

CLIENT SERVICE CHARTER

This Charter is a commitment to you by the
TCAA on the standard of service we aim to
achieve in carry out our functions.



TCAA

TANZANIA CIVIL AVIATION AUTHORITY

“Aviation Safety and Efficiency. Our Commitment. In Partnership.”

ISO-9001:2015

About Tanzania Civil Aviation Authority (TCAA)

Tanzania Civil Aviation Authority is a body corporate established pursuant to the Civil Aviation Act, Cap. 80 (R.E.2020).

The Act mandates the Authority to provide safety, security and economic oversight of the Civil Aviation industry in Tanzania and provision of Air navigation services. The regulated services fall under three (03) categories, that is: air transport services, aeronautical airport services (airside airport operations, ground handling, in-flight catering and aviation fueling) and air navigation services.

DIRECTOR GENERAL'S OFFICE

In charge of day-to-day operation of the Authority, the Director General's office is supported by units for expertise advice of key activities either required by the corporate set up or legal requirement. The Units include;

▶ The Legal Services Unit

The Director of Legal Services doubles as the Authority's chief legal advisor and secretariat to the Board of Directors. Has custody of all the Authority's legal and statutory documents.

▶ Civil Aviation Training Centre (CATC)

The Centre is responsible to develop the skills for the Authority and industry in general. In particular currently it provides basic and refresher training of air traffic controllers, aeronautical information officers, air navigation engineers, aviation security and other airport operations courses. The centre admits both local and international students, mostly from SADC and East African regions.

▶ Public Relations and Communication Unit

Responsible for corporate internal and external communication, social events and Authority's public image. The unit is a crucial link between the Authority, media and the general public.

▶ Internal Audit Unit

The unit is responsible for technical, management and financial audit to ensure that the Authority resources are managed and utilized properly to meet its mandate.

▶ Quality Assurance Unit

The unit is responsible for ensuring that the Authority achieves and adheres to quality management system under ISO-9001:2015 standard/other quality management system and the coordination of all functions related to Risk Management.

▶ The Planning, Monitoring and Evaluation Unit

Coordination of the Authority planning functions by formulating and producing comprehensive strategic and action plans, monitoring of Implementation of plans, review and evaluate Directorates, Sections and Units Reports on plan performance.

▶ Procurement management Unit

The unit ensures the procurement in the Authority is conducted in accordance with Public Procurement Act Cap. 410.

▶ Internal Affairs Office

In liaison with other Government Security Organs to coordinate day to day implementation of Intelligence Security and Premise/Property security of Tanzania Civil Aviation Authority and Civil Aviation Industry.

▶ ICT and Statistics

This Unit is responsible for handling all ICT and Statistical matters of the Authority

SAFETY REGULATION DIRECTORATE

The Safety Regulation directorate is discharged with safety and security oversight of the industry. The directorate ensures that Tanzania complies with international safety and security standards as per International Civil Aviation organization (ICAO). It meets its functions through six technical sections; Personnel Licensing, Flight Operations, Airworthiness, Air Navigation, Aerodrome and Ground Aid and Aviation Security. The Directorate also collaborates with ministry responsible for civil aviation in managing and conducting air accidents investigation.

ECONOMIC REGULATION DIRECTORATE

The Directorate is entrusted with mandate to ensure growth and availability of regulated services to all consumers of air services. It promotes effective competition and economic efficiency as well as protection of consumer interests and financial viability of suppliers of the services. Also coordinates air services agreement negotiations between United Republic of Tanzania and other foreigner states. The directorate also collects analyses and disseminates industry statistics for public consumption. It has three sections; Air Transport Regulation, Business Analysis and forecasting and Aeronautical Airport Services Unit.

