



## Civil Aviation Authority of Zimbabwe

### OUR CLIENT SERVICE CHARTER

The mandate of the Civil Aviation Authority of Zimbabwe (CAAZ), in terms of Section 3 of the Civil Aviation Amendment Act, 2018 [No. 10 of 2018] is to promote and regulate civil aviation safety and security, provide air navigation services and related training in Zimbabwe. Our Promise is enshrined in our values of; Continuous Learning, Teamwork, Results Oriented, Integrity (Hunhu, Ubuntu) and Accountability.

CAAZ is committed to providing exceptional, reliable and expeditious services in delivering its responsibilities as follows:

No.	Service Commitment	Standard of Service
1.	Processing of flight permits (normal flights)	Within 72 hours of application subject to submission of all required documents and payments.
2.	Processing of emergency flight permits	Within 30 minutes of application subject to submission of all required documents and payments.
3.	Processing of Flight plans from other FIRs	Within 6 hours of application subject to submission of all required documents and payments.
4.	Investigation of complaints by Air Transport users	Within 5 working days.
5.	Processing of Air Operators Certificate	Within 90 days of application.
6.	Processing of Aerodromes application	Within 90 days.
7.	Renewal of Air Operators Certificate	Within 30 days of application subject to submission of all required documents.
8.	Processing of an approved Maintenance Organization	Within 90 days.
9.	Registration of aircraft	Within 8 working days.
10.	Processing/ approval of an aircraft modification	Within 5 working days.
11.	Processing/ approval of all personnel licenses	Within 5 working days.
12.	Processing/Approval of Training Organizations	Within 90 days.
13.	Marking of examinations (crew and technical)	Within 7 working days.
14.	Processing of a Drone license	Within 8 working days.
15.	Approval of Aviation regulatory security standards	Within 30 working days.
16.	Respond to media enquiries	Within 5 working days.
17.	Answering of calls at reception	Within 3 rings.

Any concerns, complaints, queries, comments and compliments related to this Service Charter should be addressed to the **Director General** through the contact details below:

3<sup>rd</sup> level; Robert Gabriel Mugabe International Airport; P Bag CY7716 Causeway, Harare

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