

Part 24

Air Traffic Services: Certification & Operations

Subpart A: General	3
24.001 Purpose & Applicability	3
24.005 Definitions	3
24.006 Acronyms & Abbreviations	4
24.010 General Requirements & Prohibitions	5
24.012 Services to Be Provided in Class A, B, C, D & E Airspace	6
Subpart B: Air Traffic Service Certificate	6
24.015 Requirement for Certificate	6
24.020 Application for Certificate	6
24.025 Issue of Certificate	7
24.030 Privileges of Certificate	7
24.035 Duration of Certificate	7
24.040 Renewal of Certificate	7
24.045 Operating Conditions	7
24.050 Transition	8
Subpart C: Certification Requirements	8
24.055 Personnel Requirements	8
24.060 ATS Training	8
24.065 Facility Requirements	9
24.070 Establishment & Transfer of Service	10
24.075 Shift Administration	11
24.080 Documentation	11
24.085 Contingency Plan	11
24.090 Coordination Requirements	11
24.095 Notification of Facility Status	12
24.100 General Information Requirements	12
24.105 Meteorological Information & Reporting	13
24.110 Area & Approach Control Services	13
24.115 Aerodrome Control Service	14
24.120 Special Use Airspace	15
24.125 Responsibility of Control	15
24.130 Priorities	16
24.135 Flow Control	17
24.140 ATC Clearances	17
24.145 Cruising Levels	17
24.150 Deviation from an ATC Clearance	17
24.155 Flight Information Service: General	18

24.160	Flight Information Service: Traffic Information	18
24.165	Aerodrome Flight Information Service	19
24.170	Alerting Service	19
24.175	Flight Plans	21
24.180	Time	21
24.185	Altimeter Setting Procedures	22
24.190	Radio & Telephone Procedures	22
24.195	Radar Services	22
24.200	Aircraft Emergencies & Irregular Operation	23
24.205	Action after Serious Incident or Accident	23
24.210	Incidents	23
24.215	Management of Records	23
24.220	Unit Logs & Position Logs	24
24.225	Security	25
24.230	Service Disruptions	25
24.235	Quality Assurance & Safety Management	25
24.240	Organisation & Procedures Manual	26
Subpart D: Operating Requirements		28
24.245	Continued Compliance	28
24.250	Operations Manuals	28
24.255	Trials	28
24.260	Denial of ATC Clearance	29
24.265	Suspension of VFR Operations	29
24.270	Changes to Certificate Holder's Organisation	29
24.275	Withdrawal or Transfer of Service	30
24.280	Operational Compliance	30
24.285	Safety Management System	30
Subpart E: Additional Air Traffic Services		30
24.290	General	30
24.295	Requirement	31
24.300	Application	31
24.305	Amendment of Certificate	31

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SUBPART A: GENERAL

24.001 PURPOSE & APPLICABILITY

- (a) This Part prescribes the requirements of Rwanda for—
 - (1) The certification of organisations providing an air traffic service in the Kigali Flight Information Region (FIR); and
 - (2) The operating and technical standards for providing air traffic service by those organisations.
- (b) This Part is applicable to—
 - (1) Persons seeking certification to provide air traffic services; and
 - (2) Organisations that provide the required air traffic services; and
 - (3) Persons that administer the required air traffic services on behalf of the organisations.
- (c) Subparts A, B, C and D apply to services specified in paragraphs (1) to (6) of the definition of *air traffic services*.
- (d) Subpart E and this Section apply to services referred to as air traffic services in paragraph (7) of the definition of *air traffic services*.
- (e) In this Part, references to the Kigali FIR exclude those portions of airspace within the flight information region that are designated as sectors where an ICAO Contracting State other than Rwanda is providing the air traffic service.
- (f) The Standards and Recommended Practises contained in ICAO Annex 11 shall be applicable to the provision of air traffic control in the airspace of Rwanda.
- (g) Implementing Standards published by the Authority to further clarify the applicable air traffic control standards and practices of ICAO Annex 11 shall also be applicable to the provision of air traffic control in the airspace of Rwanda.

24.005 DEFINITIONS

- (a) For the purpose of this Part, the following definitions apply —

Note: Additional aviation-related terms are defined in Part 1 of these requirements.

Air traffic service. A generic term meaning variously, flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service or aerodrome control service).

Annex 1. Annex 1 to the Convention.

Annex 2. Annex 2 to the Convention.

Annex 3. Annex 3 to the Convention.

Annex 4. Annex 4 to the Convention.

Annex 5. Annex 5 to the Convention.

Annex 10. Annex 10 to the Convention.

Annex 11. Annex 11 to the Convention.

Annex 12. Annex 12 to the Convention.

Annex 13. Annex 13 to the Convention.

Annex 15. Annex 15 to the Convention.

Area of responsibility. The airspace, and in the case of an aerodrome, the manoeuvring area, within which a particular operating position is responsible for the provision of an air traffic service.

ATS Letter of Agreement. A document formalising matters of operational significance between ATS units.

ATS messages. Emergency messages, movement and control messages, and flight information messages as described in Part IX of Document 4444.

Convention. The 1944 Chicago Convention on International Civil Aviation.

Document 4444. The ICAO document titled *Procedures for Air Navigation Services – Sections of The Air and Air Traffic Services*.

Document 7030. The ICAO document titled *Regional Supplementary Procedures* as applicable to the Caribbean region.

Document 9432. The ICAO document titled *Manual of Radiotelephony*.

Essential traffic. Any controlled traffic that is not separated by the prescribed minima in relation to other controlled flights where separation is required.

Filed flight plan. The flight plan as filed with an ATS unit by the pilot or a designated representative, without any subsequent changes.

Flight information service. A service provided for the purpose of giving advice and information useful for the safe and efficient conduct of flights.

Flow Control. Measures designed to adjust the flow of traffic into a given airspace, along a given route, or bound for a given aerodrome, to ensure the most effective utilisation of the airspace.

ICAO. The International Civil Aviation Organisation established by the Convention.

Operating Position. The workstation from which one or more ATCOs or flight service operators provide air traffic services within an allocated area or areas of responsibility.

Rated air traffic control officer. An air traffic controller holding a current licence, and a rating, or ratings, validated for the particular location, issued in accordance with Part 7.

Rated aerodrome flight information officer. A flight service operator holding a current licence, and an aerodrome flight information rating validated for the particular location, issued in accordance with Part 7.

Rated flight service operator. A flight service officer holding a current licence, and a rating, or ratings, validated for the particular location, issued in accordance with Part 7.

Strayed aircraft. An aircraft that has deviated significantly from its intended track or reports that it is lost.

TACAN. A UHF tactical air navigation aid.

Traffic avoidance advice. Advice provided by an ATS unit to assist a pilot to avoid a collision.

Traffic information. Information issued by an ATS unit, to alert a pilot to other known or observed air traffic which may be in proximity to the position, or intended route of flight, and to help the pilot avoid a collision.

VORTAC. VOR and TACAN combination.

24.006 ACRONYMS & ABBREVIATIONS

(a) The following acronyms and abbreviations are used in this Part—

Note: Additional aviation-related acronyms are listed in Part 1 of these requirements.

ACAS – Airborne Collision and Avoidance System

ACC – Area Control Center

ATCO – Air Traffic Control Officer

ADS – Automatic Dependent Surveillance

AFIS – Aerodrome Flight Information Service

AFTN – Aeronautical Fixed Telecommunications Network

AIP – Aeronautical Information Publication

AIS – Aeronautical Information Service

ALERFA – Alert phase

ANS – Air Navigation Service

APP – Approach

ATC – Air Traffic Control

ATIS – Automated Terminal Information System
ATS – Air Traffic Service
ATSD – Air Traffic Service provided under Subpart D
DETRESFA – Distress phase
ENR – En Route
FIC – Flight Information Center
FIR – Flight Information Region
FIS – Flight Information Service
GPS – Global Positioning Satellite System
GPWS – Ground Proximity Warning System
HF – High Frequency
ICAO – International Civil Aviation Organisation
IFR – Instrument Flight Sections
ILS – Instrument Landing System
INCERFA – Uncertainty phase
MLS – Microwave Landing System
NOTAM – Notice to Airmen
PANS-OPS – Procedures for Air Navigation Services - Operations
QNH – Atmospheric Pressure (Q) at Nautical Height
RCAR – Rwanda Civil Aviation Regulations
RCC – Rescue Coordination Center
RNP – Required Navigation Performance
SMS – Safety Management System
SARPs – Standards and Recommended Practices
SARTIME – means the time nominated by a pilot for the initiation of alerting action
SIGMET – Significant Meteorological Information
SSR – Secondary Surveillance Radar
TACAN – Tactical Air Navigation
TAWS – Terrain Awareness and Warning System
TWR – Tower
UHF – Ultra-High Frequency
UTC – Coordinated Universal Time
VFR – Visual Flight Sections
VOR – Very High Frequency Omnidirectional Range
VORTAC – Very High Frequency Omnidirectional Range with Collocated Tactical Air Navigation

24.010 GENERAL REQUIREMENTS & PROHIBITIONS

- (a) No person may provide air traffic control services unless they are provided in accordance with—
- (1) the requirements of this Part;
 - (2) any implementing standards prescribed by the Authority; and
 - (3) the standards specified in Annex 11 to the Convention.
- (b) No person shall act as an air traffic controller or a flight service specialist—
- (1) within eight hours after consuming alcohol;
 - (2) while under the influence of alcohol; or
 - (3) while under the influence of any drug or other substance that impairs the person's faculties to the extent that aviation safety is affected.