AIR NAVIGATION SERVICES DIRECTORATE

The directorate is responsible for provision of air navigation services in the United Republic of Tanzania and upper airspace of neighbouring States of Rwanda and Burundi. The Authority operates in 14 stations of Dar es Salaam, Zanzibar, Mwanza, Arusha, Pemba, Tabora, Kigoma, Dodoma, Iringa, Mbeya, Mtwara, Tanga, Songea and Kilimanjaro. It has five units; Air traffic Management, Communication Navigation and surveillance, Aeronautical Information Management, Safety Management and Civil Aviation Stations.

CORPORATE SERVICES DIRECTORATE

The directorate is responsible for organizational support services in general administration, personnel, estate management and finance. It enhances teamwork among departments. It ensures there are sufficient and efficient human and non-human resources to match with the Authority needs. Its sections are Finance and Accounts, Human Resources and Administration, Estate Management.

**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS AND TRANSPORT**



TANZANIA CIVIL AVIATION AUTHORITY

CLIENT SERVICE CHARTER

ISO-9001:2015

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ABBREVIATIONS

| | | |
|---------------|---|---|
| AIP | - | Aeronautical Information Publication |
| AIRAC | - | Aeronautical Information Regulation and Control |
| AMEL | - | Aircraft Maintenance Engineering License |
| AMO | - | Aircraft Maintenance Organization |
| AFCAC | - | African Civil Aviation Commission |
| ATO | - | Aviation Training Organization |
| ATC | - | Air Traffic Control |
| ATCOs | - | Air Traffic Controllers |
| ATS | - | Air Traffic Services |
| CASSOA | - | Civil Aviation Safety and Security Oversight Organisation |
| CATC | - | Civil Aviation Training Centre |
| CCC | - | Consumer Consultative Council |
| CCU | - | Consumer Complaints Unit |
| C of A | - | Certificate of Airworthiness |
| EAC | - | East African Community |
| EFB | - | Electronic Flight Bag |
| EOPS | - | Extended Twin Operations |
| IATA | - | International Air Transport Association |
| ICAO | - | International Civil Aviation Organization |
| PIB | - | Pre Flight Information Bulletins |
| RVSM | - | Reduced Vertical Separation Minima |
| SAR | - | Search and Rescue |
| SADC | - | Southern African Development Community |
| STL | - | Short Term License |
| TBO | - | Time between Overhaul |

STATEMENT BY THE DIRECTOR GENERAL

Tanzania Civil Aviation Authority (TCAA) was established by the Civil Aviation Act, Cap. 80 to regulate economic, safety and security aspect of aviation industry; providing air navigation services and train aviation personnel. The regulated services fall in three categories: air transport services, aeronautical airport services (airside airport operations, ground handling, in-flight catering and aviation fueling) and air navigation services.

In its endeavor to provide assurance on the standards and quality of services to be offered to the customers, the Authority has prepared this *Client Service Charter* as a “Social Pact” between the Authority as the service provider and the clients as service recipients. It specifies the types and standards of service delivery which users have a right to expect from the service provider. The Client Service Charter also specifies the rights and obligations of both parties and how customers can access the Authority services.

Nevertheless, the Authority is committed to providing quality services using its well-trained human resource and is continuously striving to develop and maintain a transparent and accountable culture. This will be achieved through periodic communication with the clients for the purpose of deliberating and eventually addressing various challenges emanating from dynamics, trends and development of the Aviation Sector in Tanzania.

The Authority will always focus on reducing grievance and increasing satisfaction. We don't want to push our ideas on to clients; we simply want to create a cordial working environment that will drive the Aviation Sector in Tanzania to its Apex.

It is my sincere hope that our Clients will make use of the mechanisms provided within the Charter to give constructive feedback that will be used to measure the Authority's performance against the set service standards.



Hamza S. Johari

DIRECTOR GENERAL

1.0 INSTITUTIONAL VISION, MISSION, MOTTO AND CORE VALUES

Tanzania Civil Aviation Authority (TCAA) was established by an Act of Parliament to regulate economic, safety and security aspect of aviation industry; provide air navigation services and train aviation personnel. The Authority has developed a Client Service Charter as part of improving service delivery to public by documenting services offered and the standards clients should expect.

