

**MAINTENANCE CONTROL MANUAL**

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Postal Address: P. O. Box 336, Mwanza

Telephone Number: +255 687 166 166/ +255 786 725 425

Fax Number: +255 28 255 11 46

E-mail: DoM@auricair.com

Physical Address: Malaika Beach Resort Road, Ilemela Mwanza, Tanzania

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# DOCUMENT APPROVAL AND ADMINISTRATION

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## **Record of Revision**

Retain this record in front of this manual. On receipt of revisions, insert the revised pages in the manual and enter the revision number, date, insertion date and name of the person incorporating the revision in the appropriate block.

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## Document Approval

The AASL Maintenance Control Manual document has been prepared and compiled by Director of Maintenance.

This document has been prepared in accordance with the current Tanzania Civil Aviation Regulations on 1st December 2024 and has been reviewed and approved for use by all relevant personnel.

APPROVAL

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| Company Internal Approval | Signature & Stamp |
| Accountable Manager |  |
| Name: SAJID HUSSEIN Date: 01/12/2024 |  |
| Director of Maintenance. Name: BARNABAS BASIKORO Date: 01/12/2024 |  |

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| Authority Approval | Signature & Stamp |
| Name: ………………………. | Sign:………………… |
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| Director of Operations/Chief Pilot | Electronic Copy |
| Bases | Electronic Copy |
| AMO | Electronic Copy |

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## Abbreviations

| Term | Definition |
| --- | --- |
| AASL | Auric Air Services Limited |
| AC | Advisory Circular |
| AD | Airworthiness Directive |
| ADD | Acceptable Deferred Defect |
| AIC | Aeronautical Information Circular |
| AIP | Aeronautical Information Publication |
| AME | Aircraft Maintenance Engineer |
| AMP | Aircraft Maintenance Program |
| AMO | Approved Maintenance Organisation |
| AOC | Air Operator Certificate |
| AOG | Aircraft on Ground |
| CCP | Corrosion Control Programme |
| CRS | Certificate of Release to Service |
| DOM | Director of Maintenance |
| GPU | Ground Power Unit |
| i.a.w | In accordance with |
| ICAO | International Civil Aviation Organisation |
| MCM | Maintenance Control Manual |
| MTOM | Maximum Take-off Mass |
| NDT | Non-Destructive Tests |
| QAS | Quality Assurance System |
| QM | Quality Manager |
| SB | Service Bulletin |
| SI | Service Instruction |
| SID | Structural Integrity Document |
| SIL | Service Information Letter |
| S/N | Serial Number |
| TCAA | Tanzania Civil Aviation Authority |
| TCARs | Tanzania Civil Aviation Regulations |
| TCSN | Total Cycles Since New |
| TCSO | Total Cycles Since Overhaul |
| TTSN | Total Time Since New |
| TTSO | Total Time Since Overhaul |

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# INTRODUCTION

## Maintenance Control Manual Certification

This Auric Air Services Limited Maintenance Control Manual whose design follows human factors principles constitutes the manual requirements by the current

1. Tanzania Civil Aviation (Air Operator Certification and Administration) Regulations
2. Tanzania Civil Aviation (Airworthiness) Regulations
3. Tanzania Civil Aviation Operation of Aircraft -Commercial Air Transport Regulations

It reflects the means of compliance of the Tanzania Civil Aviation Regulations by Auric Air Services whose principal place of business is located in Mwanza, Tanzania. All incorporated documents identified herein and every amendment thereto, shall be available and meets the requirements set in this manual. The procedures and policies contained herein complies with the regulations. This manual is used for guidance of Management, Flight and Ground and Maintenance personnel and must be strictly adhered to at all times and applies to air transport operations by Auric Air Services Ltd.

The purpose of the MCM is to comply with all applicable authority regulations and requirements and terms and conditions of the Air Operators Certificate. The MCM contains maintenance and operational instructions that are to be complied with by the company’s management and personnel in the performance of their duties. It states the organization management team and the organization commitment to comply with the regulatory requirement and to maintain the standards established during the approval certification process. It explains in detail AMO’s responsibilities, functions, and obligations. Further it explains the regulatory processes, methods, procedures, and capabilities that AASL employs to satisfy these regulatory requirements.

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Date: 01/12/2024

ACCOUNTABLE MANAGER

AURIC AIR SERVICES LTD

## Objective

This document defines and describes the management responsibilities, procedures to be followed to satisfy the maintenance responsibilities and procedures for reporting of failures, malfunctions, and defects to ensure compliance with current stipulated Tanzania Civil Aviation (Air Operator Certificate and Administration) Regulations, and other formal requirements as published by the Director General or by applicable directives issued by foreign manufacturing states. The Maintenance Control Manual outlines procedures and controls to ensure that Auric Air Services shall not operate an aircraft registered in Tanzania unless it is maintained and released to service by an approved maintenance organisation which has been approved in accordance with the Tanzania Civil Aviation Regulations.

## The Company

Auric Air Services Limited is an air charter company which was founded by Mr. Nurmohamed Hussein and registered in Tanzania in 1999. The company has grown into one of the leading Air Charter and schedule Companies in the region. The Company operates scheduled air services, air charters and tailored flying safaris with its current fleet.

Auric Air Services aims at a strong business development and a marketing function to stimulate continued growth. Among other things, the Company plans to develop and support the public with reliable air service transportation to most of the towns in the country where surface transportation can be difficult and unreliable. The developments are supported by the intended goals of providing chartered and scheduled services.

The Company’s aircraft, are maintained and supported by the following TCAA approved maintenance organisations:

Refer to Section 19.10 Appendix J Contracted AMO particulars

Our air transport operations always observe relevant and applicable standards and recommended practices as provided to us

## Compliance With Aircraft Maintenance and Operational Standards

Auric Air declares that it shall not engage in commercial air transport operations unless the aircraft, including its engines, equipment, and radios, have been maintained in accordance with the approved maintenance program and procedures recommended by the aircraft manufacturer. A certificate of release to service must be completed and signed by a licensed aircraft maintenance engineer certifying that all maintenance has been conducted in compliance with the approved maintenance program and procedures. Additionally, an approved flight manual must be available on the aircraft for use by the flight crew, containing airworthiness limitations and necessary instructions to ensure compliance with performance regulations and the safe operation of the aircraft.

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# DOCUMENT CONTROL, AMENDMENTS AND REVISIONS

## Document Control, Amendments and Revisions

Refer to OM-A 1.3

## Control/Amendment of all other publications

AASL will ensure that the AMO will maintain, control and amend all publications like the maintenance procedures manuals, the aircraft type manuals, and the parts catalogues. AASL will only receive the publications from the AMO from their controlled documentation system.

The Quality manager and Director of Maintenance will ensure that all the publications received are current and up to date as indicated in Section 5 and will be implemented within 30 days of the receipt of the latest updates of the maintenance manuals.

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# DEFINITIONS AND TERMINOLOGY

## Definitions:

1. “aircraft”For the purpose of this MCM, means any machine that can derive support in the atmosphere from the reactions of the air, other than the reactions of the air against the earth’s surface.
2. “maintenance”: means the performance of tasks on an aircraft, engine, propeller or associated part required to ensure the continuing airworthiness of an aircraft engine, propeller or associated part including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair.
3. “the operator” means a person, organization or enterprise engaged in or offering to engage in an aircraft operation. For the purpose of this MCM, Auric Air Services Limited; Certificate No: TCAA/AOC/022 is the operator.
4. “major modification” in respect of an aeronautical product for which a type certificate has been issued, means a change in the type design that has an appreciable effect, or other than a negligible effect, on the mass and balance limits, structural strength, engine operations, flight characteristics,reliability, operational characteristics, or other characteristics or qualities affecting the airworthiness or environmental characteristics of an aeronautical product;”
5. “major repair” means a repair of an aeronautical product that might appreciably affect the weight,balance, structural strength, performance, power plant, operations, flight characteristics, or other qualities affecting airworthiness or environmental characteristics, or that will be embodied in the product using non-standard practices;”
6. “Maintenance records” means Records that set out the details of the maintenance carried out on an aircraft, engine, propeller or associated part;”
7. “Modification” means a change to the type design of an aircraft, engine or propeller;”
8. “Overhaul” means the restoration of an aircraft or aeronautical product using methods, techniques and practices acceptable to the Authority, including disassembly, cleaning and inspection as permitted, repair as necessary, and reassembly.”
9. “Rebuild” means the restoration of an aircraft or aeronautical productby using methods, techniques, and practices acceptable to the Authority, when it has been disassembled.”
10. “Repair”means the restoration of an aircraft, engine, propeller or associated part to an airworthy condition in accordance with theappropriate airworthiness requirements after it has been damaged or subjected to wear;”
11. “State of Manufacture”means the State having jurisdiction over the organization responsible for the final assembly of the aircraft, engine or propeller;
12. “State of Registry”means the State on whose register the aircraft is entered;”
13. “Type Certificate” means a document issued by a Contracting State to define the design of an aircraft, engine or propeller type and to certify that this design meets the appropriate airworthiness requirements of that State;”
14. “Type design”means the set of data and information necessary to define an aircraft, engine or propeller type for the  purpose of airworthiness determination;”
15. “Certificate of Release to Service” a document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner in accordance with appropriate airworthiness requirements.”
16. “configuration” means a particular combination of the positions of the moveable elements, such aswing flaps and landing gear, that affect the aerodynamic characteristics of the aeroplane;
17. “airworthiness directive” means continuing airworthiness information that applies to the following products: aircraft, aircraft engines, propellers, and appliances. It is mandatory if issued by the State of Design;
18. “organization responsible for the type design” means the organization that holds the type certificate, or equivalent document, for an aircraft, engine or propeller type, issued by a Contracting State;
19. “human performance” means human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations;
20. “rendering a certificate of airworthiness valid” means the action taken by a Contracting State, as an alternative to issuing its own Certificate of Airworthiness, in accepting a Certificate of Airworthiness issued by any other Contracting State as the equivalent of its own Certificate of Airworthiness;
21. “recognized airworthiness code” means the standards relating to the design, materials, construction equipment, performance and maintenance of aircraft or aircraft component issued by the State of Design accepted and prescribed by the Authority.
22. “duplicate inspection” means an inspection first made by an authorized person signing the maintenance release who assumes full responsibility for the satisfactory completion of the work, before being subsequently inspected by a second independent competent person who attests to the satisfactory completion of the work recorded and that no deficiencies have been found;
23. “Airworthy” means the status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation;
24. “Continuing airworthiness” meansthe set of processes by which an aircraft, engine, propeller or complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life;
25. “Engine” meansa unit used or intended to be used for aircraft propulsion and consists of at least those components and equipment necessary for functioning and control, but excludes the propeller or rotors where applicable;
26. “Human Factors principles” meansprinciples which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance;
27. “Maintenance programme” meansa document which describes the specific scheduled maintenance tasks and their frequency of completion and related procedures, such as a reliability programme, necessary for the safe operation of those aircraft to which it applies;
28. “Maintenance release” means a document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner in accordance with appropriate airworthiness requirements;
29. “Maintenance control manual” meansa document which describes the operator’s procedures necessary to ensure that all scheduled and unscheduled maintenance is performed on the operator’s aircraft on time and in a controlled and satisfactory manner.
30. “Master minimum equipment list or MMEL” meansa list established for a particular aircraft type by the organization responsible for the type design with the approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight and the MMEL may be associated with special operating conditions, limitations or procedures;
31. “Minimum equipment list or MEL” meansa list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type;

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# GENERAL

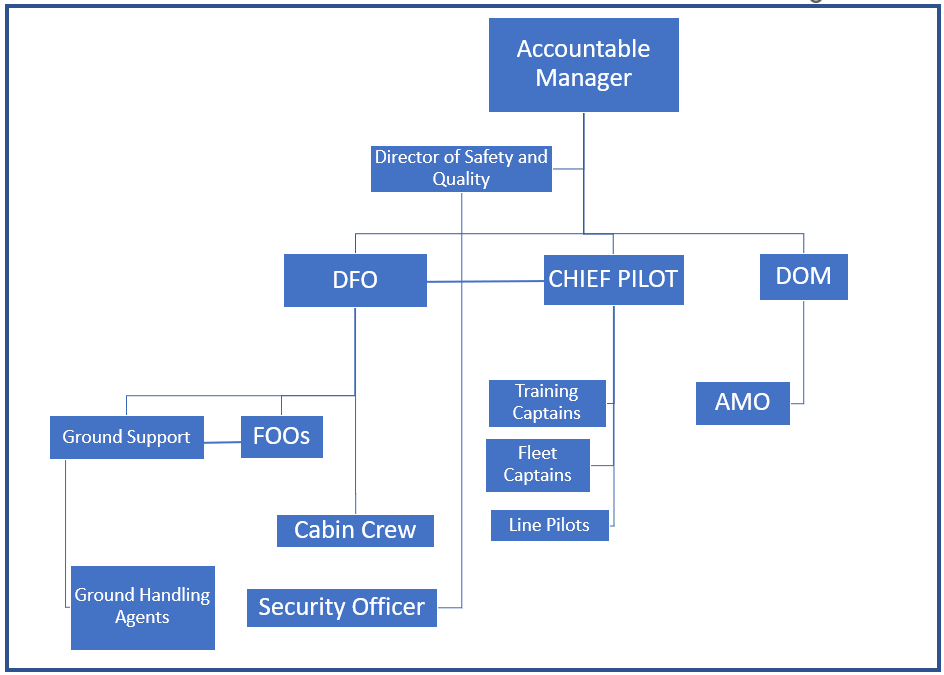
## Description of aircraft types and models to which this MCM applies.

Refer to Appendix I

## Operator Information

|  |  |
| --- | --- |
| Name of Organization: | Auric Air Services Limited |
| TCAA OPS File Number: | TCAA/AOC/22 |
| Physical Address: | Mwanza Airport |
| Postal Address: | P.O. Box 336, Mwanza Tanzania |
| Telephone Number: | +255-786 725425 |
| Contact Persons Name: | Sajid Hussein |
| E-mail Address: | sajid@auricair.com |

## Organogram



## Mission Statement

Auric Air Services Limited is committed to comply with the airworthiness Requirements as set out in this MCM approved by the Director General Tanzania Civil Aviation Authority. The manual describes the essential relationship between the AMO and us. It identifies key personnel and their functions as well as all the other personnel and their various functions to achieve our mission.

This manual has been prepared in order to guide maintenance and operations personnel so that all aircraft operated by Auric Air Services meet the requirements of the Tanzania Civil Aviation Authority. Auric Air Services Limited shall ensure that any organisation chosen to maintain its aircraft shall be audited to maintain oversight over its operations.

Quality Audits procedures are carried out according to a planned schedule and feedback reports are made. These audits are independent, systematic, and documented inspections carried out following procedures and checklists to verify through inspection that objectives are reached as planned. Feedback system ensures that proper and timely corrective actions are taken in response to the audit reports. The feedback system includes free access to top management personnel including the Accountable Manager.

Audit process consists of three steps:

1. Planning - This is done by the Auditor who:
2. Selects the area to be audited.
3. Determines and prepares the substance of the audit.
4. Determines the time for the audit and gives notification.
5. Auditing - once planning has been done the person assigned conducts the audit according to the plan.
6. Report preparation and feedback- following the audit a report is prepared by the auditor.

Auric Air Services Limited, shall ensure that the Aircraft Maintenance Organization contracted to perform maintenance on behalf of Auric Air Services Limited has subscribed to the updated manufacturer’s Airworthiness Data, special tools and equipment for the satisfactory completion of any maintenance on the aircraft, and that the Airworthiness Data, special tools and equipment are readily available to the person/s carrying out the maintenance, and to those required to supervise, inspect and certify such maintenance.

Auric Air Services Limited, shall ensure that all type certificated aircraft used by this organization for commercial air transport operations have an AMO approved by the Director General TCAA and audited regularly by AASL.

The requirements of these regulations shall be observed by Operations and Maintenance personnel in order to achieve continued airworthiness of aircraft, operational and emergency equipment and also to ensure that certificates of airworthiness of our aircraft remain valid.

Auric Air Services Limited shall ensure that all maintenance is carried out in accordance with the TCAR’s, this MCM, the aircraft’s approved AMP, updated manufacturer’s Airworthiness Data, if applicable, and any requirements laid down by the Director General for Tanzania Civil Aviation Authority. Auric Air Services Limited shall ensure that operational and emergency equipment necessary for the intended flight is available and that the equipment is serviceable.

Auric Air Services Limited shall ensure that all type certificated aircraft used for commercial air transport operations have a Certificate of Registration and a valid Certificate of Airworthiness on board.

It is understood that any new or amended Regulations, published in the TCAR’s and/or aircraft manufacturer’s publications from time to time, which may be in conflict with these procedures, that the provisions of the former shall prevail.

It is further understood that the TCAA reserve the right to suspend, withdraw and/or amend this MCM. The Director of Maintenance is responsible to ensure that it meets the requirements of the latest TCARs at all times. When there are amendments to be made QM shall see and verify them before they are submitted to TCAA for final approval. After the TCAA approval the amendments shall be incorporated in the MCM and holders will get copies accordingly.

Although the accountable manager has delegated some responsibility to the Director of Maintenance it does not in any way absolve him from the overall responsibility in ensuring that Auric Air Services meets her obligations as an AOC holder.

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Description automatically generated

Accountable Manager

Auric Air Services Ltd

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# MAINTENANCE CO-ORDINATION

## General

Auric Air Services Limited shall employ a Director of Maintenance who shall look after Auric Air Services Limited fleet. He shall oversee all maintenance performed by the AMO on AASL fleet within the limits specified by the Authority.

Auric Air shall ensure that a TCAA approved AMO is chosen to conduct maintenance work on its fleet.The sample of the maintenance contract can be found in Appendix C.

