



STANDARD OPERATING POCEDURE (SOP)

RWANDA AERONAUTICAL INFORMATION SYSTEM

Authors:

- Marechal GASANA, Software developer
- Janvier MUGISHA, Software developer
- Dan KARAKE, Software developer
- Aloys MUPENZI, Clearance officer

Effective Date:

Copy №:

Approvals and Authorization

	Title	Names	Signature	Date
Approved By	Process owner/Head of Department:	Operator and Brokers		
	Head of ICT department:	Francis RUGEMA		
Authorized By	Director General:			



Purpose This SOP provides guidance how to use the Rwanda Aeronautical Information System (RAIS)

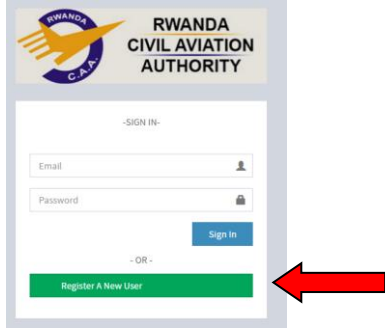
Scope All operators and/or Brokers have to use this system to get clearance services at RCAA

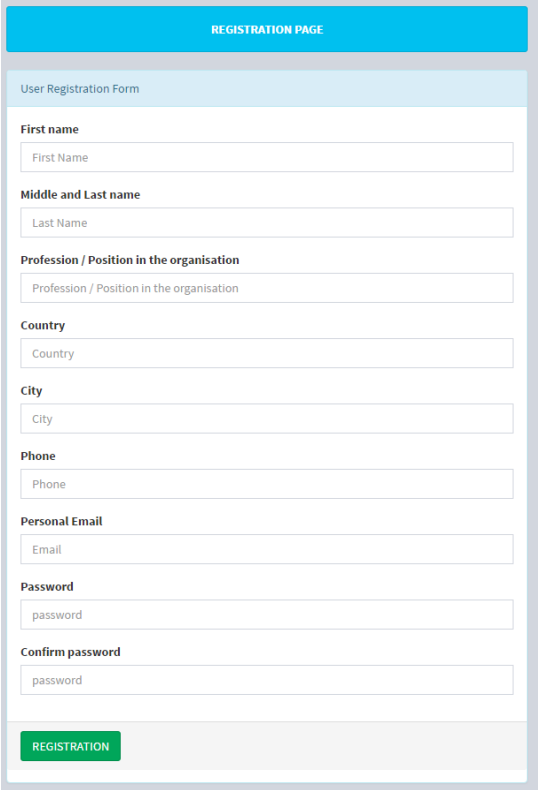
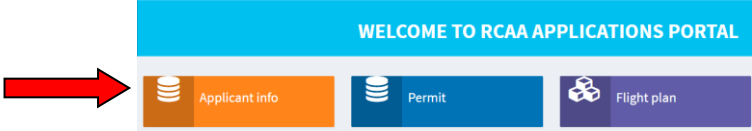
Related procedures/ documents N/A

Records

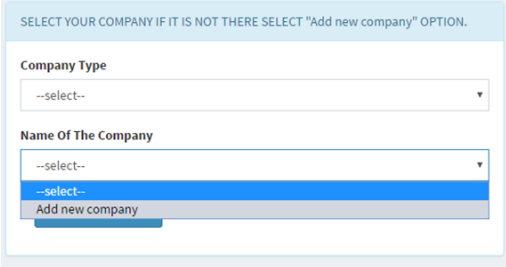
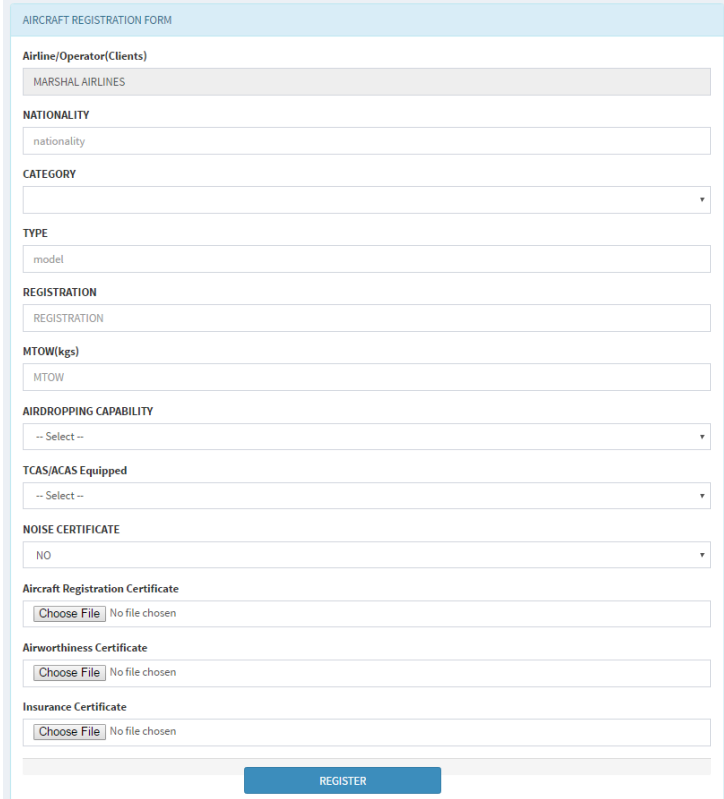
Materials and/or equipment needed N/A