1.1 Vision

“Propelling Tanzania’s Civil Aviation System to excellence in Africa and beyond”

1.2 Mission

“To ensure safety, security and regularity of civil aviation in Tanzania through effective oversight, provision of efficient air navigation services and training while maintaining quality, protecting the environment and safeguarding the interest of stakeholders”.

1.3 Motto

“Aviation Safety and Efficiency. Our Commitment. In Partnership.”

1.4 Core Values

| Acronym | Core Value | Our Role |
|----------------|---|---|
| I | Integrity | We will be fair and honest in all cornerstones of TCAA services when dealing with our stakeholders. |
| M | Morals | We will adhere to ethical behavior when dealing with stakeholders and discharge our duties with neutrality and impartiality, without fear or favour; |
| P | Professionalism and Customer focused | We will maintain the highest degree of professionalism and ethical standards, building value-added relationships with customers and stakeholders to deliver quality services. |
| A | Accountability and Efficiency | We will adhere to good governance practices by delivering our services with high level of commitment. |
| C | Commitment | We will adhere to good governance practices by delivering our services with high level of commitment. |
| T | Transparency Teamwork | TCAA staff working as a team will engage the industry stakeholders and work collaboratively to achieve organisational goals while upholding the standards of ethics, honesty and transparency in all our actions. |

2.0 PURPOSE OF THE CHARTER

The purpose of this Charter is to:

1. Specify the standards of service delivery in the aviation industry in line with the TCAA vision, mission and core values.
2. Provide insight on the Authority's core activities and functions.
3. Act as a tool for instilling customer confidence by demonstrating commitment to a healthy relationship.
4. Become a public document stating basic rights of clients and principles governing provision of services to customers.
5. Improve service delivery between the Authority and its Clients.
6. Provide an opportunity to the Authority's Clients to understand the Authority's commitment to serve its client, service standards and how to seek remedy if service delivery does not meet the expected results.
7. Provide information on:-
 - a) the range of services offered;
 - b) the aviation safety and security standards set;
 - c) continuous improvement and excellence in Authority's operations and service delivery in pursuit of consumer satisfaction.

3.0 OUR CLIENTS

The Authority's clients include but not limited to: -

- (i) The United Republic of Tanzania;
- (ii) The Revolutionary Government of Zanzibar;
- (iii) Ministry responsible for aviation;
- (iv) Parliament of the United Republic of Tanzania;
- (v) Zanzibar House of Representative;
- (vi) Judiciary;
- (vii) Union Government Ministries;
- (viii) Local Governments Authorities;
- (ix) Government Ministries, Departments and Agencies;
- (x) Military and Security Organs;
- (xi) Consumers Consultative Council (TCAA – CCC);
- (xii) Mass Media;
- (xiii) Air Travellers;
- (xiv) The General Public;
- (xv) Air Service Operators;
- (xvi) Aviation Licensed Personnel;
- (xvii) Airport Operators;
- (xviii) Airport Service Providers;
- (xix) Emergency Units;
- (xx) Aircraft Maintenance Organizations (AMO);
- (xxi) Aviation Training Organizations (ATO);
- (xxii) Regional Organizations (i.e. CASSOA, AFCAC, EAC, SADC etc);
- (xxiii) International Aviation Organisations; and
- (xxiv) Other Aviation and Non-Aviation-Related Organisations.

