



Republic of Mauritius

DEPARTMENT OF CIVIL AVIATION

CUSTOMER CHARTER



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INTRODUCTION

The Department of Civil Aviation is a Government Department operating under the aegis of the Prime Minister's Office (External Communications Division) and is responsible for the safety, regularity, affordability and efficiency of civil aviation operations within the territory of the Republic of Mauritius, and within the airspace under its responsibility.

This Customer Charter is the public statement by the Department of Civil Aviation on the levels of service customers can expect. It does not seek to cover all the functions and services provided by the Department, but outlines our commitment to the customer, and describes:-

- The levels of service customers are entitled to expect when contacting the Department.
- How customer input can contribute to the improvement of our services.
 - How to obtain further information or make a complaint.
 - How to contact the Department.



OUR VISION AND MISSION

Our Vision

To be recognised as the best regulator of civil aviation and the best provider of air navigation services in the region.

Our Mission

- To foster the development of safe, secure, regular and efficient civil aviation operations;
- To regulate and promote civil aviation activities in Mauritius;
- To provide safe and efficient air navigation services within our airspace;
- To serve the interests of the Mauritian community at large;

We shall accomplish our mission through:

- partnerships with aviation stakeholders;
- highly trained, competent and empowered staff;
- compliance with international civil aviation industry standards and practices;
- high levels of customer service, responsive to the industry and to the public;
- documented policies and procedures; and
- state-of-the-art technology.

OUR CORE VALUES

- Aviation Safety and Security First;
- Quality and Operational Excellence in Everything We Do;
- Customer Oriented and Customer Satisfaction;
- Our Staff is our Greatest Strength – Staff Training and Development;
- Team Work;
- Innovation and Creativity;
- Adapting to Changing Environment to Improve Performance;
- Sound Financial Practices and Cost-Effectiveness;
- Politeness, Fairness and Integrity; and
- Discipline





Our Commitment

The Department of Civil Aviation is committed to providing a professional, efficient and courteous service to all customers, providing and delivering the highest quality of service in accordance with the principles of quality customer service. We will treat all our customers equally and make every effort to ensure that the services we provide reflect their needs and expectations.

Our commitment to our customers are more fully documented in our Customer Service Action Plan (see Attachment A) which is a document developed by the Department to ensure that we deliver on our commitments in the most pragmatic and realistic manner.

Our Customers

Customers of the Department are classified as external or internal.

External customers include among others, aircraft operators, aerodrome operators, aviation training organizations, ground handling agencies, border control agencies and suppliers of goods and services.

The Department is comprised of various divisions, and the principles of quality customer service shall apply during all interactions between these divisions. This implies that staff are potentially internal customers of each other.

Contacting the Department

All official correspondences must be addressed to the Director of Civil Aviation.

English is used for all written communications.

Correspondences are received and processed at the Main Registry and disseminated without delay as soon as instructions are received from the Director or his designated representative.

Customers may contact the Department in writing (fax or letter), by telephone, e-mail, or by calling in person if deemed appropriate.

The contact details are as follows:

Department Name	Department of Civil Aviation
Department Address	Sir Seewoosagur Ramgoolam International Airport, Plaine Magnien, Mauritius
Telephone Number	(230) 6032000 (Telephone switchboard)
Fax Number	(230) 6373164
Website	civil-aviation.govmu.org
Email	civil-aviation@govmu.org

Response to Customers

For all correspondences which are in response to a previous customer contact, the relevant reference details, contact name, telephone numbers and email addresses shall be included in all responses.

Correspondences that fall outside the remit of the Department or which need to be forwarded to the parent Ministry shall either be relayed with the customer being notified accordingly or otherwise returned to the sender with appropriate explanation within 15 days of receipt.

Written Contact

- All correspondence will be acknowledged within 5 working days of receipt.
- A full response to all correspondence will be issued within 15 working days or, where this is not possible, interim replies will be given to provide updates and indications as to when a substantive response will be issued.





Telephone Contact

- Calls to the Department switchboard will be answered promptly.
- All callers will be directed to the correct area or individual.
- All staff will identify themselves when answering, giving both their names and sections. They will:
 - a) be courteous, give you accurate information and answer all your questions; or
 - b) Inform the caller that we shall ring back specifying who will call and when to expect the call.

