



**UNITED REPUBLIC OF TANZANIA**  
**TANZANIA CIVIL AVIATION AUTHORITY**  
AERONAUTICAL INFORMATION SERVICES

**AERONAUTICAL INFORMATION CIRCULAR**

P.O. Box 2819, DAR ES SALAAM.  
FAX: 255-22-2118905  
PHONE: 255- 22- 2115079/80, 2111951.  
COMM: DIRAIR  
AFTN: HTDQYOYO  
Email: [tcaa@tcaa.go.tz](mailto:tcaa@tcaa.go.tz)  
Website. [Http://www.tcaa.go.tz](http://www.tcaa.go.tz)

**AIC**  
**7/2004**  
(White 23)  
**1 November 2004**

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*The following circular is hereby promulgated for information, guidance and necessary action.*

M. Munyagi  
Director General

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**CERTIFICATION OF AN AIR OPERATOR**

**1. PURPOSE**

- a. This Aeronautical Information Circular (AIC) describes the process of applying for and obtaining an Air Operator Certificate (AOC) to conduct commercial air transport operations under Tanzania Air Navigation Regulations. The certification process may appear to be a complex undertaking, particularly to a "first-time" operator. This AIC provides basic information applicable to the certification process.
- b. Because there are a variety of acceptable methods for preparing manuals, a detailed discussion of acceptable methods for preparing these documents is not in this AIC. Operators will be briefed in as much detail as necessary regarding the preparation of manuals and other required documents during meetings with TCAA personnel. The information in this AIC and the guidance material referenced in this AIC will assist the operator in completing the process with minimal delays and complications.

**2. RELATED REGULATIONS**

The Civil Aviation Act, 1977;  
Tanzania Air Navigation Regulations, 2003;  
Tanzania Air Service Licensing Regulations, 1985.  
Tanzania Civil Aviation Security Regulations 2003

**3. RELATED GUIDANCE MATERIAL**

- a. The TCAA has published the following guidance documents which provide more detailed information on this AIC in the certification process.
  - (i) Document TCAA (33) 101 – Manual of procedures for flight operations

- (ii) inspection, certification and continued surveillance;
- (ii) Document TCAA (33) 102 – Manual of guidance for the preparation of an operations manual;
- (iii) Document TCAA (33) 103 – Manual of guidance for the preparation of a training manual;
- (iv) Document TCAA (33) 104 – Aircraft cabin safety manual;
- (v) Document TCAA (33) 105 – Manual of guidance in the appointment of instructors and examiners (including operators' proficiency test pilots).
- (vi) Document TCAA(32)101-Manual of Airworthiness Requirements
- (vii) Document TCAA(32)102 – Airworthiness Notices

b. The Air Service Licensing functions are under the jurisdiction of the Air Service Licensing Committee in the TCAA. Prospective operator is required to have a current Air Services Licence or approval to establish an air service.

#### **4. BACKGROUND.**

a. To conduct Commercial Air Transport Operations under Tanzania Air Navigation regulations, the operator must hold an Air Operator Certificate issued by TCAA. The TCAA recognizes the responsibility of Commercial Air Transport Operators to provide air transportation with the highest degree of safety possible for public interest. The certification process is designed to ensure that prospective AOC holders understand and are capable of fulfilling this duty. When satisfactorily completed, the certification process ensures that the operator is able to comply with the Tanzania Air Navigation Regulations.

b. There are five phases in the air operator certification process. Each phase is described in sufficient detail to provide a general understanding of the entire certification process. The five phases are:

- (1) Pre-application
- (2) Formal application
- (3) Preliminary assessment and document evaluation
- (4) Demonstration and inspection
- (5) Certification and continued surveillance

c. In some cases, the guidance and suggested sequence of events in this AIC may not be entirely appropriate. In such situations, the TCAA and the operator shall proceed in a manner that considers existing conditions and circumstances. The operator, however, should not expect to be certificated until the TCAA is assured that Tanzania's Civil Aviation Act 1977 and the Air Navigation Regulations 1983 will be complied with in an appropriate and continuing manner.

