

Implementation Status of Performance Pledge											
Services		Time Guaranteed	Target Achievement Rate	Actual Achievement Rate							
				2003	2004	2005	2006	2007	2008	2009	2010
Flight approval	Non-Scheduled services	3 working days ⁽¹⁾	90%	100%	97%	97%	97%	95%	95%	99%	99.7%
	Scheduled services	15 working days ⁽¹⁾	90%	N/A ⁽⁴⁾						98%	96.3%
Reply to surcharge filing		3 working days ⁽¹⁾	95%	N/A ⁽⁵⁾							
Pilot license	Issuance	5 working days ⁽¹⁾	90%	90%	100%	100%	96%	97%	94%	94%	100%
	Renewal	2 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Air traffic controller license	Issuance / Renewal	5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	Student issuance / renewal	5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Flight operations officer license	Issuance / Renewal	5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	Student issuance / renewal	5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Crew member certificate	Issuance / Renewal	5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Examination	Pilot license examination	Exam result is available in 5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	Air traffic controller examination	Exam result is available in 5 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	MAR-66 aircraft maintenance engineer examination	Exam result is available in 10 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
MAR-145 maintenance organization approval	Issuance	70 working days ⁽¹⁾	90%	N/A ⁽⁶⁾	80%	80%	83%	100%	100%	100%	N/A ⁽⁶⁾
	Renewal	24 working days ⁽¹⁾	90%	100%	80%	80%	60% ⁽⁴⁾	100%	83%	100%	100%
	Variation	70 working days ⁽¹⁾	90%	N/A ⁽⁷⁾						100%	100%
Certificate of airworthiness for Aircraft	Issuance	70 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	Renewal	20 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Registration of aircraft		30 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
MAR-66 aircraft maintenance engineer license	Issuance	40 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	Renewal	20 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
	Variation	40 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Application for an activity that affects flight safety		10 working days ⁽¹⁾	90%	100%	100%	100%	100%	100%	100%	100%	100%
Certificate of occupancy of airport	Renewal	45 working days ⁽¹⁾	90%	N/A ⁽⁵⁾							
Receiving and forwarding complaints		14 working days	90%	N/A ⁽⁶⁾	82%	82%	71%	91%	98%	98%	97.3%

Notes:

1. The time guaranteed commences from the next date following the date of submission of all documents.
2. If service involves audit inspection, then the period from document review completion till the inspection date fixed with mutual agreement will not count in calculating the time guaranteed.
3. For special cases, after thoroughly analyzing the situations, we will inform and explain to the applicants the processing time required.
4. The respective performance pledge was launched in June 2008.
5. The respective performance pledge was launched in January 2011.
6. No applications or cases were received from till the end of that year.
7. Due to factors such as insufficient manpower, documents submitted by applicants being incomplete, applicants failing to meet the required technical specification and so on, the processing work took a longer time. The achievement rate was not satisfactory as a result. Despite this, the situation has improved in 2007.