Email Contact

- All emails requiring a response will be acknowledged within 3 working days of receipt.
- A full response will be issued within 15 working days of receipt or, where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will be issued.

When You Visit Us

All visitors to the Department should, on arriving at the Airport, proceed to the DCA Permit Office where:

- If you have an appointment, you will be issued an Airport Security Identification Card (ASIC) and directed to your destination
- In case you do not have an appointment our officers will be pleased to assist you, though access to the restricted access areas will only be granted if the person you desire to meet is available/ free to meet you.

Note: It is however advised that visitors to the Department, seek and obtain an appointment with the relevant officer before coming to the airport.

Administrative hours of business are 08.45 hours to 12.00 hours and 12.30 hours to 16.00 hours (Monday to Friday).



Website of the Department

The Department shall ensure that its website is promptly updated so as to provide customers with valid information at all times.

Customer Feedback

We are fully committed to continually improve our service. In this respect, we attach great value to and strongly recommend feedbacks from our customers, whether these are complaints or compliments.

Feedbacks can be submitted either in writing or through our website. We undertake to process all feedbacks and provide the customer with a reply within 15 days.

Enhancing the Level of our Services

Constructive comments on our services are most welcome to help us improve and better serve you.

You are encouraged to submit your comments and complaints, if any:

- in person;
- by phone;
- by post, e-mail or fax; and
- through our suggestion box.

Note: If the complaint is made by telephone, we recommend that your complaint is confirmed in writing at a later stage.

Customer Complaints Procedure

All written complaints will be acknowledged within 5 working days of receipt. Acknowledgement will identify the DCA contact person

responsible for co-ordinating the response to the complaint.

All complaints received shall be reviewed by a committee set up under the authority of the Director of Civil Aviation.

The committee shall recommend firstly, the necessary response to be provided to the customer and secondly, measures for the qualitative enhancement of service.

A written response to the letter of complaint will be forwarded to the complainant as soon as practicable.

Customers who are dissatisfied with the decisions of the Department may appeal to the Director of Civil Aviation, providing any additional information justifying their claim for a review of the decision.

Inability of Compliance with Customer Service Standards

Due to the specific nature of civil aviation, the Department of Civil Aviation may be required to devote resources to contingencies at very short notice and as part of its responsibility for fostering aviation safety; it must periodically delegate specialist staff for the performance of safety audits, inspections and other regulatory functions. In such circumstances, it might not be possible to respond to customers within the timeframe set in this charter. In such cases, customers shall be provided with regular updates until the appropriate personnel are available again.

PART 2

MAJOR SERVICES & CUSTOMERS

Introduction

MAJOR FUNCTIONS OF THE DEPARTMENT OF CIVIL AVIATION

The functions can be classified into two main sections. We are the regulator of the aviation industry in Mauritius and we provide Air Navigation Services within the airspace under the jurisdiction of Mauritius. The main functions in each category are as follows:

Services Provided by the Department

A: Regulatory Function

The regulatory duties are provided by the divisions detailed below.

1. Airworthiness

The responsibilities of the Airworthiness Division cover all matters relating to registration of aircraft, continuing airworthiness, approval of maintenance organisations and maintenance certification of operators, licensing of maintenance personnel and investigation in case of aircraft incidents/ accidents.

2. Aircraft Accident Investigation

The Aircraft Accident Investigation Unit is responsible for the investigation of reportable occurrences under the Civil Aviation Regulations, incidents and accidents relating to aircraft, aerodrome and air traffic, with respect to operations and maintenance under the jurisdiction of the Department.

3. Flight Operations

The Flight Operations Division is responsible for conducting investigations for awarding Air Operator Certificate and exercising continuing surveillance and inspections of operations and issuing approval for the transportation of dangerous goods.

4. Licensing of Personnel

This Division carries out the functions and duties relating to the issue of validation certificates and licences for flight crews for all aircraft registered in Mauritius. It also issues cabin crew certificates for all non-flight crew personnel.

5. Aerodrome Licensing

The Aerodrome Licensing Division ensures that all Standards and Recommended Practices (SARPs) of the International Civil Aviation Organization are adhered to, through regular audits, inspections, surveillance and general oversight. It is also responsible for the issue of licences to aerodrome operators within the Republic of Mauritius.

