

Draft Citizen's/ Client's Charter for Directorate General of Civil Aviation

Comments required by 13th April 2011

Please address comments to Smt Tuhinanshu Sharma, Deputy Director of Airworthiness, office of the Director General of Civil Aviation, Opp. Safdarjung Airport, Aurobindo Marg, New Delhi – 110 003. Email: tuhi@dgca.nic.in



Citizen's/ Client's Charter

Draft
for

Directorate General of Civil Aviation

(2010-2011)

Address: Directorate General of Civil Aviation

Website ID: <http://dgca.gov.in>

Date of Issue: February 2011

Next Review: May 2011

Citizen's Charter for Directorate General of Civil Aviation

Vision

Endeavour to promote safe and efficient Air Transportation through regulation and proactive safety oversight system.

Mission

To establish adequately resourced and effective State safety oversight system operating above international standards set by International Civil Aviation Organisation (ICAO) for safe, orderly and sustainable air transport with acceptable level of safety for scheduled, non-scheduled, general aviation and helicopter operations.

Citizen's Charter for Directorate General of Civil Aviation

Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Issue/ Validation of Type Certificate (TC) of Aeronautical product (Aircraft, engine and propeller)	5	Shri Lalit Gupta, Director (AED)	lalit.dgca@nic.in	9810635167	Application complete in all respect as per requirements available on DGCA's website. On receipt of the application, the type certificate is issued provided the required design reports, test reports and compliance documents have been submitted and the applicable design standard has been complied with, up to the satisfaction of DGCA. The entire process takes about 5 years.	Documents as listed in requirements available on DGCA's website.	Sub-rule 1(B) of Rule 62 of Aircraft Rules	Demand Draft	Amount is based on the Max. Design Take-off weight of aircraft and types of engines. (a) 25% of fees for Type Certificate (TC)- for operation (b) 50% of fees for TC- for license production
2.	Acceptance of Type Certificate issued by Foreign CAA for operation in India	5	Shri Lalit Gupta, Director (AED)	lalit.dgca@nic.in	9810635167	Application complete in all respect as per requirements available on	Documents as listed in requirements available on DGCA's	Not applicable as of now. Rules 49		

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						DGCA's website. On receipt of the application, the acceptance is given provided required reports have been submitted and the applicable standard has been complied with, up to the satisfaction of DGCA. The entire process takes about 3 months.	website.	and 62 under revision to take into account proviso of 'acceptance of type certificate' and charging of fees for the same.		
3.	Approval of Design Organisation	5	Shri Lalit Gupta, Director (AED)	lalit.dgca@nic.in	9810635167	Application complete in all respect as per requirements available on DGCA's website. On receipt of the application, the approval is given provided the required manuals and documents have been submitted and		Rule 133C of 'the Aircraft Rules'	Demand Draft	Amount is based on the number of employees. (a) Rs.25,000 /- for 50 employees. (b) Rs.50,000 /- for more

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						the applicable requirements have been complied with, up to the satisfaction of DGCA. The entire process takes about 6 months.				than 50 and upto 200 employees. (c) Rs.1,00,000/- for more than 200 employees.
4.	Approval of aircraft/ aircraft part modifications	3	Shri Lalit Gupta, Director (AED)	lalit.dgca@nic.in	9810635167	Application complete in all respect as per requirements available on DGCA's website. On receipt of the application, the approval is given depending on the type of modification to be carried out, provided required test reports and updated		Rule 52 of 'the Aircraft Rules'.		Rule 62 does not have proviso for charging fees for modification. However, CAR 21, Form CA-31 has provision for charging fees for major

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						manuals have been submitted and the applicable requirements have been complied with, up to the satisfaction of DGCA. The entire process takes about 8 years.				design change based on max take-off weight for aircraft and types of engines.
5.	Issue of Aerodrome License	5	Shri Bharat Bhushan, Director (Aerodrome Standards)	bbhushan.dgca@nic.in	9910630570	Application complete in all respect as per requirements available on DGCA's website. On receipt of the application, the documents such as the aerodrome manual, safety management systems manuals are reviewed and arrangements for audit and inspection of aerodrome are	Documents as listed in requirements available on DGCA's website.		Demand Draft	As per Aircraft Rules, 1937 When the licence is granted for private use - Rs.1,00,000/- (b) When the licence is granted for public use Rs.5,00,0

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						made. The observations made during the inspection are intimated to the applicant for providing the Action Taken Report. The report is reviewed for making good the observations and on satisfactory completion of documents/ inspection the licence is issued. The entire process takes about 3 months.				00/- - upto runway length of 5,000 feet plus Rs 2,00,000/ - for every 1,000 feet or part thereof.
6.	Renewal of Aerodrome License	4	Shri Bharat Bhushan, Director (Aerodrome Standards)	bbhushan.dgca@nic.in	9910630570	On receipt of application for renewal, which is required to be submitted at least 3 months prior to the expiry of the licence, along	Documents as listed in requirements available on DGCA's website.		Demand Draft	As per Aircraft Rules, 1937 The fee chargeable is fifty per cent

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						with fees. The licence is renewed within 1 month of receipt of the application.				of the fee for licence referred to in above.
7.	Permission to slaughter houses etc. in the vicinity of aerodrome under Rule 91	3	Shri Bharat Bhushan, Director (Aerodrome Standards)	bbhushan.dgca@nic.in	9910630570	Application is received through concerned Aerodrome Operator and reviewed for issue of permission under Rule 91. On completion of all requirements permission is issued within 1 month.				
8.	Issue of NOC to import aircraft	3	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	After the receipt of initial NOC, the applicant submits the required documents to the concerned Directorates/regions of DGCA for approval	As per CAR Section 3 Series C Part II/III/IV/VIII available on DGCA's website.			