- (c) No air traffic controller shall issue an air traffic control clearance or an air traffic control instruction except—
 - (1) in the case of domestic airspace, in accordance with the separation standards prescribed by the Authority; and
 - (2) in the case of international airspace in respect of which Rwanda has accepted, by means of a regional air navigation agreement, the responsibility of providing air navigation services, in accordance with the standards contained in Chapter 3 of Annex 11 to the Convention.

24.012 SERVICES TO BE PROVIDED IN CLASS A, B, C, D & E AIRSPACE

- (a) Where air traffic control services are provided to aircraft operating in Class A or Class B airspace, the services shall include separation between aircraft.
- (b) Where air traffic control services are provided to aircraft operating in Class C airspace, the services shall include—
 - (1) conflict resolution between IFR aircraft and VFR aircraft;
 - (2) conflict resolution between VFR aircraft on request;
 - (3) traffic information; and
 - (4) separation between IFR aircraft and between all aircraft during runway operations.
- (c) Where air traffic control services are provided to aircraft operating in Class D airspace, the services shall include—
 - (1) traffic information; and
 - (2) separation between IFR aircraft, and between all aircraft during runway operations.
- (d) Where air traffic control services are provided to aircraft operating in Class E airspace, the services shall include separation between IFR aircraft.

SUBPART B: AIR TRAFFIC SERVICE CERTIFICATE

24.015 REQUIREMENT FOR CERTIFICATE

- (a) No person shall provide an air traffic service except under the authority of, and in accordance with the provisions of, an air traffic service certificate issued under this Part.

24.020 APPLICATION FOR CERTIFICATE

- (a) An applicant for the grant of an air traffic service certificate shall—
 - (1) Submit the application in the form and manner prescribed by the Authority, which shall include the following information—
 - (i) Applicant's name and address in Rwanda; and
 - (ii) The specific air traffic service or services to be provided; and
 - (iii) The aerodrome location or airspace designation at, or within which, the service will be provided; and
 - (iv) Such other information relating to the applicant and the intended service as may be required by the Authority as indicated on the questionnaire, including information describing the manner and methods by which the applicant will comply with those requirements in this Part applicable to the holder of an air traffic service certificate; and
 - (v) Demonstrate the capability for such compliance as required by the Authority.
 - (2) Submit the completed questionnaire to the Authority with—
 - (i) The Organisation and Procedures Manual required by Section 24.240; and
 - (ii) Payment of the appropriate application fee prescribed by the Authority.

24.025 ISSUE OF CERTIFICATE

- (a) Subject to paragraph (b), an applicant is entitled to an air traffic service certificate if the Authority is satisfied that—
- (1) The application and any required demonstrations are satisfactorily completed; and
 - (2) The applicant meets the requirements of Subpart B; and
 - (3) The applicant, and the applicant's senior person or persons required by Section 24.055, are fit and proper persons; and
 - (4) The granting of the certificate would not be contrary to the interests of aviation safety or air traffic efficiency.
- (b) The Authority shall ensure, in the interests of aviation safety, that only one certificate for a particular air traffic service is effective at any time.

24.030 PRIVILEGES OF CERTIFICATE

- (a) An air traffic service certificate specifies which of the following air traffic services, and which training and assessment for such services, the certificate holder is authorised to provide—
- (1) Area control service.
 - (2) Approach control service.
 - (3) Aerodrome control service.
 - (4) Flight information service.
 - (5) Aerodrome flight information service.
 - (6) Alerting service.
 - (7) Any other service provided, determined by the Authority to be an air traffic service in accordance with Subpart E.
- (b) An air traffic service certificate—
- (1) States the aerodrome or airspace at, or within which, the service is provided; and
 - (2) Specifies the air traffic services authorised to be provided; and
 - (3) May include such conditions as the Authority considers appropriate in the interest of aviation safety and efficiency.
- (c) The Authority may amend an air traffic service certificate to withdraw or add an air traffic service authorisation in the interest of aviation safety and efficiency.

24.035 DURATION OF CERTIFICATE

- (a) An air traffic service certificate may be granted or renewed for a period to be determined by the Authority.
- (b) An air traffic service certificate remains in force until it expires or is suspended or revoked.
- (c) The holder of an air traffic service certificate that expires or is suspended or revoked shall forthwith surrender the certificate to the Authority.

24.040 RENEWAL OF CERTIFICATE

- (a) An application for the renewal of an air traffic service certificate shall be made as specified by the Authority.
- (b) The application shall be submitted to the Authority before the application renewal date specified on the certificate or, if no such date is specified, not less than 30 days after having been notified by the Authority.

24.045 OPERATING CONDITIONS

- (a) The holder of a certificate issued under these regulations shall provide the air traffic service in accordance with the conditions attached to the certificate.

- (b) Failure to comply with the terms of the certificate, including attached conditions, or with any applicable regulation, shall subject the certificate to suspension or revocation, and the certificate holder to penalties, as provided in Rwanda civil aviation legislation.

24.050 TRANSITION

- (a) Notwithstanding Section 24.015, the holder of an air traffic service certificate that is in force on the date this Part comes into force may, for a transition period not to exceed 6 months, provide an air traffic service under the authority of and in accordance with, the provisions of that certificate at the discretion of the Authority.

SUBPART C: CERTIFICATION REQUIREMENTS

24.055 PERSONNEL REQUIREMENTS

- (a) An applicant for an air traffic service certificate shall engage, employ, or contract—
- (1) A senior person identified as the chief executive who has the authority within the holder's organisation to ensure that each air traffic service listed in its Organisation and Procedures Manual—
 - (i) Can be financed; and
 - (ii) Is provided in accordance with the requirements prescribed by this Subpart; and
 - (2) A senior person or persons who are responsible for ensuring that the holder's organisation complies with the requirements of this Subpart. Such nominated person or persons shall be ultimately responsible to the chief executive; and
 - (3) Sufficient qualified personnel to manage, support, and provide the air traffic services and any associated training or assessment listed in the holder's Organisation and Procedures Manual.
- (b) The applicant shall establish procedures to—
- (1) Ensure the competence of those personnel who are authorised by the holder to provide the air traffic services, and training and assessment for those services, listed in the holder's Organisation and Procedures Manual; and
 - (2) Provide those authorised personnel with written evidence of the scope of their authorisation; and
 - (3) Ensure that those authorised personnel hold appropriate current licences and ratings issued under Part 7; and
 - (4) Ensure that authorised personnel only exercise the privileges of their rating or ratings and are familiar with all relevant and current applicable to those licenses and ratings; and
 - (5) Facilitate, for rated air traffic service licence holders, compliance with the recent experience requirements prescribed by the Authority; and
 - (6) Ensure, where practicable, that an ATCO shall not exercise the privileges of their rating or ratings—
 - (i) Unless they comply with any endorsements on their medical certificate; and
 - (ii) When any decrease in their medical fitness might render them unable to safely exercise these privileges.

24.060 ATS TRAINING

- (a) An applicant for an air traffic service certificate shall establish procedures and programs acceptable to the Authority for the training and assessment of the following personnel—
- (1) ATCOs;
 - (2) Flight service operators;
 - (3) Aerodrome Flight Information Service;
 - (4) Personnel directly involved in the provision of an HF aeronautical telecommunication service; and
 - (5) Personnel directly involved in activities supporting—
 - (i) Rated ATCOs;

- (ii) Rated flight service officers; and
 - (iii) Aerodrome Flight Information Officer
- (b) An applicant shall establish procedures to ensure that personnel giving instruction in an operational environment hold an appropriate current ATS instructor endorsement issued under Part 7.

24.065 FACILITY REQUIREMENTS

- (a) An applicant for an air traffic service certificate shall establish the following facilities that are appropriate to the air traffic services listed in the holder's Organisation and Procedures Manual—
- (1) Aerodrome control towers;
 - (2) Approach control offices;
 - (3) Area control centers;
 - (4) Aerodrome flight information offices;
 - (5) Flight information centers; and
 - (6) Dedicated training and assessment facilities.
- (b) Except as provided in paragraph (h), an air traffic service certificate holder providing aerodrome control service, or aerodrome flight information service, shall establish procedures to ensure that any aerodrome control tower or aerodrome flight information office, including any temporary tower or office, listed in the holder's Organisation and Procedures Manual, is—
- (1) Constructed and situated to provide—
 - (i) The maximum practicable visibility of aerodrome traffic; and
 - (ii) Protection from glare and reflection; and
 - (iii) Protection from noise; and
 - (2) Safeguarded from any development that would affect the requirements of paragraph (b)(1); and
 - (3) At solo watch locations, provided with—
 - (i) Toilet facilities that ensure the minimum possible interruption to, or degradation of, air traffic services; and
 - (ii) Storage and preparation facilities for food and drink in the visual control room; and
 - (4) Provided with equipment for two-way voice communication with—
 - (i) Any aircraft, in or adjacent to airspace for which the holder has responsibility; and
 - (ii) Any aircraft, vehicle, and person, on, or adjacent to, the manoeuvring area; and
 - (5) Provided with the following minimum equipment—
 - (i) A display system or systems designed to show the disposition of current and pending aerodrome traffic, together with ancillary information for individual aircraft;
 - (ii) A power supply;
 - (iii) Appropriate and current maps and charts;
 - (iv) Binoculars;
 - (v) Clocks;
 - (vi) Log-keeping system;
 - (vii) Outside temperature indicator;
 - (viii) QNH display;
 - (ix) Signal lamp with green, red, and white functions;
 - (x) Telephone communications;
 - (xi) Status monitors for approach and landing aids and any road or rail signaling equipment affecting the use of a runway;
 - (xii) Voice and, if applicable, data recording equipment;
 - (xiii) Wind direction and wind speed display;

