

MALAWI

SERVICE CHARTER



This Service Charter represents the Civil Aviation Authority's commitment to the standards of service we strive to uphold in the execution of our mandate

SERVICE CHARTER

The Civil Aviation Authority of Malawi, established as a statutory body under the Civil Aviation Act of 2017, is responsible for regulating civil aviation in Malawi. Our legislative framework defines the functions we perform and the services we provide to the aviation community and the public. These functions and services support the continued safe operation of the aviation sector and include:

- General and technical enquiries
- Applications for permissions
- Certifications
- Licensing and registration.

This Charter sets out the standards of service you can expect from us, as well as the ways in which you, as our client, can help us provide a professional, reliable, and consistent service experience

OUR COMMITMENT TO YOU

This Charter reflects our commitment to delivering the level of service you deserve as our valued clients. We understand that our work directly supports your safe and successful participation in the aviation sector, and that the quality of our services can influence your ability to meet your goals. For this reason, we are dedicated to providing you with responsive, professional, and reliable services that meet the standards outlined in this Charter.

To order copies of the Service Charter, email dg@caa.gov.mw or download from the website, www.caa.gov.mw

OUR STAFF

To provide you with excellent service, we will strive to ensure that our staff:

- ✓ are adequately trained to acceptable competence levels
- ✓ have the required qualification, capability and experience
- ✓ are aware of their responsibilities, accountability and impact
- ✓ have practical knowledge (current) of policy, regulation, procedures and processes
- ✓ are committed to understanding your needs and concerns
- ✓ ensure we adhere to privacy and confidentiality, legislation and guidelines, and
- ✓ are committed to understanding your needs and concerns

WHAT TO EXPECT FROM US?

We are consistently working to improve our client-focused service:

- Accessible: We will offer user-friendly, accessible platforms that allow you to securely access our services and your information.
- Accountable: We will make sure you understand your rights and obligations, and we will be transparent about our processes, service performance, and decisions.

- Responsive and reliable: we will make great effort to respond to your requests promptly. We will make sure you get the appropriate assistance and revert to you when we say we will.
- Respectful: we will treat you with courtesy and respect and act in accordance with our code of conduct and our values.
- Ethical: we will act with unbiased, integrity, and consistency whilst exercising procedural fairness.
- Reasonable: we will take a balanced, risk-based approach informed by safety.
- Clear: we will use clear and concise, simplified English language and concepts wherever possible and provide reasons for our decisions.
- Confidential: we respect your privacy and will keep your information confidential unless authorised to disclose by law.
- Secure: we will ensure your data and information is secure and safe
- Stakeholder engagement: engage you when developing services, policy and legislation, whenever possible
- respectful: treat our staff with the same courtesy and respect we are expected to give you
- informed: review available advisory material and information prior to making an application or inquiry
- accurate: complete applications carefully and fully. Ensure you submit quality documentation including fee payment required to support your application
- accountable: meet your responsibilities under civil aviation legislation and be responsible for providing complete and correct information, even if through a third party.

OUR BUSINESS HOURS

We are open Monday to Friday, from 07:30 to 16:30 (CAT). Please note that we are closed on weekends, national public holidays, and during the annual Christmas shutdown, which is listed on the CAA website each December.

Online submissions via electronic mail, requiring manual assessment, will be subject to normal business days and service delivery standards.

YOUR COMMITMENT

To ensure we can effectively meet your needs, we kindly ask that you are consistently.

- responsive: provide timely and accurate responses to requests for information
- truthful: provide correct information and all relevant facts
- collaborative: work constructively to resolve any issues, concerns, and problems

OUR CHARGES

We will be recovering a portion of our costs. This cost recovery is for providing various services related to licences, medicals, aircraft registration and operating certificates.

Where fees or charges apply to a service, we cannot commence any work unless payment arrangements for the applicable fee or charge are finalised. Refer to our fees and charges for more information. Refunds may be made by the CAA in the event of wrongful invoicing or non-delivery of a service.

