

# **Staff Instruction**

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**SI 8900 – 3.32**

## **THE GENERAL PROCESS FOR APPROVAL OF APPLICANT MANUALS**

Amendment: 0  
Edition : 1  
Date : 5 March 2018

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**REPUBLIC OF INDONESIA – MINISTRY OF TRANSPORTATION  
DIRECTORATE GENERAL OF CIVIL AVIATION  
JAKARTA – INDONESIA**

### AMENDMENT RECORD LIST

<b>Amendment No.</b>	<b>Issue Date</b>	<b>Reference</b>
Amdt 0 Edition 1	5 March 2018	KP 055 Year 2018, Date 5 March 2018

## FOREWORD

1. **PURPOSE** : This Staff Instruction is prepared for use and guidance of DGCA inspector and applicant dealing with DGCA for approving and accepting applicant manual.
2. **REFERENCES** : This Staff Instruction should be used in accordance with the applicable regulations.
3. **CANCELLATION** : Staff Instruction Number SI 8300 Amdt 4, dated 25 March 2010 Volume 1 Chapter 3 have been canceled.
4. **AMENDMENT** : The amendment of this Staff Instruction shall be approved by the Director General of Civil Aviation.

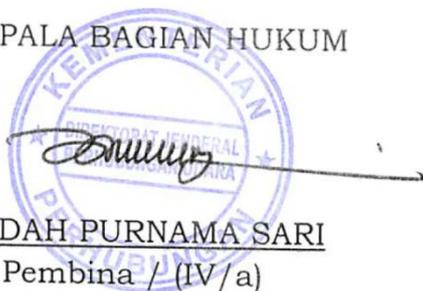
## DIRECTOR GENERAL OF CIVIL AVIATION

Ttd

**Dr. Ir. AGUS SANTOSO, M.Sc.**

Salinan sesuai dengan aslinya

KEPALA BAGIAN HUKUM



The image shows a circular official stamp in blue ink. The outer ring contains the text 'KEMENTERIAN PERHUBUNGAN' at the top and 'DIREKTORAT JENDERAL PERHUBUNGAN UDARA' at the bottom. In the center, there is a signature in black ink that appears to read 'Endah Purnama Sari'. A horizontal line is drawn across the signature.

ENDAH PURNAMA SARI

Pembina / (IV/a)

NIP. 19680704 199503 2 001

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## CHAPTER 1 GENERAL PROCESS

### 1. GENERAL

#### a. **Generic Process.**

The general process of approval or acceptance of certain manual is an orderly method used by Directorate General of Civil Aviation (DGCA) inspector and applicant dealing with DGCA to ensure that such items meet regulatory standards and provide for safe operating practices. The process can result in approving or not approving, accepting or not accepting, an applicant's proposal. It is important for an inspector to understand that the process described in this section is not all-inclusive, but rather a tool to use with good judgment in conducting day-to-day duties and responsibilities. See Appendix A, Approval/Acceptance Process Flow Diagram.

#### b. **Understanding Process**

The following guidance provides aid in understanding and applying this process. It is essential to understand that this process may result in a decision to not approve or not accept an applicant's proposal. This process will assist in making either positive or negative determinations.

This guidance is used to process applications for an initial approval or acceptance of manual or for any changes to the manual.

#### c. **Definition**

**Accepted.** "Accepted" is used to describe a document or manual that does not have, or is not required to have, DGCA approval. Only a portion of an applicant's manuals are required to have DGCA approval. The remaining portions are "accepted" by the DGCA. Applicants are required to submit the entire general manual to the DGCA for review. If the DGCA concludes that an accepted section of the general manual is not in compliance, the DGCA will notify the applicant of the deficiency. Upon notification, the applicant must take action to resolve the deficiency.

**Approved.** When "approved" is used to describe a document or manual, it means that a regulation requires DGCA approval and that the DGCA has evaluated and specifically approved the document or manual.