- (xiv) An audible emergency alerting system;
 - (xv) If applicable, airfield lighting controls panel; and
 - (6) Provided with two independent sources of the current altimeter setting, at least one of which shall be an aneroid barometer or barometric altimeter situated in the visual control room.
- (c) An applicant shall establish procedures to ensure that an area control center, a flight information center, and an approach control office is—
- (1) Provided with equipment enabling—
 - (i) To the fullest extent practical, two-way voice communication; and
 - (ii) If applicable, data communication with any aircraft in, or adjacent to, airspace for which the holder has responsibility; and
 - (2) Provided with the following minimum equipment—
 - (i) A display system or systems designed to show the disposition of current and pending flights, together with ancillary information for individual aircraft;
 - (ii) A power supply;
 - (iii) Appropriate and current maps and charts;
 - (iv) Clocks;
 - (v) Log-keeping system;
 - (vi) Status monitors, as appropriate, for navigation, approach, and landing aids;
 - (vii) Telephone communications;
 - (viii) Voice recording equipment and, if applicable, data recording equipment;
 - (ix) For an approach control operating position, an Instrument Landing System (ILS)/VHF Omnidirectional Range (VOR) status monitor at the approach control or approach control radar operating position for the aerodrome concerned;
 - (x) For an approach control operating position responsible for aircraft on final approach, or aircraft landing or taking off, a wind direction and wind speed display fed from the same source as the corresponding equipment in the aerodrome control tower.
- (d) The applicant shall establish procedures to ensure that the aeronautical telecommunications equipment required by paragraphs (b) and (c) are operated in accordance with the requirements of Part 25, Aeronautical Telecommunications.
- (e) The applicant shall establish procedures to ensure that any visual display unit used by an air traffic service is positioned with due regard to the relative importance of the information displayed and ease of use by the staff concerned.
- (f) The equipment required by paragraphs (b)(4) and (5), and (c)(1) and (2), shall have a level of reliability, availability, and redundancy, that minimizes the possibility of failure, non-availability, or significant degradation of performance.
- (g) The applicant shall establish procedures to ensure that the status monitors required by paragraph (b)(5)(xi) and paragraphs (c)(2)(vi) and (x) are fitted with—
- (1) An aural signal to indicate a change of status; and
 - (2) Control the airfield lighting if applicable.

24.070 ESTABLISHMENT & TRANSFER OF SERVICE

- (a) An applicant for an air traffic service certificate shall specify—
- (1) For each aerodrome and airspace, a schedule of the proposed hours of service for the first 12 months of operation; and
 - (2) In respect of an aerodrome, or airspace, not currently provided with an air traffic service, a summary of safety factors considered before seeking certification.

- (b) The applicant of an air traffic service certificate, intending to assume responsibility for providing any air traffic service from an existing certificate holder, shall include with its application, full details of transitional arrangements endorsed by the chief executives of both organisations.

24.075 SHIFT ADMINISTRATION

- (a) The applicant of an air traffic service certificate shall establish a procedure to ensure that—
- (1) Adequate time is provided at the beginning and end of each shift, for the performance of those duties required—
 - (i) Before providing an air traffic service; and
 - (ii) After ceasing to provide an air traffic service.
 - (2) A minimum of 5 minutes is provided for each transfer of watch at an ATS operational position.

24.080 DOCUMENTATION

- (a) The applicant of an air traffic service certificate shall hold copies of the relevant and current technical manuals, and all other documents, necessary for the provision and operation of the services listed in its Organisation and Procedures Manual.
- (b) The applicant shall establish a procedure to control all the documentation required by paragraph (a). The procedure shall ensure that—
- (1) All incoming documentation is reviewed, and processed as required, by authorised personnel; and
 - (2) All documentation is reviewed and authorised before issue; and
 - (3) Current issues of all relevant documentation are available to personnel at all locations where they need access to such documentation for the provision and operation of air traffic services; and
 - (4) All obsolete documentation is promptly removed from all points of issue or use; and
 - (5) Any obsolete documents retained as archives are suitably identified as obsolete; and
 - (6) Changes to documentation are reviewed and approved by authorised personnel who shall have access to pertinent background information upon which to base their review and approval; and
 - (7) The current version of each item of documentation can be identified to preclude the use of out-of-date editions.

24.085 CONTINGENCY PLAN

- (a) The applicant of an air traffic service certificate shall establish a contingency plan providing for the safe and orderly flow of traffic in the event of a disruption, interruption, or temporary withdrawal of an air traffic service or related supporting service.
- (b) In addition to the requirement in paragraph (a), each applicant for an air traffic service certificate to provide services in the Kigali FIR shall detail in its plan provisions for the continuation of the safe and orderly flow of international traffic not landing in Rwanda.

24.090 COORDINATION REQUIREMENTS

- (a) An applicant for an air traffic service certificate shall establish systems and procedures to ensure, where applicable, coordination between each ATS unit listed in the holder's Organisation and Procedures Manual and the following agencies—
- (1) Any holder of a flight procedures service certificate issued in accordance with Part 22; and
 - (2) Any holder of an aeronautical information service certificate issued in accordance with Part 23; and
 - (3) Any holder of an aeronautical telecommunication service certificate issued in accordance with Part 25; and
 - (4) Any holder of an aviation meteorological certificate issued in accordance with Part 26; and
 - (5) Aircraft operators; and
 - (6) The Royal Rwanda Defence Force; and

- (7) Rwanda Air Sea Rescue Association; and
- (8) Search and rescue authorities; and
- (9) Where the listed ATS unit is an aerodrome control or aerodrome flight information unit—
 - (i) The aerodrome operator; and
 - (ii) The apron management service, if that service is not provided by the aerodrome control unit.
- (b) The applicant shall establish procedures to ensure an ATS letter of agreement is in place between each ATS unit listed in the applicant's Organisation and Procedures Manual and—
 - (1) Each ATS unit responsible for adjoining airspace, and
 - (2) Any other ATS unit with which regular operational coordination is required.
- (c) The applicant shall establish procedures to ensure each ATS letter of agreement—
 - (1) Details such matters as are necessary for effective coordination between the units party to the agreement; and
 - (2) Is kept current; and
 - (3) Is signed by senior representatives of the participating units; and
 - (4) Is part of the applicant's operations manual.
- (d) The applicant shall provide systems and procedures to facilitate communications between those ATS units having an operational requirement to communicate with each other.
- (e) The applicant shall provide systems and procedures to ensure that ATS units, aircraft operators, and aviation meteorological service providers, where they require the information, are provided, through the exchange of ATS messages, with details of—
 - (1) The intended movement of each aircraft for which a flight plan has been filed, and any amendments to that flight plan; and
 - (2) Current information on the actual progress of the flight.
- (f) The applicant shall establish procedures to ensure that ATS messages are prepared and transmitted in accordance with procedures detailed and cross-referenced in Document 4444 (Part IX – Air Traffic Services Messages).

24.095 NOTIFICATION OF FACILITY STATUS

- (a) An applicant of an air traffic service certificate shall establish procedures to notify the users of its air traffic services of relevant operational information and of any changes in the operational status of each facility or service listed in the applicant's Organisation and Procedures Manual.
- (b) The applicant shall ensure that procedures established under paragraph (a) require—
 - (1) Operational information for each of the applicant's air traffic services to be forwarded to the holder of the aeronautical information service certificate issued in accordance with Part 23 for the AIP service; and
 - (2) The users of the applicant's air traffic services to be notified without delay of any change in operational status of a facility or service that may affect the safety of air navigation, and, except if the change is temporary in nature, information concerning any change in operational status is forwarded to the holder of the aeronautical information service certificate for the NOTAM service.

24.100 GENERAL INFORMATION REQUIREMENTS

- (a) The applicant of an air traffic service certificate shall establish procedures for the receipt of information on the following activities when the activity could affect airspace used by flights within the applicant's area of responsibility—
 - (1) Pre-eruption volcanic activity; and
 - (2) Volcanic eruptions; and

- (3) Volcanic ash-cloud; and
 - (4) Release into the atmosphere of radioactive materials or toxic chemicals.
- (b) The applicant shall establish systems and procedures to ensure that each ATS unit, as appropriate to the applicant's intended area of responsibility, is kept informed of the operational status of—
- (1) Non-visual navigation aids; and
 - (2) Visual aids essential for take-off, departure, approach, and landing procedures; and
 - (3) Visual and non-visual aids essential for surface movement.
- (c) The applicant of an air traffic service certificate for an—
- (1) Aerodrome control unit; or
 - (2) Approach control unit; or
 - (3) Aerodrome flight information service unit—
- shall establish procedures to ensure the unit is kept informed of operationally significant conditions on the movement area. The information shall include the existence of temporary hazards and the operational status of any associated facilities at the aerodrome.

24.105 METEOROLOGICAL INFORMATION & REPORTING

- (a) The applicant of an air traffic service certificate shall establish systems and procedures to ensure that all meteorological information provided as part of any flight information service is—
- (1) Supplied by the holder of an aviation meteorological service organisation certificate issued under authority approved by the Authority; or
 - (2) Issued as a basic weather report in accordance with applicable Rwanda procedures.
- (b) The applicant shall establish systems and procedures to ensure that ATS units are supplied with the meteorological information necessary for the performance of their respective functions, in a form that requires a minimum of interpretation by ATS personnel.
- (c) The applicant shall establish procedures to ensure that equipment used in the compilation of basic weather reports—
- (1) Supplies data representative of the area for which the measurements are required; and
 - (2) Where that equipment consists of multiple wind direction and speed indicators, identifies the runway, or section of the runway, monitored by each instrument.
- (d) The applicant shall establish a procedure to ensure that the information contained in a meteorological bulletin remains unchanged through onward transmission.

