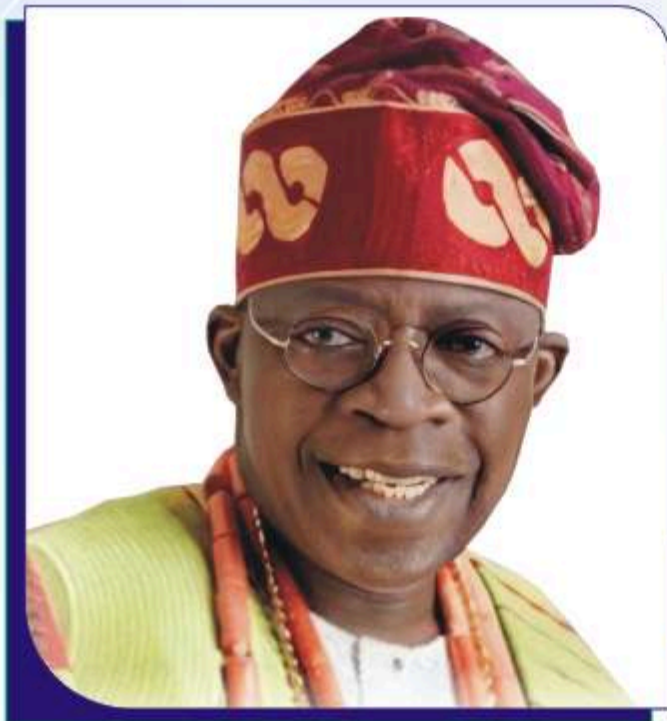




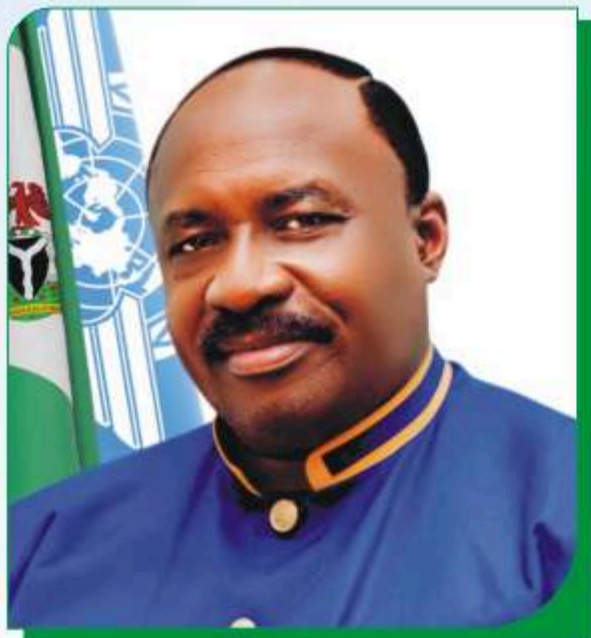
# INTEGRATED SERVICE CHARTER 2025



HIS EXCELLENCY  
**BOLA AHMED TINUBU** GCFR  
PRESIDENT, COMMANDER-IN-CHIEF OF THE ARMED FORCES  
FEDERAL REPUBLIC OF NIGERIA



**FESTUS KEYAMO** *SAN, CON, FCIArbt(UK)*  
**HON. MINISTER OF AVIATION AND AEROSPACE DEVELOPMENT**  
**FEDERAL REPUBLIC OF NIGERIA**



**CAPT. CHRIS NAJOMO**

DGCA, Nigeria Civil Aviation Authority



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## INTEGRATED SERVICE CHARTER

### FOREWORD

**S**ERVICOM was established in 2004 by the Federal Government of Nigeria after a Special Presidential Retreat on Service Delivery with the Ministers, Special Advisers, and Chief Executives of major Extra-Ministerial Departments and Parastatals. It is an initiative to promote effective and efficient service delivery in all government offices and ensure customer satisfaction.

SERVICOM is an acronym for Service Compact with All Nigerians.

Since the Federal Government's directive to all Ministries, Departments and Agencies (MDA's) to establish Ministerial SERVICOM Units (MSU's) and Parastatal's SERVICOM Units (PSU's), the Nigeria Civil Aviation Authority (NCAA) has been struggling to develop and launch its Integrated Service Charter. I am however pleased that we have been able to surmount the challenges and we are, with this document, presenting our Service Compact with all our customers and indeed, all Nigerians.

In our bid to be one of the leading Civil Aviation Authorities in the world, we hold our customers dear to our heart and are committed to providing them timely and quality service. We shall therefore strive to meet, and even surpass the standards prescribed in this charter. We urge our customers to hold us to our promises and to provide adequate feedback to enable us continuously improve our services.

