**DCAL External & Internal Communications Flow Chart**

**Enquiries - Public, Licensing, ICAO State Letters, Ministerial, Airline Operators, Personnel, etc.**

**LEGAL SECTION**

**INT’L AFFAIRS SECTION**

**ADMINISTRATION SECTION**

**DIRECTOR GENERAL CIVIL AVIATION (DGCA)**

**ADMINISTRATION & PLANNING DIVISION**

**PLANNING SECTION**

**AERONAUTICAL TELECOMMINICATIONS DIVISION**

**PERSONNEL DIVISION**

**AVIATION SECURITY   
DIVISION**

**FLIGHT SAFETY DIVISION**

**AIR NAVIGATION DIVISION**

**INTERNAL AUDIT DIVISION**

**AIR TRANSPORT DIVISION**

**AERODROME DIVISION**

**FINANCE DIVISION**

**Overview**

The following steps describes how public & airline/ operator enquiries, personnel licensing applications, state letters from international aviation bodies and ministerial decree matters are received and handled by the Administration & Planning Division (APD) of the Department of Civil Aviation of Lao PDR (DCAL) at present.

1. There are 10 divisions under DCAL.
2. Each division has its respective sub sections depending on how extensive the role & function of that division is.
3. APD is the primary contact between external stakeholders and DCAL, vice versa.
4. The below are independent and only work with APD administratively (incoming and outgoing official letter, receiving and sending),
   1. Internal Audit Division,
   2. Aeronautical Telecommunications Division and
   3. Aviation Security Division.

While, the others are requirement to interact with each other on matters related to permit applications, licensing, personnel training & recruitment and finance matters (relating to local or overseas training)

1. APD oversees all receiving and internal onward distribution of public & airline/ operator enquiries, personnel licensing applications, state letters from international aviation bodies and ministerial decree matters on behalf of DCAL.
2. All Official letter communications on company cover letterheads are made in person at DCAL reception and attention to the respective Divisions or directly to the Director General of Civil Aviation Lao PDR (DGCA).
3. APD’s Administration Officer manually records the following information on an excel sheet upon receiving from the originator (steps might not be in correct order),
   1. Date and time of receiving,
   2. Receive by whom on behalf of DCAL (name of receiving Administration Officer),
   3. The company or organization name,
   4. the name of the representative or name of the person delivering on behalf of the company.
   5. The official letter document’s reference number (mandatory) or it will not be accepted.
   6. Contact information, phone or email or fax number,
   7. the date indicated on the letter document,
   8. document forwarded to (name of administrator or Director in the Division)
4. Date of formal reply from DGCA to the originator. [This field is kept open until step #17.](#step17)
5. All original official letters are scanned and saved into a folder on a desktop or official laptop. The original is circulated internally within DCAL from this step onwards.
6. If it is a soft copy sent by email, a hard copy is printed and the same is saved into a folder on a desktop or official laptop as a record and the printed copy is circulated internally within DCAL from this step onwards.
7. APD reviews the contents of the letter, identify which Division is it intended for, makes the necessary comments on a cover note and attach it to the entire set of letter documents before forwarding it to the respective Division’s Administration Officer or (if there isn’t one) direct to the Division Director for his or her attention and follow up.
8. The Administration Officer of the Division (if there is one) will record the details of the letter as per step [#7](#step7) for the Division’s reference and action.
9. The Division’s Director will review the letter document, enter his comments or instructions on his cover note before delegating the responsibility to the Division’s respective Chiefs or Officers for their attention and follow up.
10. Upon completion of the task or matter, the designated Officer or Chiefs of Sections will act on and prepare their comments & feedbacks on a cover note documenting the task or actions taken, prepare the Division’s official reply letter on behalf of DGCA and addressed it to the originator.
11. The Division Director reviews the letter, makes changes or amendments if necessary before providing his final comments (objections, acceptance, etc) on a cover note to inform the DGCA of the actions or task taken by the Division and that it is ready for him to review, approve, sign and stamp.
12. The Division’s Administration Officer records the date which the entire set of documents is delivered to APD’s Administration Officer into [#11.g](#step11), and marks the task or matter as completed or closed.
13. APD prepares the set of documents, enclose the cover note from the Division Chief [(#13](#step13)), stamps the official DCAL reply or approval letter and presents it to DGCA for his review before signing.
14. Upon DGCA’s signing, APD Administration Officer records the date of his signing into [step #7.j](#step7j), and contacts the originator to collect DCAL’s official reply letter in person at the reception.
15. Official correspondences mentioned in steps 1 – 17 are most common and usually from APD to the intended Division, except for the following;
    1. Air Traffic Controller Officer licensing applications and renewals,
    2. Pilot license applications, renewal and validations,
    3. Flight Engineer license applications and renewals,
    4. Flight Operations Officer license applications,
    5. Air Operators Certificate applications,
    6. Aircraft Maintenance Organization applications,
    7. New regulations, updates or changes to existing policies that requires official announcements to stakeholders, e.g. Divisions informs the Section Chiefs of Aeronautical Information Management Section to send out circulars on regulatory changes to Lao Civil Aviation Regulations, updates or revisions of Aeronautical Information Publications, etc.
16. Some of the permit applications ([steps #18, a. – f](#step18a_f).) require the review and approval of at least one other Division before the final approval is granted by DGCA.   
      