The DoM shall ensure that the AMO has an approved MPM accessible to all personnel, current AMO certificate and capability list which covers AASL fleet and other documentation required for the accomplishment of their function. They shall have adequate and TCAA approved facilities and that all the necessary fulltime personnel employed at the AMO shall be rated, qualified and trained as per the TCAA regulatory requirements. Auric Air shall keep a list of all maintenance service providers.

This MCM describes the requirements laid down by Auric Air Services Limited and how maintenance functions performed on behalf of Auric Air Services Limited are coordinated with the AMO.

Auric Air Services Limited will ensure that its maintenance is carried out as indicated in the approved MCM which will be continuously amended, and copies shall be provided to the listed holders including the AMO. The AMO will ensure that:

1. The aircraft contracted to them are maintained i.a.w. TCAA Approved MCM and its Approved Aircraft Maintenance Program or the Manufacturer’s Maintenance Program.
2. All Modifications and repairs carried out on aircraft comply with acceptable airworthiness requirements and there is certification supporting compliance as required by the TCARs.
3. Aircraft are maintained and released to service by the AMO.
4. They comply with the current Civil Aviation (Approved Maintenance Organization) Regulations

The AMO through their Quality Manager and Auric Air Services through the Director of Maintenance, shall work together to ensure that:

1. Each aircraft operated by Auric Air Services is maintained in an airworthy condition.
2. Operational and Emergency equipment necessary for flights are serviceable.
3. C of A of each aeroplane operated is valid. This will be done by continuous monitoring of the expiry dates.
4. All records of certification and maintenance work are always retained by the AMO and available to the DoM.
5. Airworthiness directives, services bulletins, service letters, aircraft maintenance manuals, wiring manuals, parts catalogues, and applicable engine and propeller manuals are available and up to date.
6. Documentation is the responsibility of both the AASL and the contracted AMO.
7. AMO is audited regularly by the QM.

Auric Air Services Limited shall ensure that all scheduled maintenance is carried out at the intervals as specified in the approved AMP. A controlled copy of the aircraft’s AMP shall also be available at the AMO contracted to perform maintenance on behalf of Auric Air Services Limited.

A technical logbook shall be kept in respect of every Auric Air Services Limited aircraft. Unscheduled maintenance and/or defects shall be recorded in the aircraft’s Technical Log. When required the aircraft’s Technical Log shall be submitted to the AMO. The Technical

log must be returned to Auric Air Services Limited after the completion and certification of the required maintenance and/or rectifications.

Note: The aircraft shall not be operated if all the defects that will affect the safe Operation of the aircraft are not rectified and if the rectification actions performed are not certified in the applicable aircraft’s Technical Log.

The aircraft Logbooks shall be kept at a location agreed to with the contracted AMO. All scheduled and unscheduled maintenance performed, including defect rectification actions performed must be recorded and certified.

Auric Air Services Limited shall audit the aircraft Logbooks at regular intervals to ensure that the Logbooks are maintained to an acceptable standard as required.

It shall be the responsibility of Auric Air Services Limited to ensure that the following documents are valid, kept current and on-board the aircraft prior to the commencement of any flight operations:

1. Certificate of Registration.
2. Certificate of Airworthiness.
3. Radio Station Licence.
4. Certified and up to date Equipment List.
5. Minimum Equipment List (MEL).
6. Weighing Report.
7. Insurance Certificate.
8. Certificate of Release to Service.
9. Inspection Reminder.
10. Compass Deviation Card, and
11. TCAA approved Flight Manual.

Auric Air Services Limited must ensure that all safety equipment required for an intended flight is always available and serviceable. The AMO must verify the availability and serviceability of this equipment at each scheduled maintenance interval. The pilot in command receiving the aircraft after maintenance shall fill in a checklist (pre and post maintenance checklist) for acceptance of aircraft and submit it to the Director of Maintenance for verification.

The contracted AMO must have an independent Quality Assurance System in place for the control and supervision of the maintenance as required by the TCAR’s.

### Required Inspections

Auric Air shall not operate an aircraft registered in the United Republic unless the aircraft has undergone the following inspections:

* An annual inspection within the past twelve months.
* A one-hundred-hour inspection.
* An altimeter and pitot-static system inspection within the past twelve months.
* A transponder check within the past twelve months for transponder-equipped aircraft.
* An emergency locator transmitter (ELT) check within the past twelve months.

Commercial aircraft under a maintenance and inspection programme approved by the Authority, shall not require current annual or one-hundred hour inspections in their maintenance

records.

## Contracted AMO Particulars

Refer to Appendix J.

### AMO MPM Contents.

The DOM will ensure that the aforementioned AMOs have approved Maintenance Procedures Manuals (MPMs) containing the following information available for the use and guidance of relevant maintenance personnel employed by the AMO:

A brief description of the organization that includes:

1. A general description of the scope of work authorized under the organization's terms of approval;
2. A general description of the organization's facilities.
3. A description of the procedures for implementing changes affecting the approval of the maintenance organization;
4. A description of the organization procedures and quality or inspection system;
5. Names and duties of the responsible personnel;
6. Names and duties of the person or persons whose responsibilities are to ensure that maintenance is carried out in accordance with the MPM;
7. A description of the procedures used to establish the competence of maintenance personnel;
8. A description of the methods used for the completion and retention of the Operator's maintenance records, including procedures for retaining back-up records;
9. A description of the procedure for preparing the maintenance release and the circumstances under which the release is to be signed;
10. The process for authorizing personnel to sign the maintenance release and the scope of their authorization;
11. A description of any additional procedures for complying with the Operator's maintenance procedures and requirements;
12. A description of the procedures for complying with the service information reporting requirements;
13. A description of the procedure for receiving, amending and distributing within the maintenance organization, all necessary airworthiness data from the type certificate holder or type design organization.
14. A description, when applicable, of contracted activities.

### AMO Physical Attributes

The DOM will also ensure that the chosen AMO has the following physical attributes:

1. Fire Protection

The AMO must ensure the fire equipment such as fire extinguishers, fire alarms or automatic fire-retardant systems are in a serviceable condition at all times. The AMO shall have a documented system of maintaining records of any testing and inspection of such equipment.

1. Hangar Safety

The AMO shall have a means of displaying safety-related information to maintenance and engineering personnel in a manner that is easily accessible.

1. Hangar Security

The AMO shall ensure that any aircraft in its possession for the purpose of maintenance or

repairs shall be kept in a secure location accessible only to authorised personnel.

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# ROUTINE MAINTENANCE

## General

Aircraft operated by Auric Air Services is as listed in Appendix I, shall only be maintained by Approved Maintenance Organisations. At the prescribed periods aircraft shall undergo scheduled maintenance checks as prescribed in the approved AMP.

The DOM will ensure projection of scheduled maintenance according to average daily utilisation as per the data in the technical log and co-ordinates with the Operations Department and AMO for the upcoming scheduled maintenance check, MEL items and audit certification approvals.

During scheduled maintenance:

1. Inspections will be carried out and observed defects rectified
2. Life items will be reviewed for proper action
3. Planned repairs and/or modifications if any will be carried out
4. Records will be updated accordingly
5. Certification of the work done will be provided.

## Duplicate Inspection Procedure

An independent/duplicate inspection must be carried out after any flight safety sensitive maintenance task has been done. These include, but not limited to:

* + 1. Installation, rigging and adjustment of engine and flight controls.
    2. Installation and repair of major structural components.
    3. Installation of engines and propellers.
    4. Calibration or rigging of components such as engine and propellers.
    5. Navigation equipment.

Duplicate inspections must be carried out by two appropriately qualified persons in accordance with the Civil Aviation (Personnel Licensing) Regulations to ensure correct assembly, locking, and sense of operation. Each inspector must be a licensed aircraft maintenance engineer with an appropriate rating, an inspector approved for the purpose on the aircraft type by the Quality Manager of the AMO, or hold a CAA authorization. Certification must be documented in the worksheet and logbook entry. The extent of the duplicate inspection includes the entire mechanical control system, associated indicators, and control surface attachments, unless only part of the system has been disturbed, in which case the inspection may be limited to that specific portion. A technical record of the inspections must include the signatures of both inspectors before the relevant certificate of release is issued.

## Pre-flight Inspection.

### Preparation of aircraft for flight

Prior to first fight, pre-flight inspections and checks will be performed by pilot or mechanic that have received elementary work and servicing training in accordance with relevant flight /operator’s manual or maintenance manual. Pre-flight inspection shall be carried out as set out in the relevant Pilot’s Operating Handbook/Approved Aircraft Flight Manual.The person carrying out the pre-flight shall use a checklist to sign out tasks and certification shall be done by PIC or authorised certifying personnel from AMO that pre-flight inspection has been carried out. The pilot is also required to certify the pre-flight inspection in the Aircraft Technical Logbook. After the end of the flight the pilot shall carry out a post flight inspection and fill out on the technical logbook as required.

The pre-flight inspection includes the following activities:

1. Inspection to that intended flight is not adversely affected by any outstanding deferred defects i.e., check on aircraft technical logbook.
2. Inspection of aircraft exterior condition to discover any wear, damage or leakage considered to be abnormal or could affect the intended flight.
3. Inspection to ensure that all required emergency equipment is present and operational.
4. Ensure that fuel uplifted prior to flight are correct specification, free from contamination and correctly recorded.
5. Ensure that all doors and latches are securely fastened.
6. Ensure that control surfaces, pitot static checks, engine covers have been removed.
7. All aircraft external surfaces and engine intake are free from sand, dust free from ice etc.

### Sub-contracted Ground Handling Functions

Sub-contracted ground handling functions shall only be carried out by organisations approved by the Quality Manager and who have a signed contract with AASL.

### Control of Refuelling, Quantity/Quality

The fuelling procedure is a vital part of servicing an aircraft. It is therefore important that personnel involved:

1. Are duly qualified to service the fuelling operation according to procedures laid down in operations manual.
2. Are well trained and fully familiar with existing instructions to ensure safe and efficient fuelling.
3. Maintain good cooperation with the fuelling company personnel and keep them informed about AASL requirements regarding fuel quality, fuel quantity to be uplifted and AASL fuelling procedure.
4. The PIC is responsible to ensure that fuel is of the proper grade and quality and that the desired amount is placed into the aircraft fuel tanks. The PIC may delegate the fuelling of the aircraft but retains the responsibility. The crewmember should verify that the refuelling equipment is labelled with the name of the product ordered (Jet A1) and is properly positioned and is not under any part of the aircraft that could settle during refuelling. Fuel trucks should not be backed up to the aircraft and should be parked so that the truck could be moved away from the aircraft in case of a malfunction or emergency.
5. Passengers cannot remain onboard the aircraft during refuelling unless there is a crewmember present in the cabin and positioned near the cabin door. The main entry door must remain open. No smoking is permitted during refuelling.
6. The fuel truck should be bonded to the aircraft structure at the recommended bonding point and the nozzle ground wire attached before any fuel cap is opened or the nozzle is connected to the single point refuelling system. The crewmember should set up the refuelling control panel unless the person operating the refueler has been determined by the crew member to be competent. When required by the aircraft type or mission a crewmember shall remain in the vicinity of the aircraft until the refuelling has been completed. A flight crewmember shall ensure that the refuelling panel and fuel cap(s) are secure and determine that all bonding wires have been disconnected from the aircraft.
7. No fuelling will be allowed if a thunderstorm is in the immediate vicinity of the fuelling facility. All strobe lights will be turned off and no radio transmissions shall be made during fuelling.
8. If there is any question as to the quality of the fuel or fuelling equipment being used, the flight crewmember will request that a sample be taken from the final fuel filter of the refueler or from the delivery nozzle being used to refuel the aircraft prior to accepting fuel into the aircraft. Fuel samples should have a clear and bright appearance and have no evidence of free or suspended (cloudy or hazy) water and have no visible particulate matter (dirt, rust, etc.). Fuel that is not clear, clean and free from water should not be accepted.

### Ground Power Units

When a ground power unit (GPU) is supplying power to aircraft systems, one person qualified to operate the GPU must remain in attendance in the immediate vicinity of the aircraft. The immediate vicinity of the aircraft is defined as sufficiently close in proximity to enable the person to ta`ke immediate corrective action in the event of an emergency involving the aircraft or the power unit.

### Towing

All towing operations will be performed in accordance with the methods and limitations described in the appropriate sections of the AFM and maintenance manual.

### Cabin Emergency Equipment

Emergency equipment meeting the requirements of The Civil Aviation (Instruments and Equipment) Regulations and passenger briefing cards are carried onboard the aircraft. Each crewmember shall be familiar with the location, condition inspection, status (per attached inspection tag or label) and operation of the emergency equipment carried on board the aircraft.

### Survival Equipment Requirements

No flight will be conducted over water that is more than 30 minutes flying time, or 100 nautical miles from the nearest shoreline unless the equipment specified in TCAA, Instrument and Equipment, Regulations is carried on board the aircraft. Additional equipment may be carried, as necessary, on flights over sparsely populated areas such as the arctic regions, deserts, jungle, etc.

The PIC will ensure that the proper amount and type of equipment is on board prior to departure and that each crewmember is aware of the operation and location of all survival equipment.

### Security of Cargo and Baggage Loading/Storage

Baggage must be placed in designated compartments or secured to avoid blocking aisles and emergency exits. Passengers can access hand baggage during cruise flight, but it must be secured during take-off and landing, with passengers briefed on this. Baggage must be positioned within the aircraft's centre of gravity and load limits, and safety webbing should be used where applicable. Cabin baggage must be properly secured to prevent it from becoming a projectile. The Pilot-in-Command is responsible for the security of cargo and baggage, ensuring it is loaded in designated areas according to the Flight Manual and Weight Centre of Gravity Schedule.

### Control of Snow, Ice, Dust and Sand Contamination

The control of snow, ice, dust, and sand contamination before flight is the responsibility of the

Pilot-in-Command. He/she will take whatever steps they consider necessary to ensure the aircraft is free from such contamination before flight.

### Certificate of Airworthiness

Auric Air Services Limited shall ensure that each aircraft in its fleet maintains a valid Certificate of Airworthiness. An application for this certificate shall be submitted to the Authority as prescribed. Additionally, no aircraft shall be flown without a valid Certificate of Airworthiness, restricted Certificate of Airworthiness, or special flight permit

The certificate of airworthiness shall be classified as follows:

* a certificate of airworthiness;
* a restricted certificate of airworthiness;
* a special flight permit authorization; and
* an export certificate of airworthiness.

#### Issuance of Certificate of Airworthiness

A Certificate of Airworthiness shall be issued when the following conditions are met:

1. The aircraft conforms to the approved type design as designated by the State of Design, with evidence of compliance provided through a valid type certificate or supplemental type certificate.
2. The aircraft complies with applicable airworthiness directives issued by the State of Manufacture or Design.
3. The aircraft has been inspected by authorized personnel within the last 30 days and found to be airworthy.

The certificate shall specify the appropriate operational category, such as commercial air transport or general aviation, along with any operational restrictions.

Auric Air, as an Air Operator Certificate (AOC) holder, shall ensure that the Certificate of Airworthiness for each aircraft operated remains valid by:

* Monitoring the expiry date of the Certificate of Airworthiness.
* Ensuring compliance with all maintenance conditions specified in the Certificate of Airworthiness.

#### Renewal of Certificate of Airworthiness

The Certificate of Airworthiness is valid for twelve months from the date of issues unless-

1. the Authority specifies a shorter period.
2. the Authority amends, extends, suspends, revokes, or otherwise terminates the certificate.
3. the aircraft owner or operator surrenders the certificate to the Authority.

The Director of Maintenance will monitor the validity of the Certificate of Airworthiness of the Auric Air fleet and consult with the contracted AMO before the expiry date to coordinate the renewal arrangements. An application for renewal of a certificate of airworthiness shall be made in a form and manner, to be prescribed by the Authority, not later than thirty days before the certificate expires.

#### Export Certificate of Airworthiness

Auric Air will comply with Tanzania Civil Aviation Authority (TCAA) requirements to obtain an Export Certificate of Airworthiness when exporting aircraft or aeronautical products. Applications, including necessary documentation, must be submitted at least 14 days before the export date. Aeronautical products are categorized as follows:

* Class I: Complete aircraft, engines, or propellers with type certificates.
* Class II: Major components of Class I products, such as wings or fuselages.
* Class III: Other components not classified as Class I or II.

Non-Class I products require certification confirming compliance with approved design data, safety standards, and importing state requirements.

The TCAA will issue the certificate after verifying compliance with maintenance programs, airworthiness directives, and service bulletins. The aircraft must have been inspected within 14 days, completed required maintenance, and undergone test flights if specified. Auric Air will provide historical records, a weight and balance report, and a loading schedule if applicable.

The Export Certificate of Airworthiness does not permit flight operations, except for confirming airworthiness. Additionally, any extensions or variations granted under an approved maintenance program shall be automatically revoked before the certificate is issued.

## Control of defects and repetitive defects away from base

All defects detected during operations away from base shall be recorded in the aircraft’s **Technical Log** by the Pilot in Command.

The Director of Maintenance shall determine the type of defect and decide whether to defer or to rectify it prior to flight. The Director of Maintenance will then inform the base maintenance manager at the AMO about the defect.

Certain defects may be rectified by the Pilot in Command as authorized by TCARs if he is a holder of an AME license.The Certifying engineer of the contracted AMO rectifying defects away from base must transfer the defects recorded in the aircraft’s **Technical Log** to a **Defect Sheet** used by the AMO.

All defects which shall affect the airworthiness/safe operation of the aircraft, shall be rectified, and certified immediately by the Certifying engineer in the aircraft’s **Tech log** and the contacted AMO's **Defect Sheet.**

Prior approval from the TCAA shall be obtained in cases where parts, etc. are not available for defects which shall affect the airworthiness/safe operation of the aircraft before the aircraft is operated or released to service.