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						and applies to the Ministry of Civil Aviation for grant of approval for import/ acquisition of aircraft. After assessing the state of preparedness of the applicant in terms of availability of infrastructure and manpower, NOC for import/acquisition of aircraft is issued by DGCA based on the approval granted by the Ministry. This permission is valid for a period of 01 year and within this period, NOC is issued based on the preparation shown by the applicant.				

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9.	Issue of Scheduled/Regional Scheduled/Non-Scheduled Operators Permit	5	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	After satisfying that the applicant has met all the requirements and has acquired the desired capability to operate the air transport services, DGCA grants the appropriate Air Operator's Permit. The aircraft acquired by the operator for operating the services is entered in the Permit. Based on the Permit, the applicant can commence the operations within the scope and terms and conditions of the Permit.	As per CAR Section 3 Series C Part II/III/IV/VIII available on DGCA's website.		Demand Draft	Rs. 10,00,000/- (for Scheduled /Regional Scheduled Operator's Permit) Rs. 1,00,000/- (for Non-Scheduled Operator's Permit)

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						The permit is issued within one and half year from the date of initial NOC granted by the Ministry depending upon the preparedness of the intended operator.				
10.	Renewal of Scheduled/ Regional Scheduled/Non-Scheduled Operators Permit	4	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	Application is required to be submitted as per relevant CAR at least 60 days before the expiry of the permit with requisite fees and documents. DGCA would renew the permit on being satisfied that the operator continues to maintain the required capability to operate the services	As per CAR Section 3 Series C Part II/III/IV/VIII available on DGCA's website.		Demand Draft	Rs. 5,00,000/- (for Scheduled/ Regional Scheduled Operator's Permit) Rs. 50,000/- (for Non-Scheduled Operator's Permit)

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						authorised under the privileges of the permit. The Scheduled/Regional Scheduled Operator's Permit is renewed for 05 years and Non-Scheduled Operator's Permit is renewed for a period of 02 years.				
11.	Approval of domestic and international flight schedules of Indian Carriers	4	Shri Lalit Gupta, Director (AED)	lalit.dgca@nic.in	9810635167	<p>Domestic: Online filing of flight schedules by airlines two months prior to effectivity.</p> <p>Scrutiny of schedules filed by the airlines with respect to approved night parkings, aircraft rotation, adherence to approved North-East</p>				Nil

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						<p>schedule, adherence to Route Dispersal Guidelines issued by the Government.</p> <p>Processing of databases and generation of Airport Movement Report for all airports.</p> <p>Interaction with all concerned agencies viz. Airports Authority of India, Bureau of Civil Aviation Security, Air Headquarters, Naval Headquarters, HAL, CIAL, etc. for slot clearance.</p> <p>Approval of flight schedules 30 days prior to</p>				

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						<p>effectivity.</p> <p>International Filing of flight schedules by airlines two months prior to effectivity.</p> <p>Scrutiny of schedules filed by Indian Carriers with respect to approved night parkings, aircraft rotation, adherence to traffic rights granted by the Ministry.</p> <p>Interaction with all concerned agencies viz. Airports Authority of India, Air Headquarters, Naval Headquarters, HAL, CIAL, etc. for slot clearance.</p>				

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						Approval of flight schedules 30 days prior to effectivity.				
12.	Issues relating to the security clearance of the agencies seeking flight clearances – for forwarding to the Ministry of Home Affairs	2	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	After scrutiny of the documents submitted by an applicant, 04 sets of documents are sent to Ministry of Home Affairs for seeking the requisite security clearance in respect of their firm and its Directors within 15 days. If the organization after getting the approval from Ministry of Home Affairs does not seek any flight clearance within one year from DGCA, the organization is required to seek a fresh security	As per CAR Section 3 Series F Part I available on DGCA's website.			

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						clearance from Ministry of Home Affairs.				
13.	Issuance of flight clearances to foreign registered aircraft operating non-scheduled or a series of non-scheduled flights into, from or over Indian territory.	3	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	<p>Application is required to be submitted as per the following notice period:</p> <p>a) Seven working days for flights for traffic purposes; and</p> <p>b) Three working days for flights for non-traffic purposes i.e. overflight(s)/ technical halts.</p> <p>The minimum notice period requirements, are not insisted upon in the following cases:</p> <p>a) Ambulance flights (name and address of the patient and the doctor to be</p>	As per CAR Section 3 Series F Part I available on DGCA's website.			

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						<p>given in each case); b) Relief aircraft of scheduled passenger airline necessitated due to grounding of aircraft; c) Relief flights in case of natural calamities.</p> <p>Based on the above application, permission is granted by DGCA.</p> <p>Note :- For operation of foreign registered aircraft operating to the Defence air-fields, the time required for submission of application is 30 days</p>				

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14.	Issuance of flight clearances to flights recommended by the Ministries/ Department of Government of India.	3	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	Applications forwarded by Ministries/ Departments of Government of India, Indian Missions abroad and by the missions of the concerned countries through and duly supported by Ministry of External Affairs, are given clearance notwithstanding the guidelines given in the relevant CAR. Based on the applications forwarded by the Ministries/ Departments at the level of Deputy Secretary/Direct or and above, permission is granted by DGCA.	As per CAR Section 3 Series F Part I available on DGCA's website.			

