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This Aeronautical Information Circular (AIC) is issued for the information, guidance and compliance of all stakeholders.

Dr. Jabiri K. Bakari

Director General

IMPLEMENTATION OF THE CIVIL AVIATION SERVICES PORTAL (CASP) AND CUSTOMER SERVICE HELP DESK

1.0 BACKGROUND

- 1.1 The Tanzania Civil Aviation Authority (TCAA) is implementing a programme of continual improvement aimed at modernising its business processes, operational systems and information management. These initiatives are intended to enhance service delivery, strengthen regulatory oversight, improve operational efficiency, promote transparency and accountability, and align the Authority's services with national priorities and international best practices.
- 1.2 As part of these initiatives, the Authority has introduced the Civil Aviation Services Portal (CASP), an integrated web-based platform that automates end-to-end regulatory business processes across various technical and operational areas. The Portal facilitates online service delivery, electronic payments, workflow and document management, automated notifications, dashboards and real-time reporting. In addition, the Authority has established a twenty-four-hour Customer Service Help Desk to provide continuous customer support.

2.0 PURPOSE

- 2.1 The purpose of this Circular is to notify all stakeholders the implementation of the Civil Aviation Services Portal (CASP) and the Customer Service Help Desk.
- 2.2 Accordingly:
 - a) Effective **1 August 2026**, all applicable regulatory services shall be accessed and processed through the Civil Aviation Services Portal (CASP).
 - b) All enquiries, requests for assistance, complaints, suggestions and other communications relating to regulatory services shall be submitted through the Customer Service Help Desk.

3.0 ACCESSIBILITY

- 3.1 The Civil Aviation Services Portal (CASP) is accessible at <https://portal.tcaa.go.tz>

3.2 The Customer Service Help Desk may be contacted through:

- a) Toll-Free Number: **0800 110 193**
- b) Email: helpdesk@tcaa.go.tz or dawatilahuduma@tcaa.go.tz

4.0 TRANSITIONAL ARRANGEMENTS

- 4.1 To ensure smooth transition, the Authority will run the CASP parallel with the existing legacy system for a period of two weeks, from **1 August 2026** to **14 August 2026** .
- 4.2 Stakeholders are encouraged to cooperate with the Authority during the transition period to facilitate the successful implementation of the new system and ensure continued delivery of efficient, reliable and responsive regulatory services.

5.0 FURTHER INFORMATION

Any person requiring clarification or technical assistance regarding the Civil Aviation Services Portal (CASP) or the Customer Service Help Desk may contact the Authority through the channels specified in paragraph 3.2 of this Circular.