**Capt. Chris Ona Najomo**  
*DGCA, Nigeria*



## INTRODUCTION

### BRIEF HISTORY OF NCAA

In the early days of Aviation in Nigeria, the control and administration of civil aviation was vested in the Director of Public Works, who applied the British Air Navigation Order (ANO) as the legislative instrument. Rapid growth in air transport activities in the country necessitated the establishment of a Nigerian Civil Aviation Department (CAD).

The CAD remained a separate entity until it was integrated into the Federal Ministry of Transport in 1965. The CAD later metamorphosed into the Ministry of Aviation in 1975. The Ministry remained the organ of government, responsible for formulating policies, regulating the industry, providing some services including provision of aeronautical facilities and air traffic control.

In 1976, the Nigerian Airports Authority (NAA) was created out of the Nigerian Airports Department in the Ministry by decree No.45 of 1976 and was charged with full responsibility of developing and managing airports in the country. It started operations in 1978. Decree 45 of 1976 was again abolished in the 1995 aviation reform which brought about the Federal Airports Authority of Nigeria (FAAN) under Act No. 9 of 1996 to perform the functions of NAA and that of the Federal Civil Aviation Authority (FCAA).

The FCAA was the first autonomous civil aviation regulatory body in Nigeria and was responsible for safety and economic regulations of the industry, as well as the provision of air traffic services, aeronautical



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The FCAA was the first autonomous civil aviation regulatory body in Nigeria and was responsible for safety and economic regulations of the industry, as well as the provision of air traffic services, aeronautical information services and aero telecommunication services. The Authority was scrapped during the 1995 aviation reforms and its safety functions were transferred to a new Department in the Ministry called



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## INTERNATIONAL CIVIL AVIATION ORGANIZATION

The International Civil Aviation Organization (ICAO) is the body responsible for setting standards of International Aviation activities and ensuring that states fulfil obligations provided in the Convention of International Civil Aviation (The Chicago Convention 1944). The body as part of its conditions, requires each Member state to establish an appropriate state organization known as Civil Aviation Authority charged with necessary powers to ensure compliance with air navigation regulations promulgated by the State. Nigeria as a signatory to the Convention and desirous to maintain its membership of ICAO, had to fulfil this obligation. It was in view of this and in response to calls from stakeholders in the Aviation Industry that the then Federal Military Government promulgated Decree 49 of 1999 establishing the Nigeria Civil Aviation Authority (NCAA).



## VISION STATEMENT

To be one of the leading Civil Aviation Authorities in the World.

## MISSION STATEMENT

To provide Aviation safety and economic regulatory services in the most efficient, effective, quality and technology driven manner to the satisfaction and benefit of all stakeholders, consistent with the highest international standards and the sustainable development of the industry and national economy.





## **RESPONSIBILITIES OF NCAA**

1. Registration of aircrafts in Nigeria and issuance to the owners certificates of registration.
2. Establishment and maintenance of a system or register for recording the title to or any interest in any aircraft registered in Nigeria.
3. Prohibition of any Nigerian or foreign registered aircraft from operating within the Nigerian airspace, unless a certificate of airworthiness with respect to the aircraft is issued or validated under extant laws and regulations.
4. Inspection and regulation of aerodromes, inspection of aircraft factories.
5. Prohibition of any person from engaging in air navigation in any capacity whatsoever unless the Authority determines that such a person satisfies the requirement(s) of the Civil Aviation Act and the regulations made under it.
6. Issuance of rules and regulations for ensuring aviation safety, security, the efficiency and regularity of air navigation, including the safety of aircraft, persons and property carried in aircraft and for preventing aircraft from endangering any person and property.



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4. Inspection and regulation of aerodromes, inspection of aircraft factories.



## **List of Customers**

1. Airlines
2. Flight Crew
3. Air Navigation Service providers
4. Aircraft Maintenance Engineers
5. Ground Handling Companies
6. In-Flight Catering Service providers
7. Airport Operators
8. Telecom Operators
9. Contractors
10. Travel Agents
11. Aviation Training Organisations
12. Aviation Maintenance Organisations



## **Stakeholders**

1. Travelling Public
2. Federal Ministry of Aviation & Aerospace Development
3. National Assembly
4. International Civil Aviation Organisation (ICAO)
5. African Civil Aviation Commission (AFCAC)
6. Banjul Accord Group Aviation Safety Oversight Organisation (BAGASOO)
7. Airline Operators
8. Aviation Agencies (FAAN, NAMA, NSIB, NCAT, NIMET)
9. Private Security Concessionaires
10. Aviation Services Consultants
11. National Security Adviser/Security Agencies