The Certifying engineer of the AMO must transfer, record and certify all the defects rectified and recorded in the aircraft’s **Technical Log** and the AMO’s **Defect Sheet** away from base**,** into the applicable aircraft’s **Logbook/s**,once he/she returns to base.

## Completion of Technical Log

The completion and maintenance of the aircraft Technical Log is the responsibility of the Pilot in Command (PIC), who must ensure that all entries are accurate and recorded in permanent ink. The Technical Log must include details such as the date, place, and time of departure and landing, flight time, total flying hours, defects experienced, rectifications or deferrals, and certification of corrective actions. It also records fuel and oil quantities, pre-flight and daily inspection signatures, the current certificate of release to service, and maintenance schedule details. A section for deferred defects must include the original date of occurrence, brief details, and cross-references to actions taken. The PIC shall not operate the aircraft if defects are unresolved or improperly deferred. Additionally, the log must contain a title page with the operator's information, sector records for operational details, the number of landings, pressure cycles, or engine cycles, and any other information required by the Authority. Adequate copies of technical logbook to be

carried on board the aircraft in a place readily accessible to each flight crew member.

## Company Maintenance Records and Planning Procedures

The Company uses the Aircraft Technical logbook to keep a track of hour and cycles utilisation and thus scheduled maintenance.

For long term maintenance planning, The DoM will monitor, and project all contracted maintenance work, scheduled maintenance and he will analyse 30, 60- or 90-day projections to stay on top of component and part replacement.

To achieve this, he will record all aircraft hours and maintenance work performed regularly on the database to which the company has approved i.e the using excel program.

The DoM will ensure periodically that his data matches with the independent database maintained by the AMO.

The AMO shall ensure that all records required to be maintained by or under the Civil Aviation Regulations are recorded in a permanent and indelible material.

The AMO shall maintain hard copy records in an environment that is fireproof and protected from other potential hazards.

## Return of defective parts removed from aircraft out of base.

All defective parts removed from the aircraft at the station must be routed back to the contracted AMO. Until that time they will be stored in quarantine with a WHITE tag.

Upon shipping, the maintenance staff at the station will record the details of the part in the spare’s logbook.

The Certifying engineer at the AMO must clean and inspect the parts to establish if the parts are repairable or must be scrapped.

Thereafter a Serviceable or Unserviceable Label must then be completed, certified, and attached to the part by the Certifying engineer.

The AMO must then advice Auric Air Services Limited of such action.

## Spare Control

1. All spares will be controlled by the AMO. The DoM shall also ensure the AMO shall have documented procedures for procurement of spare parts. Spares will be received by Auric Air from the AMO after undergoing through their quality surveillance program.
2. The DoM will be responsible for ensuring that the spare has been received in good condition with all its documentation that is airworthiness approval certificate such as FAA Form 8130-3 or EASA Form 1.
3. As soon as the condition has been verified, detailed of the spare shall be recorded detailing date of receipt and condition of spare and the documentation will be filed for future reference.
4. If the spare is in good condition, it will be stored in the bonded store along with its serviceable tag (Green Tag). If not in good condition, it will be tagged with a WHITE tag and kept in quarantine until shipment to the AMO.
5. The DoM will ensure the AMO maintains a list of Authorized suppliers for supply of Parts and materials.
6. All spares whose serviceability and untrace-ability is not assured will be tagged with a WHITE tag in order to prevent unintended use and/or fitment to the aircraft.
7. No new part shall be installed on an aeronautical product, unless such part meets the standard of airworthiness applicable to the installation of new parts.

## Stock Control

The DoM is responsible for keeping all stores clean and organized, controlling shelf life and storage conditions, backing up the stores computer system if available and keeping an up-to-date inventory. The DoM is also responsible for ensuring that all parts held in all the stores are tracked. The DoM shall conduct a monthly stock take on all stores and record the results.

### “Unapproved Aircraft Parts” Control.

AASL will not permit the use of unapproved parts to be installed on any of its aircraft. This will be ensured through the below processes:

1. Inspect product containers for damage, another supplier’s name, or no markings.
2. Cross check purchase orders with the delivery receipts for proper part number or component history card.
3. Develop a means of ensuring the shelf or service life has not expired.
4. Verify that the part identification requirements have not been tampered with (e.g., serial numbers stamped over, label is improper or missing, viboretch or serial numbers at other than normal location).
5. Inspect parts for visual defects or abnormalities (e.g., altered, or unusual surface, absence of required plating, evidence of prior usage, scratches, new paint over old, attempted exterior repair, pitting, or corrosion).
6. Perform supplier audits to ensure suppliers establish and maintain the quality requirements specified in the purchase order.

### Examples of unapproved parts.

1. Counterfeit parts. These could be parts that are deliberately misrepresented as being designed and produced under an approved system. Counterfeit can also include parts that have reached a design limit (flight hours for example) but are altered and misrepresented to defraud the purchaser.
2. Rejected parts. Parts that are rejected during the production process are unapproved parts.
3. Surplus parts. Unapproved parts sometimes come from surplus situations. For example, if a supplier that produces parts for an approved manufacturer directly ships parts to end users without the manufacturer’s authorization or a separate PMA, that is not an approved part.
4. Improper maintenance. This includes parts that have been maintained or repaired and returned to service by persons or facilities not authorized by TCAA.

### Inspection criteria for all parts including New Parts

The AMO shall ensure that received parts are inspected by certifying engineers or authorized personnel for visible damage and verification made against the order prior to installation on aircraft. Documentation for accompanying parts shall be checked to ensure correct part with respect to part number, serial number. These documents shall be either FAA Form 8130-3 EASA Form 1 or TCAA equivalent.

If the parts received are in order, the receiving inspector will sign the green (serviceable) tag allowing the parts into the Bonded store. If the parts are not acceptable due to source of supply, lack of correct documentation, quantity, or damage they shall be sent to the Quarantine store using unserviceable red tag for further action and the supplier notified for rectification.

### Inspection criteria for Used Serviceable Parts

The AMO shall ensure that received parts are inspected by certifying engineers or authorized personnel for visible damage and verification made against the order prior to installation on aircraft. Used components, which have been received by the AMO shall be accompanied by either FAA 8130-3, EASA ‘’Form ONE’’ or equivalent approval certificate acceptable to TCAA. Information pertaining to the life used and the manufacture/ build history or other information that is necessary for the user/installer to make the final release to service determination of the component must be complete.

### Inspection criteria for used serviceable components removed from aircraft (robbed parts) and Life Limited parts

Serviceable components removed from aircraft (robbed parts) and Life Limited parts shall be inspected for satisfactory condition including damage, corrosion or leakage and compliance with any additional manufacturer’s maintenance instructions. A maintenance history record should be available for all used serialized components. Under no circumstances may a Green Tag be issued if it is suspected that the component has been subjected to extremes of stress, temperatures, or immersion, which could affect its operation.

### Inspection criteria for overhauled or repaired parts

All overhauled or repaired components and parts must be accompanied by certificates or documentation from an approved repair station, including a report of the work performed. Components may only be recorded as overhauled if they have been disassembled, cleaned, inspected, repaired as necessary, reassembled, and tested using methods and technical data acceptable to the Authority. Similarly, components may only be recorded as rebuilt if they have been disassembled, cleaned, inspected, repaired as necessary, reassembled, and tested to the same tolerances and limits as a new item, using either new parts or used parts conforming to new part tolerances and limits.

### Inspection criteria for used components affected by an AD or SB:

Such components shall be accompanied by maintenance history showing total accumulated time/cycles and details of compliance including date and accumulated time/cycles at time of previous compliance.

### Inspection criteria for used hard-time components/parts:

Such components shall be accompanied by a maintenance record showing total time/cycles accumulated and time since last overhaul (TSO).

## Aircraft Weighing

The Director of Maintenance is responsible for establishing the Dry operating mass and balance record and dissemination of the information via the electronic database system in use at the time.

The weighing of aircraft is contracted to the AMO.

The mass and centre of gravity of each company aircraft is established by actual weighing before it is used for the purpose of commercial air transportation. The mass and centre of gravity together with the details of the variable load will be included on the individual weighing report which shall be sent to the operator immediately after weighing.

* Aircraft with a Maximum Take-off Mass Authorized (MTMA) exceeding 5,700 kg (12,500 lb) must be re-weighed two years after the date of manufacture and subsequently at intervals not exceeding five years.
* For aircraft with an MTMA not exceeding 5,700 kg (12,500 lb), re-weighing is required at intervals not exceeding five years or as directed by the Authority. Additionally, all aircraft must be re-weighed following major repairs, modifications, refurbishment, or repainting.  
  Upon the aircraft being weighed, the AMO shall prepare a mass schedule showing-

1. The basic mass of the aircraft, namely the mass of the empty aircraft together with the mass of unusable fuel and unusable oil in the aircraft and of such items of equipment as are indicated in the mass schedule, or such other mass as may be approved by the Authority in the case of that aircraft; or
2. The position of the centre of gravity of the aircraft when the aircraft contains only the items included in the basic mass or such other position of the centre of gravity as may be approved by the Authority in the case of that aircraft.
3. The loading information including the empty mass of the aircraft, together with a description of the condition of the aircraft at the time of weighing, the corresponding centre of gravity position, and the reference points and datum lines to which the centre of gravity limits are related; and
4. The loading limitations including all limiting masses, centres of gravity positions, distributions, and floor loadings.

The mass schedule shall be preserved by Auric Air Services Limited until the expiration of a period of six months following the next occasion on which the aircraft is weighed

## **Flight test procedures**

Maintenance Check Flights will be conducted when specified by the Aircraft Maintenance Manual, the Engine Maintenance Manual, or any other approved repair/ design requirement as well as any Authority directive to confirm continuing compliance with airworthiness requirements.

Maintenance Check Flights may also be conducted following a maintenance task where the correct functioning of the system cannot be established on the ground. Should a Certificate of Airworthiness require revalidation after being out of service for a prolonged period, a return to service check flight may be performed as part of the Airworthiness Review process.

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# NAMES, DUTIES AND RESPONSIBILITY OF PERSONNEL

## Contracted AMO certifying personnel.

The Director of Maintenance shall ensure the AMO employs sufficient qualified staff to ensure that the expected maintenance work can be performed and that all duties can be fulfilled without exposing personnel to harmful effects of fatigue.

The Director of Maintenance ensures that manpower plans for support staff involved in planning, records and stores take into consideration the fleet size, level of operation, leave and rest periods of staff in accordance with existing national requirements.

Auric Air Services Limited will maintain a current list of AMO’s certifying staff in the technical records office.

## Operator management personnel

Refer to appendix H

## Adherence to Duty Times by Engineers

All engineers under the AMO will strive to follow the guidelines set out in the MPM of the AMO.

As a minimum, the following will be adhered to:

1. No person may assign, nor shall any person perform maintenance functions for aircraft certified for commercial air transport, unless that person has had a minimum rest period of eight hours prior to the beginning of duty.
2. No person may schedule a person performing maintenance functions for aircraft certified for commercial air transport for more than 12 consecutive hours of duty.
3. Following unscheduled duty periods, the person performing maintenance functions for aircraft shall have a mandatory rest period of 10 hours.
4. The policy for controlling overnight and extended duty time limitations for engineers & technicians conducting safety critical tasks outside of normal working hours
5. If the AMO conducts maintenance across multiple shifts, it shall maintain a duty-time program for maintenance personnel which includes roster schedules and shift changeover procedures.

## Personnel Training

### Engineers training

1. Initial, update and additional training will ensure AMO personnel and DoM are aware of their responsibilities in regards of the maintenance performance regulations as defined in the TCARs. The DoM shall coordinate initial, update and additional training. DoM shall ensure that the AMO personnel respectively receive recurrent aircraft maintenance Type-training, MEL, SMS and Human Factors at intervals of 24 months and not exceeding 36 months. Part-time or contract personnel used by the AMO must be trained to the same standard as the AMO's Certifying staff.
2. A training file with copies of records will be maintained to show that training has been conducted and shall contain following information:
3. Individual qualification and endorsements;
4. The dates when training occurred; and
5. The dates when training or qualifications expire.

### Indoctrination Training

Director of Maintenance, Quality Manager and maintenance personal will receive indoctrination training on the applicable sections of this manual before being granted elementary work and servicing authority. Servicing training will include manufacturers’ recommendations and any company established procedures applicable to the aircraft concerned. It will also include company indoctrination and various safety related topics such as handling of fuels, transportation of dangerous good etc.

The initial training program will utilise the following materials

1. Maintenance Control Manual.
2. Tanzania Civil Aviation Regulations.
3. Aircraft maintenance and flight manuals.
4. Any applicable airworthiness directives and service bulletins.
5. Company produced training material.
6. Company issued memo.

### Additional Training

Additional training will be provided where it is shown to be necessary by a finding made during a company internal audit or as dictated by changing regulations, standards or company procedures. Additional training will also be required for the implementation of new equipment or purchase of new aircraft with different specifications.

### Initial and Recurrent MEL Training

This will be conducted in house for all Aircrew and Technical personnel expected to use the MEL for making operational decisions as per the syllabus outlined below.

1. MEL Origin and Philosophy
2. MMEL background and development.
3. MEL background and development.
4. General MEL Content
5. Approval Letter
6. List of effective pages
7. Table of contents
8. Preamble
9. Definitions
10. ATA Chapters, Page format, Page numbering, System and item titles, categorization, columns, remarks and exceptions, placarding, (O) and (M) procedures.
11. Specific Use of the MEL
12. A review of items from a variety of systems including those with no procedures, (O), (M), (M#), (O) and (M), as applicable.
13. Practical demonstration of MEL use versus hypothetical situations at and away from a maintenance base.
14. Supervised 'hands on' use of a MEL, until familiar with the location, contents and procedures, including those at or away from a maintenance base.
15. Examination
16. A written or practical test to ensure that the training has been adequate.
17. Company Forms

Adequate company records must be developed to document MEL training (initial and recurrent) to be added to the employee's training records. If the aircrew are to exercise elementary maintenance privileges, training forms must include an area describing what is being certified, and a place for sign off by an AME.

## Authority to Carry Out Maintenance

The following individuals and entities are authorized to perform maintenance, preventive maintenance, and modifications:

1. A pilot licensed by the Authority.
2. A person performing maintenance under the supervision of a licensed Aircraft
3. Maintenance Engineer (LAME).
4. A licensed Aircraft Maintenance Engineer (LAME).
5. An Approved Maintenance Organization (AMO).

## Authority to Conduct Inspections

The following persons and entities are authorized to carry out inspections:

1. A Licensed Aircraft Maintenance Engineer (LAME) who is rated and current for the required inspections of aircraft and aircraft components.
2. An Approved Maintenance Organization (AMO) authorized to perform the required inspections of aircraft and aircraft components as stipulated in the Specific Operating Provisions approved by the Authority.

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# RECORD KEEPING

## General

Auric Air Services considers its systems of keeping records are satisfactory and that with the in-house Quality Assurance systems for the AMO, the requirements of the Authority are met.

For this reason, maintenance records will remain with the AMOs. (Maintenance records include Aircraft, Engine and Propeller logbooks as well as details of maintenance work carried out on the aircrafts and systems, service information bulletins and airworthiness directives). After completion of each check or service an updated copy of the logbooks entry will be sent to the operator for record keeping at base. An entry in a log book shall be made as soon as practicable after the occurrence to which it relates. Where details of all the work done cannot conveniently be recorded in the logbook such a record will be recorded on file, cross referenced in the logbook and then a summary of the work done recorded in the logbook

In addition, flight records from the Technical logbooks will be routed to the AMOs for filing and also to facilitate for updating of records and maintenance planning. Refer to 8.2 for retention of maintenance records.

The AMO shall be responsible for the compiling of a Work Pack for scheduled maintenance with the following minimum documents:

1. Job Card.
2. Defect Sheet.
3. Parts and Material List.
4. AD compliance Sheet.
5. SB Compliance Sheet.
6. Inspection Check Sheets as in approved AMP of aircraft; and
7. Life Component Status Report.

The **Job Card** of the contracted AMO must indicate what scheduled maintenance task must be performed, including unscheduled maintenance due to accident or incident or mandatory maintenance prescribed by Director General, TCAA approved modifications, etc.

All defects recorded in the Aircraft Technical Log must be transferred by the Certifying engineer, of the contracted AMO, onto a **Defect Sheet**.

All defects noted during maintenance tasks performed, must also be recorded onto a **Defect Sheet** by the Certifying engineer of the contracted AMO.

The Certifying engineer of the AMO must record all parts and materials used for a specific maintenance task on a **Parts and Material List** of which must demonstrate proper traceability to the AMO reputable Part Supplier/s.

To establish the AD's and SB's that must be complied with during un- scheduled maintenance, the AMO must compile an **AD and SB Compliance Report** from their amended to Airworthiness Data. The Certifying engineer must make a physical check of the AD and SB status on the aircraft (where possible), as well as the aircraft Logbooks. These results must be certified on the **AD and SB Compliance Report**.

All outstanding AD's and Mandatory SB's must be complied with, been recorded and certified, on the AD and SB Compliance Check Sheets as well as in the applicable aircraft’s Logbooks.

The **Inspection Check Sheets** forms part of AMO aircraft Work Packs, and are obtained from the manufacturer’s Airworthiness Data (Maintenance Manuals) of which it is the AMO Certifying

engineer responsibility to ensure that the Maintenance manuals of the aircraft used, are amended to date by verifying its revision status with their supplier/s.

All maintenance performed by the AMO must be performed under the direct supervision of a valid Type-rated engineer.

The contracted AMO must also maintain a **Life Component Status Report** of which must list all full or part life products installed to the aircraft, including safety equipment, i.e., Fire Extinguisher/s.