6. Air Traffic Standards Office

This Office is responsible for making recommendations to the Director of Civil Aviation on safety policies and regulatory requirements and overseeing the Air Navigation Service Providers (ANSP) in their implementation of safety related SARPs, ICAO Annexes, the safety of Air Navigation Services (ANS) operations and training of air navigation services including Air Traffic Management (ATM), Aeronautical Information Services (AIS), Search and Rescue (SAR), Aeronautical Meteorology Services (MET), Flight Procedure Design (PANS-OPS) and Aeronautical Charts (MAP) within Mauritius FIR and airspace allocated to Mauritius under national and international agreements with authorization from ICAO.

7. Civil Aviation Security Unit

The Civil Aviation Security Unit (CASU) is responsible for ensuring adherence to the legal provisions for civil aviation security. It fulfills this responsibility through security audits, inspections and surveillance of aerodrome operators, aircraft operators, flight catering organizations, ground handling agencies, regulated cargo agents, known cargo consignors and other stakeholders for which aviation security is relevant.

8. Issue of Aviation Security Identification Cards

The Permit Office of the Department of Civil Aviation is the unit responsible for the issuance of aviation security identification cards (ASIC) to personnel and vehicles of all stakeholders requiring access to areas within the airport premises that are decreed as restricted zones under civil aviation security legislation.



B: Provision of Air Navigation Services

The responsibility for provision of air navigation services rests on two divisions, namely the ATM and CNS.

1. Air Traffic Management (ATM)

The Air Traffic Management (ATM) Division is responsible for managing all domestic and international air traffic within the Mauritius airspace with the aim of enabling aircraft operators to meet their planned times of departures and arrivals and adhere to their preferred flight profiles with minimum constraints and without compromising agreed levels of safety. We provide Air Traffic Services and Aeronautical Information Services to the Aeronautical Community. The ATM Division also carries out Flight Clearance function.

2. Communications, Navigation and Surveillance (CNS)

The Communication, Navigation and Surveillance (CNS) Division is mainly responsible for the provision of facilities required for aircraft to navigate safely in the Mauritian airspace. These facilities comprise communications between air traffic controllers (ATC) and pilots, voice and data communications among all the various Air Traffic Control Centres in the region, navigation equipment including landing aids (Instrument Landing System) and surveillance equipment (Automatic Dependent Surveillance).

Furthermore, other computerised systems such as the Flight Data Processing Systems (FDPS) are provided as working tools so that ATCs can have a visual display of all aircraft under their control on a pseudo-radar screen.

The CNS Division is also responsible for the maintenance and proper functioning of the equipment used for providing these services.

3. Aeronautical Information Services

This unit of the Department is responsible for the provision of aeronautical information services including flight procedure design office and aeronautical cartography within the Mauritius Flight Information Region (FIR) .



4. Search and Rescue (SAR)

The Department is responsible for coordinating SAR operations in the event of aircraft emergencies and accidents within the Mauritius FIR.

C: Administrative Support Services

The support services include various sections namely human resource, finance, registry, procurement and supply and transport. For the DCA to be effective in the provision of a quality service, it requires efficient support services to sustain its core activities.

It should be noted that these services are regulated by the Human Resource Management Manual and the Financial Management Manual of the Civil Service.

Customers

Regulatory

1. Aircraft Operations

Core Functions	Customers
<ul style="list-style-type: none"> • issuance, variation and renewal of air operator certificate • approval of Extended Twin Engine Operations (ETOPs) • approval of dangerous goods transportation • approval of Basic Area Navigation (BRNAV) • approval of Reduce Vertical Separation Minima (RVSM) • approval of simulators • approval of Type Rating Training Organisation (TRTO) 	<ul style="list-style-type: none"> • airlines (registered in Mauritius) • offshore aircraft operators • aircraft manufacturers • aircraft flight training organisations

<ul style="list-style-type: none"> • approval of rating courses • approval of Flight Operation Manual • surveillance of operation • in flight inspection • base inspection • aircraft operational survey 	
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2. Aircraft Maintenance Engineering

Core Functions	Customers
<ul style="list-style-type: none"> • approval/audit of aircraft maintenance organisation • approval of Maintenance Schedule • approval of Flight Manual • approval of Extended Twin Engine Operation (ETOP) Manual • approval of minimum equipment list • approval of aircraft modifications 	<ul style="list-style-type: none"> • airlines • aircraft flight training organisations