#### **5. PRE-APPLICATION PHASE.**

a. As far in advance as possible of an anticipated start of operations, a prospective operator should contact the TCAA to inform of its intent to apply for an AOC. The prospective operator will be invited to meet briefly with TCAA personnel. During this initial meeting, only basic information and general certification requirements will be discussed. If the prospective operator intends to proceed with certification, he will be required to complete Form TCAA (33) 01 – Application for initial or renewal of an air operator certificate. The form is obtained at Attachment A of Document TCAA (33) 101 –

Manual of Procedures For Flight Operations Inspection, Certification and Continued Surveillance. The form should be completed, signed by the prospective operator, and returned to the TCAA.

- b. TCAA personnel will review the application. If the information is incomplete or erroneous, the form will be returned to the prospective operator with the reasons for its return. If the information is complete and acceptable, the TCAA will schedule a pre-application meeting with the prospective operator and the selected TCAA certification team members.
- c. The TCAA will designate one certification team member as the Project Manager (PM). The PM is the official TCAA team leader throughout the certification project. The operators team members shall include senior members of the management mentioned at paragraph l.
- d. The purpose of the pre-application meeting is to confirm the information on the application form and to provide critical certification information to the applicant. It is recommended that the operator's key management and staff attend these pre-application meetings and be prepared to discuss in general terms the plans and specific aspects of the proposed operation. Many problems can be avoided by discussing all aspects of the proposed operation and the specific requirements, which must be met to be certificated as an air operator.
- e. It is important to establish good working relationships and clear understandings between the TCAA and the operator's representatives. The TCAA recognises that a wide range of capabilities and expertise exists among operators. This background experience will be considered by the TCAA and adjusted to during these initial meetings.
- f. To help promote understanding throughout the certification process, an application information package will be provided during the pre-application meeting. The application information package includes the following:
  - (1) The certification check list that will be used by TCAA inspectors during the certification project.
  - (2) A schedule of events which must be completed and submitted with the formal application.
  - (3) An example set of Specific Operating Provisions (SOPs).
  - (4) Other publications or documents the PM believes will be useful to the operator.
- g. Application for an AOC shall be made in a form and manner acceptable to the TCAA and, containing any information the TCAA requires the applicant to submit. It is important to understand the minimum documentation necessary to be considered acceptable for a formal application. Formal application must be made on the appropriate form promulgated by the TCAA. The Chief Executive must sign the form. Certain documents must be submitted with the formal application. These documents (attachments) are briefly described in paragraphs 5 h through 5 q and will be discussed in detail during the pre-application meeting.
- h. Draft Specific Operating Provisions Attachment. This attachment describes the applicant's intended authorizations, limitations, provisions, and privileges specific to the operator's operations.

- i. Air Operator Certification checklist. The schedule of events is a key document that lists items, activities, programs, and aircraft and/or facility acquisitions that must be accomplished or made ready for the TCAA's inspection before certification [Attachment C of Document TCAA (33) 101]. It should include dates when the crewmembers will start company indoctrination procedures. In addition, the schedule of events should include dates when maintenance personnel training will start; when maintenance facilities will be ready for the TCAA's inspection; when each of the required manuals will be available for evaluation; when aircraft will be ready for inspection; when terminal facilities will be ready for inspection; when emergency evacuation demonstrations, ditching demonstrations, and demonstration flights are planned to be performed, and the date of the proposed assessment of Chief Training and Testing Captain and other approved persons. These estimated dates must be logical in terms of sequence. For example, the estimated date for crewmember basic company procedures indoctrination ground training to begin should be after the date that sections of the company manuals pertinent to crewmember performance will be completed and submitted. Reasonable time for the TCAA to review, inspect and approve each item or event should also be provided when approval is required before beginning a subsequent event or item. Failure to accomplish an item or event in a satisfactory manner or in accordance with the schedule of events could delay the certification. If at any time during the certification process the operator finds it necessary to revise the schedule of events, the PM should be notified as soon as practical.
  