4.0 SERVICES OFFERED BY THE AUTHORITY

The Authority offers the following services:

- a) Issuance and renewal of:
 - (i) Aircraft Certificates of Registration, Certificates of Airworthiness, ATO and AMO Certificates;
 - (ii) Air Service Licenses;
 - (iii) Short Term Licenses;
 - (iv) Ground Handling Licenses;
 - (v) Drone Authorizations;
 - (vi) Air Operator Certificates;
 - (vii) Flight and Ground Instructors and Examiners Authorization;
 - (viii) Aerodrome Certificates;
 - (ix) Personnel Licenses and Certificates;
 - (x) Approval of Special Operations (EOPS/RVSM/EFB etc.);
 - (xi) Aviation Security Certification/Re-Certification;
 - (xii) Approval of Aviation Security Programs;
 - (xiii) Approval of ATC Training Facilities;
 - (xiv) Pre-Flight Information Bulletins;
 - (xv) Aeronautical Information Circular and AIP Supplement;
 - (xvi) Instrument Rating; and
 - (xvii) Approval of Telecommunication Masts and Related Obstacles.
- b) Aircraft Lease Approval;
- c) Provision of Air Navigation Services;
- d) Provision of Training to Aviation Personnel;
- e) Co-ordination of Search and Rescue (SAR) Activities;
- f) Certification of Air Navigation Facilities;
- g) Investigation of Air Accidents and Incidences;
- h) Complaints Handling;
- i) Civil Aviation Statistics Publication; and
- j) Payment to External Clients/Suppliers.

5.0 SERVICE STANDARDS COMMITMENT & PRINCIPLES

The Authority is committed to:

- a) Offer quality services to satisfy clients' needs and expectations;
- b) Uphold International Civil Aviation Organization (ICAO) Standards and Recommended Practices, national laws and regulations in the delivery services;
- c) Observe Objectivity, confidentiality, fairness and equity in service provision;
- d) Provide to our clients all necessary information to enable them to access the services we offer;
- e) Provide accurate and consistent advice to our clients; and
- f) Capacitate Authority's staff to be loyal, respectful and action oriented when dealing with Clients at all times.

5.1 STANDARDS OF OUR SERVICES

The Authority pledges that services shall be accomplished within the periods indicated below if the clients and external service providers meet the legal requirements in place.

| S/ No. | Service | Timeframe |
|--------|--|--|
| 1. | Receiving of phone calls | Within the first 3 rings |
| 2. | Issue of personnel licenses and certificates | Within seven (7) days upon submission of dully completed application forms with required attachments in the online system |
| 3. | Issuance of Examinations results | a. Online examination- two (2) days after completion of examination b. Handwritten essay examination-two (2) days after the candidates sitting session c. Oral examination- four (4) hours after the oral examination session d. Handwritten multi choice e. Examination- four (4) hours after the candidates' session |
| 4. | Issuance of Air Operator certificate | Within ninety (90) days after submission of the formal application |
| 5. | Renewal of Air Operator certificate | Sixty (60) days after submission of application for renewal |

5.0 SERVICE STANDARDS COMMITMENT & PRINCIPLES

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| 6. | Issuance and renewal of Instrument Rating | Within five (5) days after submission of instrument rating test results and online application |
| 7. | Authorization of Instructors and Examiners | Within five (5) working days after observation |
| 8. | Approval of special operations (EOPS / RVSM / EFB etc) | Within ninety (90) days after submission of the formal application |
| 9. | Rating results of ATCOs | Two (2) days after rating board |
| 10. | Approval of examiners and training captains (including observation flights) | Within five (5) working days after observation |
| 11. | Issuance and renewal of C & A | Within five (5) working days after completion of inspection provided all requirements have been fulfilled |
| 12. | Issuance of AMO Certificate | Within ten (10) working days after completion of the audit provided that all requirements have been fulfilled. |
| 13. | Renewal of AMO Certificate | Within ten (10) working days after completion of the audit provided that all requirements have been fulfilled |
| 14. | Issuance of ATO Certificate | Within ten (10) working days after completion of the audit provided that all requirements have been fulfilled |
| 15. | Renewal of ATO Certificate | Within sixty (60) working days from the date of the receipt renewal application |
| 16. | Modification Approval | Within fifteen (15) days after submission of dully completed application form |
| 17. | Issuance of AMEL | Within five (5) days upon passing written and oral examinations. |
| 18. | Renewal of AMEL | Within ten (10) days upon payment and submission of all required documents. |
| 19. | Issue of examination results-AME | Within five (5) working days after completion of Written or Oral |
| 20. | Time Between Overhaul (TBO) extension | Within fifteen (15) days after submission of application |
| 21. | Other extensions | Within ten (10) days after submission of application |
| 22. | Mode S approval | Within seven (7) days after submission of application |
| 23. | Exemption from Regulatory requirements | Within sixty (60) days after submission of application |