**SERVICE CHARTER**

Service Category	Nature of Service	Customer(s)	Customer Obligation(s)	Process Owner(s)/Service Point(s)	Service Standard		Performance Target
					Timeline	Cost (₦)	
Certification	Registration of Aircraft (C of R); Replacement/ Re-Issue of C of R; Registration of Mortgage; Other registration matters	Airline Operators	Meet Civil Aviation Regulatory Requirements and standards specified in NCAA Advisory Circular Nig. CARs Part 4	DAWS	10 working days	N45,000.00 N4,500,000.00 depending on Maximum Take-Off Weight (MTOW) See NCAA schedule of fees and charges 2023 section 6.1 & 6.2	95%
	De-registration of Aircraft	Airline Operators	Meet Nigeria Civil Aviation Regulation Requirements and standards specific in NCAA Technical Guidance Materials and Advisory Circular NigCARs Part 4	DAWS	5 Working days	N45,000 – N450,000. Depending on the MTOW. See NCAA schedule of fees and charges 2023 Sections 6.4 & 6.5	95%



## INTEGRATED SERVICE CHARTER 2025



Issue / Renewal of Certificate of Airworthiness (C of A), Maintenance Clearance Certificate (MCC) and export C of A	Airline operators	Meet Civil Aviation Regulatory Requirements and standards specified in NCAA Advisory Circular Nig CARS Part 5.	DAWS	7 working days	N72,000.00 – N5,400,000.00 Depending on the Maximum Take-Off Weight (MTOW). See NCAA Schedule of fees and charges 2023 section 6.11, 6.12 & 6.13	80%
Air Operator Certification	Airline Operators	Meet Civil Aviation Regulatory Requirements and Standards specified in NCAA Advisory Circular Nig CARS Parts 5, 7, 8 & 9	DAWS DOLTS	75 working days	N5,400,000.00 – N36,000,000.00 Depending on the heaviest aircraft specified in the application. See NCAA schedule of fees and charges 2023, section 4	75%



## INTEGRATED SERVICE CHARTER 2025



Air Operator Certificate Renewal and variation	Airline Operators	Meet Nigeria Civil Aviation Regulation Requirements and Standards specified in NCAA Technical Guidance Materials and Advisory Circular	DAWS DOLTS	25 working days	₦1,440,000.00 – ₦7,920,000.00 Depending on the heaviest aircraft specified in the application. See NCAA schedule of fees and charges 2023 section 4.11,4.12 & 4.13	82%
Issuance of Noise Certificate	Airline Operators	Meet Civil Aviation Regulatory Requirements and Standards specified in NCAA Advisory Circular Nig.CARs Part 5	DAWS	5 working days	₦50,000.00 Section 6.58 of NCAA Schedule of fees and charges 2023	90%



Issuance of Type Certificate/ Supplemental Type Certification Acceptance	Airline Operators	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular. Nig CARs Part 5	DAWS	30 working days	\$1,000 - \$10,000 Depending on the MTOW  See NCAA schedule of fees and charges 2023 6.48	80%
Grant of Aerodrome Certificate (Airports/Air strips)	Aerodrome Operators	Must meet the requirement as proscribed in the Nig. CARs, Part 12 Vol I	DAAS	6 months (depending on the implementation of corrective action plan by the applicants)	International Airport- N125,000,000 Local Airport- N75,000,000 Airstrip N35,000,000	70%



Grant of Certificate to operate Heliport (Helipad/ Helideck)	Aerodrome Operators	Must meet the requirement as proscribed in the Nig. CARs, Part 12 Vol II	DASS	6 weeks (depending on the implementation of corrective action plan by the applicants)	NG,000,000	75%
Certification of Air Navigation Service Provider (ATS, PANS-OPS, SAR, AIS, CHARTS, AEROMET & CNS) facilities in aerodromes for safe use of aircraft operations	Air Navigation Service Providers	Must meet the requirement as proscribed in the Nig. CARs, Part 14	DASS	3 Months (Depending on the implementation of corrective action plan by the customer)	NG,000,000.00 NG0,000,000.00 See NCAA Schedule of fees and charges 2023 section 3.8; 3.10.3.12.1; 3.15 for exact fees for each of the ANS Services	75%



## INTEGRATED SERVICE CHARTER 2025



	Grant Certificate for Height Clearance (Below 70m)	Public/ Private Organisation	Must meet the requirement as proscribed in the Nig. CARs, Part 12 Vol I	DASS	4 weeks	N100,000	85%
	Grant Certificate for Height Clearance (Above 70m)	Public/ Private Organisation	Must meet the requirement as proscribed in the Nig. CARs, Part 12 Vol I	DASS	4 weeks	N500,000	95%
	Certification of AVSEC screeners	<ul style="list-style-type: none"> <li>• Airlines</li> <li>• Airports</li> <li>• Other Stakeholders</li> </ul> personnel responsible for carrying out screening	upon satisfactory compliance with relevant NCASP provisions Part 3.2 3.7	DAVSECR	2 working days	N30,000	95%
	Grant of Agent of Foreign Airline (AFA) Certificate	Companies Representing Non-scheduled foreign Operators in Nigeria	Compliance with Part 18 IS: 18.12.1.2.(ii)(b) of Nig.CAR's 2023	DATR	30 working days	N175,000	95%