24.110 AREA & APPROACH CONTROL SERVICES

- (a) A applicant of an air traffic service certificate in respect of an area or approach control service shall establish systems and procedures to—
- (1) Determine from information received, the positions of known aircraft relative to each other; and
 - (2) Provide for the issue of ATC clearances, instructions, and information in accordance with the airspace classification and type of flight for the purpose of preventing collisions between aircraft under the control of the unit, and for expediting and maintaining a safe and efficient flow of traffic; and
 - (3) Coordinate clearances with other ATC units as necessary; and
 - (4) Display information on aircraft movements together with a record of clearances issued, in a manner that permits ready analysis of such information.
- (b) Except as provided in paragraph (d) and Section 24.150, the procedures required by paragraph (a)(2) shall specify that vertical or horizontal separation in accordance with paragraph (c) shall be provided between—
- (1) All flights in class B airspace; and
 - (2) IFR flights in classes C, D, and E airspace; and

- (3) IFR flights and VFR flights in class C airspace; and
 - (4) IFR flights and Special VFR flights in classes B, C, and D airspace; and
 - (5) Special VFR flights in classes B, C, and D airspace when the flight visibility is reported to be less than 3 SM
- (c) The separation required by paragraph (b) shall be in accordance with the applicable criteria and minima prescribed by—
- (1) Annex 11; or
 - (2) Document 4444; or
 - (3) Document 7030.
- (d) In Class D or E airspace, the ATC separation required by paragraph (b)(2) does not apply to an IFR flight if the pilot has been cleared to maintain own separation from other IFR flights. The clearance shall not be issued unless—
- (1) The clearance is in response to a specific request from the pilot of the aircraft; and
 - (2) The flight is during the day and visual meteorological conditions exist; and
 - (3) A radar control service is not available; and
 - (4) The clearance is for a specific portion of the flight; and
 - (5) The pilots of all flights that will be essential traffic agree with the application of the procedure; and
 - (6) Essential traffic information is passed to the pilots of all affected flights; and
 - (7) The flights concerned are on the same ATC frequency.

24.115 AERODROME CONTROL SERVICE

- (a) The applicant of an air traffic service certificate in respect of an aerodrome control service shall establish systems and procedures to—
- (1) Determine, from information received and visual observation, the relative positions of known aircraft to each other; and
 - (2) Provide for the issue of ATC clearances, instructions, and information for the purpose of preventing collisions between—
 - (i) Aircraft flying in the vicinity of an aerodrome; and
 - (ii) Aircraft landing and taking off; and
 - (iii) Aircraft operating on the manoeuvring area; and
 - (iv) Aircraft, vehicles, and persons, operating on the manoeuvring area; and
 - (v) Aircraft on the manoeuvring area and obstructions on that area; and
 - (3) Provide for the issue of ATC clearances, instructions, and information for the purpose of expediting and maintaining a safe and efficient flow of traffic; and
 - (4) Except as provided in Section 24.150, provide runway and wake turbulence separation in accordance with criteria and minima prescribed by –
 - (i) Annex 11; or
 - (ii) Document 4444; or
 - (iii) Document 7030; and
 - (5) Ensure that emergency vehicles responding to an aircraft emergency are given priority over all other surface movement traffic; and
 - (6) Provide for the control of the movement of persons or vehicles, including towed aircraft, on the manoeuvring area, as necessary to avoid hazard to them or to aircraft landing, taxiing, or taking off; and
 - (7) Coordinate as necessary with other ATS units; and
 - (8) Display, at operating positions, continuously updated information on aircraft movements.

- (b) The applicant shall establish a procedure to ensure that, when radio communication is not available, basic clearances, instructions, and information required by paragraph (a)(2) can be conveyed by the use of the light signals.
- (c) The applicant shall establish procedures to ensure that when required by either the weather, or category of approach, or both—
 - (1) Aircraft on an ILS approach are informed of ILS critical area incursions, or the imminent possibility of an incursion; or
 - (2) The applicable ILS critical areas are protected from incursion when an aircraft is on an ILS approach, or has reached a point on the approach from which protection from incursion is necessary.
- (d) The applicant shall establish a procedure to ensure that, except as provided in Section 24.150, and subject to authorisation by the applicable approach control unit, aerodrome control units provide separation between—
 - (1) IFR flights and Special VFR flights; and
 - (2) Special VFR flights when the flight visibility is reported to be less than 3 miles.
- (e) The applicant shall establish a procedure to ensure that, when authority has been delegated by, and accepted from, the applicable area or approach control unit, aerodrome control units provide separation between controlled flights in accordance with the delegation.
- (f) The separation required by paragraphs (d) and (e) shall be obtained by the use of vertical or horizontal separation, in accordance with criteria and minima prescribed by—
 - (1) Annex 11; or
 - (2) Document 4444; or
 - (3) Document 7030.

24.120 SPECIAL USE AIRSPACE

- (a) A applicant of an air traffic service certificate in respect of an air traffic control service shall establish systems and procedures to ensure that separation is provided between controlled flights and active special use airspace designated under the AIP, except when—
 - (1) The pilot has approval from the administering authority to operate in the airspace; or
 - (2) In the case of a danger area (D), the pilot has notified an express intention to operate in the danger area; or
 - (3) For IFR traffic, an ATC-clearance necessitating entry into the D Area will ensure such flight to be accomplished without hindrance; or
 - (4) It is known, or reasonably believed, that the pilot of a VFR flight or an IFR flight navigating by visual reference is aware that the airspace is active; or
 - (5) On a request by the pilot, the flight is cleared to maintain its own separation from the airspace.

24.125 RESPONSIBILITY OF CONTROL

- (a) The applicant of an air traffic service certificate in respect of an air traffic control service shall establish procedures to ensure that any controlled flight is under the control of only one ATC operating position at any given time.
- (b) The applicant shall establish procedures to ensure that responsibility for the control of all aircraft operating within a given block of airspace is vested in a single operating position. Control of an aircraft or groups of aircraft may be delegated to other operating positions provided that coordination between all affected operating positions is assured.
- (c) The applicant shall establish procedures for the transfer of responsibility for the control of an aircraft.
- (d) The procedures required by paragraph (c) shall ensure that—

- (1) Transfer arrangements are—
 - (i) Agreed between ATC units responsible for adjacent airspaces and published in ATS letters of agreement; and
 - (ii) In place for separate operating positions within an ATC unit and promulgated in the applicant's operations manual; and
- (2) Responsibility for control of an aircraft is not transferred from one ATC unit to another without—
 - (i) Communication of appropriate parts of the current flight plan; and
 - (ii) Any relevant control information; and
 - (iii) The consent of the accepting unit.

24.130 PRIORITIES

- (a) A applicant of an air traffic service certificate in respect of an air traffic control service shall establish procedures to ensure that, providing safety is not jeopardized, ATC units apply the following priorities—
 - (1) An aircraft known or believed to be in a state of emergency or impaired operation has priority over other aircraft;
 - (2) An aircraft landing, or in the final stages of an approach to land, has priority over a departing aircraft; and
 - (3) An aircraft landing or taking off has priority over a taxiing aircraft.
- (b) The applicant shall establish procedures to ensure that, where practical, following a request from a pilot, an aircraft involved in, or positioning for, the following activities is granted priority—
 - (1) Ambulance or mercy mission;
 - (2) Search and rescue;
 - (3) Civil defence or police emergency; and
 - (4) Carriage of head-of-State, head-of-government, or equivalent dignitary.
- (c) The applicant shall establish procedures to ensure that an aircraft at a cruising level generally has priority over other aircraft requesting that level, except that, within the Kigali FIR—
 - (1) An aircraft may be given priority for a cruising level in accordance with procedures published in Document 7030, or an ATS letter of agreement; and
 - (2) An aircraft occupying a cruising level may be reassigned another level to maintain separation.
- (d) The applicant for an air traffic service certificate in respect of an area control service may establish procedures regarding priorities to be applied in airspace designated as RNP airspace under the AIP.
- (e) Subject to the requirements of paragraphs (a) and (b), a applicant may put in place schemes for the determination of priorities for arriving and departing flights, provided that consultation with interested parties is undertaken prior to implementing the scheme.
- (f) The applicant shall establish procedures to ensure that, if priorities are established under paragraphs (d) or (e), relevant information including details regarding the handling of complaints, is published in Rwanda AIP.
- (g) The applicant shall establish procedures to ensure that, providing safety is not jeopardized, due regard is given to those priorities determined in conjunction with the aerodrome operator for—
 - (1) Aircraft arriving and departing the aerodrome; and
 - (2) Other operations in a control zone associated with the aerodrome.
- (h) The applicant shall establish procedures to ensure that, except when applying priority in accordance with other provisions of this Section, priority for arriving and departing flights is allocated on a first-come first-served basis.
- (i) The applicant shall establish procedures to ensure that the provision of an ATC service takes precedence—

- (1) Over the provision of a flight information service whenever the situation so requires; and
- (2) Over the performance of any other non-ATS tasks.