3. Licensing of Flight Crew

Core Functions	Customers
<ul style="list-style-type: none"> • validation of foreign flight crew licenses • issuance of Mauritian Private Flight Licenses • Commercial Pilot Licenses, Airlines Transport Pilot Licenses • issuance of Examiners Authorisation • issuance of Type Authorisation • designation of approved Medical Examiners 	<ul style="list-style-type: none"> • airlines • offshore aircraft operators • private hospitals

4. Licensing of Aircraft Maintenance Engineer

Core Functions	Customers
<ul style="list-style-type: none"> • conduct of basic License Without Type Rating (LWTR) examination in Category A & C • conduct of Air Legislation Examinations • issuance or renewal of Mauritian LWTR • validation of foreign LWTR License 	<ul style="list-style-type: none"> • airlines • aircraft maintenance organisations

5. Licensing of Airline Cabin Crew

Core Functions	Customers
<p>Our core functions consist of:</p> <ul style="list-style-type: none"> • issuance/renewal of Crew Members Certificate • approval of Emergency Procedures Training • inspection/survey of training facilities • approval of type courses • approval of training organization 	<p>Our Customers are:</p> <ul style="list-style-type: none"> • airlines

6. Certification and Licensing of Aerodromes

Core Functions	Customers
<ul style="list-style-type: none"> • certification and licensing of aerodromes • survey/audit of aerodromes • approval of Aerodrome Manual • approval of Emergency Manual • approval of Safety Management System • inspection of helipads • survey of facilitation on aerodromes • inspection and audit of medical facilities at the airport • approval of works on aerodromes • control of obstacles on and within the immediate vicinity of aerodromes and in the obstacles limitation surfaces 	<ul style="list-style-type: none"> • aerodrome operators in Mauritius and Rodrigues • private helipad operators

7. Aviation Security Standard

Core Functions	Customers
<ul style="list-style-type: none"> • implementation of National Civil Aviation Security Programme • review/approval of airline, aerodrome & other service providers security programmes • issuance of Aviation Security Identification Cards. • audit /inspection of stakeholders/programmes for compliance with the National Civil Aviation Security Programme. 	<ul style="list-style-type: none"> • airlines • aerodrome operators in Mauritius and Rodrigues • catering agencies • Border Control Agencies • persons visiting airport on business • ground handling agents

Air Navigation Services (ANS)

• Air Traffic Management Division

1. Air Traffic Services (ATS)

Core Functions	Customers
<ul style="list-style-type: none"> • ensuring a safe, orderly and expeditious flow of air traffic within the Mauritian airspace • providing advice and information useful for the safe and efficient conduct of flights • notifying appropriate organizations regarding aircraft in need of search and rescue aid, and assisting such organizations as required. 	<ul style="list-style-type: none"> • airlines • aircraft operating agencies • private pilots • neighbouring Air Traffic Service providers • aerodrome operators

2. Aeronautical Information Services (AIS)

Core Functions	Customers
<ul style="list-style-type: none"> publishing the relevant aeronautical information concerning the Republic of Mauritius exchanging information with AIS units of other States and ensuring that the integrated aeronautical information issued by AIS units of other States reach the appropriate recipients within the Republic of Mauritius provision of information to individuals and local agencies with an interest in aeronautical information 	<ul style="list-style-type: none"> foreign State AIS agencies airlines private aircraft operators private pilots neighbouring Air Traffic Service providers aerodrome operators Mauritius Police Helicopter section State aircraft operator (local)

3. Flight Clearance

Core Functions	Customers
<ul style="list-style-type: none"> receiving and processing applications from aircraft to overfly the Mauritian airspace or land in Mauritius 	<ul style="list-style-type: none"> <u>Internal</u> <ul style="list-style-type: none"> airlines registered in Mauritius aerodrome operators local flyers/aeroclubs <u>External</u> <ul style="list-style-type: none"> airlines private aircraft operators charter flights operators

• Communications, Navigation and Surveillance (CNS) Division

1. Communications

Core Functions	Customers
<ul style="list-style-type: none"> providing and maintaining good communications facilities using Very High Frequency (VHF), Extended-Range VHF, High Frequency (HF) and satellite: 	<ul style="list-style-type: none"> Air Traffic Controllers (ATCs) Pilots Air Traffic Services units in the region