## INTEGRATED SERVICE CHARTER 2025



	<b>Grant of Cargo Certificate</b>	Representative of airlines appointed to solicit and process air freight shipment	Compliance with Part 18.15.18.9:1.2(ii)(d) of Nig.CAR's 2023	DATR	30 working days	N175,000.00	92%
	<b>Grant of Travel Agent (TA) certificate</b>	Travel Agents	Compliance with part 18.12.1.2(d) (ii) of Nig.CAR's 2023	DATR	30 working days	N100,000.00	92%
	<b>Issuance of Certificate and Training Specification</b>	Training Organizations	Meet Civil Aviation Regulatory Requirements as stipulated in Nig.CARs 2023 Parts 2 and 3	DOITS	90 working days	Depending on the type of Training (see %CAA Schedule of fees and charges 2023)	90%
Approvals	<b>Review/ Amendment of security programme</b>	<ul style="list-style-type: none"> <li>- A/csec Service Providers</li> <li>- A/csec Training Providers</li> <li>- aerodrome operator</li> <li>- aircraft operator</li> <li>- air traffic service provider</li> <li>- regulated agent</li> <li>- flight catering operator or</li> <li>- Tenant</li> <li>- Restricted Area operator</li> </ul>	Submission of all relevant documents in line with NCASP Appendix U and V	DAVSECR	10 working days from the receipt of corrected security programme	Nil	95%



## INTEGRATED SERVICE CHARTER 2025



	Approval of Maintenance Organisations	- Maintenance Organisations	Meet Civil Aviation Regulatory Requirements and standards specified in NCAA Advisory Circular Nig.CARs Part 6	DAWS	75 working days	N2,520,000.00- N10,080,00.00	80%
	Approval of Aircraft Maintenance Programme	Airlines	Meet Civil Aviation Regulatory Requirements and Standards specified in NCAA Advisory Circular Nig.CARs Part 5 & 9	DAWS	30 working days	N14,400.00 N144,000.00 Depending on the number of pages. See NCAA schedule of fees and charges 2023 section 4.25 & 4.46	90%
	Approval of Aircraft Minimum Equipment List (MEL)	Airlines	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular.	DAWS	30 working days	N14,400 N144,000 Depending on No of pages  See NCAA schedule of fees and charges 2023 Section 4.25 & 5.45	95%



## INTEGRATED SERVICE CHARTER 2025



	Approval of Operators Maintenance Control Manual/ Maintenance Procedures Manual	Airlines	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular.	DAWS	30 working days	N14,400 – N144,000 Depending on No of pages  See NCAA schedule of fees and charges 2023  Section 4.25 & 6.46	<b>85%</b>
	Approval of Operators Quality/ Safety Manual	Airlines	Minimum Equipment List Approval Page to be endorsed	DAWS	30 working days	N14,400 – N144,000 Depending on No of pages  See NCAA schedule of fees and charges 2023  Section 4.25 & 6.46	<b>85%</b>



## INTEGRATED SERVICE CHARTER 2025



Approval of Modification/Repair on Aircraft	Airlines	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular	DAWS	15 working days	N100,000 Or N300,000 Depending if it is a minor or major modification.  See NCAA schedule of fees and charges 2023  Section 6.57	75%
Approval of Aircraft Part Distributors	Aircraft parts suppliers/Aircraft Maintenance Organisations	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular.	DAWS	30 working days	NIL	90%
AMEL Training Approvals Manual	<ul style="list-style-type: none"><li>• Airlines</li><li>• Individuals</li></ul>	Meet Requirements in the Nig CARs (2.2.1.1) (2.2.1.2) (2.2.1.4) (2.2.2)	DOLTS	30 working days	See NCAA Schedule of fees and charges 2023	85%



## INTEGRATED SERVICE CHARTER 2025



	Approval of Technically qualified personnel/ one off approval	Licence Holders	Meet Civil Aviation Regulatory Requirements as stipulated in Nig. CARs2023 Parts 2 and 3	DOLTS	2 working days	Depending on the category of request - See NCAA Schedule of fees and charges 2023	90%
<b>Issuance of license</b>	Issuance of AOC and related DPSPECS	Airlinesr	- Meet requirements in the Nig. CARs, Annex 9.1.1.5 TGM Vol. 3 Chpt. I (see website)	DOLTS DAWS	- 180 working days after submission of required documents	N200,000	75%
	Grant/ renewal of Air Transport License (ATL)	Airline Operators	Compliance with Part 18- 5: 18.3.2.1 (a) & 9b) of the Nig. CAR's 2023 and as may be prescribed by the Authority from time to time.	DATR	30 working days	N5,000,000.00 N2,500,000.	80%