24.135 FLOW CONTROL

- (a) The applicant for an air traffic service certificate in respect of an air traffic control service shall establish flow control procedures where, due to limitations in ATS system capacity or aerodrome capacity, the applicant considers the procedures necessary.
- (b) The procedures shall take account of—
 - (1) The requirements of affected aerodrome operators including their traffic handling priorities; and
 - (2) The needs of aircraft operators, and other ATS providers, who will be affected by the procedures; and
 - (3) The requirements of the aeronautical information service, including advance notice, and information on the method of activation and de-activation.

24.140 ATC CLEARANCES

- (a) The applicant for an air traffic service certificate in respect of an air traffic control service shall establish procedures for the provision of ATC clearances.
- (b) The procedures shall ensure that—
 - (1) No person knowingly issues an ATC clearance or instruction that requires or invites a pilot to violate the provisions of any other Section; and
 - (2) Clearances and instructions contain positive and concise data and are, where practicable, phrased in a standard manner; and
 - (3) If a pilot advises that a clearance or instruction is unsuitable, an amended clearance or instruction is, if practicable, issued; and
 - (4) An ATC clearance for an en route flight consists of —
 - (i) The aircraft identification as shown in the flight plan;
 - (ii) The clearance limit;
 - (iii) The route of flight;
 - (iv) The level(s) of flight for the entire route, or part thereof, and changes of level if required; and
 - (v) Any necessary instructions or information on other matters such as approach or departure manoeuvres, communications, and the time of validity or expiry of the clearance; and
 - (5) An ATC clearance for a local flight, a flight operating in defined areas, or a flight operating in a random manner, includes those elements detailed in paragraph (4) that are appropriate.

24.145 CRUISING LEVELS

- (a) An applicant for an air traffic service certificate in respect of an air traffic control service shall establish procedures to ensure that cruising levels allocated within the Kigali FIR are selected in accordance with the AIP for IFR and VFR flights, except that, within controlled airspace—
 - (1) For both IFR and VFR flights, correlation of cruising level with track need not apply; and
 - (2) VFR flights may be allocated IFR levels.
- (b) An applicant for an air traffic service certificate for the provision of an area control service in the Kigali CTA/ FIR shall establish procedures to ensure that cruising levels are allocated in accordance with Annex 2, except that correlation of cruising level with track need not apply.

24.150 DEVIATION FROM AN ATC CLEARANCE

- (a) Subject to paragraph (b), a applicant for an air traffic service certificate in respect of an air traffic control service shall establish procedures to ensure that instructions issued by ATC to restore a loss of separation do not hinder the responses of a pilot to—
 - (1) An ACAS resolution advisory; or

- (2) A GPWS or TAWS alert; or
 - (3) A weather, or other emergency situation, that necessitates a deviation from an ATC clearance.
- (b) The procedures required by paragraph (a) shall specify that if any separation has been lost it is restored once the emergency situation has been resolved.

24.155 FLIGHT INFORMATION SERVICE: GENERAL

- (a) A applicant for an air traffic service certificate shall establish procedures to ensure that a flight information service is provided to the following—
- (1) Each aircraft being provided with an ATC service that is likely to be affected by the information in paragraph (b);
 - (2) Each aircraft being provided with an aerodrome flight information service that is likely to be affected by the information in paragraph (b);
 - (3) Each aircraft operating IFR that is likely to be affected by the information in paragraph (b);
 - (4) Any aircraft operating VFR for which the pilot has submitted a VFR flight plan to an ATS unit; and
 - (5) Any aircraft operating VFR if the pilot makes a specific request to an ATS unit for flight information.
- (b) The applicant shall ensure that the procedures required by paragraph (a) for the provision of the flight information service include the provision of available and relevant—
- (1) SIGMET information; and
 - (2) Information on weather conditions reported or forecast at departure, destination, and alternate aerodromes; and
 - (3) Information concerning pre-eruption volcanic activity, volcanic eruptions, and volcanic ash clouds; and Information concerning the release into the atmosphere of radioactive materials or toxic chemicals; and
 - (4) Information on changes in the serviceability of navigation aids; and
 - (5) Information on changes in the condition of aerodromes and associated facilities, including information on the state of the aerodrome movement areas when they are affected by snow, ice, or water; and
 - (6) Information on unmanned free balloons; and
 - (7) Other information likely to affect safety.
- (c) A applicant for an air traffic service certificate for an aerodrome control service or aerodrome flight information service shall establish procedures to ensure that, whenever water is present on a runway, a description of the runway surface conditions on the center half of the width of the runway is made available using one of the following terms—
- (1) DAMP – The surface shows a change of color due to moisture;
 - (2) WET –The surface is soaked but there is no standing water; and
 - (3) WATER PATCHES – Significant patches of standing water are visible.
- (d) A applicant for an air traffic service certificate for an aerodrome control service, approach control service, or aerodrome flight information service shall establish procedures to ensure that, if practical, local aircraft operators likely to be affected by the information are advised of short-notice changes to published hours of service if they are unlikely to have the information from any other source.

24.160 FLIGHT INFORMATION SERVICE: TRAFFIC INFORMATION

- (a) A applicant for an air traffic service certificate for an air traffic control service shall establish procedures to ensure that essential traffic information is passed to all affected traffic.
- (b) A applicant for an air traffic service certificate shall establish procedures to ensure that each ATS unit operating under that certificate provides traffic information to flights that are known to the ATS unit and are likely to be affected by the information as follows—
- (1) In Class C airspace, between VFR flights, together with traffic avoidance advice on request;

- (2) In Class D airspace, between IFR and VFR flights, and between VFR flights, together with traffic avoidance advice on request;
- (3) If practical, in Class E airspace, between IFR and VFR flights, and between VFR flights on request; and
- (4) In Class G airspace, between IFR flights, and, if practical, between other flights on request.

24.165 AERODROME FLIGHT INFORMATION SERVICE

- (a) An applicant for an air traffic service certificate in respect of an aerodrome flight information service shall establish systems and procedures to—
 - (1) Determine, from information received and visual observation, the relative positions of known aircraft to each other; and
 - (2) Provide for the issue of advice and information, including the designation of a preferred runway for the purpose of the safe and efficient operation of—
 - (i) Aircraft flying in the vicinity of an aerodrome; and
 - (ii) Aircraft operating on the manoeuvring area; and
 - (iii) Aircraft landing and taking off; and
 - (iv) Aircraft, vehicles, and persons on the manoeuvring area; and
 - (v) Aircraft on the manoeuvring area and obstructions on that area.
- (b) The applicant shall establish procedures to ensure that the designated preferred runway is that most suitable for the particular operation.

24.170 ALERTING SERVICE

- (a) In this Section—
 - (1) ALERFA means the Alert phase.
 - (2) DETRESFA means the Distress phase.
 - (3) INCERFA means the Uncertainty phase.
 - (4) RCC means the rescue coordination center established by the Authority under applicable Law.
- (b) An applicant for an air traffic service certificate shall establish systems and procedures to ensure the provision of an alerting service within its areas of responsibility—
 - (1) For all aerodrome traffic when an aerodrome control service or aerodrome flight information service is being provided; and
 - (2) For all aircraft—
 - (i) Operating under a flight plan submitted in accordance with Annex 11, Chapter 3; or
 - (ii) Otherwise known by any air traffic service to be in need of assistance; or
 - (iii) Known or believed to be the subject of unlawful interference.
- (c) An applicant for an air traffic service certificate shall establish procedures to ensure that, in the event of a state of emergency described in paragraph (f)—
 - (1) Immediate declaration of an INCERFA, ALERFA, or DETRESFA is made, in accordance with paragraph (f); and
 - (2) The declaration is notified to the ATS unit or FIC responsible, except where the emergency can be dealt with by local emergency organisations.
- (d) An applicant for an air traffic service certificate in respect of an area control service or flight information service shall establish procedures to ensure that, in the event of a state of emergency, an ATS unit or FIC—
 - (1) Serves as the central point within the FIR concerned for collecting all information relevant to the state of emergency; and
 - (2) Except as prescribed in paragraph (l)(1), forwards such information without delay to the RCC.

- (e) Notwithstanding paragraph (c), a applicant for an air traffic service certificate for an aerodrome control service, approach control service, or aerodrome flight information service shall establish procedures to ensure that whenever the urgency of the situation so requires, those services shall first alert appropriate local emergency organisations.
- (f) The declaration required by paragraph (c) shall be made in the following circumstances, and in any other circumstances that warrant such a declaration—
- (1) INCERFA when—
 - (i) No communication has been received from an IFR or controlled VFR aircraft within a period of 15 minutes after the time a communication should have been received, or from the time an unsuccessful attempt to establish communication with the aircraft was first made, whichever is the earlier; or
 - (ii) A pilot fails to terminate the flight plan or amend the nominated SARTIME and immediate checks have failed to locate the aircraft; or
 - (iii) A VFR aircraft on a VFR flight plan for which a SARTIME has not been provided fails to arrive within 30 minutes of the estimated time of arrival, except when no doubt exists as to the safety of the aircraft and its occupants; or
 - (2) ALERFA when—
 - (i) An aircraft is known or believed to be subject to unlawful interference; or
 - (ii) Following the uncertainty phase, subsequent attempts to establish communication with the aircraft or inquiries to other relevant sources have failed to reveal any news of the aircraft; or
 - (iii) An aircraft has been cleared to land, and fails to land within five minutes of the estimated time of landing, and communication has not been reestablished with the aircraft; or
 - (iv) Information has been received that indicates that the operating efficiency of the aircraft has been impaired, but not to the extent that a forced landing is likely—
 - (v) except, in the case of subparagraphs (ii), (iii), and (iv), when evidence exists that would allay apprehension as to the safety of the aircraft and its occupants; or
 - (3) DETRESFA when—
 - (i) Following the alert phase further unsuccessful attempts to establish communication with the aircraft and more widespread unsuccessful inquiries point to the probability that the aircraft is in distress; or
 - (ii) The fuel on board is considered to be exhausted, or to be insufficient to enable the aircraft to reach safety; or
 - (iii) Information is received that indicates that the operating efficiency of the aircraft has been impaired to the extent that a forced landing is likely; or
 - (iv) Information has been received that, or it is reasonably certain that, the aircraft is about to make or has made a forced landing, except when there is reasonable certainty that the aircraft and its occupants are not threatened by grave and imminent danger and do not require immediate assistance.
- (g) An applicant for an air traffic service certificate shall establish procedures to ensure the notification of an emergency situation required by paragraph (c)(2) includes such of the following information as is available, in the order listed—
- (1) INCERFA, ALERFA, or DETRESFA as appropriate to the phase of the emergency;
 - (2) Agency and person calling;
 - (3) Nature of the emergency;
 - (4) Significant information from the flight plan;
 - (5) Unit that made last contact, time, and radio frequency used;
 - (6) Last position report and how determined;