- o between Air Traffic Controllers and pilots at all times for air traffic control purposes
- o with the neighbouring Air Traffic Control centres of the region (this includes voice and data)
- o internal to the Department of Civil Aviation.
- o Between Control Tower and vehicles and personnel working on the tarmac/runway

2. Navigational Aids

Core Functions	Customers
<ul style="list-style-type: none"> • providing and maintaining Navigation Aids required for aircraft to navigate in our airspace and land at the airport as well as for ATCs to provide separation between aircraft. <p>The navigation facilities provided are mainly Doppler VHF Omni-directional Range (DVOR), Distance Measuring Equipment (DME), Instrument Landing System (ILS), Non Directional Beacon (NDB) and Marker Beacons.</p>	<ul style="list-style-type: none"> • airlines operating in and overflying Mauritius • Air Traffic Services

3. Surveillance

Core Functions	Customers
<ul style="list-style-type: none"> • providing and maintaining surveillance facilities as a tool for Air Traffic Controllers to monitor the progress of flights. <p>The surveillance facility is provided through Automatic Dependant Surveillance (ADS) using satellite technology.</p>	<ul style="list-style-type: none"> • Air Traffic Controllers • airlines

CUSTOMER SERVICE ACTION PLAN

General

Our Customer Charter outlines in broad terms the level of service all customers of the Department of Civil Aviation are entitled to expect. To ensure that we can meet the commitments in our Charter, it is important that customers are made aware of the procedures and processes we use. These are defined as our Service Standards and are set out in the form of a customer service action plan. To further underpin our commitment to deliver the highest quality of service, the Department will use these standards as performance indicators in measuring and evaluating our performance.

Service Standards

Quality of Service

- Ensure that all customers are kept fully informed of the standards of service they can expect to receive from us, through the display of our Customer Charter in all our offices.
- Ensure that copies of the Customer Charter and Customer Service Action Plan are made available in all our offices and to all customers who wish to have a copy.

Uniformity of Treatment

- Ensure that all customers are treated equally and in accordance with relevant legislation.

Physical Access

- Ensure that full access to all areas of all our buildings is maintained for people with disabilities and any other customers with specific needs.
- Ensure that all areas of our buildings are clean, comfortable and comply with occupational safety and health standards.

Information

- Ensure that all information provided by the Department is clear, timely, accurate and fully accessible for any customers with specific needs.

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- Ensure that material on Department's website follows all web publication guidelines in terms of accessibility.
 - Ensure that our information distribution channels, including our website are kept up-to-date in a timely manner and that these channels maintain pace with the most recent technological developments and innovations in media and communications.
 - Make every effort to ensure that information is made available in as many different formats as practicable.

Timeliness and Courtesy

- Ensure that all customers are treated with courtesy and that all enquiries are dealt with promptly and efficiently.
- Ensure that all staff provide their names and sections when answering telephone calls.
- Ensure that full contact details are provided on all written or e-mail communication from the Department.
- Ensure that an acknowledgement is issued for each correspondence received.

Benchmark for response

- Promptly acknowledge receipt of all communications.
- Provide a reply within five days of receipt of a communication.
- If an issue requires a longer period for resolution, provide the customer with regular feedbacks until a final reply is given.

Feedbacks

- Ensure privacy and confidentiality regarding the identity of the person or organization providing a feedback through a dedicated feedback register separate from other records.
- Ensure that all complaints are treated promptly, fairly, impartially and in confidence.
- Ensure that all complaints are acknowledged within 3 working days of receipt.
- Ensure that all complaints are investigated fully and that a reply to your complaint is issued within 15 working days. Where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will be issued.

Right of Appeal to the Director of Civil Aviation

- Encourage customers who are dissatisfied with decisions in relation to services to appeal to the Director of Civil Aviation.

Consultation and Evaluation

- The Department of Civil Aviation is committed to ensuring that the views of all of our customers are considered in framing departmental policy initiatives. In addition to feedbacks on service quality, any comments or suggestions you may have can be sent via any of the available means of communication.
- The Department is committed to ensuring meaningful consultation with customer representatives and other interested parties and reflecting their opinions regarding the development, provision and delivery of our services.
- Ensure that the levels of service provision and delivery by the Department are properly and objectively evaluated on a regular basis.