## **2. INITIATION.**

### **a. Applicant Initiation.**

A person conveys to the DGCA a need that is related to its operation. This need may be a requirement for DGCA approval or acceptance. The applicant initiates the process by inquiring about the correct procedures to receive approval or acceptance from the DGCA for the change. During initial inquiries, it is important for the DGCA and the applicant to become familiar with the subject matter. If, for example, an applicant requests an approval, the inspector must take the following actions:

- 1) Become thoroughly familiar with existing DGCA requirements;
- 2) Become familiar with the appropriate technical material;
- 3) Accurately assess the character and scope of the proposal;
- 4) Determine if a demonstration is required;
- 5) Determine the need for any coordination requirements;
- 6) Ensure that the applicant has a clear understanding of the minimum requirements that constitute an acceptable submission, including that the submission should be in digital format;
- 7) Determine the date the applicant intends to implement the proposal; and
- 8) Provide all references, and access to applicable job aids. and/or electronic portal.

### **b. DGCA Initiation.**

DGCA conveys to the applicant the required approval or acceptance related to its operation. For example, a DGCA inspector may require an applicant to publish, in the approved company manual, information on organization, quality system, training program. The applicant must research and understand that subject area before submitting a proposal to the DGCA for evaluation. The DGCA inspector should act in an advisory capacity to the applicant during the preparation of the submission. Such advice may include the following:

- 1) The necessity for a deviation, authorization, waiver, or exemption;
- 2) The necessity for required demonstrations;
- 3) Clarification of CASR, AC and SI;
- 4) Sources of specific technical information; and
- 5) Acceptable standards for submission.

### **c. Applicant Responsibility.**

The common element, regardless of whether the initiated action comes from an applicant or the DGCA, is the effort expended by the applicant.

NOTE: It is essential for the applicant to have a clear understanding that, although the DGCA inspector may provide advice and guidance to the company, the development of the final product submitted to the DGCA is solely the responsibility of the applicant.

### **3. APPLICATION**

Applicant may apply to DGCA for approval or acceptance of manual after having adequate information as describe in the previous sub chapter. Application must be submitted with proposal as applicable.

### **4. EVALUATION**

#### **a. Detail Evaluation.**

DGCA evaluate the applicant's proposal. These actions may take place entirely in the DGCA office, at the site of operations, or at both facilities. DGCA evaluation focuses on the form, content, and technical quality of the submitted proposal to determine if the information meets the following criteria:

- 1) Is not contrary to any applicable CASR;
- 2) Is not contrary to the direction provided in this SI or other safety related documents; and
- 3) Provides for safe operating practices.

#### **b. Evaluation Criteria.**

Criteria for evaluating the formal submission are available in this SI. The DGCA inspector must ensure that the documents adequately establish the applicant's capability and competence to safely conduct operations in accordance with the submitted proposal.

#### **c. Addressing Deficiencies.**

During the evaluation, the DGCA inspector must, in a timely manner, address any deficiencies in the submitted material before proceeding to subsequent steps. Discussion with the applicant may be sufficient to resolve certain discrepancies or questions, or to obtain additional information. It may be necessary to return certain sections of the submission to the applicant for specific changes. However, when a DGCA inspector determines that, for specific reasons, the material is deficient or unacceptable, the DGCA inspector must notify the applicant in writing and return the submission with an appropriate explanation. If the results of the evaluation are acceptable and a demonstration is required, the DGCA inspector will notify the applicant in writing to the applicant.

## 5. DEMONSTRATION

### a. Applicant's Demonstration.

When determined the requirements of demonstration, DGCA observe and evaluate the applicant's demonstration of its ability to perform in accordance with the procedures, guidelines, and parameters described in the formal proposal. This step is an operational evaluation of the applicant's ability to function in accordance with the proposal evaluated in previous step. Some examples of required demonstrations include the following:

- 1) Training programs;
- 2) Proving tests;
- 3) Emergency evacuation demonstration;
- 4) All-weather terminal operations; and
- 5) Air navigation operations.