5.0 SERVICE STANDARDS COMMITMENT & PRINCIPLES

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| 24. | Grant of aerodrome construction permit | Within ninety (90) days after submission of application |
| 25. | Grant of initial aerodrome certificates/license | Within ninety (90) days after submission of the formal application |
| 26. | Registration of aerodrome | Within thirty (30) days after submission of application |
| 27. | Renewal of aerodrome certificates/ license/ registration | Within thirty (30) days after submission of application |
| 28. | Issuance of approval to construct masts, towers, windmills and buildings | Within fourteen (14) days after submission of application |
| 29. | Approval of instrument approach procedures | Within fourteen (14) days after submission of application |
| 30. | Certification of navigation facilities | Within sixty (60) days after submission of the formal application |
| 31. | Approval of ATC training facilities | Out of Tanzania Ten (10) days; Within Tanzania sixty (60) days after submission of the formal application |
| 32. | ATS Incident Analysis | Within thirty (30) days after notification of Incident |
| 33. | Submission of Aviation Security Oversight report (Audit/Tests/Investigation) | Within fourteen (14) days after completion of onsite (audit/tests/investigation) |
| 34. | Submission of Aviation Security Oversight report (Inspection) | Within seven (7) days after completion of onsite inspection |
| 35. | Aviation Security Certification / Re-certification (Screeners, Supervisors and Instructors) | Within fourteen (14) days after completion of certification process |
| 36. | Approval of Aviation security programs | Within thirty (30) days after submission of the program |
| 37. | Registration of Aircraft | Within five (5) working days after completion of inspection provided all requirements have been fulfilled |
| 38. | Aircraft Lease Approval | Within twenty (20) days after submission of Lease |
| 39. | General operations manual | Within 14-21 days |

5.0 SERVICE STANDARDS COMMITMENT & PRINCIPLES

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| 40. | Export C of A | Within five (5) working days after completion of inspection provided all requirements have been fulfilled |
| 41. | Special Flight Permit | Within five (5) working days after submission of duly completed form provided that all requirements have been fulfilled |
| 42. | Noise Certificate | Within five (5) working days after submission of the application provided all requirements have been fulfilled |
| 43. | Additional Rating | Within ten (10) working days after completion of the audit/inspection provided that all requirements have been fulfilled. |
| 44. | Approval of a Manual | Within thirty (30) working days after submission of the manual provided that it meets Regulatory requirements. |
| 45. | Type Certificate Acceptance | Within ten (10) working days after completion of the Inspection provided that all requirements have been fulfilled. |
| 46. | Application for AMO & ATO approval | Within ninety (90) days before the intended date of operation |
| 47. | Application for AMO or ATO approval renewal | Within sixty (60) days before the expiry date of AMO approval |
| 48. | Application for C of A renewal | Within sixty (60) days before the expiry date of C of A |
| 49. | Issuance and renewal of Air Service License | Within ninety (90) days after application deadline |
| 50. | Issuance of a Provisional Air Service License | Within thirty (30) days after the submission of application with relevant documents |
| 51. | Issuance and renewal of Ground handling Service License | Within ninety (90) days after application deadline |
| 52. | Issuance of a Provisional Ground handling service License | Within thirty (30) days after submission of application with relevant documents |
| 53. | Issuance of Short-Term License (STL) or flight permit | Within two (2) days after submission of application with proper documents |
| 54. | Issuance of block permit | Within seven (7) days after submission of proper documents |
| 55. | Notification of deficiencies to operators after inspection | Within seven (7) days after the last date of inspection |

