

Implementation Status of Performance Pledge						
Services		Time Guaranteed	Target Achievement Rate	Actual Achievement Rate		
				2022	2023	2024
Flight approval	Non-Scheduled services	3 working days ⁽¹⁾	90%	99.0%	98.0%	98.8%
	Scheduled services	15 working days ⁽¹⁾	90%	100.0%	99.6%	100.0%
Surcharge filing		3 working days ⁽¹⁾	95%	100.0%	100.0%	100.0%
Pilot license	Issuance	5 working days ⁽¹⁾	90%	100.0%	100.0%	94.4%
	Renewal	2 working days ⁽¹⁾	90%	99.8%	100.0%	99.8%
Air traffic controller license	Issuance	5 working days ⁽¹⁾	95%	N/A ⁽⁵⁾	100.0%	N/A ⁽⁵⁾
	Renewal	5 working days ⁽¹⁾	95%	100.0%	100.0%	100.0%
	Student License Issuance	5 working days ⁽¹⁾	95%	N/A ⁽⁵⁾	100.0%	N/A ⁽⁵⁾
	Student License Renewal	5 working days ⁽¹⁾	95%	100.0%	N/A ⁽⁵⁾	N/A ⁽⁵⁾
Flight operations officer license	Issuance	5 working days ⁽¹⁾	95%	N/A ⁽⁵⁾	100.0%	100.0%
	Renewal	5 working days ⁽¹⁾	95%	100.0%	100.0%	100.0%
Examination	Pilot license examination	Exam result is available in 5 working days	90%	100.0%	100.0%	100.0%
	Air traffic controller license examination	Exam result is available in 5 working days	90%	N/A ⁽⁵⁾		
	MAR-66 aircraft maintenance engineer examination	Exam result is available in 10 working days	90%	100.0%	73.0% ⁽⁶⁾	100.0%
Dangerous goods Permit		10 working days ⁽¹⁾	90%	100.0%	100.0%	100.0%
Air Operator Certificate	Issuance	10 working days ⁽¹⁾	90%	N/A ⁽⁵⁾		
	Renewal	45 working days ⁽¹⁾	90%	100.0%	100.0%	100.0%
Flight Simulation Training Device User Approval	Issuance	60 working days ⁽¹⁾	90%	100.0%	100.0%	N/A ⁽⁵⁾
	Renewal	30 working days ⁽¹⁾	90%	100.0%	100.0%	100.0%
MAR-145 maintenance organization approval	Issuance	70 working days ⁽¹⁾	95%	N/A ⁽⁵⁾		
	Renewal	24 working days ⁽¹⁾	95%	100.0%	100.0%	100.0%
	Variation	70 working days ⁽¹⁾	95%	N/A ⁽⁵⁾		
Certificate of airworthiness of aircraft	Issuance	70 working days ⁽¹⁾	95%	N/A ⁽⁵⁾	100.0%	100.0%
	Renewal	20 working days ⁽¹⁾	95%	96.0%	100.0%	100.0%
Registration of aircraft		30 working days ⁽¹⁾	90%	N/A ⁽⁵⁾	100.0%	N/A ⁽⁵⁾
MAR-66 aircraft maintenance engineer license	Issuance	40 working days ⁽¹⁾	95%	100.0%	100.0%	N/A ⁽⁵⁾
	Renewal	20 working days ⁽¹⁾	95%	100.0%	100.0%	100.0%
	Variation	40 working days ⁽¹⁾	95%	100.0%	100.0%	100.0%
Export certificate of airworthiness for aircraft		20 working days ⁽¹⁾	90%	100.0%	100.0%	N/A ⁽⁵⁾
MAR-147 maintenance training organization approval	Issuance	70 working days ⁽¹⁾	90%	N/A ⁽⁵⁾		
	Renewal	24 working days ⁽¹⁾	90%	N/A ⁽⁵⁾		
	Variation	70 working days ⁽¹⁾	90%	N/A ⁽⁵⁾		
Aircraft station license	Issuance	70 working days ⁽¹⁾	90%	N/A ⁽⁵⁾	100.0%	N/A ⁽⁵⁾
	Renewal	20 working days ⁽¹⁾	90%	100.0%	95.0%	100.0%
	Variation	70 working days ⁽¹⁾	90%	N/A ⁽⁵⁾	100.0%	100.0%
Aircraft noise certificate		70 working days ⁽¹⁾	90%	N/A ⁽⁵⁾	100.0%	100.0%
Application of Modification for Aircraft		20 working days ⁽¹⁾	90%	100.0%	100.0%	N/A ⁽⁵⁾
Application of Repair for Aircraft		20 working days ⁽¹⁾	95%	N/A ⁽⁵⁾		
Certificate of utilization of airport facilities		45 working days ⁽¹⁾	95%	100.0%	100.0%	N/A ⁽⁵⁾
Application for an activity that affects flight safety		10 working days ⁽¹⁾	95%	99.64%	96.08%	95.85%
Obstacle analysis and approval		30 working days ⁽¹⁾	90%	100.0%	100.0%	100.00%
Application for use of aeronautical radio frequency		45 working days ⁽¹⁾	90%	N/A ⁽⁵⁾		
Reeive and forward complaints		14 working days ⁽¹⁾	90%	100.0%	98.97%	97.94%

Notes:

- The time guaranteed commences from the next day following the day of submission of all documents.
- 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.
- For special cases, after thoroughly analyzing the situations, we will inform and explain to the applicants the processing time required.
- The time guaranteed for the initial issuance of an Air Operator Certificate commences from the next day following the day that all audits and evaluations have been completed and the applicant completed all necessary remedial actions.
- No applications or cases were received till the end of that year.
- The performance pledge failed to meet the target execution rate due to the service provider's deferred submission of examination results. To rectify this issue, the Authority has incorporated additional clauses into the 2024 service agreement with the service provider to enforce stricter timelines, ensuring timely submission of examination results.