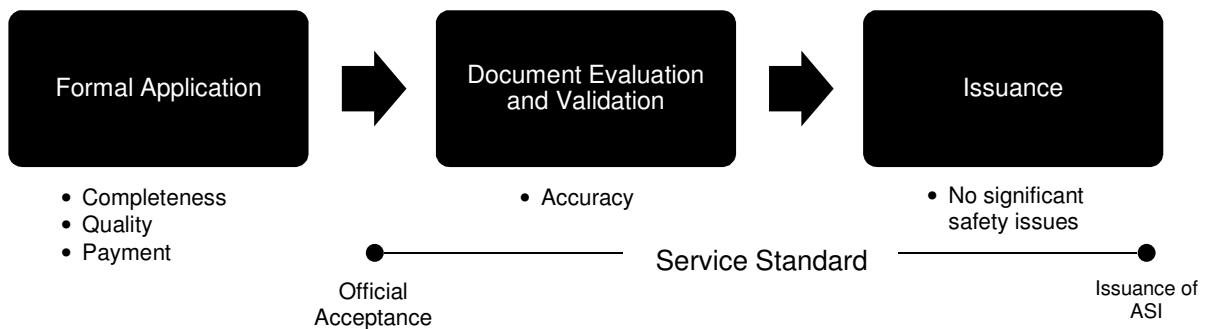


Figure 1: Service Standard for Aviation Safety Instruments (ASIs)

Organisation Approvals

4 Service standards for initial application / variation of organisation approvals:

Application	Service Standard	Remarks
Air Operator Certificate (AOC) Holder		
AOC	6 months	-
Variation of AOC	1 week	-
Special Operations	1 - 3 months	Subject to complexity, some which require operational trials may take more than 3 months.
Approved Maintenance Organisation (AMO)		
SAR-145 AMO	3 months	-
Design Organisation Approval (DOA) Holder		
SAR-21 DOA	4 months	-
Production Organisation Approval (POA) Holder		
SAR-21 POA	4 months	-

5 Service standards for renewal of organisation approvals:

Application	Service Standard	Remarks
Renewal of AOC	Issuance of ASI no less than <u>1 week</u> before the approval expiry date	Formal application should be submitted to CAAS at least 5 weeks prior to the expiry of the existing certificate. Late application will not be subject to the service standard.
Renewal of SAR-145 AMO		
Renewal of SAR-21 DOA		
Renewal of SAR-21 POA		