## INTEGRATED SERVICE CHARTER 2025



Grant/Renewal of Air Travel Organizer's License	Tour Organizers with exception of air carriers involved in packaged travels/hol days/tours	Compliance with Part 18.3.5.1(a) & (b) of Nig.CAR's 2023 and as may be prescribed by the Authority from time to time.	DATR	30 working days	N100,000.00 - N500,000.00 - Renewal	90%
In-flight Catering License (International)	Companies that engage in provision of In-flight meals.	Compliance with Part 18:12:1:2 (e) & (i) of Nig.CAR's 2023	DATR	30 working days	N1,000,000.00	85%
In-flight Catering License (Domestic)	Companies that engage in provision of In-flight meals	Compliance with Part 18:12:1:2 (e)(i) of Nig.CAR's 2023	DATR	30 working days	N500,000.00	85%
Ground Handling License	Aviation Ground Handling Companies	Compliance with Part 18:12:1:2 (e) & (i) of Nig.CAR's 2023	DOLTS DATR	30 working days	N1,000,000.00	85%
Air Transport Training Institutions License	Schools that offer Air transport related courses.	Compliance with Part 18: 12.1.2 (g) & (j) of Nig.CAR's 2023	DOLTS DATR	24 hrs	N100,000.00	90%



	ISSUE, RENEWAL and RE-ISSUE of a PPL, CPL, A PL, Pilots License/ Ratings based on Military Qualifications, Aircraft Engineers license, Flight/ Engineers Instructors License, Air Traffic Controllers License, Flight Dispatchers License, Aircraft Maintenance license, Aeronautical Station Operator License, Cabin Crew License, ATSEP license including Additional Category, Aircraft Type and Class Rating(s)	<ul style="list-style-type: none"><li>• Airlines</li><li>• Individuals</li></ul>	Compliance with parts (2.2.1.1) (2.2.1.2) (2.2.1.4) (2.2.2) of Nig. CAR's 2023	DOLTS	2 working days	Depending on the category of Licence. See NCAA Schedule of fees and charges 2023	95%
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	Validation and conversion of a foreign flight crew licenses.	Airlines Individuals	Meet Requirements in the Nig.CARs (2.2.1.1) (2.2.1.2) (2.2.1.4) (2.2.2)	DOLTS	2 working days	N50,000:00	<b>95%</b>
<b>Permits/ Authorization</b>	Special Flight Permit	Aircraft Operators	Compliance with Civil Aviation Regulatory Requirements and Standards specified in NCAA Advisory circular Nig.CARS Part 5	DAWS	5 working days	N67,300 N1,350,000. Depending on the MTOW See NCAA schedule of fees and charges 2023 Section 6.6, 6.7, 6.8	<b>95%</b>



Special Operations Authorization e.g. RVSM, PBN, EDTO	Air Navigation Service Provider	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular Nig.CARs Part 5,7,8, 9 & 14	DAWS DAAS	30 working days	N360,000, N720,000 & N1,080,000. See NCAA schedule of fees and charges 2023 Section 4.22, 4.73 & 4.74	80%
ISSUE, RENEWAL and RE-ISSUE of a SPL Authorization	<ul style="list-style-type: none"><li>• Airlines</li><li>• Individuals</li></ul>	Meet Requirements in the NigCARs (2.2.1.1) (2.2.1.2) (2.2.1.4) (2.2.2)	DOLTS	2 working days	N20,000:00	95%
Approval of Training Organization, approval and issuance of Letters of Authorization, Surveillance activities	Prospective and Approved Training Organizations	Meet Civil Aviation Regulatory Requirements as stipulated in Nig.CARs 2023 Parts 2 and 3 and the Advisory Circular (NCAA-AC PEL 048)	DOLTS	90 working days	Depending on the category of licence See NCAA schedule of fees and charges 2023	85%




## INTEGRATED SERVICE CHARTER 2025



Airline Operating Permit	Airlines	Compliance with Part 18:2:3 (b) of Nig.CAR's 2023	DATR	30 working days	N250,000.00- processing fee N300,000.00- Utilization fee Total= N550,000	85%
Permit for Non-Commercial Flight (PNCF)	Individuals who desire to own/operate Aircraft for non-commercial purposes	Compliance with part 18:2:4 (b) of Nig.CAR's 2023	DATR	30 working days	N1,000,000.00	90%
Grant/Renewal of Permit for Aerial Aviation Services (PAAS)	Companies that provide aerial Aviation Services	Compliance with Part 18:2:6:2 (v) of Nig.CAR's 2023	DATR	30 working days	N1,000,000.00 N200,000.00 (processing fees)	
Air Carrier's Permit	Domestic Airlines designated on the West Coast and /or International routes	Compliance with part 18: IS.5.1.1(a) & (b)	DATR	30 working days	N5,000,000.00 (one-time) airline designated on West Coast & other African Territories and N10,000,000.00 for domestic airline designated on international route	80%