### Life Component Status Report

The **Life Component Status Report** must contain the following minimum life and/or part life Class 1, Class 2 and Class 3 product/s Information:

1. Aircraft Model.
2. Aircraft Serial Number.
3. Aircraft Registration.
4. Airframe Total Time (ATT).
5. Product Part Number.
6. Product Serial Number.
7. Total Time Since New (TTSN).
8. Total Time Since Overhaul (TTSO).
9. Total Cycles Since New (TCSN).
10. Total Cycles Since Overhaul (TCSO).
11. Calendar Time (CT).
12. Time Remaining (TR).
13. Cycles Remaining (CR).
14. Calendar Time Remaining (CTR); and
15. Release Document Reference Number.

### AD and SB Reports

The contracted AMO must supply Auric Air Services Limited with an up-to-date AD and SB Compliance Report and an up-to-date Life Component Status Report for each aircraft maintained on behalf of Auric Air Services Limited for Quality Assurance purposes.

The Work Packs shall be kept by the AMO and kept for a **period of at least 5 years**.

If the contractual agreement between Auric Air Services Limited and the contracted AMO is terminated, the AMO must supply certified copies of all Work Packs to Auric Air Services Limited.

The approved AMO will ensure that all the required maintenance records are retained for the period as required by the TCAA. Despite the AMO retaining copies of continuing airworthiness records, Auric Air Services Limited has the final responsibility that such records are archived and stored for the stipulated period of 2 years.

### Maintenance Records to be retained:

1. Total hours, cycles or calendar time since new and since last overhaul on airframe, engines, propellers, landing gears, all corresponding life limited components, major components and instruments and equipment.
2. Current scheduled inspection status of the aircraft including the time since last scheduled inspection was carried out.
3. Current aircraft status of compliance with the maintenance program.
4. List of dates or hours of compliance for Airworthiness Directives and mandatory Service Bulletins issued by the Type Certificate holders.
5. Current mass and balance data
6. Appropriate details of modifications and repairs.
7. Detailed maintenance records to show that all requirements for signing of a maintenance release have been met.
8. Technical Logbook records

## Release to service procedure

### Certificate of Release to Service (CRS)

The Certificate of Release to Service (CRS) is issued to confirm that maintenance work has been completed satisfactorily and in compliance with prescribed methods, including the approved maintenance program. The CRS is essential for ensuring that Auric Air Services Limited (AASL) aircraft meet the standards set by the Tanzania Civil Aviation Authority (TCAA).

#### Compliance with Maintenance Program and Procedures:

* + Maintenance work must adhere to the approved methods and comply with the maintenance program authorized by the TCAA.
  + The CRS must be signed by a licensed Aircraft Maintenance Engineer (AME) or an authorized individual designated by the TCAA Director General.

#### Checks and Inspections:

* + The CRS is issued after the successful completion of the following checks:
    - Pre-flight, transit, line check, weekly check, and defect rectification.
    - Scheduled maintenance checks such as Check “A” and above.

#### Approval for Return to Service:

* + Maintenance records must be appropriately updated in accordance with the Aircraft Maintenance Program (AMP) and Maintenance Control Manual (MCM).
  + Major repairs or modifications must comply with manufacturer’s instructions and regulatory requirements.
  + If modifications affect operating limitations or flight data, updates must be made to the Aircraft Flight Manual (AFM).

#### Conditions for Return to Service

* Maintenance release entries must be recorded in the aircraft’s logbooks or maintenance records as specified by the Civil Aviation (Airworthiness) Regulations.
* The Contracted Approved Maintenance Organization (AMO) ensures only authorized personnel perform and certify maintenance.

#### Responsibilities of Certifying Staff

1. **Compliance and Quality Assurance:**
   * Certify that all work adheres to manufacturer’s publications and regulatory requirements.
   * Ensure the use of correct tooling, equipment, and materials.
2. **Documentation:**
   * Maintenance records and entries must be accurate and logged in the appropriate documents.
   * Upon rectification of any defect entered in the technical logbook enter that certificate of release to service in the technical logbook.
3. **Quality of Work:**
   * Maintenance or modifications must ensure that the aircraft’s condition meets or exceeds its original standards concerning aerodynamic functionality, structural integrity, resistance to vibration, and other airworthiness factors.

#### Issuance of the CRS

* The contracted AMO shall issue a CRS in duplicate immediately upon completion of maintenance and maintained by Auric Air. The CRS must include:
  + Type of maintenance performed.
  + Reference to the maintenance manual used.
  + Date of maintenance completion.
  + Signature of the licensed AME (type-rated in categories A and C) or an authorized individual.
* The certificate of release to service issued shall-
* be effective from the date of its issue;
* cease to be effective upon expiration of the period in calendar days or flight time, whichever is earlier; and
* The original CRS is placed in the aircraft, and a copy is retained by the AMO.

#### Validity and Extensions

* The CRS validity is determined as follows:
  + **C208:** 200 hours or 12 months, whichever comes first.
  + **DH8:** 500 hours or 6 months, whichever comes first.
  + **PC12:** 300 hours or 12 months, whichever comes first.
* Extensions may be granted for calendar time limits per the approved AMP.

#### Other Conditions for Release to Service

An aircraft or aircraft component that has undergone maintenance, preventive maintenance, rebuilding, or modification may only be approved for return to service if the appropriate maintenance record entry has been completed in accordance with the applicable regulations. Additionally, the required major repair or major modification form must be properly executed as specified by the Authority. If a major repair or modification results in changes to the aircraft's operating limitations or flight data, these changes must be appropriately revised and documented in the approved aircraft flight manual, operating limitations, or flight data.

#### Record Entries Following Maintenance Work

A person approving the return to service of an aircraft or aircraft component after performing any inspection in accordance with the Civil Aviation (Operation of Aircraft) Regulations shall ensure the following information is recorded in the maintenance log:

1. **Details of Inspection**: The type of inspection and a brief description of the extent of the inspection performed.
2. **Date**: The date on which the inspection was completed.
3. **Aircraft Time and Cycles**: The aircraft’s total time and cycles in service.
4. **Approval Information**: The signature and license number of the individual approving the return to service.
5. **Airworthiness Certification**: A statement certifying the aircraft has been inspected in accordance with the type of work performed and determined to be in an airworthy condition, if applicable.
6. **Discrepancies**: If the aircraft is not approved for return to service due to non-compliance with applicable specifications, airworthiness directives, or other approved data, a statement noting this and providing a dated list of discrepancies and unairworthy items to the aircraft owner or operator.
7. **Inspection Program Identification**: For inspections conducted under an approved inspection program, an entry identifying the specific program and confirming the inspection was performed per the type of inspections and procedures outlined in that program.

Additionally, if during the inspection, it is found that the aircraft is not airworthy or does not meet the applicable type certificate data sheet, airworthiness directives, or other approved data, the person performing the inspection must provide the aircraft owner or operator with a signed and dated list of discrepancies.

#### Engine Performance Testing:

* + Before approval, the aircraft engine(s) must undergo a performance test in accordance with the manufacturer’s recommendations.

#### Invalid Certificate of Airworthiness:

* + If the Certificate of Airworthiness becomes invalid due to a defect or damage, a new CRS must be issued after rectification and certification of the defect.

#### Grounding of Aircraft:

* + Certified AMO maintenance personnel have the authority to ground an aircraft by withholding the CRS if the aircraft does not meet airworthiness requirements.

#### Inspection Stamps:

* + The AMO must maintain a list of engineers allocated inspection stamps and have procedures for handling lost, stolen, or returned stamps.

#### Prohibition of Unauthorized Maintenance Release:

* + AASL does not permit maintenance release based on systems other than those approved by an authorized AMO.

### Release of Aircraft with Incomplete Maintenance

If the AMO is unable to complete all maintenance ordered, it is still possible to issue a CRS within the approved aircraft limitations. The MEL shall be consulted, and the defect will be deferred taking into consideration the conditions of the MEL and any other unserviceable items. A statement of the incomplete maintenance shall be entered in the CRS and made a part of the aircraft permanent records and Auric Air shall be informed.

### Check Flight and Flight Release Procedures:

Maintenance Check Flights will be carried out when specified by the Aircraft Maintenance Manual, the Engine Maintenance Manual or any other approved repair /design requirement as well as any Authority directive to confirm continuing compliance with airworthiness requirements. Maintenance Check Flights may also be carried out following a maintenance task where the correct functioning of the system cannot be established on the ground.

All aircraft operated by AASL are maintained and released to service by Approved Maintenance Organization. After aircraft has been released from maintenance, AASL flight dispatchers will go through the aircraft documents to check if all are on Board before aircraft resumes its normal flights.

## Retention of Maintenance Records

The AMO shall retain record for the periods shown in the table below:

|  |  |
| --- | --- |
| Records | Period |
| Airframe Logbook | Two years after aircraft removed from service |
| Engine Logbook | Two years after aircraft removed from service |
| Propeller Logbook | Two years after aircraft removed from service |
| Major Modification | Two years after aircraft removed from service |
| Work Packs, SBs and ADs | Two years after aircraft removed from service |
| Certificate of Release | Two years after last issue |
| Technical Logs | Two years after last issue |

Maintenance records will be retained in their original format, and filed numerically under job numbers per aircraft registration. All records should remain legible throughout the required period and robust cardboard files should be used that can withstand handling. Continuing airworthiness records should be stored, where practical:

1. Away from possible threat of fire
2. Away from flooding
3. Secured in such a manner that records cannot be accessed and altered in any way
4. Secured in such a manner that records cannot be stolen

## Transfer of Records and Continuing Airworthiness in the Event of Ownership or Operation Changes

When ownership or operation of an aircraft changes, the original operator or their representative shall:

* Deliver to the new operator, upon demand, the certificate of release to service, logbooks, mass and balance schedule, and flight recorder records.
* Transfer the related logbook for any engine or variable pitch propeller removed and installed in another aircraft.
* Provide flight crew records if a crew member transitions to another operator's aircraft.

In the event of a lease, sale, or other disposal of an aircraft:

1. All retained continuing airworthiness records (excluding work-packs) shall be transferred to the new operator, owner, or organization responsible for continuing airworthiness management.
2. The prescribed retention periods for such records remain applicable to the new operator, owner, or organization.
3. If continuing airworthiness management is terminated, all records (excluding work-packs) shall be transferred to the aircraft’s owner or new operator.
4. The certificate of airworthiness, restricted certificate of airworthiness, or special flight permit, as applicable, shall be:  
   (a) Surrendered to the buyer, if the aircraft is sold within the United Republic of Tanzania;  
   (b) Surrendered to the Authority, if the aircraft is sold outside the United Republic of Tanzania.

The Director of Maintenance is responsible for ensuring the transfer of all continuing airworthiness records (excluding work-packs) to the new owner or operator. The handover of these documents must be documented and signed by both parties. In the case of sale, lease-in, or lease-out, Auric Air Services Limited (AASL) shall transfer all aircraft records to the new owner or operator or receive all necessary records upon acquisition.The new operator is required to manage the transferred records as if they were the original operator.

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# AIRCRAFT MAINTENANCE PROGRAM

## The Maintenance Program Contents and Sources

Auric Air Services Limited will supply the AMO with the current TCAA approved AMP. The AMO shall not commence any scheduled checks and/or maintenance, without a TCAA approved AMP being available.

An AMP for aircraft whose all up weight exceeds 13310 kg must be accompanied by a Reliability Program as part of the overall AMP.

Refer to Appendix D for the list of AMP References

The AMP will have the following contents captured in entire document with Human Factors Principles observed

1. Procedure for release to service of aircraft and components which have been maintained off the aircraft.
2. Procedure for contracted maintenance including engines and propeller overhauls.
3. Procedure for scheduled and unscheduled maintenance.
4. Procedure regarding carrying out of preventative maintenance where applicable.
5. Maintenance reviews.
6. Deviations from established procedures
7. When applicable, a continuing structural integrity program;
8. A system that identifies mandatory maintenance tasks, and their corresponding intervals, for tasks that have been specified as mandatory in the approval of the type design, (i.e. Certification Maintenance Requirements or CMRs);
9. Procedures for changing or deviating from (i), (ii) and (iii) above;
10. The reliability program and descriptions of any required health monitoring for aircraft, engines, propellers and associated parts where the maintenance program was derived using the Maintenance Review Board process;
11. The procedure for periodic review of the Maintenance Program to ensure it considers current Type Certificate Holder's recommendations, revisions to the Maintenance Review Board Report, mandatory requirements and other applicable requirements from the Authority.
12. A process to ensure all amendments to the AMP are approved by the authority.
13. A description of the duties, responsibilities and reporting relationships within the quality assurance program, or a reference to a separate quality assurance manual, if such description is found in that manual.

The Maintenance Program is based on manufacturer’s documents which provide the inspection intervals and life limited items control.

### Structural Inspections, Corrosion Control, Reliability and Engine Health Monitoring

The Structural Inspections, Corrosion Control, Reliability and Engine Health Monitoring are carried out by the AMO. The Director of Maintenance ensures that the procedures are in place and are implemented by the AMO.

### Mandatory Life Limitations

Mandatory life Limitations are those imposed by the manufacturer and/or the Authority. Listings of these are provided in the Maintenance Program and controlled by the AMO.

### Inspection Standards

The Inspection Standards applicable are those given by the manufacture of the airframe, engine, propellers, and equipment. Other Inspection Standards will be adopted if these are promulgated by the Authority or as directed by Auric Air.

### Maintenance Certification

All aircraft operated by Auric Air are maintained and released to service by the AMO duly approved or authorised by the Authority.

The Director of Maintenance ensures that:

1. AMOs meet the standards required for personnel, material, equipment, and airworthiness data.
2. Proper records are kept for all the work done on the aircraft and components.
3. CRS is issued by certifying staff when satisfied that all required maintenance of the aircraft or aircraft component has been properly carried out by the AMO in accordance with these maintenance procedures.

### Fuel Contamination

To avoid fuel contamination, the fuel control procedure should be followed as per the approved Maintenance Program.

## Maintenance Program Development, Review and Amendment

The Maintenance Program Development, Review and Amendment is done in accordance with the procedures indicated in the following paragraphs.

### Development and Amendment

The Director of Maintenance is responsible for the development of the maintenance program and subsequent approval by the Authority.

The Program is based on manufacturer’s documents which provide the inspection intervals and life limited items control.

### Maintenance Program ‘’One-Off’’ Variations

The design and application of the operator’s maintenance programme observes human factors principles

### Maintenance Program Review Meetings

The Director of Maintenance will meet at least annually with the Director of Safety and Quality Manager as well as a representative from the Approved Maintenance Organization (AMO), to review the effectiveness of the Maintenance Program.

### Maintenance Program Amendments and Effectiveness Analysis

The Director of Maintenance will, in conjunction with the Director of Safety and Quality Manager and the representative of the contracted AMO collate and review:

1. Defects recorded on the Aircraft Technical Log
2. Technical Incidents
3. Defect reports
4. Manufacturers service information
5. Spares usage
6. Technical delays
7. Air turn backs i.e., the return of an aircraft to the airport of origin as a result of a malfunction or suspected malfunction of an item on the aircraft.
8. Engine Condition Trend Monitoring

As result of this analysis a suitable action could be taken e.g.

1. amendment of the maintenance programme,
2. amendment of maintenance or operational procedures,

Recommendations for an amendment to the Maintenance program may be made by the AMO or the Quality Manager, however the Director of Maintenance remains responsible for any changes made to the program.

Variations applicable to tasks are identified in the maintenance schedule. Prior to the commencement of any tolerance, the Director of Maintenance will ensure the aircraft is inspected to the degree necessary to ensure that it is in a satisfactory condition to operate for the period of the tolerance. The use of the tolerance will be recorded in the technical Logbook. Tolerance may not be applicable to ADs or life-limited components.

### Variations in Excess of that Allowed by the Program

The variations in excess of that allowed by the Program can only be implemented after approval by the Authority. These variations will only be sought in exceptional circumstances.

### Adding Aircraft to the Maintenance Programme

When adding an aircraft to this Maintenance Programme, the aircraft being added is to be assessed by the operator for its modification standard and equipment fit to ensure the Maintenance Programme adequately addresses the needs of the individual aircraft.

The amendment will then be submitted to the TCAA for approval and copies of all amendments to the maintenance programme shall be furnished promptly to all organisations or persons to whom the maintenance programme has been issued.

## Preventive Maintenance: Limitations

Preventive maintenance on aircraft shall be limited to the following types of work:

1. Removal, installation, and repair of landing gear tires.
2. Replacing elastic shock absorber cords on landing gear.
3. Servicing landing gear shock struts by adding oil, air, or both.
4. Servicing landing gear wheel bearings, including cleaning and greasing.
5. Replacing defective safety wiring or cotter pins.
6. Lubrication that does not require disassembly beyond removal of non-structural items such as cover plates, cowlings, and fairings.
7. Making simple fabric patches not requiring rib stitching or the removal of structural parts or control surfaces.
8. Replenishing hydraulic fluid in the hydraulic reservoir.
9. Refinishing decorative coatings of fuselage, wings, tail group surfaces, fairings, cowling, landing gear, or cabin interiors when no disassembly of primary structure or operating systems is required.
10. Applying preservative or protective materials to components when disassembly of primary structures or operating systems is not involved, and when such work aligns with good practices.
11. Repairing upholstery and decorative furnishings in the cabin or cockpit, provided such work does not interfere with operating systems or primary structures.
12. Making small, simple repairs to fairings, non-structural cover plates, cowlings, and small patches without altering contours that could interfere with proper airflow.
13. Replacing side windows when such work does not affect the structure or operating systems.
14. Replacing safety belts.
15. Replacing seats or seat parts with approved replacement parts without disassembly of primary structures or operating systems.
16. Troubleshooting and repairing broken circuits in landing light wiring circuits.
17. Replacing bulbs, reflectors, and lenses of position and landing lights.
18. Replacing wheels and skis without requiring mass and balance computations.
19. Replacing any cowling not requiring propeller removal or flight control disconnection.
20. Replacing or cleaning spark plugs and setting spark plug gap clearance.
21. Replacing hose connections, except for hydraulic connections.
22. Replacing prefabricated fuel lines.
23. Cleaning fuel and oil strainers.
24. Replacing and servicing batteries.
25. Replacing or adjusting non-structural fasteners incidental to operations.
26. Installing anti-misfueling devices to reduce the diameter of fuel tank filler openings, provided the device is part of the aircraft type certificate data, the manufacturer has provided approved instructions acceptable to the Authority, and installation does not involve disassembly of the existing filler opening.