Steps	Operation / Screen shot	Comment (if any)
1. Access RAIS	<p>1. Where to access the system from:</p> <ul style="list-style-type: none">• Go to: www.caa.gov.rw/RAIS or• Go to www.caa.gov.rw then under “Online services”, click on “Clearance”• The following image shall show: 	
2. Logging in RAIS	<p>2. Logging in, if you have credentials:</p> <ul style="list-style-type: none">• If you have a username and a password, you can access this system	

Steps	Operation / Screen shot	Comment (if any)
<p>3. Self-registration</p>	<p>3. If you don't have a password and want to register:</p> <ul style="list-style-type: none"> • Click "Register A New User" as indicated by the red arrow • Fill every information in the following form and click "Registration"  <ul style="list-style-type: none"> • By clicking on "Registration" an automatic email with a hypertext link will be sent to your email address • Click on the link sent to your email, and you will be redirected to the login page • Log into RAIS 	
<p>4. Applicant info information</p>	<p>4.1. Add your institution information:</p> <ul style="list-style-type: none"> • Click on the "Applicant info" icon as represented in the following image 	



Steps	Operation / Screen shot	Comment (if any)
	<p>4.2. Select the your type of company</p> <p>4.3. After selecting Company type, Select your Company (Name)</p> <ul style="list-style-type: none"> If you cannot find company, Click “Add new company” at the bottom of the list as showed in the following image:  <p>4.4. Click “Next”</p> <p>4.5. Add information of all following steps depending on the requirements of your company type</p>	<p>By default, the first added user is the administrator of that organization. All other users (and their privilege) are accepted/set by the company admin.</p>
<p>5. Aircraft</p>	<p>5.1. How to add aircrafts:</p> <ul style="list-style-type: none"> Click on the side menu under “Aircraft” on “Add aircraft” as showed in the following image:  <ul style="list-style-type: none"> Click “Register” <p>5.2. How to view my aircrafts:</p> <ul style="list-style-type: none"> Click on the left side menu under “Aircraft” on “View aircraft” 	



Steps	Operation / Screen shot	Comment (if any)
<p>6. Permit</p>	<p>6.1. Ad hoc permit</p> <ul style="list-style-type: none"> Click on the left side menu under “Ad hoc permit” on “Clearance request” Fill the form then click “Save” <div data-bbox="405 573 1219 1048" style="border: 1px solid #ccc; padding: 5px;"> <p>CLEARANCE REQUEST</p> <p>Airline/Operator(Clients) Name/ Type MARSHAL AIRLINES</p> <p>Aircraft Registration Number UGX0011</p> <p>Clearance Category</p> <p>Clearance type</p> <p>Purpose of Flight</p> <p>Aircraft Callsign</p> <p>Pilot in command</p> <p style="text-align: center;">Save</p> </div> <ul style="list-style-type: none"> Fill the “Payment form” then save it Fill the “Billing Address form” then save it if applicable Fill the “Clearance Flight Schedule form” the save it Fill the “Stop over form” then save it if applicable <ul style="list-style-type: none"> If you have more than 1 stopover, Click “Add new” to add the next Stopover If you have no more stopover, Click “Next” Fill the “Clearance Rwanda Entry And Exit Point form” then save it <div data-bbox="405 1379 1219 1921" style="border: 1px solid #ccc; padding: 5px;"> <p>CLEARANCE RWANDA ENTRY AND EXIT POINT</p> <p>Entry point name</p> <p>Entry point date</p> <p>Entry point time 11:37</p> <p>Exit point name</p> <p>Exit point date</p> <p>Exit point time 11:37</p> <p style="text-align: center;">Previous Save</p> </div> <ul style="list-style-type: none"> Attach all applicable documents Click “Submit the clearance” to submit your Ad hoc request for review 	