- (7) Color and distinctive marks of aircraft; and
- (8) Any action taken by the reporting office.
- (h) An applicant for an air traffic service certificate shall establish procedures to ensure that, following the notification of an emergency situation, the RCC is provided, without delay, with—
 - (1) Any useful additional information; and
 - (2) Notification when the emergency situation no longer exists.
- (i) An applicant for an air traffic service certificate shall establish procedures to ensure, as necessary, the use of all available means to establish and maintain communication with, and surveillance of, an aircraft in a state of emergency.
- (j) An applicant for an air traffic service certificate shall establish procedures to ensure that, when a state of emergency is considered to exist, the last known position of any aircraft involved is established and recorded.
- (k) An applicant of an air traffic service certificate for the provision of an area control service or flight information service within the Kigali FIR shall establish procedures to ensure that, when a state of emergency is considered to exist, the position and track of other aircraft known to be operating in the vicinity are established to determine those most suitable to provide assistance.
- (l) An applicant for an air traffic service certificate in respect of an area control service or flight information service shall establish procedures to ensure that —
 - (1) When an ATS unit or FIC declares an INCERFA or ALERFA, it shall, where practical, advise the aircraft operator prior to notifying the RCC; and
 - (2) All information notified to the RCC by an ATS unit or FIC shall, where practical, also be communicated without delay to the aircraft operator.

24.175 FLIGHT PLANS

- (a) An applicant for an air traffic service certificate shall establish procedures for the acceptance and processing of flight plans.
- (b) An applicant shall ensure that the acceptance procedures required by paragraph (a) include, for the first ATS unit receiving a filed flight plan—
 - (1) A check for compliance with any prescribed flight plan format and data conventions; and
 - (2) A check for completeness, and to the extent practical, for accuracy; and
 - (3) Provision for any action necessary to make the plan acceptable to ATS.
- (c) Any applicant intending to provide air traffic services from more than one location may nominate a single ATS unit within the applicant's organisation to accept filed flight plans on behalf of any or every unit.
- (d) Each applicant of an air traffic service certificate intending to operate a centralized flight planning office shall ensure the office is equipped with—
 - (1) AFTN, facsimile, and computer data-link connection facilities for the acceptance of flight plans from aircraft operators and any other ATS unit; and
 - (2) Facilities for the advance filing, retention, and activation of standard or repetitive elements of flight plan information.

24.180 TIME

- (a) Each applicant of an air traffic service certificate shall establish a procedure to ensure that ATS unit clocks and other time recording devices—
 - (1) Use Coordinated Universal Time and express that time in hours and minutes of the 24-hour day beginning at 0000 UTC; and

- (2) Are correct to within 5 seconds of UTC as determined by reference to a standard time station or GPS time standard.
- (b) The applicant shall establish a procedure to ensure that the correct time, to the nearest half minute, is provided—
- (1) In respect of any aerodrome control service or aerodrome flight information service, to IFR aircraft prior to taxiing for take-off unless arrangements have been made for the pilot to obtain it from other sources; and
 - (2) To any aircraft on request.

24.185 ALTIMETER SETTING PROCEDURES

- (a) An applicant for an air traffic service certificate shall establish a procedure to ensure that—
- (1) QNH altimeter settings are provided in inches of Mercury and upon request hectopascals rounded down to the nearest whole hectopascal; and
 - (2) The appropriate aerodrome QNH altimeter setting or area QNH zone altimeter setting is provided to all aircraft on initial radio contact, including aircraft that advise having received the current applicable ATIS broadcast, except when it is known the aircraft has already received the information; and
 - (3) ATS units provide to an aircraft on request, the current applicable aerodrome QNH altimeter setting or area QNH zone altimeter setting.

24.190 RADIO & TELEPHONE PROCEDURES

- (a) An applicant for an air traffic service certificate shall establish systems and procedures to ensure that—
- (1) The standard telephony and radiotelephony phraseology prescribed in paragraph (b) is used; and
 - (2) In all radiotelephony, communications discipline is observed, by transmitting only those messages that are necessary for the provision of an air traffic service, or that otherwise contribute to safety; and
 - (3) Communications procedures are in accordance with the applicable communication procedures prescribed in Annex 10 Volume II, except that—
 - (i) Procedures relating to call signs for domestic use by Rwanda registered aircraft are those required by applicable Rwanda Law; and
 - (ii) An aerodrome flight information service shall use the radiotelephony call sign suffix flight service.
- (b) The applicant shall establish procedures to ensure that, for the purposes of paragraph (a), the standard phraseology, and the circumstances in which it is used, is that published in—
- (1) Annex 10; or
 - (2) Document 4444; or
 - (3) Document 9432.
- (c) For the purposes of paragraph (b), where differences occur between the stated documents, the particular phraseology shall be selected according to the order of precedence of the documents as listed.

24.195 RADAR SERVICES

- (a) Each applicant for an air traffic service certificate shall establish procedures to ensure that, where radar is used to support the provision of an air traffic service—
- (1) All radar services are provided in accordance with procedures published in—
 - (i) Rwanda Air Traffic Control Handbook; or
 - (ii) Document 4444; or
 - (iii) Document 7030 (as applicable to the Caribbean Region).
 - (2) SSR code allocation for international flights is in accordance with the code assignment system published in the applicable ICAO Air Navigation Plan; and

- (3) An SSR code management plan is in place for domestic flights that—
 - (i) Conforms to the applicable principles contained in Document 4444; and
 - (ii) Does not conflict with the SSR code allocation tables of ICAO Annexes; and
- (4) Full information is made available to pilots and aircraft operators on—
 - (i) The nature and extent of the radar services provided; and
 - (ii) Any significant limitations regarding such radar services; and
- (5) The information displayed at individual radar operating positions is that required for the air traffic services to be provided.

24.200 AIRCRAFT EMERGENCIES & IRREGULAR OPERATION

- (a) Each applicant for an air traffic service certificate shall establish procedures to ensure maximum assistance and priority is given to an aircraft known, or believed to be, in a state of emergency.
- (b) Each applicant shall, where appropriate, establish procedures to assist strayed aircraft, unidentified aircraft, and aircraft subject to military interception.

24.205 ACTION AFTER SERIOUS INCIDENT OR ACCIDENT

- (a) Each applicant for an air traffic service certificate shall establish procedures regarding a serious incident or accident to—
 - (1) Determine if any air navigation facilities have contributed to the event; and
 - (2) Ensure immediate action is taken to—
 - (i) Warn other aircraft that may be using or intending to use the facilities; and
 - (ii) Advise the operator of the facility of the occurrence, and that the facility may be implicated; and
 - (3) Assist the operator of the facility with the prompt promulgation of any decision to withdraw the equipment from service; and
 - (4) Ensure that any facility identified in paragraph (1) is not used in the provision of separation to IFR aircraft until cleared for use by the relevant holder of an aeronautical telecommunications service certificate issued by the Authority.

24.210 INCIDENTS

- (a) Each applicant for an air traffic service certificate shall establish procedures for—
 - (1) The notification, investigation, and reporting of operational incidents; and
 - (2) The forwarding of facility malfunction reports required by the Authority to the applicable aeronautical telecommunication service certificate holder.

24.215 MANAGEMENT OF RECORDS

- (a) Each applicant for an air traffic service certificate shall establish systems and procedures to identify, collect, index, file, store, secure, maintain, access, and dispose of, records necessary for—
 - (1) The operational provision of air traffic services; and
 - (2) The purpose of assisting with any accident or incident investigation.
- (b) The records shall include—
 - (1) Telephone communications; and
 - (2) Radio broadcasts and communications; and
 - (3) Air-ground digital data exchanges; and
 - (4) Radar information; and
 - (5) Filed flight plans including standard and repetitive plans; and
 - (6) Flight progress strips; and
 - (7) Staff duty rosters; and

- (8) Appropriate meteorological and aeronautical information, except where the information is retained for an equivalent period by a meteorological or AIS organisation; and
 - (9) A record of each internal quality assurance review carried out under the procedures required by Section 24.235. The record shall detail the activities reviewed and any necessary follow-up corrective and preventive actions.
- (c) The applicant shall establish systems and procedures to ensure the electronic recording of—
- (1) All ATS radio and telephone communications; and
 - (2) All high-frequency air-ground communications; and
 - (3) All relevant data from primary and secondary radar equipment, or obtained through automatic dependent surveillance (ADS), used in providing or supporting an ATC service; and
 - (4) For any equipment coming into service after the date this Part comes into force, any transfer and acceptance of control process not conducted by telephone.
- (d) The applicant shall establish systems and procedures to ensure that electronic records required by paragraph (c)—
- (1) Include time recording, correct to within 5 seconds of UTC, as determined by reference to a standard time station or GPS time standard; and
 - (2) Either—
 - (i) Replicate the voice communications and, if applicable, the radar picture, applying at the particular operating position; or
 - (ii) Are accompanied by a statement fully describing the differences between the recording supplied and a recording in accordance with subparagraph (i).
- (e) For the purposes of paragraph (d)(2) the term **radar picture** includes any visual presentation of aircraft position, however derived.
- (f) The option provided by paragraph (d)(2)(ii) shall apply only to equipment in service on the date this Part comes into force.
- (g) The applicant shall establish systems and procedures to ensure that all records, except where replication is required by paragraph (d)(2)(i), are of sufficient clarity to convey the required information.
- (h) The applicant shall establish procedures to ensure that the records referred to in paragraph (b) are retained for 30 days from the date of entry, except for—
- (1) Staff duty rosters; and
 - (2) Written records associated with the requirements of Section 24.230(a)(2) which shall be retained for 2 years.

