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 AIC  
 3/2012  
 01<sup>st</sup> February, 2012

## FLIGHT SAFETY SERVICE DELIVERY STANDARDS

### 1. INTRODUCTION

This Aeronautical Information Circular which comes into effect from 01<sup>st</sup> February 2012, provides information on:

- services provided by the Flight Safety Directorate.
- the number of working days Civil Aviation Authority of Botswana (CAAB) aims to deliver each service.

**Note 1:** *The clock starts upon receipt of all necessary documents required to process the requested service unless otherwise stated.*

**Note 2:** *The clock stops upon delivery of the service required.*

**Service Standards** – a shortened form of the phrase “Standards of Service”. These standards focus on the regulatory services delivered to the aviation industry by the CAAB.

### 2. APPLICABILITY

This AIC is applicable to all clients in relation to aircraft operators, Aircraft Maintenance Organisations (AMOs), License holders, Aircraft Training Organisations (ATO's) and Aircraft Owners.