- j. Company General Operations, Training, Cabin Safety Manuals Attachment. These manuals, which may be issued in separate parts for specific users, contain information about the operator's general policies, duties and responsibilities of personnel, operational control policy, and procedures. These are commonly referred to as the Operations Manual and the Maintenance Control Manual. TANR require these manuals to include instructions and information necessary to permit flight, ground, and contract personnel to perform their duties and responsibilities with a high degree of safety. TANR Schedule 10, Part A prescribe the content of operations manual. The entire manual system, as required by Regulations 24 of the TANR, shall be completely developed at the time of formal application.
  
- k. Training and Testing Manuals. It is recognized that aircraft acquisition, facility arrangements, and certain training program elements may not be fully developed at the time of formal application. The company initial training curriculum portion of the Training Manual (completed to the extent possible as required by Regulation 25 of TANR) must be attached to the formal application form. Initial training curricula must include at least the following curricula segments:
  - (1) Company Procedures Indoctrination Training
  - (2) Initial Emergency Equipment Drills Training
  - (3) Initial Aircraft Ground Training
  - (4) Initial Aircraft Flight Training
  
- l. Management Structure and Qualification Attachment.
  - (1) Individuals assigned to the required management positions are expected to have a thorough knowledge of the operator's company manuals, operating provisions,

the TANR and the planned operations relevant to the position. This attachment must contain resumes of the qualifications, licenses (including license numbers), ratings, and aviation experience for each of the following positions, or their equivalent:

- (i) Chief Executive Officer
- (ii) Director of Operations, or Senior Officer of Flying Operations
- (iii) Chief Pilot
- (iv) Director of Safety, or Chief Flight Safety and Accident Prevention
- (v) Quality Manager
- (vi) Director of Maintenance

(2) If a deviation from the management requirements is anticipated, it should be noted in the formal application letter. The actual request for deviation, however, must be made in a separate petition, which presents specific justification. This request for a deviation should be made to the TCAA as soon as practical to enable the individual who will hold the position to be involved early in the certification process.

m. Documents of Purchase, Leases, Contracts, and/or Letters of Intent Attachments. These attachments should provide evidence that the operator is in the process of actively procuring aircraft, facilities, and services appropriate to the type of operation proposed. If formal contracts are not completed letters or other documents showing preliminary agreements or intent will suffice until such date as determined by the TCAA. Examples of the types of equipment, facilities, and services that should be addressed in these documents are as follows:

- (i) Aircraft
- (ii) Station facilities and services
- (iii) Weather gathering facilities and services
- (iv) Communications facilities and services
- (v) Maintenance facilities and services
- (vi) Maintenance contractual arrangements
- (vii) Aeronautical charts and related publications
- (viii) Aerodrome analysis and obstruction data
- (ix) Contract training and training facilities

n. Initial Statement of Compliance. This attachment should be a complete listing of all TANRs applicable to the proposed operation. Pertinent subparts and each relevant section of the regulation should be identified and accompanied by a brief description, or preferably a specific reference, to a manual or other document. The brief description or reference must describe the method of compliance for each regulation listed. If the precise method of compliance has not been developed at the time of formal application, an indication of the date that this information will be provided will suffice, if the date provided is reasonable, and acceptable to the TCAA. The following examples are samples of how relevant sections of TANR should be presented in a Statement of Compliance.

### EXAMPLE 1.

Statement of Compliance - method of compliance **not developed** at time of formal application.

TANR: Regulation 28 (4): Operating Conditions - Flights over water.

The procedures for flights over water with single and multi engine aircraft are currently under development and will be submitted for approval on (date).

### EXAMPLE 2.

Statement of Compliance - method of compliance **fully developed - preferred presentation**

TANR: Regulation 27: Loading of aircraft:

General Operations Manual (GOM) p. 129, paragraph 24.3.

### EXAMPLE 3.

Statement of Compliance - method of compliance **fully developed - acceptable presentation.**

TANR: Regulation 9: Reporting mechanical irregularities and defects.

