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ASSEMBLY — 42ND SESSION

TECHNICAL COMMISSION

Agenda Item 24: Aviation Safety and Air Navigation Priority Initiatives

E-GOVERNANCE IN CIVIL AVIATION (EGCA) ONLINE PORTAL FOR FOREIGN AIRCRAFT MAINTENANCE ORGANISATIONS

(Presented by India)

EXECUTIVE SUMMARY

The DGCA, India launched eGCA portal in 2021 to digitize its services which currently delivers over 300 services. The system enhances transparency, efficiency, and accessibility, replacing offline/ hard copy processes with a fully digital, end to end paperless online system.

This information paper provides details of eGCA services which a foreign aircraft maintenance organisations (FAMOs) can avail for initial approval and subsequently managing the approval including changes to the approval certificate and its renewal. The portal enables applicants to submit, track, and amend applications online. The eGCA platform has modernized aviation governance making regulatory processes more efficient and globally aligned.

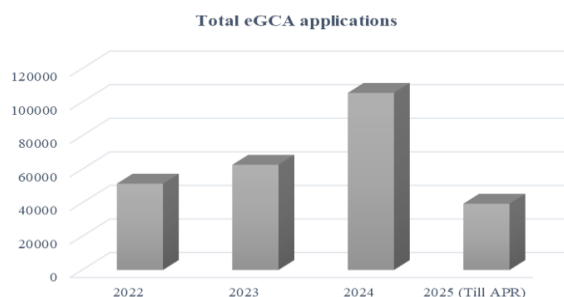
<i>Strategic Goals:</i>	<i>Every Flight is Safe and Secure</i>
<i>Financial implications:</i>	Financial expenditure will primarily involve initial cost of development and recurring cost of maintenance of digital portal and associated digital infrastructure.
<i>References:</i>	

1. INTRODUCTION

1.1 The Directorate General of Civil Aviation (DGCA), India had launched its e-governance online platform in 2021. The platform further extended in 2022 and presently hosts around 300 different services related to various directorates of DGCA including Air Transport, Operations, Flight Standards, Airworthiness, Aircraft Engineering, Flying Training, International Relations & Legal Affairs, Surveillance & Enforcement, Drones and flight crew/AME licensing.

1.2 This initiative was aimed to provide transparency, enhancing efficiency and ease of doing business by 24x7 accessibility to stakeholders. It marked a significant shift from the offline mode of delivering various services, approvals, certificates and licences to individuals and/ or organisations. The eGCA platform is designed to streamline and enhance the efficiency of these services and processes of DGCA ensuring a faster and transparent process for all applicants. The platform provides for submission of online applications by the applicant, processing and issue of regulatory approvals in accordance with published standards in line with ICAO Standards and Recommended Practices (SARPs). The platform includes provision for communication of any observation related to the application and subsequent corrections. The system can also be used to generate various reports to enable further data analysis.

1.3 Since the launch of the eGCA platform, the initial teething issues have been resolved, and the platform is evolving. The number of applications processed/ services delivered through the platform has been growing in line with the growing aviation industry in India.



2. DISCUSSION

2.1 Foreign AMO services on eGCA Platform

2.1.1 The DGCA issues approval/acceptance as per civil aviation requirements to FAMOs, which are based outside India and are also approved by Federal Aviation Administration (FAA), European Aviation Safety Agency (EASA) or respective National Civil Aviation Authority. The eGCA platform has made the process of making application for such approval and subsequent management of this approval, very convenient and accessible for these foreign organisations. The organisations intending to get DGCA FAMO approval can register on eGCA portal and obtain login credentials. Once registered the following services may be availed:

- a) Acceptance of FAMO: The foreign AMOs intending to be accepted by DGCA may submit the application along with the requisite manual (DGCA supplement) and supporting documents using this service.