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15.	Issuance of flight clearances to Indian Registered aircraft operating revenue charter flights	3	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	Based on application provided with a one day notice period, DGCA grants permission provided the operator has a current non-scheduled/ scheduled operator's permit or an equivalent document and the Operations Manual of the Operator having flight duty time limitations. However, the requirement of notice period may be waived off for medical evacuation flights, relief flights during natural calamities and ambulance flight, in which case, the name	As per CAR Section 3 Series F Part I available on DGCA's website.			

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						of the patient and doctor should be provided.				
16.	Permission to foreign registered aircraft staying in India for more than 15 days up to 2 months	3	Sh. Ved Prakash, Deputy Director of Operations	Vedprakash.dgca@nic.in	9958100896	Retention of foreign registered aircraft in India is not permitted normally beyond a period of 15 days. However, in exceptional circumstances, DGCA allows retention of foreign registered aircraft in India beyond a period of 15 days upto 60 days on case to case basis subject to DGCA being satisfied regarding proper maintenance and safety arrangements during the extended	As per CAR Section 3 Series F Part I available on DGCA's website.			

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						period. Beyond the 60 days period, approval of Ministry of Civil Aviation is taken on case-to-case basis.				
17.	Flight clearance for cloud seeding operation	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	On receipt of application as per requirements available in CAR Section 3 Air Transport Series 'F' Part I on DGCA's website. It is mandatory under Rule 134B that all the aerial work activities shall be undertaken by the NSOP holder for which they may wet lease foreign registered aircraft. On ensuring compliance of the	As per the relevant CAR Section 3 Air Transport Series 'F' Part I available on DGCA's website.			

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						requirements as given in the said CAR, DGCA issues Flight Clearance.				
18.	Flight clearances for aerial survey	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	On receipt of application the same is sent to Ministry of Defence and other concerned Government agencies for NOC. The permission is issued under Rule 13 of the Aircraft Rule 1937 by DGCA after receiving NOC from Ministry of Defence which is the nodal agency for the same. The permission to carry out Aerial Photography/ Geophysical Survey is granted subject	.			

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						to the conditions given in the N.O.C. received from Ministry of Defence.				
19.	Forwarding of recommendation to MCA for import of aircraft for private use	3	Shri S. N. Dwivedi, DAW Hqtrs	daw@dgca.nic.in	9868151732	On receiving application, recommendation to MCA is sent within 5 days after ensuring that it meets all the requirements.	As per the relevant CAR available on DGCA's website.		N/A	N/A
20.	Permission for employment of foreign AME Engineers/ Flight Engineers/ cabin crew	3	Shri S. N. Dwivedi, DAW Hqtrs	daw@dgca.nic.in	9868151732	Within 05 days after the receipt of security clearance from concerned security agencies after ensuring that it meets all the requirements.			N/A	N/A
21.	Issue of AME Licence / Flight Engineer's Licence	5	Shri S. N. Dwivedi, DAW Hqtrs	daw@dgca.nic.in	9868151732	After receiving application along with requisite fees and documents, the licence is issued within	As per the relevant CAR available on DGCA's website.		Demand Draft	Rs 5000/=

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						10 days if the application is complete along with documentation.				
22.	Renewal of AME/FE Licences of Engineers	4	Regional offices	As given in website	As given in website	After receiving application along with requisite fees and documents, the licence is renewed if the application is complete along with documentation.	As per the relevant CAR available on DGCA's website.		Demand Draft	Rs 2500/=
23.	Issue of Certificate of Registration including renewal of registration	3	Shri S. N. Dwivedi, DAW Hqtrs	daw@dgca.nic.in	9868151732	After receiving application along with requisite fees and documents, the C of R is issued within 5 days if the application is complete along with documentation.	As per the relevant CAR available on DGCA's website.		Demand Draft	Rule 35 of Aircraft Rules 1937 Aircraft having maximum permissible take-off weight — (i) of 15,000 kilograms or less : Rs. 20,000/-

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										(ii) exceeding 15,000 kilograms, : Rs. 5,000/- for every 1,000 kilograms or part thereof Fees for renewal of Certificate of registration - Fifty percent of the fee payable as above
24.	De-Registration/ cancellation of Registration	2	Shri S. N. Dwivedi, DAW Hqtrs	daw@dgca.nic.in	9868151732	After receiving application and documents, the De-registration is issued within 3 days if the application is complete along	As per the relevant CAR available on DGCA's website.		N/A	N/A

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						with documentation.				
25.	Issue of Certificate of Airworthiness	5	Shri S. N. Dwivedi, DAW Hqtrs (Partially filled C of A)	daw@dgca.nic.in	9868151732	After receiving application along with requisite fees and documents, the C of A is issued within 5 days if the application is complete along with documentation. For endorsing validity on C of A, the concerned regional office inspects the documentation in respect of aircraft such as aircraft log books, physically inspects the aircraft and on being satisfied endorses a validity on the C of A as per	As per the relevant CAR available on DGCA's website.		Demand Draft	Rule 62C of Aircraft Rules 1937 Issue of Certificate of Airworthiness for an aircraft having maximum permissible take-off weight — (a) of 1,000 kilograms or less : Rs.20,000/- (b) exceeding 1,000 kilograms , for every : Rs.1,000/-
			Regional Office (for endorsing validity on C of A)	As given in website	As given in website					