The air operator instructs the pilot in command (PIC) on the requirements for and methods of completing the technical log of the aeroplane. The PIC is required to review the technical log before each flight and to ascertain the airworthiness status of the aeroplane by checking each previous log entry. The MCM instructs maintenance personnel on the requirement to record discrepancies discovered during pre-flight checks and other types of checks.

- o. Financial Economic and Legal Matters Assessment: This attachment should consist of written evidence that the applicant has undergone, is undergoing, or is scheduled to undergo a financial, economic, and legal matters assessment.
- p. List of Aircraft: This attachment should consist of a list of aircraft, (by make, model, and series) that the applicant intends to operate.
- q. List of Designated Destination and Alternate Aerodromes: This attachment is required if the applicant is applying for scheduled domestic or scheduled international operations.
- r. A thorough understanding of pertinent regulations and advisory materials is critical to the success of the entire certification process. The operator and key management personnel must understand which regulations apply to the intended operation.
- s. During the pre-application phase and throughout the certification process, the operator will have to prepare documents and manuals for the TCAA's evaluation and approval. The operator is encouraged to informally co-ordinate drafts of these documents with the PM and other inspectors assigned to the certification project. Time spent on informal co-ordination can significantly reduce the workload for the operator and the inspectors once the formal application is submitted. The inspectors will give advice and guidance; however, the actual development of acceptable documents and manuals is always the responsibility of the operator.

## **6. FORMAL APPLICATION PHASE.**

- a. It is recommended that the formal application is submitted at least 90 days before revenue operations are expected to begin, although the application should be submitted to the TCAA as far in advance of the proposed start-up date as possible.
- b. The TCAA will review the application to determine that it contains the required information and attachments. If there are omissions or errors, the formal application and all attachments will be returned with a letter outlining the reasons for its return. If the operator has a good understanding of the requirements, the formal application should be of sufficient quality to allow any omission, deficiency, or open question to be resolved during the formal application meeting.
- c. The operator's key management personnel should attend the formal application meeting. The purpose of the meeting is to discuss the formal application and resolve omissions, deficiencies, or answer questions from either party. For example, this meeting may be used to resolve questions concerning the applicant's package or scheduling date conflicts, or to ensure the applicant understands the certification process. This meeting should also be used to reinforce open communication and working relationships.
- d. If the formal application meeting is successful, the operator is provided with a letter acknowledging receipt and acceptance of the package. The TCAA's acceptance of a formal application does not constitute approval or acceptance of individual attachments. These documents will be evaluated thoroughly during subsequent phases of the certification process. If, the formal application is not accepted, it will be returned with a written explanation of the reasons for its return.

## **7. PRELIMINARY ASSESSMENT AND DOCUMENT EVALUATION PHASE**

- a. After the formal application has been accepted, inspectors will begin a thorough evaluation of all the manuals and documents that are required by regulation to be submitted to the TCAA. The TCAA will endeavour to complete these evaluations in accordance with the operator's schedule of events. If a manual or document is incomplete or deficient, or if non-compliance with the regulations or safe operating practices is detected, the manual or document will be returned for corrective action. If the manuals and documents are satisfactory, they will be approved, as required by TANR. Approvals may be indicated by letter as appropriate, or by approval of Specific Operating Provisions (SOPs). Acceptance of information that does not require formal approval will be indicated by letter or by the lack of the TCAA's objection to the information.
- b. The complexity of the information which must be addressed in the operator's manuals and other documents depends on the complexity of the planned operation. The following list provides examples of information that must be provided by the operator and evaluated by the TCAA during this phase:
  - (1) Management personnel resumes outlining proposed management qualifications and civil aviation compliance histories.