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# REPORTING DEFECTIVE AIRCRAFT COMPONENTS

## General

Auric Air Services Limited shall report to the TCAA (in a form and manner prescribed by the authority ) any defect or condition of an aircraft, engine, component, or equipment (reportable occurrences) which may affect the airworthiness of such aircraft, engine, component or equipment **within 72 hours** from the moment the defect or condition to which the report relates, has been identified.

Some of the occurrence are as follows:

1. Failures, malfunctions or defect in aircraft or aircraft equipment resulting in the accumulation or circulation of smoke, oil vapour, toxic or noxious fumes in the cockpit or cabin during flight.
2. Fires and information whether the related fire warning system did or did not function properly during flight. False fire warning.
3. Engine exhaust system failures or defects during flight that result in damage to adjacent structure or equipment.
4. Engine shutdowns during flights made necessary by failure, malfunctioning or defect.
5. Turbine engine flameouts during flight.
6. Malfunction during flight, which result in inability to feather or shut down an engine or to control engines or propellers.
7. Malfunction of fuel system including fuel jettisoning during flight.
8. Failures of brake system components or loss actuating force while the aircraft is in motion on the ground.
9. Failure of the aircraft structure.
10. The failure or malfunction of any flight control system, flap or spoiler system.
11. Cracks, permanent deformation or corrosion of aircraft structure which exceed the maximum acceptable limits prescribed by the manufacturer.
12. Failure malfunctions or defects in an aircraft or aircraft equipment which result in or affect the use of, emergency procedures, or which are hazardous to the aircraft.
13. Any excessive unscheduled removals of essential equipment on account of defects.
14. aircraft structure damage that requires major repair;
15. failure or malfunction of any flight control system, flap, slat or spoiler;
16. any excessive unscheduled removals of essential equipment on account of defects;
17. cracks, permanent deformation, or corrosion of aircraft structure, if more than the maximum acceptable to the manufacturer or the Authority;
18. aircraft components or systems malfunctions that result in taking emergency actions during flight except action to shut down an engine
19. emergency evacuation systems or components including all exit doors, passenger emergency evacuating lighting systems, or evacuation equipment that are found defective, or that fail to perform the intended functions during an actual emergency or during training, testing, maintenance, demonstration, or inadvertent deployments;
20. each interruption to a flight, unscheduled change of aircraft en route, or unscheduled stop or diversion from a route, caused by known or suspected technical difficulties or malfunctions;
21. any abnormal vibration or buffeting caused by a structural or system malfunction, defect, or failure;
22. failure or malfunction of more than one attitude, airspeed, or altitude instrument during a given operation of the aircraft;
23. the number of engines removed prematurely because of malfunction, failure or defect, listed by make and model and the aircraft type in which it was installed; or
24. the number of propeller featherings in flight, listed by type of propeller and engine and aircraft on which it was installed.

Auric Air Services Limited shall also inform the AMO of any such defect or condition.

The AMO shall then remove any component or equipment which are found to be unserviceable, shall have an Unserviceable Label completed and attached by the Certifying AME/Inspector, after the component or equipment is cleaned, and where applicable blanked-off.

The part is then scrapped, repaired, or forwarded to an approved repair facility, after the completion of the required stores documentation of the contacted AMO. During scrapping, a component removed due to unserviceability, a red tag will be attached to it with the following details anointed to it: Description, Part Number and Serial Number, Aircraft Registration, Date of Removal, Aircraft hours and cycles and Reason for removal. As soon as possible the item will be physically destroyed and disposed of and a record of scrappage made in the quarantine register.

Components or equipment received back by AMO from their outside contractors, after repairs or overhauls were carried out, shall first be handed to the AMO Certifying AME/Inspector responsible for the specific maintenance task inspect the component or equipment to ensure that the required release documentation are available, and that the component or equipment have been repaired or overhauled in accordance with the order placed as well as the compliance with the current manufacturer's Airworthiness Data.

The components or equipment shall then be labelled as serviceable, after which it is routed to the stores of the contracted AMO.

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# CONTINUING AIRWORTHINESS

## Assessing Mandatory Continuing Airworthiness Information

### General

In compliance with TCAR’s, the AMO shall ensure that all maintenance is carried out in accordance with the current manufacturer's Airworthiness Data.

The Quality Manager of AMO shall ensure that AMO is subscribed to a TCAA acceptable supplier of Airworthiness Data and that the AMO receives revisions on a regular basis.

Note: The Quality Manager of AMO shall also ensure that the guidelines in the various documents are followed and complied with in detail, when applicable.

The Quality Manager of AMO shall ensure that the Technical Library keeps all other essential Airworthiness Data pertaining to maintenance of the Operator’s aircraft types and shall ensure that all maintenance personnel of AMO have free access to this data and that all the necessary and current data is provided at their place of work.

Airworthiness Data and its revisions are received by the AMO’s Technical Library. On receipt in this section the Quality Manager of AMO shall then first assess the data for applicability to the Operator’s aircraft.

The Quality Manager who shall then revise the applicable data, complete, and certify the applicable Revision Record Page and/or Cards.

Note: The Quality Manager must confirm the current revision status of Airworthiness Data held, and required, to support the aircraft types of Auric Air Services Limited 3 times annually, with the OEM and/or supplier/s of such data.

## Procedures for Assessing Continuing Airworthiness.

### Monitoring and Assessment

#### Data Collection:

The Director of Maintenance shall collect data from maintenance records, operational logs, and reports submitted by flight and maintenance crews. They shall gather fault, malfunction, and defect reports, as well as data from in-service operational experience.

#### Evaluation:

Analyze the collected data using a suitable electronic means to identify trends, recurring issues, or single events with significant potential impact on airworthiness.

#### Continuous Monitoring:

The Director of Maintenance shall establish an ongoing process for monitoring new maintenance and operational experience to ensure up-to-date assessments.

### Reporting and Communication

#### Reporting System:

The Director of Maintenance, in conjunction with the AMO Quality Manager, shall maintain a reporting system that ensures accurate and timely transmission of relevant airworthiness information to the following entities:

1. The Authority.
2. The organization responsible for the type design of that aircraft.

#### Information to be Reported:

1. Faults, malfunctions, and defects.
2. Significant operational occurrences affecting airworthiness.
3. Recommendations for corrective actions based on assessments.

#### **Submission Procedures:**

The Director of Maintenance shall submit reports through channels and formats acceptable to the Authority as defined in the technical guidance materials. They shall verify that all reports are complete, accurate, and submitted within the required timelines.

### Implementation of Recommendations

#### Review of Recommendations:

The Director of Maintenance, in conjunction with the AMO Quality Manager, shall obtain and review airworthiness information and recommendations from:

1. The organization responsible for the type design.
2. Component manufacturers.
3. Modification and repair organizations.

#### Risk-Based Assessment:

The Director of Maintenance, in conjunction with the AMO Quality Manager, shall assess the recommendations to determine their applicability and urgency. They shall evaluate the potential impact of implementing or deferring recommended actions.

#### Implementation of Actions:

The Director of Maintenance, in conjunction with the AMO Quality Manager, shall develop and execute an implementation plan for corrective actions deemed necessary. They shall coordinate with relevant maintenance organizations to ensure effective execution.

#### Verification:

The Director of Maintenance shall verify the effectiveness of implemented actions through follow-up inspections and performance monitoring.

### Record Keeping

#### Documentation:

The Director of Maintenance shall ensure that the AMO maintains detailed records of all reports, assessments, recommendations, and implemented actions. They shall ensure records are stored in a secure and accessible manner for auditing and regulatory purposes.

#### Retention Period:

The records shall be maintained for a minimum period of 2 years.

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# AD CONTROL

## General

Auric Air Services Limited (AASL) shall not operate any aircraft or aircraft components subject to an airworthiness directive or service bulletin, except in full compliance with the requirements outlined therein. AASL is responsible for ensuring that the Approved Maintenance Organisation (AMO) has access to the relevant Airworthiness Directives (ADs) for all aircraft types maintained on behalf of AASL. Furthermore, AASL shall ensure that these ADs are regularly received, reviewed, and updated as necessary.

AASL has an online subscription to access all the service documents (SBs and ADs). The Director of Maintenance shall review all AD’s pertaining to aircraft, aeronautical products, equipment, or parts upon receipt and determine AD applicable to aircraft. The results of the review shall be documented and tracked.If not applicable and why, applicable one-time, repetitive interval.

The Director of Maintenance shall decide and categorize the AD and communicate with the QM of the AMO. Whenever an AD has been complied with, the Certifying AME/Inspector must not only record the date of compliance and time in service in the aircraft Logbooks, but also furnish a description of the work done, as several alternative methods of compliance may be possible, and at some later date it may be important to know which route was followed.

To ensure compliance, the AMO shall send a status report after every, scheduled and non scheduled maintenance.

### Emergency AD

Emergency Airworthiness Directives shall be complied with immediately upon receipt.

## MOD/SSID/SID/SB/SL/SI control

### Mandatory and Optional Modification Procedure

#### **Subscription and Compliance with Publications**

To maintain the latest standards, AASL ensures through audits that the Approved Maintenance Organization (AMO) maintains a current subscription service with the aircraft and engine manufacturer for receiving mandatory and optional publications, as per TCAA AMO Regulation 34. These publications include service bulletins, aircraft service changes, and notices to operators.

#### Execution of Maintenance Work

All maintenance work required by mandatory and optional service bulletins, including minor and major repairs and modifications, shall be accomplished as per the drawings and instructions provided in the relevant structural repair manuals. The certifying engineer shall have sound knowledge of the design principles embodied in the aircraft type being modified or repaired AND must ensure that aircraft technicians follow the stipulated procedures in the maintenance manuals to ensure the aircraft's continued airworthiness.

#### Handling of Mandatory and Optional Modifications

1. Mandatory Modifications: Scheduled for implementation during the next maintenance/work pack as per OEM guidelines.
2. Optional Modifications: Assessed by the Director of Maintenance (DoM) and the AMO's Quality Manager (QM). Modifications affecting the Aircraft Flight Manual or engine type data sheet will require TCAA approval.

#### Major and Minor Repairs and Modifications

1. Requests for major modifications and repair data must be completed in duplicate on the appropriate form and submitted to the Authority for acceptance.
2. Upon completing a modification or repair, details must be recorded in the Major Repair and Modification Record.
3. A signed copy must be sent to Auric Air and a copy sent to the Authority.
4. A copy of the record must also be submitted to the Authority within 48 hours of completion.
5. A supplemental type certificate shall be applied for after a major modification in type design not requiring a new type certificate, either to the regulatory agency of the State of Design that approved the type certificate or to the State of Registry of the aircraft.
6. Before applying, it shall be ensured that the State of Registry has the technical expertise to evaluate the proposed change in accordance with the type design.
7. Applications shall be submitted in the form and manner prescribed by the Authority.

#### Requirements for AMO Performing Major Repairs or Modifications

The AMO performing a major repair or modification must:

1. Use Auric Air’work order for recording the repair.
2. Provide a certificate of release to service, signed by an authorized representative, incorporating:
   1. Identity of the component.
   2. Aircraft or aircraft make, model, serial number, nationality, registration marks, and location of the repaired area.
   3. Manufacturer's name, part name, model, and serial numbers (if any).
   4. Authorized representative's signature, AMO’s name, address, and certificate number.

#### Certification and Logbook Entry

All modifications performed will be cleared by a Certificate of Release to Service, and an entry will be made in the technical logbook.

#### Test Flights for Major Repairs or Modifications

After any major repair or modification to an aircraft, engine, component, or equipment:

1. Test flights shall be conducted if required by the TCAA.
2. Test flights will be performed under conditions specified by the TCAA.
3. No passengers, cargo, or mail shall be transported during test flights.

#### Repairs After Accidents or Incidents

Temporary or permanent repairs to damaged aircraft, engines, components, or equipment must comply with the requirements prescribed in the Tanzania Civil Aviation Regulations (TCARs). When an aircraft registered in the United Republic of Tanzania or another Contracting State sustains damage, the Authority shall determine whether the damage affects the airworthiness of the aircraft. If the damage is found to compromise airworthiness, the Authority will prohibit the aircraft from resuming flight until it is restored to an airworthy condition.

For damaged aircraft registered in another Contracting State, the Authority will notify the State of Registry immediately. In exceptional circumstances, the Authority may prescribe specific limiting conditions to permit the aircraft to perform a non-commercial flight to an aerodrome where it can be restored to an airworthy condition.

## Procedure for Control of Hard Time and Life-Limited Components

### Identification of Hard Time and Life-Limited Components

1. Identify all hard time and life-limited components based on the aircraft’s approved maintenance program (AMP), manufacturer’s maintenance manuals, and Type Certificate Data Sheets (TCDS).
2. Record the part number, serial number, installation date, and expiration details in the aircraft maintenance tracking system.

### **Tracking and Monitoring**

1. The AMO and Auric Air shall use an electronic tracking system to monitor component life cycles, logging flight hours, cycles, or calendar time as applicable.
2. Generate alerts or notifications when components are approaching their life limits.
3. Conduct monthly reviews of the maintenance tracking system to verify the accuracy and update status of components.

### Replacement Scheduling

1. The DOM shall schedule replacements for hard time components during routine maintenance or at the next maintenance interval prior to exceeding operational limits.
2. For life-limited components, replacement must occur before the specified expiration of life limits.
3. Document all scheduled replacements in the maintenance schedule and communicate the plan to the AMO.

### Documentation and Records

1. Record all maintenance activities involving hard time and life-limited components in the aircraft’s logbooks and maintenance tracking system.
2. Maintain detailed records, including:
   1. Component type, part number, and serial number.
   2. Date of installation and removal.
   3. Flight hours, cycles, or calendar time accumulated.
   4. Details of replacement or overhaul.
3. Retain records for the duration prescribed by applicable regulatory requirements

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## Engine Condition Trend Monitoring

Where an aircraft is not fitted with the automatic data download ECTM system ,the DoM will ensure that the data is downloaded every 7 days and sent to an appointed Data Analysis Centre. Auric Air Services will designate an approved Data Analysis Centre, Camp Systems, for the interpretation and analysis of the downloaded data. This data is to be downloaded and uploaded to the Data Analysis Centre for analysis. At the AMO, they will ensure download and upload accordingly.

All staff dealing with the handling of the ECTM will be trained in accordance with the stipulations set in the SB’s. The AMO will also provide trained personnel to download and upload the data on the Camp Systems website and will have access to the operators Data Analysis Centre.

The AMO and AASL shall work together to ensure all HSIs and overhauls are conducted when required. Loaner engines will be checked and inspected by AMO before installation on company aircraft.

## Reliability Program

Overall reliability of the airframe, power plant, systems and components are monitored for continuous analysis and surveillance as required by TCAA advisory circular TCAA-AC-AWS010C.

The application of reliability control methods in accordance with regulation 67 of the Civil Aviation (Air Operator Certification and Administration) Regulation is considered as an integral part of the Maintenance Program. AASL shall maintain a reliability program which is applicable for all operations and is described in this MCM.

For aircraft above 13310kg MTOW, the reliability program shall be performed on the base of the fleet reliability reports, created by the AMO. As all aircraft in AASL fleet are covered with the AMO tracking program, they shall also be covered with one reliability report for the whole fleet.

The report shall be prepared monthly. Exceptionally, when the monthly utilization of the fleet is less than 100 flight hours per aircraft the reports for that aircraft shall be prepared quarterly. Responsible for reliability report is the Director of Maintenance in conjunction with the AMO’s quality engineer.

The AMO will put in place and maintain a Reliability Control Program that relies on data collected from:

1. Pilot’s defect reports.
2. Unscheduled component removal.

The data shall be collated into reports which are evaluated against the recent or past data to get an indication of the trend. This program will identify recurring defects and monitor the attempted rectification actions for dissemination to technical personnel for information and may also identify the need for changes to maintenance schedules.

All reliability program is monitored via the AMTS (Aircraft Maintenance Tracking System) where ATA chapters have been allocated to all parts to monitor the probability of the functional component to perform its required function for the specified interval under the current operating conditions. A statistical analysis of the failure rate is then carried out.

The level of reliability of the component retirement varies. Components in an aircraft that is flown severely or in severe environment like dusty conditions, salty laden atmosphere will have lower reliability levels than components on aircraft that is flown gently under favourable conditions.

### Airframes

A periodic check specified by the manufacturer is conducted to check on the reliability of the airframe. NDTs are usually carried out and records documented on any anomalies noted. This is then entered in AMTS where relevant ATA chapters are allocated, and a defect analysis carried out depending on data available.

### Propulsion

A propulsion reliability program has been created via the AMTS and the relevant ATA codes allocated. This program has been designed for early identification and prevention of propulsion related problems as the primary goal. This program is event oriented and incorporates reporting and rectification procedures for significant events detrimental to propulsion functioning.

In addition, AASL carries Engine Trend Monitoring on Pratt and Whitney turbine using proprietary software for detecting trends in engine performance.

The information will be readily available for use by AASL Director of Maintenance and TCAA to help establish that the reliability level is adequate.

Furthermore, the DoM shall compile necessary data on propulsion system reliability which should include:

1. A list of all engine shutdown events both on ground and in flight.
2. Unscheduled engine removal rate and summary.
3. Total engine hours.
4. Mean time between failures of propulsion system components that affect reliability.
5. IFSD (In-Flight Shut Down) rate based on 6 to 12 months rolling average.
6. Any other related data.