    For example, Air Traffic Controller Officer applications are submitted to Air Navigation Division first via APD for processing, then forwarded to Flight Safety Division next for license issuance approval before it is finally signed by DGCA for the applicant’s collection from APD Reception office.

**Steps #17 - 18 shall be covered in detail under the Permit Application Management System (PAMS) in the future once over flight permit application is successful.**

**Document Management System (DMS) Requirements**

1. design and build a software application or program to electronically manage the existing official letter document receiving and processing procedure, starting from the point APD receives it from the originator at DCAL’s Reception counter (#1 – 17)
2. APD Administrator will manually scan, upload and save the official document into the website’s administrator dashboard or DMS portal by creating a new document entry record. The letter document uploaded must be attached to the record and delivered to respective Division’s recipient
3. The new document record entry must automatically generate
   1. internal document receiving number (format TBC),
   2. the date of receiving, time and
   3. the name of the administrator logged in,
4. APD Administrator will need to manually enter data mentioned in [step #7, c-g](#step7c_g) and add comment with instructions (act as a cover note) then saved.
5. APD Administrator must be able select (from a dropdown box) and select to which Division’s Director, its Administrator or direct to DGCA to send the official letter document to, then submit.
6. Requirements mentioned from [iii. – v](#stepIII_V).,
   1. must be available in the Administrator’s document record dashboard,
   2. can be searched by filtering records fields stated in [step #7, a – j](#step7a_j),
   3. Each individual record to show progress bar of which stage or where the document is in real time.
   4. Sending and receiver notifications of receiving and acknowledging official letter documents.
   5. Once the date for [field #7.j](#step7j) is entered and saved, the progress bar shows completed.
   6. full list of records can be generated daily, weekly, monthly, yearly.
7. All recipients mentioned in [step #v](#v). must be able to perform the same as mentioned in requirement points iii. vi. and populate data from [iv](#iv) and enter their comments with instructions (act as a cover note) then saved before submitting to final recipient (DGCA).
8. All divisions, their Administrators, Directors, their Authorized Officer or Section Chiefs shall have,
   1. their individual document folders to save all incoming documents send from APD Administrator.
   2. sub- folders to upload and save all private & confidential documents, manuals, publications, etc.
   3. have private access to their own division’s folder, able to grant access to appointed secondary users,
9. At each stage of document forwarding (starting from APD Administrator), the recipients must be able to,
   1. receive an automatic email notification of incoming letter documents,
   2. send out automatic acknowledgement email back to sender to confirm receiving the notification (which acts as an affirmation that they will action on the task mentioned),
   3. this acknowledgments and confirmations must also show in everything stated in [point vi. a -f.](#vi)

**Permit Application Management System (PAMS)**

1. design and build an online Permit Application Management System (PAMS).
2. PAMS shall be the new online platform for operators, pilots, flight engineers, maintenance personnel, Air traffic Control officers, maintenance organizations, and new airline start-ups to easily submit applications online, monitor application progress and approval without the need to visit DCAL personally to do so.
3. The website shall provide user registration and log-in first.
4. To become an applicant for any type of permits mentioned in step 2), they must register as a user and provide the below information,
   1. first name, last name
   2. email address
5. users of the website shall receive an automatic notification email to their registered email address for verification,
6. registrants will need to click on verification link in the email to verify (template of the verification to be finalise later)
7. they shall then be redirected back to the website to inform that their registration is successful and can proceed to download manuals, circulars, regulations and use the website for any available online services.
8. To use the website for online permit applications, users can proceed from step 7) to click on “Online Services” on the top navigation menu bar if they wish to apply for a permit otherwise, a returning user must first log-in
9. Users can select the type of permits available as indicated on the page.
10. For a first-time applicant using online services, a pop-up light box shall to prompt applicants to fill in the below fields,
    1. company name,
    2. company business registration number,
    3. upload copy of official Company Business Certificate (CBC),
    4. country of operation (dropdown link for country listing, a-z),
    5. select status from (dropdown list),
       1. airline,
       2. flight support services,
       3. broker or agent
    6. official registered address as shown on CBC,
    7. company’s main contact & fax number
    8. company main email address
    9. applicant’s contact DID number
    10. applicant’s mobile number
    11. applicant’s designation.
11. Registrants must be able to Review and update their profile.
12. Users must be able to edit their profile, change passwords or request for a forgotten pass word by email at any time they wish after initial registration.
13. All user database recorded in [step 4)](#step_4) and [10)](#step_10a_i) shall be stored in backend of the website’s CMS.
14. All user data must be exportable in .xls or .csv with all data fields in its columns
15. To apply for an over flight permit, users shall click on the respective permit type available from “Online Services” page.
16. Applicants shall be redirected to over flight permit form page to complete required fields.
17. The form page format is as follows and shall have the following fields
    1. Attention: Air Navigation Division, Department of Civil Aviation Lao PDR (DCAL)
    2. Application type (dropdown list)
       1. New,
       2. Revision,
       3. Cancellation