24.220 UNIT LOGS & POSITION LOGS

- (a) Each applicant of an air traffic service certificate shall establish procedures to ensure that a unit log, with sequentially numbered pages, is kept at each ATS unit, and, where a unit has physically separate operations areas, at each such location within the unit.
- (b) The procedure shall ensure that—
- (1) The log is maintained by the senior person on duty, or the person on watch at a nominated operating position; and
 - (2) The log is maintained throughout the hours of watch of the unit or operations room; and
 - (3) All entries include the time of entry; and
 - (4) The person assuming responsibility for the Watch and maintaining the log signs on and effects transfer of responsibility by successive On Watch entries; and
 - (5) Unit Log entries are—
 - (i) On chronological sequence and in ink; and

- (ii) Without erasure, defacement, or obliteration; and
 - (iii) Corrected by drawing a single line through the erroneous information and initialing the correction; and
- (6) Actual times of opening and closing watch are recorded in the log, together with the reason for every variation from published hours of service; and
- (7) Logs are retained for a period of 3 years from the date of final entry.
- (c) Each applicant shall establish a procedure to ensure the keeping of an operating position log, when such information is not available in the unit log required by paragraph (a).
- (d) The procedure shall ensure that the operating position log—
 - (1) Contains sufficient information to identify—
 - (i) When that position was in operation; and
 - (ii) The services being provided from that position; and
 - (iii) The identity of the individual providing the service; and
 - (2) Is retained for a period of 30 days from the date of filing.

24.225 SECURITY

- (a) An applicant for an air traffic service certificate shall prepare an ATS security program.
- (b) Each ATS security program shall specify the physical security requirements, practices, and procedures to be followed for the purposes of minimizing the risk of destruction of, damage to, or interference with the operation of, any ATS unit operated by the applicant where such destruction, damage, or interference is likely to endanger the safety of aircraft.
- (c) Without limiting the generality of paragraph (b), the security program shall specify such physical security requirements, practices, and procedures as may be necessary—
 - (1) To ensure that entrances to permanent ATS facilities operated by the applicant are subject to positive access control at all times, so as to prevent unauthorised entry; and
 - (2) To protect personnel on duty; and
 - (3) To be followed in the event of a bomb threat or other threat of violence against an ATS unit; and
 - (4) To monitor unattended ATS unit buildings to ensure that any intrusion or interference is detected.

24.230 SERVICE DISRUPTIONS

- (a) An applicant for an air traffic service certificate shall establish procedures, to—
 - (1) Advise the Authority of any planned disruption to the provision of air traffic services that could have an impact on safety; and
 - (2) Investigate any unplanned disruption to the provision of air traffic services; and
 - (3) Report to the Authority, within 48 hours of the occurrence, the circumstances surrounding any unplanned disruption to air traffic services when the disruption affected, or could have affected, the safety of air traffic.
- (b) Disruptions reportable under paragraph (a) shall include, but are not limited to, any—
 - (1) Failure to open watch within 15 minutes of the promulgated opening time; and
 - (2) Any interruption, of greater than 10 minutes, to the normal provision of an air traffic service; and
 - (3) Curtailment of watch, by greater than 30 minutes, from the promulgated off watch time.

24.235 QUALITY ASSURANCE & SAFETY MANAGEMENT

- (a) An applicant for an air traffic service certificate shall establish an internal quality assurance system to ensure compliance with, and the adequacy of, the procedures required by this Subpart.
- (b) The internal quality assurance system shall include—

- (1) A Safety Management System (SMS) safety policy and procedures which are acceptable to the Authority which implements requirements and framework specified in Subpart I of Part 1; and
 - (2) A procedure to ensure quality indicators, including samples of radio and telephone records, defect and incident reports, and personnel and customer feedback, are monitored to identify existing problems or potential causes of problems within the system; and
 - (3) A procedure for corrective action to ensure existing problems that have been identified within the system are corrected; and
 - (4) A procedure for preventive action to ensure that potential causes of problems that have been identified within the system are remedied; and
 - (5) An internal audit program to audit the applicant's organisation for conformity with its safety policy; and
 - (6) Management review procedures to ensure the continuing suitability and effectiveness of the internal quality assurance system in satisfying the requirements of this Subpart.
- (c) The safety policy procedures shall ensure that the safety policy is understood, implemented, and maintained at all levels of the organisation.
- (d) The procedure for corrective action shall specify how—
- (1) To correct an existing problem; and
 - (2) To follow up a corrective action to ensure the action is effective; and
 - (3) To amend any procedure required by this Part as a result of a corrective action; and
 - (4) Management will measure the effectiveness of any corrective action taken.
- (e) The procedure for preventive action shall specify how—
- (1) To correct a potential problem; and
 - (2) To follow up a preventive action to ensure the action is effective; and
 - (3) To amend any procedure required by this Part as a result of a preventive action; and
 - (4) Management will measure the effectiveness of any preventive action taken.
- (f) The internal quality audit program shall—
- (1) Specify the frequency and location of the audits taking into account the nature of the activity to be audited; and
 - (2) Ensure audits are performed by trained auditing personnel who are independent of those having direct responsibility for the activity being audited; and
 - (3) Ensure the results of audits are reported to the personnel responsible for the activity being audited and the manager responsible for internal audits; and
 - (4) Require preventive or corrective action to be taken by the personnel responsible for the activity being audited if problems are found by the audit; and
 - (5) Ensure follow-up audits to review the effectiveness of any preventive or corrective action taken.
- (g) The procedure for management review shall—
- (1) Specify the frequency of management reviews of the quality assurance system taking into account the need for the continuing effectiveness of the system; and
 - (2) Identify the responsible manager who shall review the quality assurance system; and
 - (3) Ensure the results of the review are evaluated and recorded.
 - (4) The senior person who has the responsibility for internal quality assurance and safety shall have direct access to the Chief Executive on matters affecting the safe provision of any air traffic service listed in the Organisation and Procedures Manual.

24.240 ORGANISATION & PROCEDURES MANUAL

- (a) An applicant for an air traffic service certificate shall, upon request, provide the Authority with a current Organisation and Procedures Manual containing—

- (1) A statement signed by the Chief Executive on behalf of the applicant's organisation confirming that the Organisation and Procedures Manual and any included documents—
 - (i) Define the organisation and demonstrate its means and methods for ensuring ongoing compliance with this and any other applicable Subpart; and
 - (ii) shall be complied with by the organisations personnel at all times; and
 - (2) The titles and names of the senior person or persons required by Section 24.055(a)(1) and (2); and
 - (3) The duties and responsibilities of the senior person or persons specified in paragraph (a)(2), including matters for which they have responsibility to deal directly with the Authority on behalf of the organisation; and
 - (4) An organisation chart showing lines of responsibility of the senior persons specified in paragraph (a)(2), and extending to each location listed under paragraph (a)(5)(i); and
 - (5) In the case of an organisation providing air traffic services from more than one ATS unit, a table listing—
 - (i) Locations of ATS units; and
 - (ii) The aerodrome or airspace being serviced; and
 - (iii) The services provided; and
- (b) Details of the applicant's staffing structure for each ATS unit; and—
- (1) Details of procedures required by Section 24.055(b) regarding the competency, qualifications, maintenance of current operating practice, and fitness of personnel; and
 - (2) Details of procedures required by Section 24.060 regarding the training and assessment of ATS personnel, and regarding the qualifications of ATS training personnel; and
 - (3) A description of the display systems to be used in meeting the requirements of Sections 24.065(b)(5)(i) and 24.065(c)(2)(i); and
 - (4) The information required by Section 24.070 regarding hours of service, the establishment of an air traffic service, and any transitional arrangements; and
 - (5) Procedures regarding shift administration required by Section 24.075; and
 - (6) Details of the procedures required by Section 24.080 regarding the control of documentation; and
 - (7) The contingency plan required by Section 24.085; and
 - (8) Details of the applicant's systems and procedures as required by—
 - (i) Section 24.090 regarding coordination requirements; and
 - (ii) Section 24.095 regarding notification of facility status; and
 - (iii) Section 24.100 regarding general information requirements; and
 - (iv) Section 24.105 regarding meteorological information and reporting; and
 - (v) Section 24.110 regarding the provision of area control and approach control services; and
 - (vi) Section 24.115 regarding the provision of aerodrome control service; and
 - (vii) Section 24.120 regarding the separation of controlled flights and active special use airspace; and
 - (viii) Section 24.125 regarding responsibility for control; and
 - (ix) Section 24.130 regarding the application of priorities; and
 - (x) Section 24.135 regarding flow control; and
 - (xi) Section 24.140 regarding ATC clearances; and
 - (xii) Section 24.075 regarding the allocation of cruising levels; and
 - (xiii) Section 24.150 regarding deviations from an ATC clearance; and
 - (xiv) Sections 24.155 and 24.160 regarding the provision of flight information service; and
 - (xv) Section 24.165 regarding the provision of aerodrome flight information service; and
 - (xvi) Section 24.170 regarding the provision of alerting service; and
 - (xvii) Section 24.175 regarding the processing of flight plans; and