5.0 SERVICE STANDARDS COMMITMENT & PRINCIPLES

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| 56. | Civil Aviation Statistics Publication | June every year |
| 57. | Issue of Pre-flight Information Bulletins (PIB) | Within two (2) hours prior to aircraft departure |
| 58. | Sale of AIP | Within one (1) day upon submission of payment receipt |
| 59. | Issue of Aeronautical Information Circular | Within two (2) days of receipt of verified data |
| 60. | Alert emergency services | Immediately upon becoming aware of the emergency |
| 61. | Co-ordination of Search and Rescue (SAR) | Within two (2) hours of notification |
| 62. | Design of instrument approach procedure | Within ninety (90) days for conventional aids |
| | | Within ninety (90) days for precision approach |
| 63. | Payment to suppliers / Service Providers | Within thirty (30) days after receipt of relevant documents |
| 64. | Request for Customer statement | Within one (1) day after request |
| 65. | General inquiries and acknowledgements | Within five (5) working days from receipt |
| 66. | Data/Information request | Within one (1) week after the day of request |
| 67. | Processing of application for admission into program at CATC | Within thirty (30) days from application deadline date |
| 68. | Registration of student(s) at CATC | Within two (2) days upon submission of all necessary documents |
| 69. | Issuance of provisional Transcripts & certificates at CATC | Within five (5) days upon receipt of application |
| 70. | Issuance of Tendering Documents to Tenderers | Within thirty (30) minutes upon submission of payment receipt |
| 71. | Response to tenderers' queries | Within three (3) days from the date of receipt. |
| 72. | Communication of tender evaluation results | Within tender validity period. |
| 73. | Communication of Contract award | Within three (3) days from the expiry date of Intention of contract award. |

5.0 SERVICE STANDARDS COMMITMENT & PRINCIPLES

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| 74. | Response to aggrieved tenderers | Within Seven (7) days from the date of receipt. |
| 75. | Resolving CCU complaints | Within Sixty (60) days upon receipt of the complaint |
| 76. | Sale of Regulations | Within thirty (30) minutes upon submission of payment receipt |

5.2 SERVICE PRINCIPLES

When you interact with TCAA, we have identified how we want you and all our clients to feel and we have developed five core principle commitments with actionable behaviours that you can expect. We also acknowledge the role our clients play in order for us to deliver our service effectively.

| | | |
|---|---|---|
| <p>We want you to feel SATISFIED</p> | <p>We commit to do as much as we can for you</p> <p>This is achieved by always:</p> <ul style="list-style-type: none"> • Getting to a point of resolution • Focusing on what can be done • Being thorough to make sure nothing is missed. | <p>How you can help us:</p> <p>Have an open mind when you hear our advice</p> |
| <p>We want you to feel HEARD</p> | <p>We commit to understand you and your situation</p> <p>This is achieved by always:</p> <ul style="list-style-type: none"> • Focusing our attention on you and your enquiry • Listening to you without interruption • Asking questions to ensure we understand you • Being empathic to how you feel. | <p>How you can help us:</p> <p>Give us all the information you have and be truthful</p> |
| <p>We want you to feel EMPOWERED</p> | <p>We commit to work in partnership with you</p> <p>This is achieved by always:</p> <ul style="list-style-type: none"> • Engaging with you • Communicating in a courteous and pleasant tone • Continuously improving and seeking your feedback. | <p>How you can help us:</p> <p>Treat our team with courtesy and respect</p> |
| <p>We want you to feel ASSURED</p> | <p>We commit to be efficient in our dealings with you</p> <p>This is achieved by always:</p> <ul style="list-style-type: none"> • Providing clear and consistent messages • Having the most appropriate person take care of your enquiry • Giving you a personalised response in a timely manner. | <p>How you can help us:</p> <p>Have reference numbers and other details available including how we can contact you</p> |
| <p>We want you to feel INFORMED</p> | <p>We commit to provide guidance and transparency on our obligations</p> <p>This is achieved by always:</p> <ul style="list-style-type: none"> • Providing an explanation of what things mean • Providing reasoning for decisions we are required to make • Using language that you can understand. | <p>How you can help us:</p> <p>Be aware of your obligations</p> |