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						the requirements available on DGCA website.				1,000 kilograms or part thereof
26.	Renewal of Certificate of Airworthiness	4	Regional Office	As given in website	As given in website	For renewal, the concerned regional office inspects the documentation in respect of aircraft such as aircraft log books, physically inspects the aircraft and on being satisfied extends the validity on the C of A as per the requirements available on DGCA website.			Demand Draft	Rule 62C of Aircraft Rules 1937 Fifty percent of the fees as above
27.	Approval of Special Operations (ETOPS/RVSM/ All weather Operations/ MNPS/ RNAV	3	Regional offices	As given in website	As given in website	On receiving application, the regional office ensures that the aircraft meets the requirements as given on DGCA website	As per the relevant CAR available on DGCA's website.		NIL	NIL

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						and the organisation has the necessary infrastructure to maintain such aircraft including documentation. The approval is issued within 7 days of meeting the requirements.				
28.	Approval of Aircraft Maintenance Organisations/ Manufacturing Organisations	5	Shri S. N. Dwivedi, DAW Hqtrs (for Foreign Maintenance organizations) Regional Offices (for Indian Aircraft Maintenance Organisations and Manufacturing Organisations)	daw@dgca.nic.in	9868151732 As given in website	Application received is scrutinized and the organization inspected for compliance with regulations which includes setting up of adequate facility, manpower and documents commensurate with the approval sought. On satisfactory compliance,	As per the relevant CAR available on DGCA's website		DD	Rule 133C of Aircraft Rules 1937 Organisation having – (i) fifty employees : Rs.25,000/- (ii) more than fifty and upto two

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						approval is given within 30 days.				hundred employees : Rs.50,000/- (iii) more than 200 employees : Rs.1,00,000/- (2) The fee for renewal of is fifty percent. of the fee as above
29.	Approval of AME Training Schools	5	Regional offices	As given in website	As given in website	Application received is scrutinized and the organization inspected for compliance with regulations which includes setting up of adequate facility,	As per the relevant CAR available on DGCA's website.		DD	Rule 133C of Aircraft Rules 1937 Organisation having – (i) fifty employee

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						manpower and documents commensurate with the approval sought. On satisfactory compliance, approval is given within 30 days.				s : Rs.25,00 0/- (ii) more than fifty and upto two hundred employees : Rs.50,00 0/- (iii) more than 200 employees : Rs.1,00,0 00/- (2) The fee for renewal of is fifty percent. of the fee as above
30.	Approval/ renewal of Check Pilot/ Instructor/ Examiner of	3	Shri M. T. Bokade, Director Operations	Mtbokade.dgca@nic.in	9968037490	On receipt of request for approval from the operator, approval is	As per the relevant CAR available on DGCA's website.			

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	Scheduled/ Non-Scheduled/ General Aviation Operators					given based on recommendations of a Board duly appointed by the Director General. The Board reviews the documentations for initial approval/ renewal and provides their recommendations to Director General. The process is completed within 30 days.				
31.	Approval/ Renewal of Flight Dispatcher	3	Shri M. T. Bokade, Director Operations	Mtbokade.dgca@nic.in	9968037490	After receiving application for oral test, the following is checked: a) availability of certificate from an operator that the applicant has successfully undergone practical training under supervision of a	As per the relevant CAR available on DGCA's website.			

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						flight dispatcher for a period of not less than 90 working days within six months immediately preceding the application for oral test. An oral/practical test is carried out by a DGCA Board and approval for functioning as a Flight Dispatcher issued by DGCA. The process takes about 30 days.				
32.	Approval of Training Program of Flight Crew (Individuals) – Scheduled/ Non-Scheduled Operators/ General Aviation	3	Shri M. T. Bokade, Director Operations	Mtbokade.dga@nic.in	9968037490	Depending on the type of aircraft & qualification of applicant, the training program of flight crew is issued within 30 days of receipt of the				

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						request.				
33.	Initial Approval of Simulators	3	Shri M. T. Bokade, Director Operations	Mtbokade.dgca@nic.in	9968037490	Application received is scrutinized and the organization is inspected by FOI and assessing the type of simulator/training /maintenance staff for compliance with regulations which includes setting up of adequate faculty, manpower/documents & simulator tests may be seen by DAW, commensurate with the approval sought. On satisfactory compliance, approval is given by DGCA	As per the relevant CAR available on DGCA's website.			

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						within 30 days.				
34.	Renewal of Simulators	2	Shri M. T. Bokade, Director Operations	Mtbokade.dgca@nic.in	9968037490	Renewal of simulator is done after inspection of simulator and recommendation by a team consisting of FOI/D (OPS)/DAW. The approval is granted by DGCA within 20 days.	As per the relevant CAR available on DGCA's website.			
35.	Authorization of Pilots for Cat II/ Cat III Operations.	3	Shri M. T. Bokade, Director Operations	Mtbokade.dgca@nic.in	9968037490	The process of qualifications & recency followed by the operator as per the requirements defined in the CAR.	As per the relevant CAR available on DGCA's website.			
36.	Operators Authorization for Cat II/ Cat III Operations	3	Shri M. T. Bokade, Director Operations	Mtbokade.dgca@nic.in	9968037490	Requests are subject to compliance of all relevant requirements and proper submission of documents	As per the relevant CAR available on DGCA's website.			

