


<b>OPERATIONS ADVISORY NOTICE (OAN)</b>		 <b>Transport Malta</b>  Civil Aviation Directorate Flight Operations Inspectorate Transport Malta Centre Triq Pantar Lija LJA 2021 Malta
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<b>Subject: Administrative Procedures</b>		

As you aware, the last few months have seen a steady increase in the number of Maltese AOC holders. In response to this growth, the Flight Operations Inspectorate is in the process of streamlining its internal administrative procedures to better manage applications and communications with operators, whilst ensuring that a standard level of service is maintained throughout.

To this end, operators are reminded that any email communications with the Flight Operations Inspectorate should be addressed to the generic email [aiops.tm@transport.gov.mt](mailto:aiops.tm@transport.gov.mt), as well as the respective assigned inspector.

This particularly applies to new requests involving submission of applications, which include addition or removal of aircraft, applications for specific approvals, FSTD user approvals and any other request involving AOC variations. Operators are to keep uploading application forms and documentation into their respective folder in NAS server, following an email notification to the Flight Operations Inspectorate.

Such procedure will ensure that applications are handled more efficiently by the Inspectorate, especially should the case arise where the assigned inspector is away from the office or unable to process an application promptly due to other work exigencies. Whilst every endeavour will be made to have your application processed by your inspector, this may not always be the case for the reasons outlined above.

Furthermore, operators are reminded that applications are to be properly filled in and signed, as well as accompanied by all relevant documentation which is specified in each application checklist.

Failure to abide by above procedures will delay the processing of applications, so it is in your interest to ensure that the proper communication channels are used and make sure that all documentation submitted is complete.

**Flight Operations Inspectorate**