6.0 RESPONSIBILITIES TO OUR CLIENTS

In delivering services Authority's clients, we promise to:

- (i) Be fair, impartial and unbiased;
- (ii) Comply with and where necessary, set clear and explicit standards of service that clients reasonably expect;
- (iii) Provide Authority's clients with adequate information about Authority's services in a straightforward and open manner;
- (iv) Employ people who are fully qualified and equip them with necessary additional skills to perform their responsibilities appropriately;
- (v) Respond to enquiries and complaints in an accurate and prompt manner;
- (vi) Uphold confidentiality, transparency and accountability;
- (vii) Ensure Authority's services are accessible;
- (viii) Listen to feedback from customers and stakeholders to continue improving Authority's services;
- (ix) Provide high quality, secure and reliable services;
- (x) Publish clear performance standards and monitor performance regularly against the standards;
- (xi) Communicate information and guidance materials effectively and expeditiously;
- (xii) Publish up to date information about Authority's services;
- (xiii) Respond professionally, courteously and promptly in all Authority's dealings;
- (xiv) Monitor how satisfied customers are with Authority's services and constantly seek improvements in all areas to meet clients' needs;
- (xv) Collaborate with stakeholders through consultation in improving Authority's standards;
- (xvi) Place the common good of the Authority, that of consumers and the general public above self-interest;
- (xvii) Uphold and safeguard the ICAO Standards and Recommended Practices as well as provisions of the Civil Aviation Act, the Civil

6.0 RESPONSIBILITIES TO OUR CLIENTS

- Aviation Regulations and related laws and other regulations;
- (xviii) Utilise resources prudently to attain best value for consumers;
 - (xix) Cultivate dynamic and innovative practices through continuous improvement of Authority's processes;
 - (xx) Devise a system for continuously evaluating ourselves through feedback mechanism from consumers to ensure consumer satisfaction; and
 - (xxi) Take prompt and appropriate corrective action on errors and deficiencies that occur.

TCAA

THE DRONE CODE

STAY

- COMPLIANT
- SAFE
- AWARE

- Be responsible
- Observe your drone at all times
- It is illegal to operate drone without authorization
- Remember to fly below 400ft (120m) Above Ground Level
- Don't fly near airports and restricted areas

For more information: +255 773 434 747

@officialtcaa www.tcaa.go.tz

7.0 CLIENTS RIGHTS AND RESPONSIBILITIES

7.1 Rights

- a) Participate in the Charter review process;
- b) Appeal against the unsatisfactory services provided;
- c) Lodge complaints where warranted;
- d) Privacy and confidentiality; and
- e) Seek information subject to prescribed procedures.