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						which are examined by FOI. The approval is issued within 30 days of meeting the requirements				
37.	Issuance of Operating Authorisation to foreign airlines.	5	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	On receiving application and documents from the airlines designated by the Government of the country of the airline, an assessment is made by a committee consisting of representatives from the Directorate of Regulations and Information, Directorate of Airworthiness, Directorate of Air Safety, Directorate of Flight Standards and	As per the AIC 8/2010.			

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>the Bureau of Civil Aviation Security. The Committee also takes into consideration the latest report of ICAO USOAP of the country concerned. The airline is issued the Operating Authorisation only when it is established that it has satisfactorily met all the requirements laid down for the purpose in the AIC 8/2010. The process takes about 60 days unless the USOAP report indicates for a need to conduct an inspection of the Aeronautical Authority of the</p>				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						country.				
38.	Renewal of Operating Authorisation to foreign airlines.	4	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	For renewal of the operating authorisation, the designated airline is required to make an application at least 90 days prior to the date of expiry, alongwith relevant documents. is issued the operating authorisation only when it is established that it has satisfactorily met all the requirements laid down for the purpose in the AIC 8/2010.	As per the AIC 8/2010.			
39.	Clearance of schedules of foreign airlines to/ from India.	4	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	Applications are to be submitted at least 30 days prior to start of service. It is ascertained that				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						the airline holds a valid Operating Authorisation and has obtained slot clearance from the slot coordinator (AAI) before the schedule is approved.				
40.	Clearance of extra section flights to/from India including change of aircraft/route.	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	After ascertaining that the request falls within the bilateral entitlement. The request is required to be made by the airline at least one week prior to the proposed date of operation.	As per the AIC 10/2009.			
41.	Clearance of schedules of foreign airline for overflights.	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	After ascertaining that the airlines is a scheduled airlines or the country of the airlines is a				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						member international air transit agreement (IASTA). The request is required to be made by the airline at least 30 days prior to the proposed date of operation.				
42.	Permission for Ground Photography at Govt. Aerodromes	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	On receiving the request at least 10 working days before the date of photography.	Rule 13			
43.	Permission for Aerial Photography	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	On receiving the request at least 10 working days before the photography. NOC from MOD is required for giving the permission.	Rule 13			
44.	Permission for Carriage of arms and ammunition by air to/ from/	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	15 working days after receiving the application in				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
	across India.					the prescribed proforma provided it contains all the requisite information.				
45.	Permission for Carriage of other dangerous goods by air to/ from/ across India;	3	Shri Sunil Kumar, DDRI	skumar.dgca@nic.in	9871474040	15 working days after receiving the application in the prescribed proforma provided it contains all the requisite information.				
46.	Issue of Pilot License	5	Shri D. C. Sharma, Director Flying Training	Dinesh_1526@rediff.com	9210946160	The application for issue of licence is reviewed to ensure that it meets the requirements laid down in Aircraft Rules, 1937 in respect of age, minimum qualification, knowledge, flying	As per requirements available on DGCA's website		Demand Draft	As per Aircraft Rules, 1937 Rs 1000/- for Student Pilot's Licence and Glider Pilot's Licence

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						experience, skill test, fees including valid medical and the licence is issued.				Rs 5000/- (for licences other than Student Pilot's Licence and Glider Pilot's Licence)
47.	Renewal of pilot licence	4	Shri D. C. Sharma, Director Flying Training	Dinesh_1526@rediff.com	9210946160	The application for renewal of licence is reviewed to ensure that it meets the requirements laid down in Aircraft Rules, 1937 in respect of recency of flying experience, fees including valid medical and the licence is renewed. Renewal is done by Regional Offices of	As per requirements available on DGCA's website			As per Aircraft Rules, 1937 Rs 500/- for Student Pilot's Licence and Glider Pilot's Licence Rs 2500/- (for licences other than Student

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						DGCA.				Pilot's Licence and Glider Pilot's Licence)
48.	Conversion of Foreign Licence	5	Shri D. C. Sharma, Director Flying Training	Dinesh_1526@rediff.com	9210946160	The application for conversion of foreign licence is reviewed to ensure that it meets the requirements laid down in Aircraft Rules, 1937 in respect of (i) age; (ii) educational qualifications; (iii) medical fitness; and (iv) flying experience and competency. Apart from above, requirements, verification/ authentication of the foreign license is done	As per requirements available on DGCA's website		Demand Draft	As per Aircraft Rules, 1937 Rs 1000/- for Student Pilot's Licence and Glider Pilot's Licence Rs 5000/- (for licences other than Student Pilot's Licence and Glider Pilot's Licence)

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						before the foreign licence is converted to Indian licence.				
49.	Endorsement of Licence	5	Shri D. C. Sharma, Director Flying Training	Dinesh_1526@rediff.com	9210946160	The application for endorsement is reviewed to ensure that it meets the requirements laid down in Aircraft Rules, 1937 and the endorsement done on the basis of approval of syllabus by Flight Standards Directorate of DGCA.	As per requirements available on DGCA's website		Demand Draft	As per Aircraft Rules, 1937 Rs 1000/- for Student Pilot's Licence and Glider Pilot's Licence Rs 5000/- (for licences other than Student Pilot's Licence and Glider Pilot's Licence)