<b>Complaint facilitation</b>	Handling and Resolution of Consumer Complaints	<ul style="list-style-type: none"><li>- Air passengers</li><li>- Consumers of services within the Aviation industry</li></ul>	<ul style="list-style-type: none"><li>- File a complaint with the Airline/Service provider.</li><li>- Where the Service provider fails to respond, complaints can be lodged at the NCAA Desks by filing complaint forms at all Airports.</li><li>- CPD PORTAL: <a href="https://cpd.ncaa.gov.ng">https://cpd.ncaa.gov.ng</a></li><li>- NCAA Webs to: <a href="https://ncaa.gov.ng/ncd-client-form">ncaa.gov.ng/ncd-client-form</a></li></ul>  <ul style="list-style-type: none"><li>- CP QR Code for filing complaints.</li><li>- Email: <a href="mailto:cpd@ncaa.gov.ng">cpd@ncaa.gov.ng</a></li><li>- All relevant documents (Tickets, Receipts, Baggage Slips etc.) and correspondence with Service provider should be attached to complaint forms. (See website Nig.CARs Part 19.20)</li></ul>	DCP & PA	Timelines differ as provided in Nig.CARs Part 19.20	NIL	<b>75%</b>
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<b>Stakeholders Engagement</b>	Consumers sensitization on their Rights and Responsibilities	<ul style="list-style-type: none"><li>- Travelers</li><li>- The General Public</li></ul>	Acquaint themselves with the relevant information on Air Travel and the terms & conditions attached to the tickets.  Be of good behaviour at all stages of their journey	DCP & PA	<ul style="list-style-type: none"><li>- In the social media - twice a week</li><li>- Distribution of information booklets and consumer protection publications to the public and passengers weekly at airports.</li></ul>	Nil	<b>85%</b>
	Stakeholders Fora and Awareness Campaigns	<ul style="list-style-type: none"><li>- Air Travelers</li><li>- The General Public</li></ul>	Acquaint themselves with the relevant information on Air Travel and the Aviation Industry	DCP & PA SERVICOM	Quarterly	Nil	<b>95%</b>
<b>Information</b>	Search for Technical Information	<ul style="list-style-type: none"><li>- Airline Operators</li><li>- General Public</li></ul>	Meet Nigeria Civil Aviation Regulation Requirements and standards specified in NCAA Technical Guidance Materials and Advisory Circular.	Tech. Library	5 working days	Nil	<b>95%</b>