This information shall be communicated to manufacturer and TCAA for further action by DoM.

### Components

Components even identical will exhibit different fatigue strength. These differences will arise due to manufacturing process variability (machining, surface finish, heat treatment etc.). Significant reduction in strength can occur if defects even minor ones are picked up and the component rejected during inspection. AASL will only accept components that are of high and acceptable quality with relevant documentation.

These components will be entered into AMTS and an ATA code allocated to each. Once the component has been fixed to the aircraft, an ongoing monitoring will be carried out and any malfunctioning or defect noted in the system. An analysis will be carried out to determine the reliability of the component. This information shall be communicated to manufacturer and TCAA by the DoM for further action.

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# HANDLING OF DEFECTS

## General

Defects are observed during maintenance of aircraft or during flight operations. Defects noted during maintenance inspections will be processed through the AMO procedures which would include an entry in a defect sheet (being part of a check package) followed by the appropriate rectification process. Defects that are observed during flight operations will be looked at by the engineer and rectified as per the guidelines in the AMO’s MPM. If rectification is not possible, defects shall be deferred as outlined in MEL.

Deferred Defects:

A defect shall be deferred having consideration to the applicable MEL or other relevant documents to determine that Operational Safety is not in any way compromised. In addition, the Engineer will specify if there’s any deviation to be observed during operation of the affected system and indicate the time frame for the defect to be rectified. A placard to that effect will be attached to the unserviceable equipment.

## Procedure for the deferment and recording of defects.

Director of Maintenance and Director of Operations are to ensure that no flight is commenced with multiple MEL items inoperative without determining that any interrelationship between inoperative systems or components will not result in an unacceptable degradation in the level of safety and/or undue increase in the flight crew workload. Only defects provided for in the applicable aircraft’s MEL can be deferred by an authorised engineer of the contracted AMO when aircraft is in for base maintenance. At the station, these defects must be recorded onto the aircraft Technical Log and a placard placed on the unserviceable equipment.

The certifying engineer must record the technical log serial number and the applicable MEL reference used for the deferred actions onto the Deferred Defect Sheet.

The aircraft can be in operation until such a time till the repair category allows.

### Defect Arising During Operation

PIC will record all defects in Technical Log and advice the DoM in case the defect occurs while aircraft is out of the main base to ensure corrective action is taken. If the defect is clearly an inoperative item covered by aircraft MEL, and is an item listed in the MEL as deferable, then the pilot without referral elsewhere may defer the defect as per MEL instructions.

If the maintenance certifying staff determines that airworthiness is not affected:

1. The defect maybe deferred by engineer as per MEL instructions.
2. The aircraft maybe released to service with a statement of deferral certified by the engineer.
3. In the case of discrepancies involving an inoperative instrument or item of equipment with a cockpit control, an “INOPERATIVE” placard will be installed next to the instrument or control.
4. If maintenance personnel determine that airworthiness is affected, the defect must be rectified before aircraft is released to service.
5. In cases where a defect arises away from base and certifying personnel assesses it as a defect that is not deferrable, arrangements will be made to ferry spare(s) and engineer(s) to recover the aircraft.

### Maintenance Away from Base

AASL has a maintenance agreement with contracted AMO as listed in Appendix J to perform line maintenance and defect rectification as per limitation of their capability list. Where defect rectification is required away from base, flight crew will advise the Operations Manager. The operations manager will in turn, either arrange with DoM and AMO for a qualified engineer to travel where the aircraft is grounded with tools, equipment, spares, documentation, and manuals with him. Upon arrival, the engineer will assess the facilities to ensure they are adequate with respect to scope of work to be performed. All maintenance and rectification away from base to be carried out to the same standards and procedures as those laid down for AMO’s maintenance base. When this is not practically possible, the engineer will further assess the aircraft to ensure that it can be ferried to maintenance base. A Certificate of Fitness for Flight shall then be issued by the engineer and the aircraft log book shall be endorsed with the reason for its issue and a copy included in the log book to facilitate the issuance of Special Flight Permit and subsequent ferry of aircraft return to maintenance base.

If maintenance or repairs are within the scope of AMO, but there is an insufficient manpower available, suitable local engineers can be used under supervision of AMO engineer who can release the aircraft back into service, If Base Maintenance manager considers the repair is outside the scope of AMO, he can contract the task out to an appropriately AMO as a one-off contract.

#### Conditions on the special flight permit

Flights under a special flight permit shall comply with all conditions specified by the Authority. A copy of the permit shall be onboard, and the aircraft shall display its assigned registration markings. Flights shall be non-commercial, with only essential personnel onboard, who shall be briefed on the permit and the aircraft’s airworthiness status.

The flight crew shall be licensed and experienced, and routing shall avoid high-traffic and populated areas. Flights shall adhere to performance limitations and occur before the permit expiry or as authorized by the Authority.

States along the route shall be notified, and their consent obtained. A maintenance endorsement confirming the aircraft’s safety shall be recorded in the aircraft’s permanent records, with all required documentation onboard. A special flight permit shall be valid for a period specified in the permit.

## Procedure for the control and rectification of deferred defects

Deferred Defects recorded on the aircraft Technical Log shall be rectified on or before the MEL allowable operational limits. These defects shall be transferred onto the AMO Defect Sheets when the aircraft is returned for rectification actions.

These defects will then be rectified, and the rectification actions recorded and certified by a valid type-rated engineer. The Deferred Defects Sheets recorded on the aircraft Technical Log must also be certified by the Certifying engineer.

The Pilot in Command shall check all deferred defects before departure to ensure that operations will not be endangered and that the operational limits have not been passed.

## Procedure for extending deferred defects.

All deferred defects shall be rectified within the time limit stated in the approved MEL. Extensions beyond the approved MEL repair interval shall require regulatory approval.

## Procedure for control of recurring defects

A recurring defect is one that recurs 3 times in 15 flight segments. Once a defect has been identified as a recurring defect, the Director of Maintenance will report to AMO and manufacturer and investigate the root cause of the defect and if necessary, then the aircraft may be removed from service for maintenance action. The aircraft will remain grounded until when the AMO or engineer in charge is satisfied that the source of the defect has been permanently fixed.

The Director of Maintenance will review the last 15 flight segments in the Technical logbook for any signs of a recurring defect.

## Engineering Activity

### Engineering Design and Drawings

In the event of a defect or damage which affects the safe operation of the aircraft and there is insufficient data contained in the Maintenance Manual or Structural Repair Manual, the AMO shall contact the Type Certificate Holder to perform the required engineering work in drawing up a repair scheme.

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# CONTROL OF COMPONENT REMOVED FROM ANOTHER AIRCRAFT (ROBBING PROCEDURE)

## General

Serviceable parts removed from one aircraft to install on another aircraft shall be inspected by the quality manager prior to installation on any AASL aircraft. The donor aircraft must be airworthy or undergoing maintenance in an approved AMO. Only qualified personnel may remove the serviceable part from the donor aircraft using appropriate maintenance data. The maintenance history of the donor aircraft should be reviewed for completeness and especially those for the subject component. AASL will ensure that no used life-limited part is installed on an aeronautical product unless such part meets the standards of airworthiness applicable to the installation of life-limited parts. Compliance shall be established for any continued airworthiness instructions for applicable modifications of the robbed component, so that they are incorporated in the recipient aircraft maintenance program and planning schedule. The part should be tested for component/system functionality and issued with a certificate of release to service and recorded on a Component Replacement Record Sheetof the AMO.

The traceable release documents of the part concerned will be transferred to the maintenance records of the recipient aircraft. Once returned/re-installed to the robbed aircraft the applicable component status report (Part Number, Serial Number, TTSN, TTSO, TCSN and TCSO) will then be revised adding the hours or cycles of the part operated, if applicable.

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# REPORTING OF SIGNIFICANT IN-SERVICE OCCURRENCES

## General

Reportable occurrences such as flight and maintenance related accidents, incidents, occurrences, service difficulties, unapproved aircraft parts, recurring defective components and equipment, which may affect the safe operation of the aircraft, engine, propeller, component and/or equipment shall be reported to the TCAA within 72 hours as well as the manufacturer and state of design within the required time period. This shall accomplished (for/flight operations) and/or contracted AMO (for/maintenance operations) by raising a Defect and/or Occurrences Report in a form and manner prescribed by the authority

A copy of the Defect and/or Occurrences Report shall then be forwarded to the person responsible for the implementation, recording and certification of the corrective and/or preventative actions taken.

Note: The Director of Maintenance must review and verify the effectiveness of the corrective and/or preventative action/s taken

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# REPORTING OF MANDATORY SERVICE INFORMATION

## General

Under the current Tanzania Civil Aviation Authority (Air Operator Certification and Administration) Regulations, requires reports to be made concerning faults, defects, malfunctions and other occurrences which cause or might cause adverse effects on the continued airworthiness of aircraft registered in Tanzania.

Following persons from Auric Air Services and AMO shall make written reports to the DG of any reportable incident having taken place.

1. Accountable Manager
2. Director of Operations
3. Director of Maintenance
4. Pilots

These reports, addressed to the DG TCAA are to be made on TCAA Defect Report form. The current (Approved Maintenance Organisation) Regulations, requires that the information be dispatched by the quickest available means within 72 hours of the information coming into the possession of the reporting person.

Some of the type of incidents and occurrences that need to be reported are those:

1. involving damage to an aircraft
2. involving injury to a person
3. involving the impairment during a flight of the capacity of a member of the flight crew of an aircraft to undertake the functions to which his license relates.
4. involving the use in flight of any procedures taken for the purpose of overcoming an emergency
5. involving the failure of an aircraft system or of any equipment of an aircraft
6. arising from failure or inadequacy of facilities or services on the ground used or intended to be used for the purpose of or in connection with operation of aircraft.
7. arising from the loading or the carriage of passengers, cargo (including mail) or fuel
8. and those which not referred here but in the opinion of the person making the report, being a person qualified to do so constitute an occurrence endangering, or OPERATOR’S MAINTENANCE CONTROL MANUAL which if not corrected would endanger that safety of an aircraft, its occupants or any other person

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# TOOL AND EQUIPMENT CONTROL AND STORAGE

## Tool Acceptance, Control and Storage

### Acceptance of Tools and Equipment

#### Provision of Tooling and Equipment.

The AMO shall provide the required tooling and equipment for use as per the maintenance procedures manual and aircraft manufacturer’s recommendations.

#### Acceptance, Identification and Control of Tooling and Equipment

Upon arrival of tools, the Certifying staff will inspect them for condition and compliance with the availability of all documentation. If accepted, they must be subjected to strict control. For test equipment, the calibration period and standards will be specified by the manufacturer’s requirements. Items of tooling and equipment that are subject to calibration or testing will have a separate marking added to their serial number. Their original calibration certificate is retained in a dedicated file. Ground equipment is marked with different serial numbers and entered onto the Equipment Register, indicating servicing requirements and location. Standard tooling for Auric Air Services will also be marked with unique serial numbers and will be placed either on the shadow board or in the Auric Air Services toolbox (contained in the maintenance office) and listed on a corresponding inventory list. Personal tools are marked and kept in engineers’ personal toolboxes. Contents Lists are held within each personal toolbox. The control of personal tools is placed firmly on the professionalism of the individual engineer and is subject to periodical audits by the Quality Manager. It is the policy of Auric Air Services to require all engineers to arrange their tool cabinets in such a manner that it is instantly obvious if a tool is missing i.e., shadow boarding.

#### Use of Alternative Tools and Equipment

Only special tools or test equipment approved by the aircraft or component manufacturer are authorized for use. Any tool that is locally manufactured will meet the original specifications in order to be accepted.

### Calibration of Tools and Equipment

#### Inspection, Servicing and Calibration Program / Equipment Register.

1. Items or tooling and equipment that affect the quality of maintenance activities shall be supplied and maintained in a serviceable condition by the AMO. Where these items may be subject to variations in the indications they give, a programme of test and calibration shall be applied.
2. The following records shall be maintained:
3. A calibration certificate for each item calibrated by an outside agency
4. Details of adjustments and repairs
5. Repair history of the tool
6. The part number and serial number of the standard used to perform the calibration.
7. The DOM and AMO’s store manager is responsible that all test equipment are calibrated in due time. Using the stores computer system, each month the DoM will counter-check for test equipment calibration dates that are due next month and arranges for calibration. AMO will sub-contract all calibration activities to a qualified source. Calibration tolerances shall be as the standards specified by the manufacturer. The sub-contractor has duplicated records of all calibrated tooling and equipment. As a back up to the control by means of the stores computer system, the sub-contractor advice the AMO when calibration dates are due. All calibration standards used shall be traceable to National Standards.

#### Inspection, Servicing, Calibration Periods and Frequencies.

Calibration and testing frequency are initially based on the tooling or equipment manufacturers’ recommendations. However, the normal assumption is that all tools are calibrated at frequency of one calendar year or (twelve months). This will change in the case a calibrated tool is dropped. The dropped tool shall have an unserviceable tag attached and placed in quarantine stores until recalibration. The base maintenance manager shall be informed of this.

#### Identification of Servicing/Calibration Due dates

All items of tooling and equipment that are subject to calibration are individually identified with an adhesive label indicating the next calibration due date. If an item is too small for a label, an alternative type of label showing the next calibration due date will be attached to the item or its container**.**  The AMO will retain the original certificates and Director of Maintenance will retain the calibration certificates (copy) and record the calibration and due dates on an excel sheet.

#### Personal Tooling Subject to Calibration

It is Auric Air Services Policy that no personal items of tooling or equipment that are subject to testing or calibration requirements shall be used in the maintenance process.

### Use of Tooling and Equipment by Staff (including alternate tools)

#### Personal tools

Personal tools can be used, and the owner of the tools is responsible for their condition and control. It is Auric Air Services Policy that no personal items of tooling or equipment that are subject to testing or calibration requirements shall be used in the certification process of aircraft maintenance activities. Tools taken on board the aircraft will be carried in a tool caddy to prevent damage to the interior of the aircraft.

#### Tool Control

Special tools and test equipment are kept in the tool store which is located in a designated area. General hand tools are held in the toolbox.

All tools removed from the tool stores or the shadow board will be marked and at the end of each maintenance input, all tool locations will be checked for deficiencies by the DOM. All deficiencies will be investigated to determine if a flight safety hazard exists. Engineers using tools are responsible for ensuring that tool control is maintained and that no tools are left on the aircraft. Prior to the closing up of an area of work a loose article check shall be carried out by the Base Engineer. Engineers should only take on board an aircraft those tools that are required for the task to be performed.

#### Determining Tool Serviceability Prior to Use.

It is the responsibility of the user of a tool to check that prior to use it is in a fit condition for the intended use. This check will include the following criteria:

1. Tool is within calibration date as applicable.
2. Tool is not damaged in any way, which will affect its use.
3. All items that make up the tool are accounted for.
4. All items that make up the tool are of the approved type.
5. The tool is in such a condition so as not to cause personal injury to the user.

If any of the above checks cannot be met the deficiency must be reported to the Quality Manager who will arrange for the repair or replacement of the tool.

#### Servicing of equipment

Ground equipment requiring to be serviced at regular intervals is listed on a ground equipment check sheet and any work performed recorded on a ground equipment work sheet.

## Spares/Components/Equipment Control and Storage

### Acceptance /Inspection of Aircraft Components and Materials from Outside Contractors.

1. The AMO shall have a process for qualifying external maintenance suppliers and contractors providing a safety critical service and ensure that they are included in the AMO quality assurance oversight program. The AMO shall maintain the current list of approved suppliers and contractors.
2. The AMO shall have a stores area with clearly marked areas for:
   1. Receipt of incoming goods;
   2. Dispatch of outgoing goods;
   3. Quarantine of parts, tools and equipment designated as damaged, faulty, requiring inspection or repair.
3. Components and materials and their associated documentation are received into the Quarantine stores. Goods inwards inspection functions are performed by a Certifying staff.   
   TheCertifying staff performing goods inwards inspections shall check that:
4. The item is correct and from an acceptable source.
5. The item has no damage from shipping.
6. The item conforms to the accompanying documentation.
7. The release documentation is acceptable for the intended application.
8. If subject to shelf life, that the item is not time expired.
9. Goods inwards receiving and inspection shall be carried out to verify correctness against purchase order, condition, and freedom from damage prior to their acceptance and placement into the bonded store or installation onto an aircraft. Parts that are rejected for any reason shall be kept in the Quarantine Store with the associated documents and rejection report pending appropriate action with the Supplier. Only the Certifying staff may remove items from the quarantine store, recording the action in the quarantine register to provide a full record. Currently Auric Air Services Limited receives all components and parts from its AMO.

### Storage, Tagging and Release of Components and Materials to Aircraft Maintenance

All serviceable components passed into stores will be tagged with the produced serviceable label. Items such as consumables and standard parts will be traceable to the incoming documentation by the marking of the GRN on the packet or container.

Items that are serviceable, subject to quarantine procedure, robbery, and scrap age report or un-serviceability status will be labelled accordingly. Components which are classified as serviceable will also have a copy of the appropriate airworthiness release document and if applicable, tear down report, attached to the item, to give confidence to the DoM when installing the component.

#### Procedures for Maintaining Satisfactory Storage Conditions

Aircraft components and materials will be stored in accordance with the conditions specified by the manufacturer. If no specification is available, the storage conditions are used as laid down in the relevant Maintenance Procedures Manual. Whenever possible all materials and components will be stored in their original packaging or special to type containers. This includes the use of sealed plastic bags, anti-static wrapping, corrosion inhibitors, silica gel, and capping etc. In this way the precautionary measures taken by the manufacturer or maintenance/overhaul organization are kept in place. This will ensure adherence to the manufacturer’s instructions and prevent deterioration during storage. Serviceable components will be stored in the bonded store and unserviceable components will be stored in the Quarantine Store, separated from serviceable components. Both the bonded store and the quarantine store are accessible only by authorized personnel or under the supervision of the Certifying staff.