Steps	Operation / Screen shot	Comment (if any)
	<p>6.2. To view the status of all your Ad hoc requests</p> <ul style="list-style-type: none"> Click on the left side menu on “My Ad hoc requests” <p>6.3. Long term permit</p> <ul style="list-style-type: none"> Click on the left side menu under “Long term permit” on “Permit request” Fill the permit request form <div data-bbox="405 647 1219 1462" style="border: 1px solid #ccc; padding: 10px;"> <p>PERMIT REQUEST FORM</p> <p>Airline/Operator(Clients) Name/ Type MARSHAL AIRLINES</p> <p>Permit Category ▼</p> <p>Flight Type ▼</p> <p>Permit Type ▼</p> <p>Navigation and Airport Service Payment Type ▼</p> <p>Starting DATE Arrival Date <input type="text"/></p> <p>Ending DATE Departure <input type="text"/></p> <p>Request Letter <input type="text"/> Choose File No file chosen</p> <p>The permit fee proof of payment <input type="text"/> Choose File No file chosen</p> <p style="text-align: center;"><input type="button" value="Save"/></p> </div> <ul style="list-style-type: none"> Fill the “Permit Request / Permit Schedule” form <ul style="list-style-type: none"> Click “Add new” to add another schedule Click “Submit” to submit for this permit Click on the left side menu under “Long term permit” on “View Permits” to view the approval status of all your pending Long term permits. 	



Steps	Operation / Screen shot	Comment (if any)
<p>7. Flight Plan</p>	<p>7.1. File a Flight Plan online when leaving Kigali International Airport</p> <ul style="list-style-type: none"> Fill the part 1 of 5 of the flight plan <div data-bbox="405 539 1219 1413" style="border: 1px solid #ccc; padding: 5px;"> <p>Flight plan - Part 1 of 5 (Aircraft information)</p> <p><small>*Only for aircrafts departing from Kigali International Aircraft</small></p> <p>Institution <input type="text" value="-- Select --"/></p> <p>Aircraft <input type="text" value="-- Select --"/></p> <p>Flight rules <input type="text" value="-- Select --"/></p> <p>Type of flight <input type="text" value="-- Select --"/></p> <p>Number <input type="text" value="Insert the number of aircraft if more than one"/></p> <p>Type of aircraft <input type="text" value="Insert the type of aircraft (eg: B737) according to ICAO Doc 8643. If aircraft type does not exist type 'ZZZZ'"/></p> <p>Wake turbulence CAT (Category of aircraft as specified in ICAO Doc 8643) <input type="text" value="-- Select --"/></p> <p>Equipment and capabilities - 10a <input type="text" value="Equipment and capabilities"/></p> <p>Equipment and capabilities - 10b <input type="text" value="Equipment and capabilities"/></p> <p style="text-align: center;"><input type="button" value="SUBMIT"/></p> </div> <ul style="list-style-type: none"> By clicking submit, the system will take you to page 2 of 5, then the next page up to the last page (5 of 5). Click on the left side menu under “Flight plan” on “View flight plan” to view the approval status of all your pending flight plans. 	

For more information, please contact RCAA

- Clearance officer:
 - ❖ Aloys Mupenzi: Email: clearance@caa.gov.rw; Phone: (250)737854107
- IT officer:
 - ❖ Marshal Gasana: Email: mgasana@caa.gov.rw; Phone:(250)739341406
 - ❖ Janvier Mugisha: Email: jmugisha@caa.gov.rw; Phone:(250)739341408
 - ❖ Dan Karake: Email: dkarake@caa.gov.rw; Phone: (250)737854199
 - ❖ Francis Rugema: Email: frugema@caa.gov.rw; Phone: (250)737854166