7.2 Responsibilities

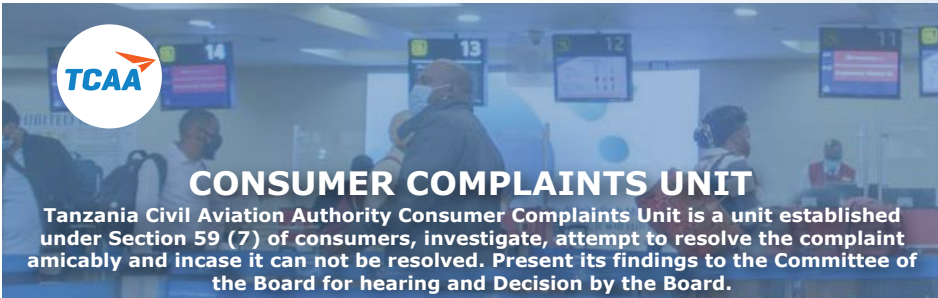
- a) Treat Authority's staff with respect and courtesy;
- b) Be familiar and comply with applicable aviation rules, regulations and procedures and the Authority's circulars, directives, recommendations after audits, inspections, tests or surveys in a timely manner;
- c) Provide Authority's Inspectors with unrestricted access to airports, aircrafts and premises of operations for the purpose of carrying out oversight functions;
- d) Refrain from acts/behavior that encourages corruption;
- e) Adhere to respective professional code of ethics and good aviation practices;
- f) Meet all the stipulated aviation requirements and implement corrective action measures to rectify any identified deficiencies;
- g) Maintain integrity and professionalism in their activities and operations;
- h) Volunteer information that will help towards improving service delivery;
- i) Give accurate and timely information as required;
- j) Attend scheduled meeting punctually;
- k) Pay fees and any due bills promptly; and
- l) Support initiatives in improving the Aviation system in Tanzania.

8.0 FEEDBACK ON SERVICE DELIVERY

With a view to improving service delivery, the Authority welcomes any comments regarding our services, complaints, suggestions opinion, advice, appreciation and constructive criticism for the purpose of improving our services and shall endeavour to handle them in a timely and fair manner.

TCAA's Clients are encouraged to make compliments, complaints and suggestions and to report any incidents through the established channels (letters, e-mail, fax, telephone, website, or by visiting our offices).

We guarantee confidentiality, where necessary, in respect of reporter/complainants' identity and substance of report/complaint to safeguard the rights of the consumers and the service providers alike. However, we encourage all reporters/complainants to identify themselves as a sign of good faith given the practical difficulties associated with handling anonymous reports/grievances.



CONSUMER COMPLAINTS UNIT

Tanzania Civil Aviation Authority Consumer Complaints Unit is a unit established under Section 59 (7) of consumers, investigate, attempt to resolve the complaint amicably and in case it can not be resolved. Present its findings to the Committee of the Board for hearing and Decision by the Board.

DECISION OF THE BOARD MAY CONTAIN REMEDIES TO CONSUMERS SUCH AS:

- Requiring a party to supply regulated goods or services for specified periods
- Requiring a party to supply regulated goods or services for specified terms and conditions
- Requiring a party to pay the cost of another party or of a person appearing at the hearing or producing documents
- Dismissing a complaint
- Imposing fines
- For specific performance
- Appointing trustees
- Setting up an escrow account and for such other relief may be deemed necessary.

**Complaints shall be addressed to:
Director General**

Tanzania Civil Aviation Authority
Aviation House, Nyerere/ Kitunda Road Junction, P.O. Box 2819, Dar es Salaam, Tanzania
Tel: (255) 22 2198100, Fax: (255) 2844304 Email: tcaa@tcaa.go.tz


9.0 AMENDMENTS TO THE CHARTER


In light of the rapid developments and dynamism of the aviation industry and the ever changing practices and requirements, this Service Charter will periodically be reviewed and updated with a view to improving our services and meeting newer demands or challenges.


CONTACT DETAILS


All kinds of communication and complainants are required to be directed to the below mentioned address:


The Director General,
Tanzania Civil Aviation Authority,

 Aviation House, Nyerere/ Kitunda Road Junction,


 P. O. Box 2819,
Dar es Salaam, Tanzania


 Tel: +255 22 219 8100,


 Fax: +255 22 284 4304,


 Email: dg@tcaa.go.tz / tcaa@tcaa.go.tz / barua@tcaa.go.tz

    @officialtcaa

 Aviation House, Nyerere/ Kitunda Road Junction,

 P. O. Box 2819,
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