#### System for Control of Shelf Life and Modification Standard

Shelf life is maintained in accordance with the conditions laid down in the relevant manufacturers overhaul manual. Where a quantity of items such as seals is subject to shelf life each packet will have the expiry, date marked on them. All stock will be issued on a “first in, first out” basis to minimise shelf-life requirements. Note: Where an item has a definite calendar scrap/shelf life as defined in an Approved Maintenance schedule, this requirement takes precedence over all other publications.

#### Issue of Components to the Aircraft.

Components and materials held in the bonded stores are issued to the aircraft by the store manager after a certifying staff has ensured that:

1. Item is in shelf life.
2. Item has not sustained damage.
3. First in, first out
4. Ensure parts out is properly recorded.
5. Correct release documentation is attached.
6. Component/spare has a GREEN serviceable tag.

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# MAINTENANCE ASSURANCE

## Audits By the Operator

This section will supplement the Auric Air Services Limited Quality Manual in ensuring that the quality of the maintenance provided is up to the required standard.

It is the duty of the Director of Maintenance and the quality manager to make sure that:

1. Regular and random audits of the AMO are conducted.
2. Timely audit reports with deficiencies and recommendations are communicated to the maintenance facility for their action with copies to the accountable manager.
3. For each finding/deficiency, the AMO identifies root causes, documents the corrective action plans and implements the plans to rectify the deficiency within the allocated time frame. If for any reason the AMO is unable to rectify the deficiencies noted within the time frame specified, a resolution meeting between the base maintenance manager and quality manager of the AMO and the DoM and quality manager of AASL will be held whereby, AASL could, depending on the criticality of the findings:
   1. Extend the time limit to close the finding.
   2. Review the item again and assess its impact on safety. If not critical, it can be waived.
   3. Look for alternative AMO facilities in case safety critical issues have not been addressed accordingly.
4. They monitor the whole corrective action process to ensure that the corrective actions taken have led to full and effective closure.
5. They maintain a database of all findings for ease of monitoring.

## AMO Internal Quality Assurance

AASL shall ensure that each AMO that performs maintenance for us has an independent Quality Assurance Program that includes the following elements:

1. An internal audit/evaluation program;
2. Establish an audit schedule that includes random audits which will ensure all applicable regulations, requirements and technical activities described within the MPM of the AMO are checked on established intervals, as described in the MPM;
3. Addresses the specific requirements of the Operator as specified in the maintenance agreement;
4. A record of audit findings and corrective and/or preventive actions;
5. Follow-up procedures to ensure necessary corrective/preventive actions (both immediate and long term) implemented by them in response to their findings are effective;
6. A record-keeping system to ensure details of evaluation findings, corrective actions, preventive actions, and follow-ups are recorded, and that the records are retained for two complete evaluation cycles.
7. Is under the sole control of the Quality Manager or the person assigned managerial responsibility for the program.

## Maintenance Quality Review Meetings

The DoM and QM shall conduct regular minutedmaintenance quality review meetings with the leadership at the AMO to discuss reliability trends, repeated defects, new technologies, new processes, methods, and procedures affecting maintenance with a view to improving quality of maintenance. Copies of the minutes shall be stored by the AMO and the operator.

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# APPENDICES

## APPENDIX A: Qualification Requirements for Maintenance Personnel

1. Director of Maintenance

The qualifications of Director of Maintenance must satisfy the following:

* 1. Be a licensed maintenance engineer with appropriate ratings in airframe and engines or avionics.
  2. Have at least 3-year experience working under a base maintenance engineer or an equivalent post.
  3. Have a knowledge of the most current TCAA AMO and instrument and equipment regulations and other airworthiness requirements.
  4. Develop a knowledge of the Auric Air Services Limited Maintenance Control Manual.

1. Base Maintenance Manager

The qualifications of Base Maintenance Manager of the contracted AMO must satisfy the following:

* 1. Be a licensed maintenance engineer with appropriate ratings in airframe and engines or avionics.
  2. Have at least five years’ experience in maintaining the same category of aircraft including one year in the capacity of returning aircraft to service.
  3. Have received type training on every aircraft maintained within the approved scope of the approved maintenance organization; and
  4. Have attended a management or supervisory course recognized by the Authority.

1. Quality Manager

The qualifications of the QM should satisfy the following:

* 1. a technically qualified person in the field of aircraft maintenance, or flight or ground operations.
  2. at least three years’ experience in the field of aircraft maintenance, flight, or ground operations; and
  3. must have successfully completed a training in quality management recognized by the Authority.
  4. Have a thorough knowledge of all relevant TCAA AMO regulations.

## APPENDIX B: Roles And Responsibilities of Maintenance Personnel

1. Accountable Manager

The accountable manager is responsible ensure that all operations and maintenance activities are financed and carried out to the highest safety standards required by the Authority.

1. Director of Maintenance

The Director of Maintenance is responsible to the Accountable Manager for:

1. Coordinate all maintenance with the AMO. Liaising with and supervising all contracted maintenance and support organizations including maintenance program.
2. Maintain a record of utilization so as to manage the maintenance schedule with a minimum of fuss.
3. Ensure that all maintenance performed meets a minimum standard.
4. Maintenance of safety standards for all company aircrafts, ground maintenance as well as related areas and facilities.
5. Ensuring that the company’s fleet of aircraft conforms to all legislation contained in Tanzanian regulations.
6. Liaising with the TCAA on matters concerning airworthiness.
7. Ensuring the download and upload of the Engine Condition Trend Monitoring Data and following up with any trend requests that might arise from the analysis of the data.
8. Ensuring that the Life components and ECTM is being updated regularly and projections are analysed accordingly.
9. Liaison as necessary with Flight Operations on day-to-day matters.
10. Ensuring that a minimum amount of stock of serviceable spare parts is held to eliminate AOG situations.
11. Ensuring that all spare parts are undergoing the quality surveillance at the AMO.
12. Ensure systems are in place for tracking component limits and scheduling replacements.
13. Maintain up-to-date records of all hard time and life-limited components.
14. Quality Manager (AMO)

The Quality Manager should be responsible to the Accountable Manager for the overall quality system. The manager must monitor amendments procedure of the Maintenance documentation including associated procedure manuals.

In addition, the Quality Manager is responsible for:

1. Submitting proposed amendments to the Authority.
2. Ensure methods of qualifying mechanics, inspections, certifying staff and quality audits personnel.
3. Keeps a current list of the duties and names of Certifying Staff.
4. The quality manager may delegate all duties assigned to any qualified assistant as necessary. However, such delegation does not relieve the quality manager of the overall responsibilities.
5. The Quality Manager is responsible for keeping the quality system including the Maintenance Procedures Manual and the associated procedures manuals up to date considering changes in policy, maintenance practices and regulatory requirements. The Quality Manager is authorized to grant concessions to deviate from procedures.
6. The Quality Manager is responsible for monitoring compliance of AMO with the requirements of TCAA and the procedures contained in this Maintenance Procedure Manual. This includes the management of independent audits performed by an external auditor.
7. The Quality Manager is responsible for reporting to the Accountable Manager on the results of all quality audits and for requesting the Base Maintenance Manager to take preventive and/or corrective actions as necessary. The Quality Manager shall monitor the response to these requests. The Quality Manager shall have an annual quality review with the Accountable Manager.
8. Evaluation of suppliers and (sub-) contractors.
9. Issue appropriate authorizations to certifying engineers when satisfied that they meet the relevant requirements.
10. Ensure that all licenses and authorizations are maintained current and that all personnel are kept up to date with recurrent training in line with TCAA requirements.
11. Keep up to date the personnel files. He is also the focal point within AMO for the Confidential Human Factors Incident Reporting Program (CHIRP).
12. Act as the day-to-day point of contact between maintenance service providers and the TCAA.
13. Controls the tooling and the calibration status of test equipment.
14. Quality Manager shall control records of certifying staff.
    1. Maintain all Hangars, shop equipment and tools in a serviceable condition.
    2. Ascertain that all the necessary maintenance entries on maintenance forms and work orders used by the Organization are executed by responsible personnel.

## APPENDIX C: Sample Maintenance Contract

AGREEMENT BETWEEN:



NAIROBI

KENYA

AND



P.O.BOX 336,

MWANZA, TANZANIA.

FOR:

THE MAINTENANCE/ REPAIR OF AIRCRAFT:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| REG. NO | MODEL: | SERIAL NO: | DATE INCLUDED | FOR OPERATOR(SIGN) |  |
| 5H-AAA | CESSNA 208B | 208B-2282 | 15th October 2011 |  |
| 5H-DTS | CESSNA 208B | 208B-2159 | 1st February 2012 |  |
| 5H-KKC | CESSNA 208B | 208B-2207 | 1st February 2012 |  |
| 5H-AAC | CESSNA 208B | 208B-2371 | 7th January 2013 |  |
| 5H-AAE | CESSNA 208B EX | 208B-5101 | 3rd April 2014 |  |
| 5H-AAF | CESSNA 208B EX | 208B-5102 | 20th August 2014 |  |
| 5H-AAG | CESSNA 208B EX | 208B-5117 | 15th April 2015 |  |
| 5H-AAH | CESSNA 208B EX | 208B-5184 | 21st September 2015 |  |
| 5H-AAJ | CESSNA 208B EX | 208B-5172 | 8th December 2015 |  |
| 5H-AAK | CESSNA 208B EX | 208B-5278 | 29th September 2016 |  |
| 5H-AAL | CESSNA 208B EX | 208B-5290 | 21ST January 2017 |  |
| 5H-AAN | CESSNA 208B EX | 208B-5465 | 18th October 2018 |  |  |
| 5H-AAP | CESSNA 208B EX | 208B-5486 | 31st December 2018 |  |  |
| 5H-AAQ | CESSNA 208B EX | 208B-5493 | 29TH May 2019 |  |  |
| 5H-AAU | CESSNA 208B EX | 208B-5678 | 20TH June 2022 |  |  |

EFFECTIVE: 20th June 2022

GLOSSARY

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Agreement made this: **23RD** Day of **April the** year: **2021** between Hawk Aviation services Limited, having its registered office at Wilson Airport, Nairobi, P.o. Box 43441, Nairobi. (Herein after referred to as AMO).

And: -

AURIC AIR SERVICES LTD

P.O BOX 336, MWANZA. TANZANIA

A Company subject to the laws of the Republic of **TANZANIA** (hereinafter referred to as the OPERATOR)

Whereas the operator desires Hawk Aviation services Limited to provide certain services in respect of Aircraft Maintenance the property of: ***Auric Air Services Ltd*** (Hereinafter referred to as the aircraft) models and Registrations listed above and whereas ***HAWK AVIATION SERVICES LIMITED*** is willing to perform maintenance/repair services and arrange for any other organization to perform services which are beyond their scope.

IT IS NOW AGREED

ARTICLE 1

NATURE AND SCOPE OF SERVICES

* 1. Hawk Aviation services Limited will carry out at its base at Wilson Airport:
  2. Maintenance inspections and services for the aircraft as specified in the manufacturers /approved maintenance program current at the commencement date of this agreement or as required by the appropriate regulatory authority, component changes and repairs or damage rectification required as a result of the inspection recommended service bulletins and air worthiness directives or modifications required by the applicable regulatory authority.
  3. Such other work on the aircraft as specified on work authorization cards signed by the Customer.
  4. Engineering and quality control services as required by the applicable regulatory authority.
  5. Efforts to obtain replacement or new components and parts on behalf of the customer from approved suppliers expeditiously or obtain such items.
  6. Repairs and overhaul of components for the Customer in accordance with its capability. Hawk Aviation services Limited reserves the right to sub-contract the work described in this clause. In these circumstances the Customer shall have the option to nominate the sub-contractor and shall be directly responsible for all charges incurred and the efficiency shown in the execution of work carried out by the sub-contractor, but if Hawk Aviation services Limited nominates the subcontractor, it shall be responsible to the sub-contractor for all charges incurred and then shall recharge the Customer at the price provided herein.

ARTICLE 2

OBLIGATIONS OF THE CUSTOMER

1. In addition to the obligations elsewhere contained herein, the Customer shall:
   1. Be responsible and pay for import duties and transportation taxes if any, including insurance during transportation, of components engines and power plants.
   2. Arrange at its expense with fuel suppliers at Wilson Airport any fuelling or de-fuelling of the aircraft which may be required.
   3. Be responsible and pay for repairs, installation or other services not provided by Hawk Aviation services Limited e.g., work on Avionics, interior furbishing, and instruments.
   4. However, it is expressly agreed that Hawk Aviation services Limited shall provide all parts, component, and materials. Hawk Aviation services Limited shall have the right to determine the airworthiness, at the expense of the Customer, of any part or component including accessories of the aircraft, which is furnished by the Customer. Items which are determined by Hawk Aviation services Limited to be not airworthy or for which airworthiness cannot be determined shall be rejected by Hawk Aviation services Limited and returned to the Customer.
   5. **OPERATOR** shall be responsible for delivering its aircraft to Hawk Aviation services Limited for each schedule inspection when it is due.
   6. **OPERATOR** is responsible for the airworthiness of the aircraft and performance of all elements of the continuous airworthiness maintenance Program**.**
   7. **Hawk Aviation** shall allow OPERATOR to audit the facility, equipment, personnel, and records pertaining to the services provided at any reasonable time.
   8. The Authority shall have unlimited access to **Hawk Aviation** facility for inspection.
   9. **Hawk Aviation** shall follow the air operator’s maintenance Program requirements.
   10. **Hawk Aviation** will comply with all applicable laws and regulations.
   11. **Hawk Aviation** has Adequate staff levels and sufficient facilities and equipment to support the fleet; and adequacy of record keeping and exchange of information with **OPERATOR**.
   12. **OPERATOR** shall provide all information (including manuals) covering the administration necessary to ensure compliance with the maintenance Program. And that they are responsible for verifying any information provided by **Hawk** before application.
   13. **Hawk Aviation** has a current list of persons who have been trained, qualified, and authorized to conduct required maintenance. They are identified by name, occupational title, and the inspection that they are authorized to perform.
   14. **OPERATOR** isresponsible for record keeping; however, this has been delegated to **Hawk Aviation**, through this contract.

ARTICLE 3

CHARGES AND PAYMENTS

* 1. In consideration of the services provided by Hawk Aviation services Limited hereunder the Customer shall pay to Hawk Aviation services Limited.
  2. For the services set out in Article 1.1. Labour and “flat rates” charged as set forth in the invoice. For labour overtime worked (which must be first approved in writing by a representative of the Customer) charged at the rates set forth in the proforma. For materials charged at landed cost plus a handling charge at subcontractor’s invoiced price (which includes freight, insurance, and related transportation costs) plus handling charge as specified in Schedule 1. For any taxes applicable to such charges.
  3. Full payment for the total cost of routine maintenance services performed hereunder will be made within 30 days from date of invoice for such services. Major inspections and extensive damage repairs, which may involve substantial labour and materials costs, will be paid for in accord with the following schedule:

1. 50% of the total estimated cost prior to start of work.
2. 50% of such estimated cost upon completion of all work.
3. The balance if any upon production of final invoice, to be charged within 30 days.
   1. The Customer agrees to pay the full amount of pro-forma invoices for each maintenance inspection performed under article 1.1.1. of the Agreement prior to re-delivery of the aircraft to the Customer. The Customer further agrees to pay in full and final invoices for services provided under this Agreement upon presentation.

ARTICLE 4

TURNAROUND

* 1. The Customer and Hawk Aviation services Limited will confirm in advance on mutually acceptable dates for the completion of the work specified in article 1.1.1. Hereof. Hawk Aviation services Limited will make its best endeavours to meet the dates and turnaround times so agreed but will not guarantee specific turnaround times.

ARTICLE 5

FORCE MAJEURE

* 1. Neither party nor any of its agents or subcontractors shall be liable for any loss, inconvenience or damage caused by delay in or failure of, performance of any of their obligations hereunder where the delay or failure of performance of any of their obligations hereunder is due to any cause beyond its control or that of its subcontractors or agents. In such event either party may terminate or suspend the Agreement with no liability for loss or damage thereby occasioned and shall be entitled to payment of the sums outstanding and due under the Agreement at the date of occurrence of the event. The following shall without prejudice to the generality of the above be considered causes beyond the control of party, its sub-contractors, and agents.
  2. Acts of God, War, Riot, Civil Disturbance, Requisition, Governmental or parliamentary restriction or action, prohibitions or enactments or any kind, import of export regulations, strikes, lockouts, trade disputes (whether involving employees of Hawk Aviation services Limited or not), difficulties in obtaining labour, fuel materials, breakdown in machinery, fire, flood, or accident.