### b. Evaluation of Demonstration.

The DGCA inspector must plan for the conduct and observation of the demonstration to include such factors as participants, evaluation criteria, and sequence of events.

- 1) During these demonstrations, it is normal for minor discrepancies to occur. Discrepancies are often resolved during the demonstration by obtaining commitments from responsible company officials. The DGCA inspector responsible for overseeing a demonstration must evaluate each discrepancy in terms of its overall impact on the applicant's ability and competence to conduct the proposed operation. The DGCA inspector must stop the demonstration if they observe deficiencies or unacceptable levels of performance. The DGCA inspector must identify the general process for approval or acceptance, to which the applicant must return, or decide to terminate the process entirely when it is clear that continuation would not result in approval or acceptance.
- 2) For example, if an emergency evacuation demonstration is unsatisfactory due to equipment failure (e.g., a slide fails to inflate), it may be appropriate to require the applicant to repeat the process as necessary and conduct another demonstration. If the demonstration is unacceptable because crewmembers were unable to perform their assigned duties, it may be appropriate to advise the applicant that the process is now terminated pending review and evaluation of the applicant's emergency training program, and that the applicant may need to repeat the process (submit a new proposal).

**c. Acceptable Demonstration.**

If the DGCA evaluation of the applicant's demonstrated ability is acceptable, the process continues. The demonstration process must be repeated when the demonstration is not acceptable.

NOTE: An applicant must not be authorized to conduct any particular operation until all airworthiness and operational requirements are met, and the applicant is clearly capable of conducting a safe operation in compliance with DGCA regulations and safe operating practices.

**6. FINAL PROCESS**

Directorate General of Civil Aviation will give approval or acceptance to the application when the process is satisfactory. Approval or acceptance are described in Chapter 2 of this SI.

**7. SUMMARY OF PROCESS**

The general operational approval or acceptance process, as described, is referenced with the specific task requirements for each applicable job function. It is important for the DGCA inspector to understand the concepts inherent in the process, the overall interrelationship of the steps, and that this general process is not all inclusive, but a tool to be used in the DGCA inspector's day-to-day duties and responsibilities.

## **CHAPTER 2 APPROVAL OR ACCEPTANCE OF MANUALS**

### **1. APPROVAL**

Approval is granted by DGCA letter, with additional issuance of control page and sign the List of Effective Page. Any change to these manuals shall be reported to the Director General of Civil Aviation (DGCA) for approval.

Approval of an applicant's proposal may be accomplished by issuing approval letter and control page signed by concerned Deputy Director, List of Effective Page of the manual signed by Principal Operation Inspector (POI)/Principal Airworthiness Inspector (PAI) or by Certification Project Manager (CPM) during initial certification process.

The following are approvals granted by the DGCA :

- 1) Air Operator Certificate and Operating Certificate
  - i. Operation Manual (Part General; Aircraft Operating Information; Area, Routes and Aerodrome; Training)
  - ii. Maintenance Program
  - iii. Minimum Equipment List
  - iv. Aircraft Flight Manual
- 2) Approved Maintenance Organization
  - i. Approved Maintenance Organization Manual
  - ii. Quality Control Manual
- 3) Pilot School
  - i. Training Procedure Manual
- 4) Aircraft Maintenance Training Organization
  - i. Training Procedure Manual
- 5) Training Center
  - i. Training Procedure Manual
- 6) Design Organization
  - i. Design Organization Manual
- 7) Manufacturing Organization
  - i. Quality Manual

In addition to letter of approval, DGCA will issue control page and sign the List of Effective Page.

## **2. ACCEPTANCES**

Other proposals, submissions, or requests not requiring specific DGCA approval but required to be submitted to the DGCA are items that are presented for acceptance. Any change to these manuals shall be reported to the Principal Operation Inspector (POI) / Principal Airworthiness Inspector (PAI) for acceptance.

Acceptance of an applicant's proposal may be accomplished by signing List of Effective Page of the manual by Principal Operation Inspector (POI) / Principal Airworthiness Inspector (PAI) or by Certification Project Manager (CPM) during initial certification process.