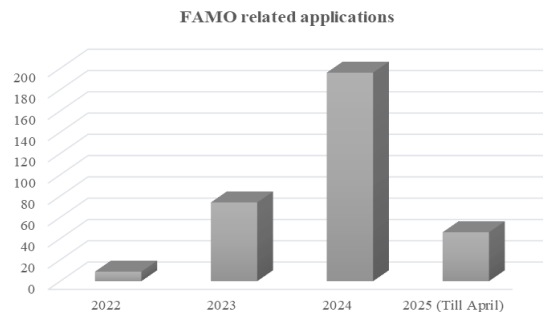
- b) Variation of scope of acceptance: Once accepted/approved, the organisation can use this service whenever there is need for variation in DGCA scope of acceptance.
- c) Amendment in MOE supplement: The revisions to MOE supplement manual may be submitted for approval using this service.
- d) Renewal of DGCA acceptance certificate: The DGCA FAMO acceptance certificate is valid for 2 years and this service may be used for submission of application to renew this certificate.

2.2 End to End Paperless Process

2.2.1 The platform provides for submission of applicable manual, documents and details online. In the event of any discrepancy in the application, the same are notified to the applicant on the platform itself with an option to make necessary corrections and resubmit the application.

2.2.2 The platform provides for approval status of the application and allows digital signature of the applicable certificate and manual (MOE supplement) to ensure completely paperless process enabling digital delivery to the applicant once the respective application is approved.

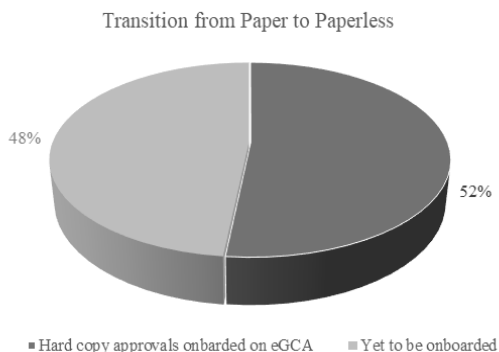
2.2.3 The eGCA platform was extended to include FAMO related services in the Year 2022. During the initial period the manual system and the online eGCA system were run in parallel to enable transition and presently all the applications are processed through eGCA portal.



2.3 Onboarding of existing organisations approved in manual (hard copy) system

2.3.1 A process was also devised for the foreign AMOs issued with hard copy approval for onboarding them onto eGCA portal. This process includes the process of issuing login credentials, digitisation and verification of the digitised data related to the approved organisation and its certificate.

2.3.2 Once digitised data is verified, the organisation is enabled to submit any relevant application on the eGCA portal. During the processing of the first online application, the organisations are issued with a fresh digital signed certificate along with a system generated approval reference number. As on date all new applications are processed through eGCA portal, and more than half of earlier issued offline approvals have been onboarded to eGCA portal.



2.4 Support and Feedback

2.4.1 The eGCA portal includes a process for raising support request in case of any difficulty faced by the applicant. Resolution status of the support request can also be monitored on the portal. The DGCA recognises the importance of continuous feedback for improvements, and the process is put in place to obtain feedback and suggestions related to these eGCA services. The required changes are incorporated based on both the internal (DGCA users) and the external (applicants/organisations) stakeholder's inputs.

2.5 The Digitization Impact

2.5.1 The introduction of the eGCA online platform by DGCA India marks a pivotal advancement in the regulatory capabilities of the DGCA. This has significantly improved the way applications are processed by providing an online platform for both applicants and the DGCA. The streamlined digital process not only ensures efficiency but also enhances transparency and traceability of applications, thereby fostering trust between the regulatory authority and the stakeholders. Additionally, the introduction of FAMO related services in 2022 has broadened the scope of the portal. It enhances efficiency and accessibility in the DGCA FAMO acceptance process. This initiative benefits applicants and aligns with global standard practices, creating a more streamlined and effective regulatory environment in civil aviation.

3. CONCLUSION

3.1 The Assembly is invited to note the information contained in this paper.

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