(if Revision is selected, all fields are closed except #q. and r. and another form field for “Enter Permit Number” shall pop-up below for applicant to enter, or allow to populate from original permit number granted. other times this is hidden

* 1. From: [populate from #4.a](#step_4a)*.)*
  2. Address: [populate from #10.d](#step_10d)*.)*
  3. Billing Address: (Telephone/Fax and Email Address are strongly required)

Enter details if different from [10,d](#step_10d)

Subject: Over Flight/Landing Application or Revision   
(dropdown menu to select type of application, and for Revisions, the Previous Permission Number Granted is populated from [17,b](#step_17b) after applicant enters the number)

* 1. Operator:
  2. Nationality of Aircraft and Registration:
  3. Type of Aircraft (dropdown list of [ICAO aircraft type designators](https://en.wikipedia.org/wiki/List_of_ICAO_aircraft_type_designators))
  4. Maximum Take-off Weight
  5. Flight Rule: IFR or VFR (dropdown box to select)
  6. Flight Level (dropdown list);
     1. 0-10,000 AGL
     2. 10,001 – 20,000AGL
     3. 20,001 – 30,000AGL
     4. 30,001 – 40,000AGL
     5. 40,001 – 50,000AGL
  7. Radio Equipment:
  8. Call Sign and Flight Number:
  9. Purpose of flight (dropdown box to select)
     1. Private,
     2. Charter,
     3. Schedule

1. Schedule including departure (dropdown box to select);
   1. destination aerodrome, and route of flight (time in UTC):

**Note: Permit is valid +/- 72 hours in case of delay,**

1. Review and submit
2. Redirect to payment gateway for online application payment fee
3. Payment confirmed, to redirect to Landing page to inform applicants that their application is received, and a receipt has been sent to their registered email account, that approval will take between 24 – 72 hours and permit number(s) will be sent to their registered email address when available.
4. All fields on the application form is mandatory.
5. the entire permit application form template with its corresponding data shall be populated from [step 17a – q](#step_17a_q), and forwarded to the designated permit application email address manned by an approval officer from DCAL,
6. Approved button link in email is provided at bottom of the populated online form
7. Officer can review information, click on approved link or rejected link.
8. If approved, a permit approval number (format TBC) shall be automatically generated and inserted into the approval email to be sent to the applicant.
9. If application is rejected, an email shall be generated to the applicant. The approving officer can enter his comments and reasons for rejection for the applicant to make corrections or provide further information.
10. For rejected applications, the email template sent to applicant shall have a link to go back to the website to reapply. There will be no charge for first 3 rejections and revisions. After which a new application must be submitted, and online fee paid.
11. For revision, applicants need to log-in to their Backoffice dashboard and click on the permit application type and select “revision” to request a revision.
12. The entire application form shall be generated, after application enters permit number stated in [step 17.b)](#step_17b). once revision information required in entered, review and submitted, the revision goes back to officer to repeat [step 19) – 22).](#step_19_22)
13. All Application types (over flight and future permits) is saved in Backoffice and data can be exported in .xls or .csv files by the officer in charge.
14. Similarly, an applicant can log-in and see the progress of approval in his user Backoffice dashboard.
15. Each application shall have its individual progress bar, for the user and administrator.
16. For future permit types reference [point. #2](#step2) will require integration to DMS since some permit applications require one or two additional divisions to approve. Thus, a completed application will be directing sent to the respective division where the internal process flow is as described under “[Document Management System (DMS) Requirements](#dms)”

**\*End\***