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
50.	Validation of Foreign Licence	5	Shri D. C. Sharma, Director Flying Training	Dinesh_1526@rediff.com	9210946160	The application for validation of foreign licence is reviewed to ensure that it meets the requirements laid down in Civil Aviation Requirements in respect of foreign licence and ratings, flying experience, medical requirements including verification/ authentication of the foreign licence. The security clearance of the pilot is obtained and thereafter an oral examination of the pilot is conducted by a Board in DGCA. On qualifying in the oral	As per requirements available on DGCA's website		Demand Draft	As per Aircraft Rules, 1937 Rs 1000/- for Student Pilot's Licence and Glider Pilot's Licence Rs 5000/- (for licences other than Student Pilot's Licence and Glider Pilot's Licence)

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						examination, FATA is issued initially for three months. For extension of FATA beyond three months, the foreign pilot is required to pass Air Regulations examinations conducted by Central Examination Organization (CEO). On passing of air regulation examination, the FATA is extended for a period of nine months or as per the existing policy at the time.				
51.	Approval of Flying Training Institutes	5	Shri Arvind Sardana, DDG	asardana.dgca@nic.in	9910245151	On receipt of the application, the application is examined from various aspects i.e. the	As per the relevant CAR available on DGCA's website.		Demand Draft	Rs.50,000

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>need for the training institute, airport capacity and constraints at the proposed airport, suitability of the proposed aircraft type keeping in view the airworthiness and safety regulations, satisfactory plan of human resource development for the institute, aircraft maintenance arrangement and compliance with the other applicable requirements. Applicants whose proposals are found satisfactory and meet the requirements,</p>				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>are granted No Objection Certificate for setting up the flying training institute for the purpose of imparting flying training to the student pilots to enable them to acquire appropriate pilot's licences. On receipt of NOC, the applicant applies to Ministry of Civil Aviation for granting permission to import/ acquire aircraft. Ministry grants permission for import/acquisition of the aircraft.</p> <p>A review of the preparedness status of the applicant is</p>				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						carried out by DGCA along with the representatives of the applicant. If the preparedness status is found satisfactory, an inspection of the institute is carried out to confirm that the proposed institute has acquired the capability to undertake the planned flying training activities. On meeting the requirements, DGCA grants approval.				
52.	Renewal of Flying Training Institutes	4	Shri Arvind Sardana, DDG	asardana.dgca@nic.in	9910245151	The applicant makes a request to DGCA for renewal of the approval at least 30 days prior to expiry of the approval.	As per the relevant CAR available on DGCA's website.		Demand Draft	Rs.25,000

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						The institute is required to demonstrate its continued capability to conduct the flying training activities. The approval shall be renewed after inspection by DGCA and on satisfying that the institute maintains the required capability.				
53.	Issue of Computer No. for pilot/ AME licence examination	2	Shri Pradeep Pathak, DAW(CEO)	ceo@dgca.nic.in	9540507599	Allotment of Computer Number for Pilot/AME: The candidate, who wishes to appear in DGCA Pilot/AME Licence Written Examination, is required to get	As per the relevant CAR available on DGCA's website.			No fee is required for allotment of Pilot/AME Computer Number

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>the Computer Number (Registration Number) from the CEO Office.</p> <p>For allotment of Computer Number, the candidate needs to fill up and submit CA-9 Form (for allotment of Computer Number) and attach all the required documents duly certified.</p> <p>The CA-9 Form (for allotment of computer number) is scrutinized for its completeness and the relevant documents are</p>				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>checked for ensuring the eligibility of the candidate for allotment of computer number. Thereafter, the candidate is allotted 8 digit Computer Number. The list of candidates who have been allotted computer number along with their details such name, father's name, date of birth, & Mailing address is displayed on the DGCA website. The list of candidates whose application has</p>				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						been rejected for allotment of computer number is also displayed on the DGCA website along with the reason for rejection.				
54.	Issue of Admit Card for pilot/ AME licence examination	3	Shri Pradeep Pathak, DAW(CEO)	ceo@dgca.nic.in	9540507599	Candidates appearing in Pilots /AME License Written Examination shall have to carry a Photo Identity Card issued by DGCA for entry into the Examination Hall. This Photo Identity Card shall be issued to only those candidates, who are admitted for the written examination. • DGCA Regional/ Sub-				No Fee is required for issue of admit card

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Regional Offices issues the Photo Identity Card to the candidates appearing at the examination centres under their jurisdiction. Candidates are required to download the admit card format given on DGCA web-site along with the instructions to the candidates. The candidate is required to fill up the required information and paste his/her passport size photograph at the given space. Candidates must bring any one of the following: Photo Identity				

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						proof; Passport, SPL, PPL, CPL(issued by DGCA), Airport PIC or I card issued by Chief Instructor of approved AME Training Institutes(for AME Trainees only) and downloaded page of the website list of admitted candidates on which their name appears along with the completed form to their respective DGCA Regional / Sub-Regional Offices for issue of DGCA Photo Identity Card.				
55.	Declaration of result for Pilot/ AME licence examination	3	Shri Pradeep Pathak, DAW(CEO)	ceo@dgca.nic.in	9540507599	The pilot/AME Licence Examination result is declared on DGCA website				No fee is required for declaration and issue of

