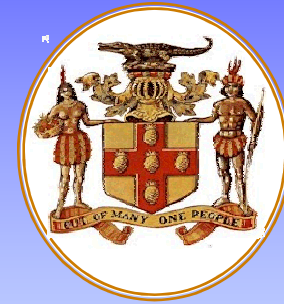
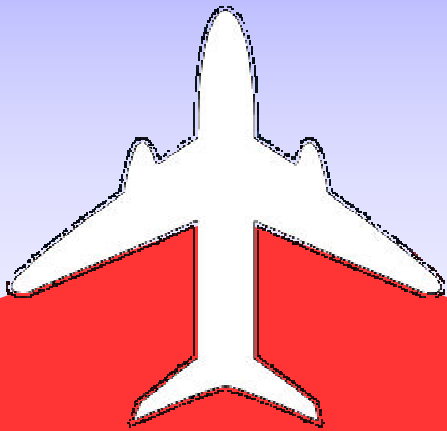


Jamaica Civil Aviation Authority

Citizens' Charter



*“Committed to the
advancement of aviation”*



*Headquarters
Civil Aviation Authority
4 Winchester Road
Kingston 10
Jamaica*

MORE ABOUT THE JCAA

We invite you to find out more about the importance of civil aviation to our economy.

Our web site is www.jcaa.gov.jm

Email your inquiries to info@jcaa.gov.jm

Head Office

4 Winchester Road
Kingston 10
P.O. Box 8998
C.S.O., Kingston

Opening hours:

8:30 a.m. – 5:00 p.m. Mondays – Thursdays and
8:30 a.m. – 4:00 p.m. on Fridays.

Telephone:

(876) 960 - 3965 / 960 - 3948
Fax: 920 - 0194 / 960 - 1637

Civil Aviation Authority Training Institute (CAATI):

(876) 926 - 1820 **Fax:** 920 - 314

Aeronautical Information Service (AIS) (NMIA):

(876) 932 - 7193 **Fax:** 924 - 8112

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MISSION STATEMENT

JAMAICA CIVIL AVIATION AUTHORITY

The mission of the Jamaica Civil Aviation Authority (JCAA) is to ensure that the Public is provided with a safe, regular and efficient Air Transport System, being compliant with the standards and recommended practices developed by the International Civil Aviation Organization.

In carrying out its mission the Civil Aviation Authority has a commitment to:

- ➔ Ensure the safe and orderly development of Civil Aviation in Jamaica, in accordance with the Convention on International Civil Aviation.
- ➔ Provide efficient and user responsive Air Navigation Services to the national and international aviation community.
- ➔ Co-operate with other agencies in the facilitation, provision and regulation of a reliable and safe Air Transport System.
- ➔ Provide a conducive environment for the professional development of its staff.

Any requests for information from the Authority should be directed to the Information Services Department.

If you are not satisfied with the response provided you may write or call:

Mrs. Carol Royes
Senior Director
Standards and Monitoring Unit
Cabinet Office
2A Devon Road
Kingston 6

Tel: 929-1423, 920-4265

Email: caboff-cfr@cwjamaica.com

If you are still not satisfied please write or call:

The Public Defender
78 Harbour Street
Kingston
Tel: 922-7089

Or

Access to Information Unit
5-7 South Odeon Avenue
Kingston 10



COMPLAINTS CONSULTATION

Comments, queries and requests for Jamaica Civil Aviation Authority (JCAA) documents may be directed to Manager, Information Services, 4 Winchester Road, Kingston 10.

Your query will be acknowledged within 5 working days and a response provided within 30 days.

Message From The DIRECTOR GENERAL

Having been entrusted with the task of providing Air Navigation Services, Safety Oversight Services and Economic Regulation of the aviation industry, the Jamaica Civil Aviation Authority (JCAA) aims to discharge its functions at the highest level of efficiency.

The industry has encountered various challenges over the years. The Authority has responded by undertaking a number of initiatives to strengthen the legislative framework and consequently, the regulatory structure of the aviation sector in an effort to facilitate improvements in aviation over the short, medium and long term. We have increased our focus on flight safety oversight capability, directed significant resources toward the upgrading of navigational aids and signed Memoranda of Understanding with agencies concerned with areas impacting on the provision of air navigation services.

More recently under the provision of the Airports (Economic Regulation) Act, 2002 we have undertaken the additional responsibility for the regulation of the economic activity of prescribed Airports.

Our Citizens' Charter forms the basis of our commitment to provide safety oversight, efficient-quality air navigation and regulatory oversight to the industry.

We look forward to the mutual co-operation to give effect to same.

We are also committed to complete transparency in the public sector and stand ready to respond to requests for documents under the Access to information Act of 2002.

DIRECTOR GENERAL



ROLE AND FUNCTIONS of the Jamaica Civil Aviation Authority

The Jamaica Civil Aviation Authority (JCAA) is a Statutory Organization within the Ministry of Transport and Works. It was established by the Civil Aviation (Amendment) Act 1995 and became operational on May 6 1996.

The Authority is the governing body for the Aviation Industry in Jamaica. It regulates Air Navigation and all matters relating to safety and security in civil aviation. As a member of the International Civil Aviation Organisation (ICAO) Jamaica is required to comply with the recommendations of the Chicago Convention on International Civil Aviation and the Standards and Recommended Practices contained in the Eighteen (18) Annexes to the Convention.

The CAA carries out its functions through the operations of its various directorates which are Flight Safety, Air Navigation Services and Economic Regulations.

