

**SOUTH AFRICAN**



**CIVIL AVIATION  
AUTHORITY**

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Date: 05 February 2024

The Chief Executive Officer  
Airline Association of Southern Africa  
1st Floor, Building #13  
Greenstone Hill Office Park  
Emerald Boulevard  
Modderfontein  
1645

Dear Mr Aaron Munetsi,

**MINISTERIAL ORDER REGARDING ADMINISTRATIVE SUPPORT TO THE AIR SERVICES LICENSING COUNCIL (ASLC) AND THE INTERNATIONAL AIR SERVICES LICENSING COUNCIL (ISLC)**

On 09 October 2023, the Minister of Transport, Hon. Sindisiwe Chikunga, published a Ministerial Order through a government Gazette as empowered by Section 100 of the Civil Aviation Act, 2009 (Act No.13 of 2009) to provide administrative support to both the Air Service Licensing and International Air Service Licensing Councils. This is in line with Section 9 of the Air Services Licensing Act, 1990 (Act No. 115 of 1990) and Section 10 of the International Air Services Act, 1993 (Act No. 60 of 1993).

The Ministerial Order places the responsibility of administrative function to the South African Civil Aviation Authority (SACAA), to improve efficiency and streamline the processes. The administrative support includes developing effective systems that will enable the smooth processing of Air Service License applications and Foreign Operator Permits (FOPs).

To effect the Order, the SACAA has entered into a Memorandum of Understanding (MoU) with the Department of Transport and the two Air Services Licensing Councils to provide a framework to effect the Ministerial Order.

**HOW TO SUBMIT APPLICATIONS :**

With effect from 01 February 2024, all FOP applications must be submitted electronically on the eServices portal, which is on the SACAA website using this link: <https://www.caa.co.za/e-services-home/>. Applicants will be able to either make electronic payments through the portal or make a direct payment and submit proof of payment as part of the supporting documents electronically.

All domestic Air Service License applications and related amendments must be submitted through an email to [ASLapplication@caa.co.za](mailto:ASLapplication@caa.co.za). All international Air Service License applications and related amendments

**Board Members:** Mr Ernest Khosa (Chairperson); Mr Suren Sooklal; Ms Bulelwa Koyana;

Ms Tshitshi Phewa; Adv Mpati Lebakeng and Mr Tshepo Peege

**DCA:** Ms Poppy Khoza; **Company Secretary:** Ms Nivashnee Naraindath

must be submitted through an email to [IASapplication@caa.co.za](mailto:IASapplication@caa.co.za). These applications must be submitted with all supporting documents and proof of payment.

All related payments must be paid to:

**Name of Account Holder:** SACAA CASHIERS DEPOSIT

**Account Number:** 013212737

**Account Type:** Business Current Account

**Branch:** Brooklyn Branch Code: 011245

**Branch Code (Electronic Payments):** 051001

**Swift Address:** SBZA ZA JJ

**Payment Reference:** Name of organisation making an application

The new technology-enabled systems and processes in relation to FOPs has been implemented for the first time on 01 February 2024. The automation of the licence applications is underway and shall be communicated in due course. The Minister will make formal announcements of this exciting new journey to industry and the public in due course.

As is the norm with new technology, glitches may occur that will require around the clock attention and resolution. Kindly report any of these using the SACAA Contact Centre at [clientcare@caa.co.za](mailto:clientcare@caa.co.za) or log a call with the contact centre at 0860 267 435. The SACAA appeals for patience from the industry as this transition unfolds. We are confident that these changes will work seamlessly to ensure the best possible outcomes for the industry.

Yours sincerely,



Electronically  
transmitted

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Ms. Poppy Khoza  
**Director of Civil Aviation**