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Sl. No.	Service/ Transaction	Weight%	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						along with the marks obtained by the candidate and pass/fail status, in the papers in which the candidate has appeared. Further, the result cards of the passed candidates are dispatched to them by speed post.				original result card However for issue of Duplicate result card, the candidate is required to pay a fee of Rs 500/ in the form of demand draft payable to PAO,DG CA,MCA New Delhi.
		100%								

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Service Standards

Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Issue/ Validation of Type Certificate (TC) of Aeronautical product (Aircraft, engine and propeller)	5	Average time taken from the date of application to the date of compliance with all requirements and depending on the type of the product.	5	Years	5	DGCA records
2.	Acceptance of Type Certificate issued by Foreign CAA for operation in India	5	Average time taken from the date of application to the date of compliance with all requirements and depending on the type of the product.	3	Months	5	DGCA records
3.	Approval of Design Organisation	5	Average time taken from the date of application to the date of compliance with all requirements.	6	Months	3	DGCA records
4.	Approval of aircraft/ aircraft part modifications	3	Average time taken from the date of application to the date of compliance with all requirements depending on the	8	Months	3	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
			type of the product.				
5.	Issue of Aerodrome License	5	Average time taken from the date of compliance with all requirements.	1	Month	5	DGCA Records
6.	Renewal of Aerodrome License	4	Average time taken from the date of compliance with all requirements.	1	Month	4	DGCA Records
7.	Permission to slaughter houses etc. in the vicinity of aerodrome under Rule 91	3	Average time taken from the date of compliance with all requirements.	1	Month	3	DGCA Records
8.	Issue of NOC to import aircraft	3	Average time taken from the date of compliance with all requirements.	15	Days	3	DGCA Records
9.	Issue of Scheduled/Regional Scheduled/Non-Scheduled Operators Permit	5	Average time taken from the date of compliance with all requirements.	15	Days	5	DGCA Records
10.	Renewal of Scheduled/Regional Scheduled/Non-Scheduled	4	Average time taken from the date of compliance with all requirements.	60	Days	4	DGCA Records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
	Operators Permit						
11.	Approval of domestic and international flight schedules of Indian Carriers	4	Average time taken from the date of compliance with all requirements.	30	days	4	DGCA records
12.	Issues relating to the security clearance of the agencies seeking flight clearances – for forwarding to the Ministry of Home Affairs	2	Average time taken from the date of compliance with all requirements.	15	Days	2	DGCA records
13.	Issuance of flight clearances to foreign registered aircraft operating non-scheduled or a series of non-scheduled flights into, from or over Indian territory.	3	Average time taken from the date of compliance with all requirements.	7 - for flights for traffic purposes; 3 - for flights for non-traffic purposes i.e. overflight(s)/ technical halts. 0 - a) Ambulance flights; b) Relief aircraft of scheduled passenger	Working days	3	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
				airline necessitated due to grounding of aircraft; c) Relief flights in case of natural calamities. 30 – if foreign registered aircraft operating to the Defence air-fields			
14.	Issuance of flight clearances to flights recommended by the Ministries/ Department of Government of India.	3	Completion of requirements	1	Working Day	3	DGCA records
15.	Issuance of flight clearances to Indian Registered aircraft operating revenue charter flights	3	Completion of requirements	1	Day	3	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
16.	Permission to foreign registered aircraft staying in India for more than 15 days up to 2 months	3	Completion of requirements	15	Days	3	DGCA and Ministry Records
17.	Flight clearance for cloud seeding operation	3	Completion of requirements	7	Days	3	DGCA and Ministry Records
18.	Flight clearances for aerial survey	3	Completion of requirements and NOC from Ministry of Defence	7	Days	3	DGCA and Ministry of Defence Records
19.	Forwarding of recommendation to MCA for import of aircraft for private use	3	Average time taken from the date of compliance with all requirements.	5	Days	3	DGCA records
20.	Permission for employment of foreign AME Engineers/ Flight Engineers/ cabin crew	3	Average time taken from the date of compliance with all requirements.	5	Days	3	DGCA records
21.	Issue of AME Licence / Flight Engineer's Licence	5	Average time taken from the date of compliance with all requirements.	10	Days	5	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
22.	Renewal of AME/FE Licences of Engineers	4	Average time taken from the date of compliance with all requirements.	10	Days	4	DGCA/ Regional office records
23.	Issue of Certificate of Registration including renewal of registration	3	Average time taken from the date of compliance with all requirements.	5	Days	3	DGCA records
24.	De-Registration/ cancellation of Registration	2	Average time taken from the date of compliance with all requirements.	3	Days	2	DGCA records
25.	Issue of Certificate of Airworthiness	5	Average time taken from the date of compliance with all requirements.	5	Days	5	DGCA/ Regional office records
26.	Renewal of Certificate of Airworthiness	4	Average time taken from the date of compliance with all requirements.	5	Days	4	Regional office records
27.	Approval of Special Operations (ETOPS/RVSM/ All weather Operations/ MNPS/ RNAV	3	Average time taken from the date of compliance with all requirements.	7	Days	3	DGCA/ Regional office records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
28.	Approval of Aircraft Maintenance Organisations/ Manufacturing Organisations	5	Average time taken from the date of compliance with all requirements.	30	Days	5	DGCA/ Regional office records
29.	Approval of AME Training Schools	5	Average time taken from the date of compliance with all requirements.	30	Days	5	DGCA/ Regional office records
30.	Approval/ renewal of Check Pilot/ Instructor/ Examiner of Scheduled/ Non-Scheduled/ General Aviation Operators	3	Average time taken from the date of compliance with all requirements.	30	Days	3	DGCA records
31.	Approval/ Renewal of Flight Dispatcher	3	Compliance with all requirements	30	Days	3	DGCA records
32.	Approval of Training Program of Flight Crew (Individuals) – Scheduled/ Non-Scheduled Operators/ General Aviation	3	Compliance with all requirements	30	Days	3	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
33.	Initial Approval of Simulators	3	Compliance with all requirements	30	Days	3	DGCA records
34.	Renewal of Simulators	2	Compliance with all requirements	20	Days	2	DGCA records
35.	Authorization of Pilots for Cat II/ Cat III Operations.	3	Compliance with all requirements	30	Days	3	DGCA records
36.	Operators Authorization for Cat II/ Cat III Operations	3	Compliance with all requirements	30	Days	3	DGCA records
37.	Issuance of Operating Authorisation to foreign airlines.	5	Compliance with all requirements	60	Days	5	DGCA records
38.	Renewal of Operating Authorisation to foreign airlines.	4	Average time taken from the date of application to the date of compliance with all requirements	90	Days	4	DGCA records
39.	Clearance of schedules of foreign airlines to/ from India.	4	Compliance with all requirements	30	Days	4	DGCA records
40.	Clearance of extra section	3	Compliance with all requirements	7	Days	3	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
	flights to/from India including change of aircraft/route.		(request at least one week prior to operations)				
41.	Clearance of schedules of foreign airline for overflights.	3	Compliance with all requirements	30	Days	3	DGCA records
42.	Permission for Ground Photography at Govt. Aerodromes	3	Compliance with all requirements	10	Days	3	DGCA records
43.	Permission for Aerial Photography	3	Compliance with all requirements	10	Days	3	DGCA records
44.	Permission for Carriage of arms and ammunition by air to/ from/ across India.	3	Compliance with all requirements	15	Working days	3	DGCA records
45.	Permission for Carriage of other dangerous goods by air to/ from/ across India;	3	Compliance with all requirements	15	Working days	3	DGCA records
46.	Issue of Pilot License	5	Compliance with all requirements and depending on the number of	30 – 90	Days	5	DGCA records