It is the duty of the Authority to:

- a) Ensure the safe conduct of all aviation activities in Jamaica and those conducted overseas by Jamaican operators. This is achieved by:
 - ➔ Examining for competency, licensing, and then monitoring the performance of all Pilots, Aircraft Maintenance Engineers, Air Traffic Controllers and Flight Dispatchers.
 - ➔ Assessing for approval, and then monitoring, all training programmes used by Jamaican operators for Pilots, cabin crew, maintenance personnel, Air Traffic Controllers and Flight Dispatchers.



THE CUSTOMERS ROLE

In order to receive quality service, please ensure that you.

- ➔ Provide the correct documents requested by the Civil Aviation Authority.
- ➔ Submit renewal application forms at least 30 days before expiration to allow for processing.
- ➔ Complete all applications in full.
- ➔ Cooperate with Aviation Safety Inspectors by allowing them full access to premises/records.
- ➔ Pay required fees on submission of applications.

ACCESS TO INFORMATION



SERVICE STANDARDS contd.

- ➔ Dispatch Notices to Airmen immediately on receipt of information.



Runway at the Norman Manley International Airport

ROLE AND FUNCTIONS of the Jamaica Civil Aviation Authority contd.



Kingston Air Traffic Control Centre (KATCC)

- ➔ Conducting investigations into incidents and accidents involving Jamaican-registered aircraft or foreign-registered aircraft in Jamaican airspace.
- ➔ Conducting initial aviation security certification, as well as continued surveillance and auditing, of all air operators and airports/aerodromes, in Jamaica.
- ➔ Conducting initial inspections and certification, and providing continued surveillance, on all Jamaican air operators, foreign operators in Jamaican airspace, and aerodrome/airport operators, to ensure that the established standards of operation are maintained.



ROLE AND FUNCTIONS of the Jamaica Civil Aviation Authority contd.

- Conducting initial inspection, registration, airworthiness certification, as well as annual re-inspection and re-certification, for all Jamaican-registered aircraft.
- Establishing, and ensuring the maintenance of standards for the handling of dangerous goods by air operators.
- b) Provide economic regulation of air transport including:
 - the issuing of air service licences and permits;
 - the regulation of operations and charges levied by operators of airports;
 - provision of advice to the Government of Jamaica on air transport negotiations with other countries.
- c) Provide air navigation services including:
 - Air Traffic Control Services;
 - Aeronautical Information Services;
 - Aerodrome Flight Information Services;
 - Meteorological and Telecommunication Services by other Government Agencies and AEROTEL Ltd.;
 - Maintenance of communication, navigational and surveillance equipment.
- d) Promote the development of air navigation services including the establishment of training facilities for that purpose.

SERVICE STANDARDS contd.

- Deal with Incidents of air traffic infractions by conducting a hearing held within **three (3) weeks** of the date of the incident.
- Review Flight Safety manuals and forward recommendations to the client within **thirty (30) days** of receipt of the draft document.
- Process request for documents within thirty (30) days as required under the Access to Information Legislation.
- Inspection for the purpose of issuing a certificate of airworthiness will be conducted within **five (5) working days** from receipt of a completed application form, a completed Aircraft Status Report and the applicable fee. A certificate of airworthiness will be issued within **three (3) days** of the inspection provided that all discrepancies/defects found were addressed satisfactorily.
- Conduct routine and random inspections on air operators. Inspection reports will be forwarded to the operator within **ten (10) working days** after the inspection is conducted.
- Process application Economic Licences and Permits within **six (6) weeks** providing that all required documents and application fees are received. Economic Licences and permits will be issued if all requirements are satisfied.



SERVICE STANDARDS

The Authority is committed to ensuring that our clients are provided with efficient and courteous service. We therefore endeavour to serve you well while we satisfy our responsibility to the advancement of Aviation. Accordingly the following standards are observed:

- ➔ Telephone to be answered within **six (6) rings**.
- ➔ Review and respond to applications for flight personnel licences within **three (3) working days** of receipt of the application.
- ➔ Schedule examinations/flight tests no later than **five (5) working days** after the application has been reviewed and approved by an inspector and publish results of all written exams within **one (1) working day** of the sitting.
- ➔ Process applications for certificates of registration within **three (3) working days**, provided that all required documentation and applicable fees are received and the applicant fulfils the CAA's requirements.
- ➔ Process requests for de-registration within **one (1) working day** of receipt of the request from the individual having custody and control of the aircraft.
- ➔ Conduct seminars on flight safety regulations at least **once per year**.



Radar Station in Norwood, St. James



INFORMATION AND OPENNESS

We are committed to providing our clients with the information needed to use our services efficiently. This is achieved in the following ways:

- ➔ Apprise the industry of aeronautical developments through the publishing of Notices to Airmen (NOTAMS), within 24 hours Aeronautical Information Circulars (AICs) and Aeronautical Information Publication (AIP) within 4 weeks.
- ➔ Ensure dispatch of amendments to Flight Safety Manuals to our clients within 48 hours.
- ➔ Provide our clients with decisions regarding applications for a licences/permit in no more than 6 weeks, provided that required documentation and fees are received by the Jamaica Civil Aviation Authority.
- ➔ Provide our clients with a response within 30 days of requests for documents.
- ➔ Establish Memoranda of Understanding (MOUs) with providers of external services that impact on air navigation.
- ➔ Ensure that air navigation surveillance and communication systems are maintained.
- ➔ Monitor the operations of Jamaican airports in accordance with the provisions of the Airports (Economic Regulation) Act 2002.

INFORMATION AND OPENNESS contd.

- ➔ Publish in the local gazette and one daily newspaper, application for licence/permit to operate a commercial service in accordance with the Civil Aviation (Air Transport Licensing) Regulations.
- ➔ Publish in the local gazette a statement of Organisation and Functions of the Jamaica Civil Aviation Authority as required by the Access to Information Legislation of 2002.



Control Tower at the
Norman Manley International Airport (NMIA)
Port Royal Road Kingston