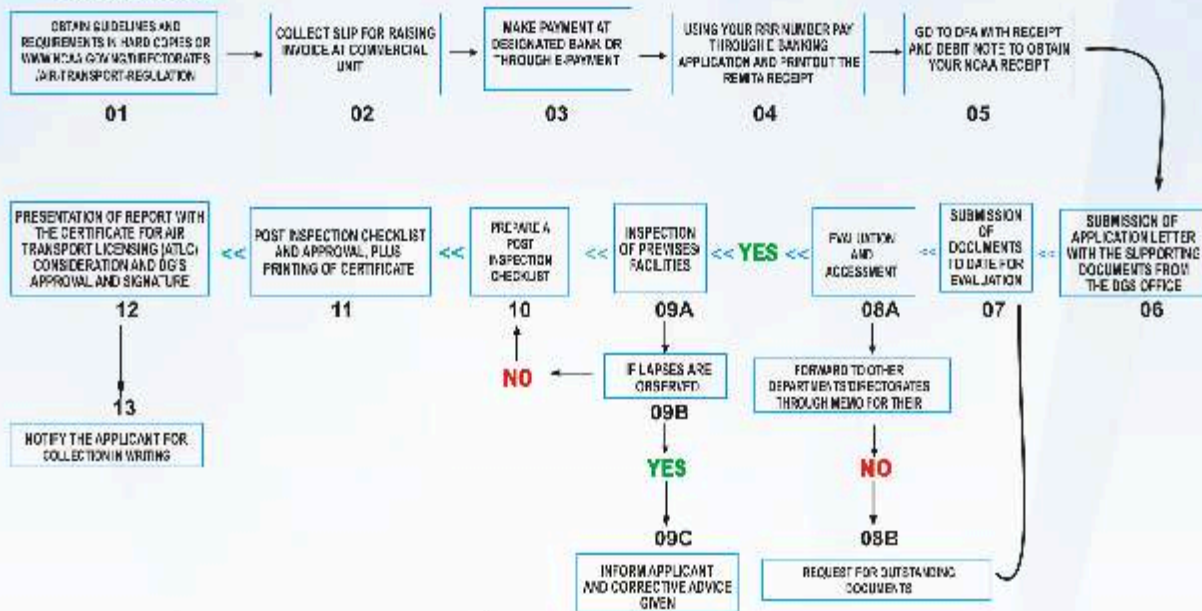


## **SERVICE PROCESS MAPS**



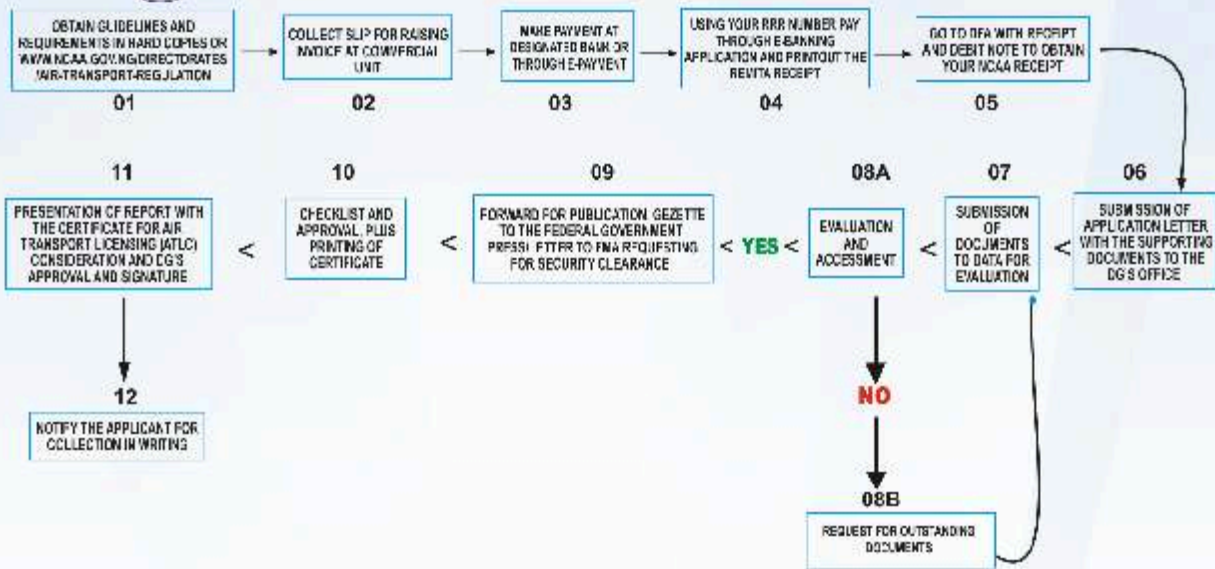
# NIGERIA CIVIL AVIATION AUTHORITY

PROCEDURE FOR THE GRANT/RENEWAL OF ALLIED SERVICES, GROUND HANDLING, AGENT OF FOREIGN AIRLINES, TRAVEL AGENCY, CARGO AGENCY, IN-FLIGHT CATERING, AVIATION FUEL SUPPLIERS AND AIR TRANSPORT TRAINING INSTITUTIONS.