ARTICLE 6

WARRANTIES

* 1. In respect of each of the components which the Customer shall submit for repair under the provisions of the Agreement the Customer represents and warrants that each such component is the property of, or is legally under the control of, the Customer and is free and clear from all liens, charges, claims and encumbrances of any kind whatsoever.
  2. In respect of each of the components and parts which Hawk Aviation services Limited shall supply under the provisions of this Agreement Hawk Aviation services Limited represents and warrants that each such component or part at the time of supply is the property of Hawk Aviation services Limited and is free and clear from all liens, charges, claims and encumbrances of any kind whatsoever, or if not the property of its agent or suppliers, that its agents or suppliers have consented to exchange such components as free and clear of all liens, charges, claims and encumbrances of any kind whatsoever.
  3. Unless otherwise agreed in writing, Hawk Aviation services Limited warrants in general:
  4. That the work performed shall conform to the requirements of the applicable aviation regulatory authority for which Hawk Aviation services Limited is approved to perform such work.
  5. That any of the work performed on components or parts by Hawk Aviation services Limited shall be free from any material defects in workmanship.
  6. Unless otherwise agreed in writing, Hawk Aviation services Limited warrants specifically:
  7. The warranty as to the life or wear of airframe parts or components supplied by Hawk Aviation services Limited, or the workmanship of services rendered on such units by Hawk Aviation services Limited, shall be limited to thirty (30) calendar days or one hundred (100) flight hours whichever occurs first after delivery of the aircraft or components back to the Customer. Such warranty shall be provided only for components in which new parts are installed during the repair or maintenance to the component. No warranty is provided for components inspected or maintained with used parts. Claims by the Customer regarding deficient and unsatisfactory work shall not be considered unless such claims are made in writing within the warranty period. Claims for damage allegedly incurred during maintenance or repair of aircraft or components must be made in writing within 48 hours of delivery of the aircraft or component back to the Customer.
  8. The warranty as to the life or wear of complete engine and propellers, or engine and propeller components supplied by Hawk Aviation services Limited, shall be limited to forty-five (45) calendar days or one hundred (100) flight hours whichever occurs first after delivery of the engines or propellers, or parts of engines or propeller back to the Customer. Such warranty shall be provided only for components in which new parts are installed during the repair or maintenance to the component. No warranty is provided for components which are repaired, inspected, or maintained with used parts. All claims must be made in writing within these warranty periods.

**Provided** that the above warranties stipulated by Hawk Aviation services Limited are only warranted under conditions of normal use in service of the aircraft.

* 1. In the event of failure to conform to the above warranty Hawk Aviation services Limited shall.
  2. In respect of the work, at its option bring the work into conformity with the above warranty or refund that part of any sums paid hereunder which is attributable to such defective work.
  3. In respect of any components or parts, at its option repair or replace such of the goods as are shown to be defective or refund that part of any sum paid hereunder which is attributable to such components or parts.

Always provided that:

The Customer has given written notice to Hawk Aviation services Limited of failure to conform to the above warranty, and that Hawk Aviation services Limited is allowed a reasonable opportunity to inspect the work or components, or parts alleged to be defective.

* 1. The benefit of any warranty given to Hawk Aviation services Limited by manufacturers or outside repair agencies for components, or parts of components subsequently supplied to the Customer by Hawk Aviation services Limited shall to the extent possible, be passed by Hawk Aviation services Limited to the Customer.
  2. **Except** as provided in this warranty, Hawk Aviation services Limited shall be under no further or other liability in respect of or arising out of any defect in the aircraft maintained, repaired, or overhauled under this Agreement. This express warranty shall exclude all other warranties, applications, and conditions whatsoever statutory or otherwise, which except for this provision, might exist against Hawk Aviation services Limited.

ARTICLE 7

INDEMNITIES AND LIABILITIES

7.1 Subject to the provisions of Article 6 hereof the Customer hereby indemnifies and shall keep indemnified Hawk Aviation services Limited against all charges, costs, claims or damages in respect of loss or damage to Customer property or to the property of third parties or of injury or death of persons howsoever caused.

7.2 The Customer hereby waives its right of recourse against Hawk Aviation services Limited and undertakes to hold harmless Hawk Aviation services Limited from and against all claims and damages in respect of the aforesaid losses.

7.3 Where airframes, engines or propellers, or components thereof or services rendered by Hawk Aviation services Limited are alleged by the Customer to be defective or unsatisfactory, such claims shall not under any circumstances form the basis for any consequential damages or expenses arising directly or indirectly from such alleged defects or unsatisfactory services.

7.4 The Customer hereby acknowledges that Hawk Aviation services Limited does not control or secure the tarmac areas at Wilson Airport on which customer aircraft may be parked, and specifically agrees that Hawk Aviation services Limited is not responsible for damage to or theft of aircraft, equipment or loose items left in the aircraft.

7.5 Hawk Aviation services Limited shall not be liable for loss of or damage to any property of the Customer while the property is in its possession for the purpose of fulfilling the terms of this Agreement and the Customer shall be responsible for obtaining appropriate and adequate insurance cover in respect thereof provided that the provision of this clause will not apply to any loss or damage caused by the wilful act or gross negligence of Hawk Aviation services Limited its servants or agents.

ARTICLE 8

REPRESENTATIVES

8.1 The Customer has the right to provide at Wilson Airport at its expense representative(s) to observe the work carried out under this Agreement. In such circumstances, one representative must approve all extra work which shall not have been advised to Hawk Aviation services Limited as in article 1.1, and all overtime requested by the Customer.

ARTICLE 9

DURATION

9.1 This Agreement shall come into full force and effect on the Agreement shall be continuous but may be terminated by either party upon giving thirty (30) days’ notice.

ARTICLE 10

NOTICES AND REQUESTS

10.1 Any notice to be given under this Agreement shall be in writing and shall be deemed duly given if signed by or on behalf of a duly authorized officer of the party giving the notice and if left at or sent by registered or recorded delivery or by telex, telegram, facsimile of any other means of telecommunication in permanent written form to the address shown on the front of this Agreement or as otherwise notified by the parties. Any such notice or other communication shall be deemed to be given:

(i) At the time when the same is handed to or left at the address of the party to be served.

(ii) By post on the day (not being a Sunday or public holiday) three (3) days following the day of posting: and in the case of a telegraph telex or facsimile on the next following day.

10.2 In proving the giving of a notice it shall be sufficient to prove that the notice was left or that the envelope containing the notice was properly addressed and posted or that the applicable means of telecommunication was properly addressed and dispatched (as the case may be)

Notices and requests should be addressed as follows:

THE ACCOUNTABLE MANAGER,

HAWK AVIATION SERVICES LIMITED,

P. O. BOX 3616-00506

NAIROBI.

TEL: 6005486/6005485

FAX: 6006489

Email: [info@hawkaviation.co.ke](mailto:info@hawkaviation.co.ke).

Or to such other address as the party to receive the notice or request shall designate by notice to the other.

ARTICLE 11

TERMINATION

11.1 Without prejudice to any other rights and remedies and to any claim in respect of any antecedent breach of this Agreement, either the Customer or Hawk Aviation services Limited may terminate this Agreement if:

* 1. Either the Customer or Hawk Aviation services Limited becomes insolvent or any event occurs, or any proceedings are commenced which should indicate to a prudent person the impending insolvency of the Customer of Hawk Aviation services Limited.
  2. Either the Customer of Hawk Aviation services Limited commits a breach of this Agreement and within receipt of thirty days’ notice from the other of the same fails to take proper action to remedy such breach.

ARTICLE 12

ARBITRATION

* 1. Any dispute or difference which may arise between the parties hereto as to the meaning or construction of this Agreement or anything herein contained or as to the rights or obligations of either party hereunder or otherwise in connection with this Agreement shall be referred for decision to a single arbitrator to be appointed by agreement between the parties or failing such agreement within thirty (30) days after the date on which one of the parties hereto first serves on the other a notice giving the

Name, address, and a summary of the qualifications of a suggested arbitrator to be appointed by the Chairman for the time being of Tanzania Institute of Arbitrators and any arbitration proceedings hereunder shall be conducted in **Tanzania**. In accordance with and subject to the provisions of the Arbitration Act of the laws of **Tanzania**) and any statutory modification or re-enactment thereof.

12.2 The decision under such arbitration shall be final and binding on both parties hereto.

ARTICLE 13

ENTIRE AGREEMENT

13.1 This Agreement embodies the entire understanding between the parties and there are no promises, terms or conditions or obligations oral or written expressed or implied other than those contained herein.

ARTICLE 14

SEVERABILITY

14.1 Each of the provisions of this Agreement is severable and distinct from the others and if at any time one or more of such provisions is or becomes invalid, illegal or unenforceable the validity, legality and enforceability of the remaining provisions of this agreement shall not in any way be affected or impaired thereby.

ARTICLE 15

TIME

15.1 Time is of the essence under this Agreement.

ARTICLE 16

APPLICABLE LAW

16.1 This Agreement shall, so far as no provision is made in this Agreement be governed by and be construed and performance thereof shall be determined in accordance with the laws of **Tanzania.**

In Witness thereof the parties hereto have set their hands: -

This: \_\_\_\_\_\_\_ day of **\_\_\_\_\_\_\_\_\_\_\_** the Year: **\_\_\_\_\_\_\_** By their authorized representative.

For and on behalf of: For and on behalf of.

Hawk Aviation services Limited Auric Air Services Ltd

P.O Box 43441 – 00100 P.O BOX 336, Mwanza

Nairobi – Kenya. Tanzania

Signed……………………. Signed ……………………

In the presence of: - In the presence of: -

Name: **SHIRAZ YAKUB** Name: -

Position Base**: Maintenance Manager** Position……………………

Signature…………………. Signature………………….

Date: Date:

## APPENDIX D: AMP References

1. AASL/AMP/ C208B/ISSUE 004/REV 000
2. AASL/AMP/ PC-12/47/E /ISSUE 002/REV 000
3. AASL/AMP/DHC8-202/ISSUE 002/REV 000
4. AASL/AMP/DHC8-103/ISSUE 002/REV 000

## APPENDIX E: Sample Technical log C208B / PC12

A screenshot of a cell phone

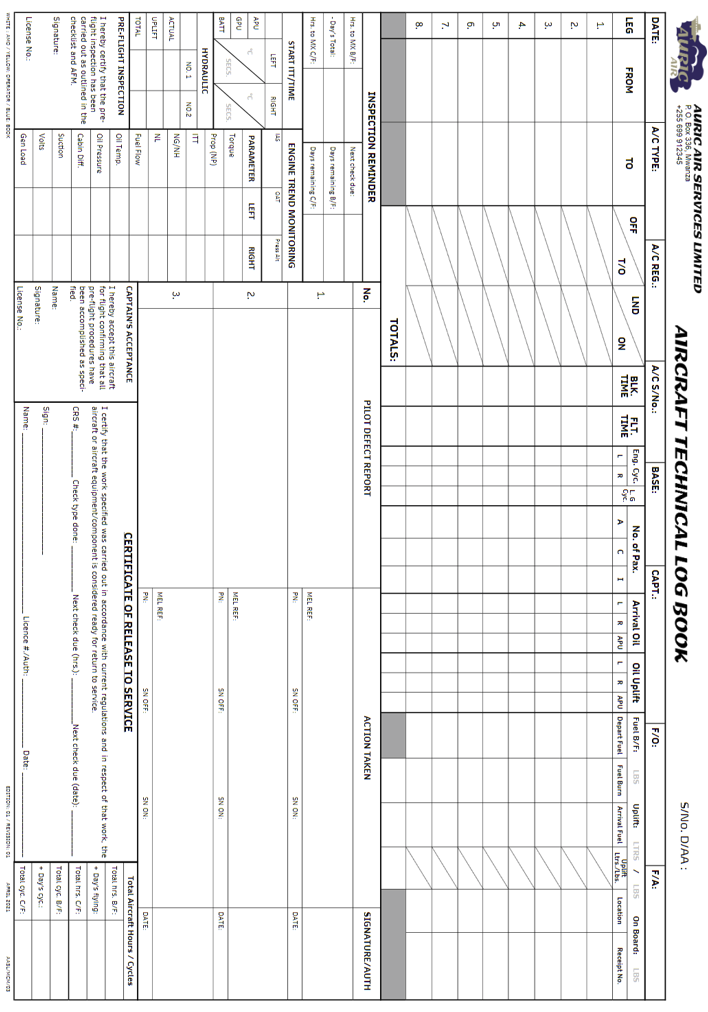
Description automatically generated

## APPENDIX F: Pre And Post Maintenance Checklist

Aircraft Registration: Date:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Pre-Maintenance | | | Post-Maintenance | | |
| Items | Yes | No | Items | Yes | No |
| Technical log on board | ☐ | ☐ | No FOD and tools in and around the aircraft | ☐ | ☐ |
| Expired/About to expire Certificate of Airworthiness | ☐ | ☐ | Technical log on board | ☐ | ☐ |
| Release to service on board | ☐ | ☐ | Current Certificate of Release to service on board | ☐ | ☐ |
| Aircraft Key on board | ☐ | ☐ | Aircraft Key on board | ☐ | ☐ |
| List of snags available | ☐ | ☐ | Reported, deferred snags worked on | ☐ | ☐ |
| Check SD-Card is installed on top slot of MFD | ☐ | ☐ | Check SD Card Installed in top slot of MFD | ☐ | ☐ |
| Tail stand on board | ☐ | ☐ | Tail stand on board | ☐ | ☐ |
| Chokes on board | ☐ | ☐ | Ladder on board | ☐ | ☐ |
| Ladder on board | ☐ | ☐ | Chokes on board | ☐ | ☐ |
| Number of life jackets on board | ☐ | ☐ | Number of Life Jackets on board | ☐ | ☐ |
| FAK onboard and sealed | ☐ | ☐ | FAK onboard and sealed | ☐ | ☐ |
| Survival Kit onboard and sealed | ☐ | ☐ | Survival Kit onboard and sealed | ☐ | ☐ |
| All flight documents onboard and in good condition | ☐ | ☐ | All flight documents are on board and in good condition | ☐ | ☐ |
| Prop anchor onboard | ☐ | ☐ | Prop anchor on board | ☐ | ☐ |
| Intake covers on board | ☐ | ☐ | Intake covers on board | ☐ | ☐ |
| Fuel Sampler onboard | ☐ | ☐ | Fuel Sampler on board | ☐ | ☐ |
| All pods empty of unknown items | ☐ | ☐ | All pods empty of unknown items | ☐ | ☐ |
| Engine oil sufficient for flight | ☐ | ☐ | Engine oil sufficient for flight | ☐ | ☐ |
| Check Battery Serial Number and Date | ☐ | ☐ | G1000 complete and correct. Synthetic Vision available, if applicable. Terrain, EGPWS Available  4 Pages of Map | ☐ | ☐ |
| Check of any Oil leaks, Hydraulic leaks, and loose fasteners | ☐ | ☐ | Check Annunciators for false warnings | ☐ | ☐ |
| Check full power available depending on the prevalent conditions (Temp and altitude, refer to table: Max. torque for take-off) | ☐ | ☐ | Check Battery Serial Number and Date | ☐ | ☐ |
|  |  |  | Check of any Oil leaks, Hydraulic leaks, and loose fasteners | ☐ | ☐ |
| Comments/Non-Conformities: | | | Check full power available depending on the prevalent conditions (Temp and altitude, refer to table: Max. torque for take-off) | ☐ | ☐ |
| Name PIC …………………………………  Signature PIC …………………………….. | | | Name PIC …………………………………  Signature PIC …………………………….. | | |
| Name DOM ………………………...  Signature DOM …………………….. | | | Name DOM ………………………...  Signature DOM …………………….. | | |

## APPENDIX G: Sample Technical log Dash8



## APPENDIX H : Operator Management Personnel

|  |  |  |
| --- | --- | --- |
| Name: | Title: | Position in Organization: |
| Sajid Hussein | Mr. | Accountable Manager |
| Abdulnur Mtungi | Mr. | Chief Pilot |
| Navid Anaraki | Mr. | Director of Flight Operations |
| Archibald Homwe | Mr. | Quality Manager |
| Archibald Homwe | Mr. | Director of Safety |
| Abdulatif Ali | Mr. | Director of Maintenance |
| **Note:** The Qualifications and the duties and responsibilities of the above personnel is as laid down in Appendix A of this manual | | |

## APPENDIX I: Description of aircraft types and models to which this MCM applies

|  |  |  |  |
| --- | --- | --- | --- |
|  | Aircraft Model: | Aircraft Serial  Number: | Aircraft  Registration: |
| 1 | C208B | 2159 | 5H-DTS |
| 2 | C208B | 2207 | 5H-KKC |
| 3 | C208B | 2282 | 5H-AAA |
| 4 | C208B | 2371 | 5H-AAC |
| 5 | C208B-Ex | 5101 | 5H-AAE |
| 6 | C208B-Ex | 5102 | 5H-AAF |
| 7 | C208B-Ex | 5117 | 5H-AAG |
| 8 | C208B-Ex | 5184 | 5H-AAH |
| 9 | C208B-Ex | 5172 | 5H-AAJ |
| 10 | C208B-Ex | 5278 | 5H-AAK |
| 11 | C208B-Ex | 5290 | 5H-AAL |
| 12 | C208B-Ex | 5465 | 5H-AAN |
| 13 | C208B-Ex | 5486 | 5H-AAP |
| 14 | C208B-Ex | 5493 | 5H-AAQ |
| 15 | Dash 8-103 | 537 | 5H-MFH |
| 16 | C208B-Ex | 5678 | 5H-AAU |
| 17 | C208B-EX | 5728 | 5H-AAV |
| 18 | Dash 8 - 202 | 468 | 5H-MHN |
| 19 | C208B-EX | 5783 | 5H-AAX |
| 20 | PC12/47/E | 1630 | 5H-NAR |

Note: Auric Air Services Limited shall submit a copy of the aircraft list to the Authority, along with any subsequent amendments, prior to implementing the intended changes. Furthermore, any aircraft operated under an interchange agreement with another AOC holder shall be included in the current aircraft list.

## APPENDIX J: Contracted AMO Particulars

|  |  |  |
| --- | --- | --- |
| Name of AMO: | Hawk Aviation | Tropical Air |
| TCAA Approval Number: | TCAA/AI/CA/2.11 | TCAA/AI/CA/2.22 |
| Physical Address: | Hangar 23. Wilson airport, Nairobi. Kenya | Hangar 2, Abeid Karume International Airport, Zanzibar |
| Postal Address: | 3616-00506 | 3188, Zanzibar |
| Telephone Number: | +254 20 6005485/6 | +255 772 240 760 |
| Facsimile Number: | +254 20 6006489 | N/A |
| Scope | C208B, DH8 and PC12 | Cessna C208B |

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