- (2) Operations Manual (may be in one or more parts).
- (3) Maintenance Control Manual (may be in one or more parts). Includes the Approved Maintenance Organizations (AMO) Maintenance Procedures Manual (MPM).
- (4) Aircraft maintenance planning and programs and supporting manuals such as Corrosion Prevention Control Program (CPCP) or structural integrity Programme condition monitoring or rehabilitation programme as appropriate.
- (5) Mass and balance procedures/program.
- (6) Training Program Manual.
- (7) Approved Aircraft Flight Manual.
- (8) Aircraft Operations Manual.
- (9) Master Minimum Equipment List(MMEL), Minimum Equipment List (MEL) and MEL Management Program
- (10) Configuration Deviation List (CDL).
- (11) Cockpit checklist.
- (12) Passenger briefing cards.
- (13) Noise and emission plan (where applicable).
- (14) Airport Runway Analysis
- (15) Deviation requests.
- (16) Dangerous Goods.
- (17) Cabin Crew Manual.
- (18) Dispatch/flight following/flight locating procedures.
- (19) Draft Specific Operating Provisions (operations and airworthiness).
- (20) Plan for Demonstration Flights.
- (21) Emergency evacuation demonstration plan.
- (22) Ditching demonstration plan.
- (23) Fully completed Statement of Compliance.

(24) Maintenance of records.

- c. The fully completed Statement of Compliance is the final evolution of the Initial Statement of Compliance that was submitted with the formal application. The fully completed Statement of Compliance ensures each applicable regulatory requirement has been adequately addressed in the appropriate manuals, programs, and/or procedures.

## **8. DEMONSTRATIONS AND INSPECTION PHASE.**

- a. TANR require an operator to demonstrate its ability to comply with regulations and safe operating practices before beginning actual revenue operations. These demonstrations include actual performance of activities and/or operations while being observed by TCAA inspectors. This includes on-site evaluations of aircraft maintenance equipment and support facilities. During these demonstrations and inspections, the TCAA evaluates the effectiveness of the policies, methods, procedures, and instructions as described in the operator's manuals and other documents. Emphasis is placed on the operator's management effectiveness during this phase. Deficiencies will be brought to the attention of the operator and corrective action must be taken before a certificate is issued.
- b. Although the document evaluation and the demonstration and inspection phases have been discussed separately in this AIC, these phases overlap, or are accomplished simultaneously in actual practice. The following list provides examples of the types of items, equipment, facilities, and activities evaluated during the demonstration and inspection phase.
- (1) Conduct of training programs (classroom, simulators, aircraft, flight and ground personnel training).
  - (2) Crewmember and Flight Operations Officer testing and certification.
  - (3) Station facilities (equipment, procedures, personnel, fuelling/Defuelling, de-icing, technical data).
  - (4) Record keeping procedures (documentation of training, flight and duty times, flight papers).
  - (5) Flight control (Flight Supervision and Monitoring system or Flight Following system)
  - (6) Maintenance procedures inspection programs, aircraft records, aircraft conformity and maintenance records
  - (7) MELs and CDLs (compliance with operating and maintenance procedures etc if applicable).
  - (8) Mass and balance program (procedures accuracy, and document control).
  - (9) Passenger emergency evacuation demonstration (aborted takeoff demonstration

and ditching demonstration).

- (10) Demonstration Flights Includes full-scale simulation of revenue operations to demonstrate the ability to operate independently, safely and in compliance with all applicable TANR.

**9. CERTIFICATION AND CONTINUED SURVEILLANCE PHASE.**

- a. After the document compliance and demonstration and inspection phases have been completed satisfactorily, the TCAA will prepare an Air Operator Certificate and approve the SOPs. The SOPs contain authorizations, limitations and provisions specific to an operator's operation. The operator must acknowledge receipt of these documents.
- b. The certificate holder is responsible for continued compliance with TANR and the authorization, limitations, and provisions of its certificate and SOPs. As a certificate holder's operation changes, the SOPs will be amended accordingly. The process for amending SOPs is similar to the certification process. In some cases it may be a less complex procedure depending on the amendment. The TCAA is responsible for conducting periodic inspections of the certificate holders operation to ensure continued compliance with the TANR and safe operating practices.

**Cancel AIC 6/2002**

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