### NIGERIA CIVIL AVIATION AUTHORITY PROCEDURE FOR THE GRANT/RENEWAL OF AIR TRANSPORT LICENSE/PERMIT

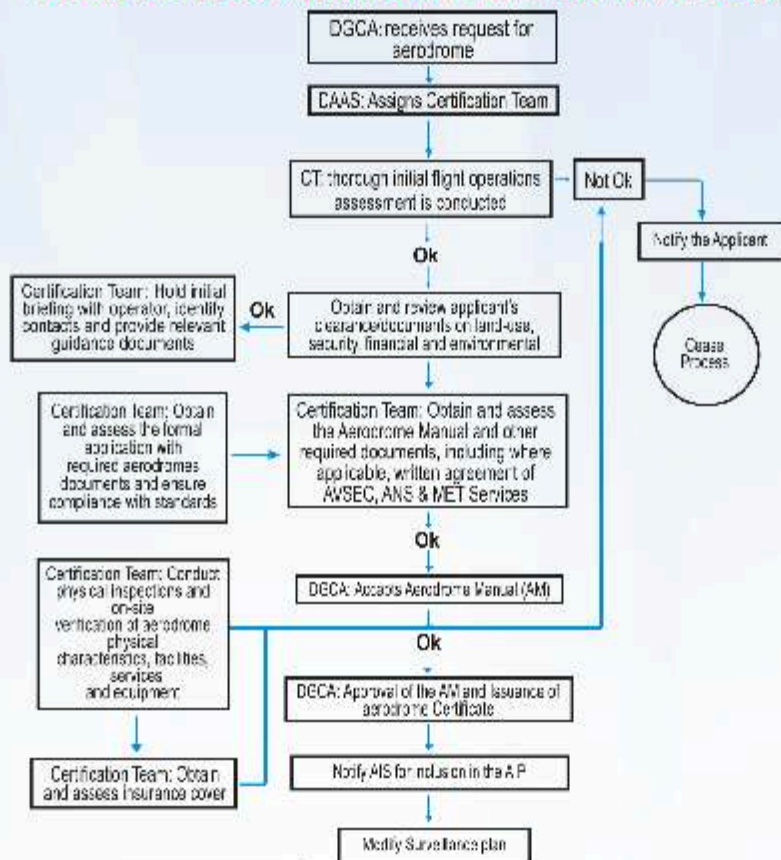




## NOTES

- a.) It is important to note that in addition to DATR's assessment, Companies applying for Authorizations and its Directors are subject to screening by the Department of State Services (DSS). The issuance of security clearance by the DSS is an essential step in the process and is independent of the Authority. As such, the duration process may vary and cannot be determined solely by the DATR.
- b.) Furthermore, the applicant company will be required to liaise with the Federal Government Press for the gazetting of the intending operation, which is a separate administrative procedure. It is important to note that this process also falls outside the scope of the DATR.
- c.) The implementing standards can be found in Part 18 of the Nigeria Civil Aviation Regulation,  
<https://ncaa.gov.ng/media/1cxdymdw/nig-cars-part-18-air-transport-economics.pdf2023>

## PROCEDURE FOR AERODROME CERTIFICATION PROCESS





## COMPLAINTS/GRIEVANCE REDRESS PROCEDURE

A. In the event of non-satisfaction with the services provided by the Authority, a customer can file a complaint for redress to any of the following:

1. Nodal Officer,  
SERVICOM Department, Nigeria Civil Aviation Authority Aviation House,  
Nnamdi Azikiwe International Airport, Abuja.  
Tel. No. +234 815 287 9002  
E-mail: [servicom@ncaa.gov.ng](mailto:servicom@ncaa.gov.ng)
2. [Info@ncaa.gov.ng](mailto:Info@ncaa.gov.ng)  
<https://cpd.ncaa.gov.ng>  
Tel. No. +234 916 201 1222  
+234 916 201 6222  
Social Media Handles:  
Facebook: <https://facebook.com/nigeriaCAA>  
X : <https://twitter.com/nigeriaCAA>  
Instagram: <https://Instagram.com/nigeriacaa>  
LinkedIn: [www.linkedin.com/in/nigeria-civil-aviation-authority-66277b111](http://www.linkedin.com/in/nigeria-civil-aviation-authority-66277b111)  
YouTube: <https://youtube.com/@nigeriaCaa>





## COMPLAINTS/GRIEVANCE REDRESS PROCEDURE

A. In the event of non-satisfaction with the services provided by the Authority, a customer can file a complaint for redress to any of the following:

1. Nodal Officer,  
SERVICOM Department, Nigeria Civil Aviation Authority Aviation House,  
Nnamdi Azikiwe International Airport, Abuja.  
Tel. No. –234 815 287 9002  
E-mail: [servicom@ncaa.gov.ng](mailto:servicom@ncaa.gov.ng)

2. [Info@ncaa.gov.ng](mailto:Info@ncaa.gov.ng)  
<https://cpd.ncaa.gov.ng/>  
Tel. No. –234 916 20  
234 916 20

Social Media Handles:

Facebook: <https://face>

X : <https://twit>

Instagram: <https://Inst>

LinkedIn: [www.linkedin.com/in/nigeria-civil-aviation-authority-66277b111](http://www.linkedin.com/in/nigeria-civil-aviation-authority-66277b111)

YouTube: <https://youtube.com/@nigeriaCaa>

Aviation Consumer Complaints?

SCAN ME!



#CPONCAA



## **CUSTOMER CONSULTATIVE FORUM**

**T**he Authority shall hold at least two Customer Consultative Forum (CCF) every year to get appropriate feedback that would help improve service delivery. The CCF's would generate inputs for the review of the Integrated Service Charter at the appropriate time.

Similarly, sensitization exercises shall be conducted quarterly for the travelling public to enlighten them on their rights and obligations as airline passengers.



## PERFORMANCE MONITORING AND SERVICE CHARTER REVIEW

**T**he Authority shall create the enabling environment in terms of infrastructure, training and financial resources for the implementation of these service standards. Implementation of the standards shall be monitored and evaluated on a monthly basis and appropriate reports submitted to the Authority's management. Immediate remedial actions shall be put in place to address identified areas of service failures or below average service delivery standards.

The entire Service Charter shall be reviewed every three years to correct identified deficiencies and reflect the changing realities of the Authorities operating environment.



## DEFINITION OF TECHNICAL TERMS, ACRONYMS AND INITIALISMS

AEROMET	-	Aeronautical Meteorology
AIS	-	Aeronautical Information Service
AOC	-	Air Operators Certificate
ASM	-	Aerodrome Standards Manual
ATC	-	Air Traffic Control/Controller
ATL	-	Air Transport License
ATOL	-	Air Transport Organiser License
ATPL	-	Air Transport Pilots License
ATS	-	Air Traffic Service
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