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Sl. No.	Service/ Transaction	Weight%	Success Indicators	Service Standard	Unit	Weight	Data Source
			applicants				
47.	Renewal of pilot licence	4	Compliance with all requirements	15	Days	4	DGCA/ Regional office records
48.	Conversion of Foreign Licence	5	Compliance with all requirements	30	Days	5	DGCA records
49.	Endorsement of Licence	5	Compliance with all requirements	15	Days	5	DGCA records
50.	Validation of Foreign Licence	5	Compliance with all requirements	30	Days	5	DGCA records
51.	Approval of Flying Training Institutes	5	Average time after compliance with all requirements	30	Days	5	DGCA records
52.	Renewal of Flying Training Institutes	4	Compliance with all requirements	30	Days	4	DGCA records
53.	Issue of Computer No. for pilot/ AME licence examination	2	Compliance with all requirements	1	Month	2	DGCA records
54.	Issue of Admit Card for pilot/ AME licence examination	3	Average time taken from the date of application to the date of compliance with all requirements	1	Month	3	DGCA records
55.	Declaration of result for Pilot/ AME licence examination	3	Average time taken from the date of examination	6	Weeks	3	DGCA records

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Grievance Redress Mechanism

Sl. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Shri Charan Dass, Joint Director General	24641450	charan@dgca.nic.in	9990969668

List of Stakeholders/ Clients

Sl. No.	Stakeholders/ Clients
1.	<ol style="list-style-type: none">1. Passengers2. Individuals such as Pilots, Cabin Crew, Flight Dispatchers, Aircraft Engineers3. Airline Operators, Non-Scheduled Operators, General Aviation Operators4. Maintenance Organisations5. Manufacturing Organisations6. Design Organisations7. Flying Training Organisations8. Aircraft Maintenance Engineering Institutes/ Organisations9. Fuelling Vendors10. Aerodrome Operators11. Air Traffic Service Provider12. International Civil Aviation Organisation

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Responsibility Centers and Subordinate Organisations

Sl. No.	Responsibility Centers and Subordinate Organisations	Landline Number	Email	Mobile Number	Address
	Not Applicable				

Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from Service Recipients
1.	Timely issuance of permission to airlines (both domestic and foreign) and their renewals
2.	Timely issuance of licences to personnel such as pilots, aircraft maintenance engineers etc.
3.	Timely issue of flight clearances
4.	Timely issuance of permissions to conduct aerial operations such as crop spraying activity, photography etc.
5.	Timely issuance of approvals to organizations engaged in maintenance of aircraft, flying training institutes, aircraft maintenance engineering institutes, design and manufacturing organizations.
6.	Timely issuance of type certificates, acceptance of type certificates in respect of aircraft