OUR PERFORMANCE

We are continuously reviewing our regulatory service processes and associated performance indicators to ensure ongoing improvement. As additional service delivery statistics become available, we will publish them to complement our existing information. This demonstrates our commitment to accountability and transparency.

We are also committed to respecting your right to privacy and protecting your personal information. We are bound by the Data Protection Act, 2024.

Our staff adhere to strict standards, policies, and procedures to safeguard your privacy. We collect only the information that is necessary and directly related to our functions and responsibilities, though we may request additional information when needed to enhance our interactions with you and improve our services.

ACCESS TO INFORMATION

The Access to Information Act, 2016, gives the public a general right of access to documents held by the Civil Aviation Authority. Under this Act, you have the legal right to obtain copies of documents we hold through a written request.

We may refuse access to documents, or parts of documents, that are exempt documents. Exempt documents may include documents containing material obtained in confidence or documents that would involve the unreasonable disclosure of personal information.

Feedback and Complaints Handling Procedure

We welcome your constructive feedback, including what you believe we can improve and what you believe we have done well. By informing us of what we got right will help us with continuous improvement and enable us to reinforce a positive customer service culture.

If you are not satisfied with the way we have dealt with you or your request, you may make a complaint to the Director General.

NOTE: The standards of service, Service Charter complaints procedure, and remedies set out in the Service Charter do not apply to the exercise of statutory powers, or to the exercise of discretionary decision making pursuant to the Civil Aviation Act.

For example, the Service Charter does not apply to decisions made by the Director General relating to, among other things:

1. the consideration of applications for aviation documents.
2. suspension of aviation documents.
3. revocation of aviation documents.
4. the consideration of petitions for exemptions from the requirements of the Civil Aviation Rules and Regulations.
5. the enforcement of the provisions of the Act or any other Act or of rules or regulations made under any Act.

There are legal remedies available where a person is aggrieved because of decisions made pursuant to the Act and legal advice should be sought in such cases.

How We Handle Complaints Under Our Service Charter

1. A complaint that any of our standards of service have not been met can be made by contacting the Secretary for Transport and Public Works by:
 - a) Telephone: +265 1 789 377; or +265 1 789 071

2. Post, letter addressed to: The Director General | Private Bag 308 | Capital House | City Centre | Lilongwe
 - a) Email, letter attached to: customer-help@caa.gov.mw
3. If the complaint is made by telephone, we recommend that your complaint is confirmed in writing.
4. All written complaints will be acknowledged within 10 working days of receipt. Acknowledgement will identify the contact person responsible for coordinating the response to the complaint.
5. The complaint will be processed by the Office of the Secretary of the Transport and Public Works in accordance with Public Service Procedures.
6. Progress reports will be provided, monthly, where matters proceed for a length of time.
7. A written response to the letter of complaint will be forwarded to the complainant as soon as practicable.

Remedies

The CAA management and staff are committed to finding a mutually acceptable remedy when it is determined that any of the standards of service have not been met.

Remedies could include any of the following, when appropriate:

- an apology;
- the provision of accurate and complete information to satisfy the original request;
- corrective measures with respect to CAA procedures to prevent the situation from recurring.

Note: Days refer to working days

Client obligations

Clients are obligated to provide accurate information, respect staff of the Authority, adhering to service guidelines and amongst other things.