The following are acceptance granted by the POI/PAI or CPM :

- 1) Air Operator Certificate and Operating Certificate
  - i. Company Maintenance Manual
  - ii. Safety Management Manual
  - iii. Other (ie; Flight Attendant Manual, Weight and Balance Manual)
- 2) Approved Maintenance Organization
  - i. Safety Management Manual
- 3) Pilot School
  - i. Safety Management Manual
- 4) Aircraft Maintenance Training Organization
  - i. Safety Management Manual
- 5) Training Center
  - i. Safety Management Manual
- 6) Design Organization
  - i. Safety Management Manual
- 7) Manufacturing Organization
  - i. Safety Management Manual
- 8) Synthetic Training Devices
  - i. Quality Manual

## **CHAPTER 3 RECORD AND RETENTION**

Each sub directorate within DAAO is responsible for record and retention of applicable documentation during the process of manual acceptance or approval.

Sub Directorate of Standardization is responsible to record and retention of the documentation for approval or acceptance of manual for air operator, maintenance organization, aviation training organization, synthetic training device.

Sub Directorate of Maintenance is responsible to record and retention of the documentation for approval or acceptance of manual for air operator, maintenance organization, aviation training organization related with maintenance aspect.

Sub Directorate of Aircraft Operations is responsible to record and retention of the documentation for approval or acceptance of manual for air operator, maintenance organization, aviation training organization related with aircraft operations aspect.

Sub Directorate of Aeronautical Product is responsible to record and retention of the documentation for approval or acceptance of manual for manufacturing organization.

Sub Directorate of Engineering is responsible to record and retention of the documentation for approval or acceptance of manual for design organization.

Package document for approval are as follows:

1. Approval letter
2. Control page
3. Evaluation checklist
4. Manual including its List of effective page

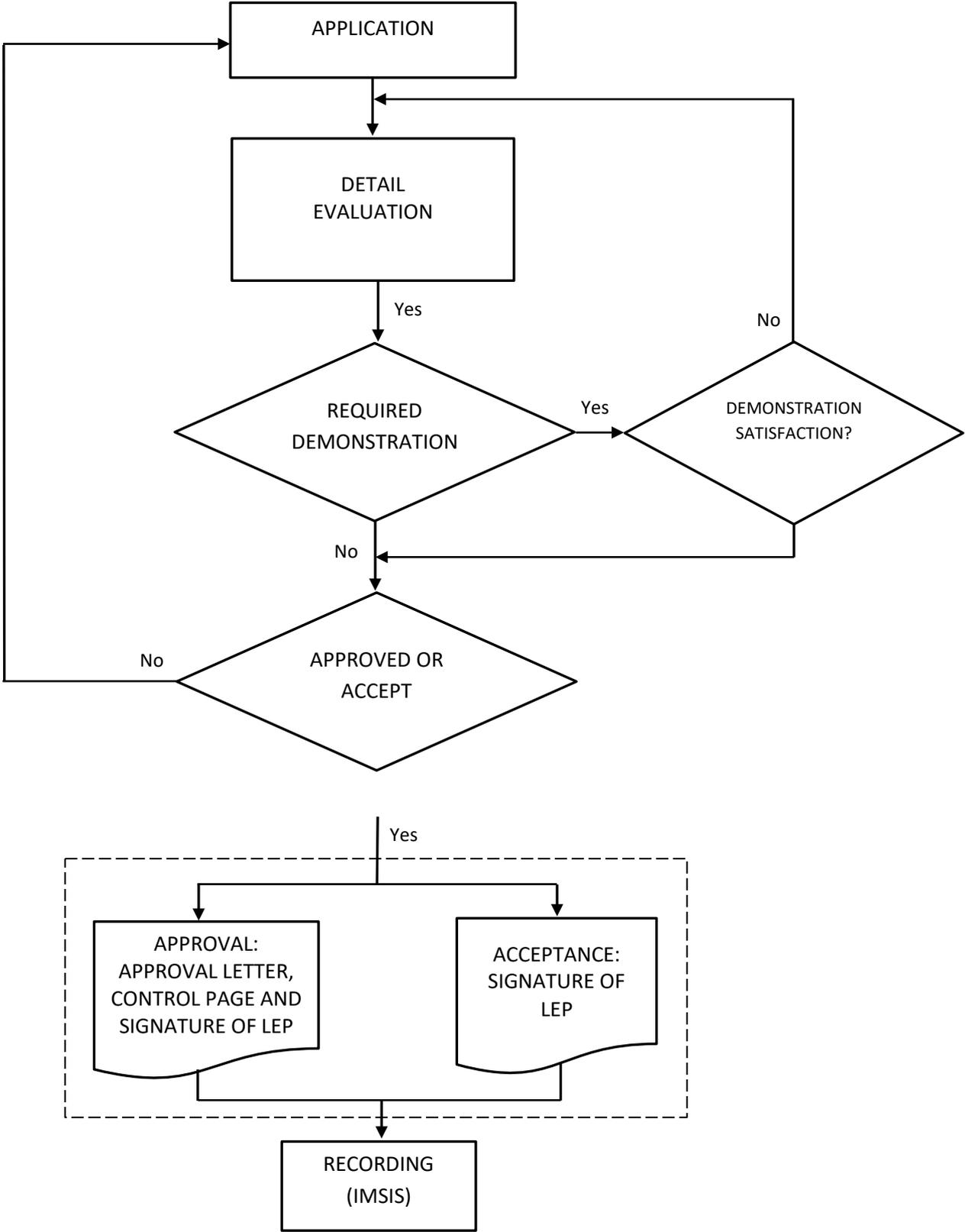
Package document for acceptance are as follows:

1. Manual including its List of effective page
2. Evaluation checklist

The documentation must be maintained in the IMSIS Data Base.

The documentation record must be retained as long as the revision valid.

### APPENDIX A. APPROVAL/ACCEPTANCE PROCESS FLOW DIAGRAM



## APPENDIX B. SAMPLE OF APPROVAL LETTER

Our Ref :

Tangerang, (Date)

To : Mr. Tangke Sarungalo  
JOE Air  
Gedung Dharma Wanita  
Jl. Padjajaran no : 102  
Bandung, 16969  
Jawa Barat – Indonesia

Tel. :

Fax :

Email :

Subject : **REVIEW FOR THE APPROVAL OF *CONTINUOUS AIRWORTHINESS MAINTENANCE PROGRAM***

Dear Mr. Sarungalo,

I refer to the submission of the above mentioned document for review and approval on 5 January 2018.

The document submitted has been reviewed and found in compliance with the Civil Aviation Safety Regulation Part 121. and is **Approved**.

Faithfully Yours,

AL ROKHMAN

On Behalf of Director of DAAO

Deputy Director of Standardization

cc. : Director of DAAO

## APPENDIX C. SAMPLE OF CONTROL PAGE

### CONTROL PAGE

TITLE	PAGE	Rev.	DATE
CONTROL PAGE	CP – 1	00	February, 2018
LIST OF EFFECTIVE PAGES	1	00	February 01, 2018

The Continuous Airworthiness Maintenance Program (CAMP) BOEING 737-8 MAX has been reviewed and found to meet all applicable requirements set forth in the Aviation Act No. 1 Year 2009 and Civil Aviation Safety Regulations (CASR). This CAMP is approved for use by PT. JOE Air with the understanding that Director General of Civil Aviation (DGCA) may require further revisions to this Manual as regulatory requirements or airworthiness standard are amended.

Any change to these manuals shall be reported to the Director General of Civil Aviation (DGCA) for Approval.

Tangerang, February 2018

**On behalf of the Director of Airworthiness and Aircraft Operations**

**AL ROKHMAN**

**Deputy Director of Standards**