- (viii) Section 24.180 regarding time; and
 - (9) Details of altimeter setting procedures required by Section 24.185; and
 - (10) Details of the radio and telephone procedures required by Section 24.190; and
 - (11) Details of the procedures required by Section 24.195 regarding the provision of radar services; and
 - (12) Details of the procedures required by Section 24.200 regarding aircraft emergencies and irregular operation; public health emergencies, and
 - (13) Details required by Section 24.205 regarding procedures following a serious incident or accident; and
 - (14) Details of the procedures required by Section 24.210 regarding incidents; and
 - (15) Details of systems and procedures required by Section 24.215 regarding the gathering and management of records; and
 - (16) Details of the procedures required by Section 24.220 regarding the keeping of logs and position logs; and
 - (17) Details of the program required by Section 24.225 regarding security arrangements; and
 - (18) Details of the procedures required by Section 24.230 regarding disruptions to service; and
 - (19) Details of the systems, procedures, and programs required by Section 24.235 regarding internal quality assurance; and
 - (20) Procedures to control, amend and distribute the Organisation and Procedures Manual.
- (c) The applicant's Organisation and Procedures Manual shall be acceptable to the Authority.

SUBPART D: OPERATING REQUIREMENTS

24.245 CONTINUED COMPLIANCE

- (a) Each holder of an air traffic service certificate shall —
- (1) Hold at least one complete and current copy of its Organisation and Procedures Manual at each ATS unit specified in its Organisation and Procedures Manual, except that manual relating solely to a particular location need only be held at principal locations and the unit concerned; and
 - (2) Comply with all procedures and standards detailed in its Organisation and Procedures Manual; and
 - (3) Make each applicable part of its Organisation and Procedures Manual available to personnel who require those parts to carry out their duties; and
 - (4) Continue to meet the standards and comply with the requirements of Subpart B prescribed for certification under this Part; and
 - (5) Promptly notify the Authority of any change of address for service, telephone number, or facsimile number.

24.250 OPERATIONS MANUALS

- (a) Each holder of an air traffic service certificate shall provide, for compliance by its personnel, an operations manual or system of manuals approved by the Authority for the services listed in its Organisation and Procedures Manual.
- (b) A holder certificated to provide more than one air traffic service, or an air traffic service or services from more than one location, may publish a core manual together with manual supplements specific to each service or location.

24.255 TRIALS

- (a) The Authority may, upon receipt of application in writing from the holder of an air traffic service certificate, approve, subject to such conditions on that approval as the Authority considers necessary in the interests of aviation safety, the conduct of trials regarding—
- (1) Separation minima; or
 - (2) Standard phraseology; or

- (3) Radar procedures.
- (b) A trial may be approved by the Authority for a single period of no longer than 3 months, and upon further application in writing by the certificate holder, be extended by the Authority for a single period of no longer than 3 months.
- (c) A trial approved under this Section may be terminated by the Authority at any time.

24.260 DENIAL OF ATC CLEARANCE

- (a) The holder of an air traffic service certificate in respect of an aerodrome control service shall not deny the pilot of an aircraft an ATC clearance on the basis of non-payment of charges owed to the certificate holder unless—
 - (1) The aircraft is on the ground; and
 - (2) That clearance is for entry onto the manoeuvring area.
- (b) The certificate holder shall continue to provide normal ATC service for any aircraft entering the manoeuvring area without an ATC clearance.

24.265 SUSPENSION OF VFR OPERATIONS

- (a) Each holder of an air traffic service certificate for an approach control service or aerodrome control service may, when appropriate for safety reasons, suspend any or all controlled VFR operations within a control zone.

24.270 CHANGES TO CERTIFICATE HOLDER'S ORGANISATION

- (a) A holder of an air traffic service certificate shall ensure that the holder's Organisation and Procedures Manual is amended so as to remain a current description of the holder's organisation and services.
- (b) The holder of an air traffic service certificate shall ensure that any amendment made to the holder's Organisation and Procedures Manual—
 - (1) Meets the applicable requirements of this Part; and
 - (2) Complies with the amendment procedures contained in the holder's Organisation and Procedures Manual.
- (c) The holder of an air traffic service certificate shall provide the Authority with a copy of each amendment to the holder's Organisation and Procedures Manual as soon as practicable after its incorporation into the Organisation and Procedures Manual, except that, for the holder's operational manual or manuals, the holder shall forward to the Authority—
 - (1) A copy of each amendment, at least 15 working days in advance of the effective date; and
 - (2) An amendment of an urgent or immediate nature, without delay, and no later than the date on which it is effective.
- (d) If the holder of an air traffic service certificate proposes to make a change to any of the following, prior notification to and acceptance by the Authority are required—
 - (1) The Chief Executive; or
 - (2) The listed senior persons; or
 - (3) Any aspect of air traffic management that may have an adverse impact on air traffic services provided by a State responsible for adjacent airspace.
- (e) The Authority may impose conditions under which the holder of an air traffic service certificate may operate during or following any of the changes imposed in paragraph (d).
- (f) The holder of an air traffic service certificate shall comply with any condition imposed under paragraph (e).
- (g) If any of the changes referred to in this Section require an amendment to the certificate, the holder of the air traffic service certificate shall forward the certificate to the Authority as soon as practicable.

- (h) The holder of an air traffic service certificate shall make amendments to the holder's Organisation and Procedures Manual as the Authority considers necessary in the interests of aviation safety.

24.275 WITHDRAWAL OR TRANSFER OF SERVICE

- (a) Each holder of an air traffic service certificate who wishes to permanently withdraw an air traffic service shall give the Authority at least 90 days notice of the proposal and include in that notice a summary of factors considered in arriving at the decision to withdraw the service.
- (b) Each holder of an air traffic service certificate who intends to permanently reduce the hours of operation of an air traffic service shall provide to the Authority advance notice of, and the reasons for, the proposed reduction.
- (c) Each holder of an air traffic service certificate who is the outgoing provider of an air traffic service shall not hinder the preparation and execution of the transitional arrangements required by Section 24.070(b).

24.280 OPERATIONAL COMPLIANCE

- (a) Except to the extent permitted by approval of a trial under Section 24.255, the certificate holder shall ensure that ANS/ATS personnel comply with the regulations in this Part, policies, procedures, and practices outlined in its approved operations manual and in ICAO Annexes 1, 2, 3, 4, 5, 10, 11, 12, 13 and 15; PANS DOC 4444, SARPs, Regional Supplements, and other applicable regulatory directives.

24.285 SAFETY MANAGEMENT SYSTEM

- (a) A holder of an air traffic service certificate shall develop and implement a Safety Management System (SMS), as required under Section 24.235(a).
- (b) A Safety Management System shall have the following minimum required elements—
- (1) The ATS provider's safety policy and objectives;
 - (2) The organisational commitment and staff responsibilities for safety matters;
 - (3) The development of a process that ensures the levels of safety that apply to the services, and ensures analysis, assessment, and control of the safety risks associated with identified hazards;
 - (4) The process for hazard identification through internal reporting of safety concerns and incidents;
 - (5) The process for the assessment, control, and mitigation of existing and potential safety hazards in service provision;
 - (6) The definition of the interface arrangements for safety management and related responsibilities and procedures, with internal functional groups and with aviation service providers and support service providers;
 - (7) The process for internal safety reviews to verify organisational performance;
 - (8) The development of safety performance indicators and targets of SMS; and
 - (9) The processes for the management of changes to existing services.
- (c) A holder of an air traffic service certificate will develop and implementation of the SMS as prescribed by the Authority.

SUBPART E: ADDITIONAL AIR TRAFFIC SERVICES

24.290 GENERAL

- (a) The holder of an air traffic service certificate may request the Authority to determine whether an aviation-related service is an air traffic service under Section 24.030(a)(7) and may apply for authorisation to provide any such service not authorised by its certificate.
- (b) The Authority may, in consultation with such persons as the Authority considers necessary, determine whether any aviation-related service is an air traffic service under Section 24.030(a)(7).

24.295 REQUIREMENT

- (a) No person shall provide a service that the Authority determines to be an air traffic service in accordance with Section 24.290 except under the authority of, and in accordance with, the provisions of an air traffic service certificate issued under this Part.

24.300 APPLICATION

- (a) Each holder for authorisation to provide an additional air traffic service shall make application in the form and manner prescribed by the Authority together with—
- (1) Such other information as the Authority may require in order to evaluate the holder's competence to provide the service; and
 - (2) Payment of the prescribed fee.

24.305 AMENDMENT OF CERTIFICATE

- (a) An holder for authorisation to provide an additional air traffic service is entitled to amendment of its air traffic service certificate if the Authority is satisfied that the—
- (1) Holder is fit and properly qualified; and
 - (2) Granting of the authorisation is in the interests of aviation safety and efficiency.
- (b) The Authority may attach such conditions to the certificate as the Authority determines necessary in the interests of safety or efficiency.

End of RCAR Part 24

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