CUSTOMER SERVICE CHARTER

Services Rendered	Requirements	Cost	Time
Approval of aerodrome security programmes	Letter of application and security manual	1,000.00 USD	30 days
Approval of aircraft operator security programme	Letter of application and security manual	250.00 USD	14 days
Approval of Regulated agent security programme	Letter of application and security manual	250.00 USD	14 days
Approval of masts and other structures	As per aerodromes regulations	No Charge	15 days
Approval of Aerodromes manuals and other documents	As per aerodromes regulations	No Charge	30 days
Consultancy on air navigation obstacles/intrusions	As per applicant's request	No Charge	15 days
Issue/Validation of aviator ¹ certificate, I/R, Flight instructor, Flight radio telephony operator licence	As per relevant Malawi Civil Aviation Regulations (MCARS). PEL	MK 15,000.00	10 days
Renewal of aviator Certificate, I/R, Flight Instructor, Flight Radio Telephony Operator License	As per relevant MCARS. PEL	MK 12,000.00	10 days
Registration of Aircraft	As per MCARS	MK 5,000.00	15 days
Ad-hoc flight clearance	Application email/hardcopy for permit attaching applicable documents	<ul style="list-style-type: none"> • No Charge • air navigation, landing and parking charges apply 	5 days
Overflight clearance (Summer/Winter schedule)	Application email/hardcopy for permit attaching applicable documents	<ul style="list-style-type: none"> • No Charge • air navigation, landing and parking charges apply 	5 days
Over flight clearance (ferrying dangerous goods)	Application email/hardcopy for permit attaching applicable documents	<ul style="list-style-type: none"> • No Charge 	5-20 days

¹ Personnel holding a certificate issued by the Authority that qualifies them to operate and/or operate on aircraft

		<ul style="list-style-type: none"> air navigation, landing and parking charges apply 	
Provisional Licence	Submission of application, fee payment and relevant documents	USD 500.00	15 days
Initial issue, renewal and variation of air service licence	As per Aeronautical Information Publication (AIP)	1,000.00 USD to 2,500.00 USD	5 - 40 days
Initial issue, renewal and variation of air service permit	As per AIP	500.00 USD to 1,000.00 USD	5 - 40 days
Approval of aircraft maintenance organisation (AMO)		1,500.00 USD	5-30 days
Approval of aircraft and technical manuals	AMO/AOC requirements	No charge	90 days
Initial issue of Certificate of Airworthiness (C of A)	Completion of inspection and certification requirements	Max take-off weight (kg)/500kg x MK 10,000.00	10 days
Renewal of Certificate of Airworthiness (C of A)	Completion of inspection and certification requirements	Max take-off weight (kg)/500kg x MK 10,000.00	5-20 days
Special flight permit	Airworthiness regulation	No Charge	5 days
Air Operator Certificate (AOC) initial issue/renewal	Completion of 5-phase process as per Malawi Civil Aviation Regulations.	USD 1,000.00 – 5,000.00	20 days (after successful completion of Phase 5 of the AOC certification process)
Foreign Air Operator Certificate (FAOC) initial issue/renewal	Application email/hardcopy for FAOC attaching applicable documents	USD 2,500.00	20 days
Aircraft inspection for AOC inclusion	As per MCARS	No Charge	10-20 days
Aircraft inspection for FAOC/Fleet addition	As per MCARS	No Charge	10-20 days

Feedback to request for admission of new students	Filled application forms and payment of application fees	No Charge	10 days
Issuance of Transcripts and Certificates	Application form and clearance certificate	No Charge	10 days
Processing of aeronautical data	Data meets requirements	Part of Air Navigation Service Charges	15 days
Accepting flight plans	Meets ICAO/National requirements	Part of Air Navigation Service Charges	Minimum 48 hours
Start –up clearance, Taxi clearance, ATC clearance	Filed flight plan, Request from Pilot-in-Command	Part of Air Navigation Service Charges	20 Minutes
Initial Search and Rescue coordination	Aircraft in distress, accident, forced landing or request by appropriate organisation	Free	5 minutes
Feedback of preliminary ATC incident Investigation report	Reports received from Operator, pilot and/or ATC	Free	21 days
Processing billing data for dissemination to operators	Monthly performance data from operators received by 5 th day of month	Free	5 - 10 days
Processing of payments	Requisite claim documents (invoice and evidence of service/goods delivery)	Free	10 - 20 days

NOTE: All requests made by operators, for renewals of certificates, licences authorisations, must be made in accordance with the aviation regulations applicable at the time and where there is no provision, requests must be submitted at least 30 days prior.

Requests to book for examinations must be made at least 14 days prior.

Requests made by operators, that will require the services of the inspectors for inspections, must be made 30 days prior.

All requests must be made, hard copies, to the office of the Director General of the Civil Aviation Authority.

Due diligence process carried out by the Authority may affect the time requirements for some specific services