Choice

- Ensure the availability of multiple contact options for the Department, including direct dial telephone numbers, e-mail and website address.
- Ensure that the Department makes full use of new and emerging technologies to broaden the choice of services available to customers.

Spoken Language Options

- Ensure that staff are always available to cater for callers who may wish to be dealt with in English or French.
- Encourage a focus on staff fluency in spoken English and French.

Better Co-ordination

- Ensure ongoing co-operation with other Ministries, Departments and Government Agencies to improve co-ordination on service provision and delivery.
- Maintain a lead role for the Department of Civil Aviation on inter-departmental and inter-stakeholder committees and groups on which the Department is represented and ensure strong effective collaboration on policy issues.

Internal Customer

- Ensure that customer service training is inherent to both induction and recurrent training.
- Ensure awareness of the operating rules and regulations of administrative support functions.
- Ensure the development of more effective internal channels of communication to allow staff to gain a fuller understanding of all aspects of the role of the Department.

Measuring and Evaluating Performance

The Department of Civil Aviation shall employ a range of mechanisms to measure and evaluate our performance against the standards set out in our Customer Charter, to ensure that we continue to deliver the highest levels of service to our customers.

A committee appointed by the Director of Civil Aviation for the constant monitoring of performance levels of our interaction with customers.

In monitoring our performance we will:

- Benchmark our performance against previous results.
- Objectively assess feedback and suggestions from our customers on ways in which we can enhance our service provision and delivery.
- Consult our customers through a variety of methods, including direct interviews, discussions fora and focus groups.
- Use internal management information systems to provide information on our customer service policies.
- Ensure full compliance with all applicable occupational safety and health standards and regulations.

Customer Service Commitments

1. Regulatory Services

These services are mainly related to providing advice and ensuring that operators licensed or certificated by the Department of Civil Aviation are implementing the requirements of the Civil Aviation Regulations consistent with the provisions and guidelines of ICAO.

In order to provide assurance to the travelling public and the community at large, the Department of Civil Aviation undertakes continued surveillance and yearly audit/inspection of the operators and provides the necessary recommendations to improve and maintain a safe environment for aviation activities in Mauritius.

Our customers are provided with all the required information to enable them to formulate their application as per the requirements of this Department. Upon submission of a complete project profile, the same will be assessed and recommendations for approval will be issued in 15 to 90 days depending on the complexity of the project.

All our services are performed by our staff in accordance with procedures in line with the norms established by ICAO to ensure that a harmonized process is implemented to meet the expectations of our customers.

2. Air Navigation Services

2.1 Air Traffic Management Division

2.1.1 Air Traffic Services

In discharging the above functions, we shall:

- pursue safety as our highest priority;
- be driven by a commitment to excellence in the interest of our customers, employees, industry partners and the Government of Mauritius;
- provide our services to customers in an efficient and cost effective manner;
- adhere to targets for emission standards as prescribed internationally;
- perform our functions and deliver our services consistent with our international aviation obligations in accordance with the Standards and Recommended Practices of ICAO;
- consult with our customers and partners about service delivery and investment priorities; and
- use state-of-the-art equipment to automate such air traffic control functions that will permit effective presentation of ATC data and thus enhance air safety.

2.1.2 Aeronautical Information Services

- We shall establish and maintain proper communication channels and consult with providers of primary information to be promulgated;
- We shall publish aeronautical information/data that is adequate, of required quality and timely; and
- We shall respond to enquiries for aeronautical information within 48 hours.

2.1.3 Flight Clearance

- We shall publish in the Mauritius Aeronautical Information Publication (AIP) complete procedure for applying for landing clearance; and
- We shall acknowledge receipt of all requests within 24 hours. Once all required information are submitted, we shall process these requests and respond to the applicant within:
 - 2 working days for private and technical flights; and
 - 7 days for non-scheduled commercial or series of flights.

In case the processing time will exceed the abovementioned period, the applicant will be so informed.

2.2 Communications, Navigation and Surveillance (CNS) Division

We shall ensure that the availability of all CNS facilities is above 99.9% and of the best achievable quality. To meet the above target, we are committed to attend to any unexpected failures within 15 minutes of its time of occurrence.

We also pledge to:

- carry out regular maintenance of our equipment using best practices; and
- remedy any fault within the shortest possible time such that the availability of facilities remains above 99.9%.
- ensure we have a team of highly qualified and dedicated engineers and technicians to carry out these functions.