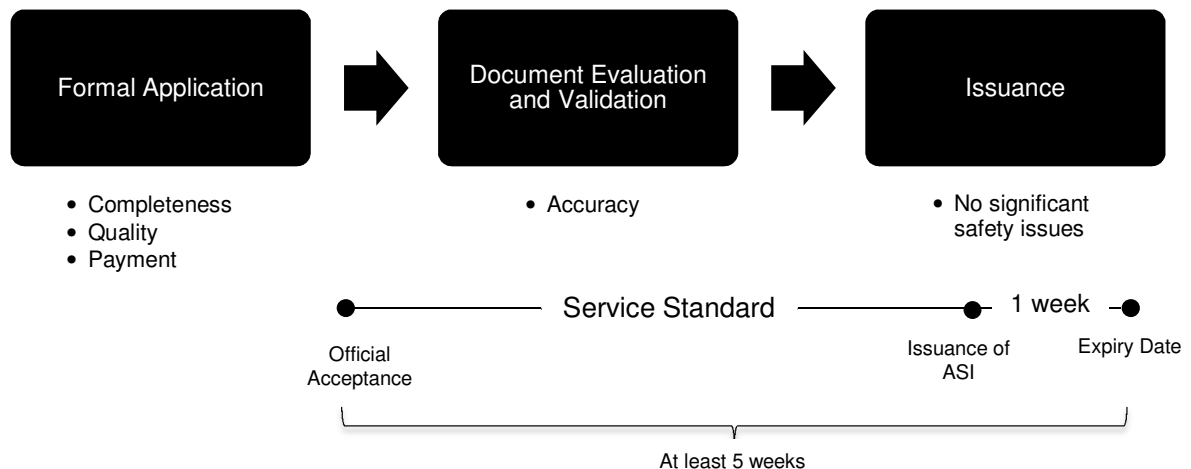


Figure 2: Service Standard for renewal of organisation approvals

6 Applications for the renewal of AOCs must adhere to the minimum number of days prior to expiry of the existing certificate, as stipulated in the regulations. For renewal of AMO certificates, DOA and POA, applicants are advised to submit their applications 5 weeks to 2 months before the expiry of the existing approval/certificate. To ensure currency of application details, applicants are strongly discouraged from submitting renewal applications more than 2 months before expiry.

7 For timely submissions, upon demonstration of continued compliance, the renewed approval/certificate will be issued no less than 1 week before expiry. Late submissions may result in issuance of renewed approvals/certificates less than 1 week before or after the date of expiry, potentially leading to disruption to applicant's operations.

Engineering Approvals

8 Service standards for engineering approvals:

Application	Service Standard	Remarks
Singapore Technical Standard Order (STSO)	4 - 12 months	Subject to complexity, some STSO may require up to 12 months or even longer to complete due to the numerous tests required.

Certificates

9 Service standards for certificates:

Application	Service Standard	Remarks
Certificate of Airworthiness (C of A)		
C of A (New Aircraft)	1 month	Issuance of certificate subject to the date of Transfer of Title of the aircraft.
C of A (Used Aircraft)	1 - 3 months	Subject to condition, age of the aircraft and availability of the aircraft records. Issuance of certificate subject to the date of Transfer of Title of the aircraft.
Renewal of C of A	1 month	-
Export C of A	1 month	Subject to readiness of the aircraft for inspection.
Certificate of Registration (C of R)		
C of R (New Aircraft)	2 weeks	Issuance of certificate subject to the date of Transfer of Title of the aircraft. Application must be together with or before application for Certificate of Airworthiness.

Application	Service Standard	Remarks
Certificate of Registration (C of R)		
C of R (Used Aircraft)	1 month	Subject to condition, age of the aircraft and availability of aircraft records. Issuance of certificate subject to the date of Transfer of Title of the aircraft. Application must be together with or before application for Certificate of Airworthiness.

10 For registration of an aircraft type that is not in the Singapore Aircraft Register, CAAS will need to grant a letter of acceptance of the type certificate for the aircraft. The process may take several months depending on the design complexity of the aircraft types.

Permits

11 Service standards for permits:

Application	Service Standard	Remarks
Permit to Fly	5 working days	-
Dangerous Goods Permit	7 working days	-
Munitions of War Permit	7 working days	-
Foreign Operator Operations Permit	4 weeks	Applications are to be submitted via the online Air Transport Licensing and Administration System (ATLAS). Refer to CAAS website for pre-requisites and conditions, https://www.caas.gov.sg/e-services-forms/e-services/air-transport-licensing-and-administration-system .
Renewal of Foreign Operator Operations Permit	4 weeks	
Variation of Foreign Operator Operations Permit	2 weeks	
Unmanned Aircraft Operator Permit	10 working days	Applications are to be submitted via the online Unmanned Aircraft portal. Refer to CAAS website for pre-requisites and conditions, https://www.caas.gov.sg/e-services-forms/e-services/application-for-flying-of-unmanned-aircraft .
Renewal of Unmanned Aircraft Operator Permit	10 working days	
Variation of Unmanned Aircraft Operator Permit	10 working days	

12 For further enquiries, please write in to caas_afo_infocenter@caas.gov.sg.

Issued by

AIRWORTHINESS/FLIGHT OPERATIONS DIVISION
CIVIL AVIATION AUTHORITY OF SINGAPORE