



**CIVIL AVIATION AUTHORITY
CUSTOMER FEED BACK**

CAA-045-RGLC-1.0

PERSONNEL LICENSING / EXAMINATION OFFICE

1. It is our endeavor to continually improve our processes and services and to make them more effective and customer friendly. We will appreciate your valuable suggestion and feedback as to how well our services meet your needs and expectations and recommendation to improve the system.

2. Process and activities of Personnel Licensing / Examination branch are under;

- | | |
|--|---|
| i) Issuance / Renewals of Licenses | v) Issuance of Verification Certificate/Letters |
| ii) Issuance / Renewals of Cabin Competency Certificates | vi) Verification of License (Int'l. queries) |
| iii) Booking of Technical Exam | vii) Issuance of License / Validation Certificates to Foreign Crew. |
| iv) Issuance of Approval Certificates | |

Please tick the appropriate box, where 6 represents most satisfactory, and 1 represents the least satisfactory services of Personnel Licensing.

| | | Excellent | | Average | | Unsatisfactory | |
|----|---|-----------|---|---------|---|----------------|----|
| | | 6 | 5 | 4 | 3 | 2 | 1 |
| a. | How easy is it for you to obtain information on requirements / procedure relating to matters of Personnel Licensing Branch. | | | | | | |
| b. | How professional was the behaviour of the CAA Licensing Staff while performing the task. | | | | | | |
| c. | How do you rate the observations made by our staff after receipt of your request. | | | | | | |
| d. | How is the response to your correspondence / request made to Personnel Licensing? | | | | | | |
| e. | How much are you satisfied with the time taken by CAA officers / staff to settle your issue? | | | | | | |
| f. | How much are you satisfied with the behaviour of our staff? If not satisfied, please state reasons in remarks column below. | | | | | | |
| g. | Do you have any other suggestion to improve working of Personnel Licensing ? If yes, please fill in the remarks column or use extra page if required. | | | | | Yes | No |

Remarks

Complain if any;

3. Kindly fill the form and return to Addl. Director Licensing HQs. Pakistan Civil Aviation Authority or email additionaldirectorlicensing@caapakistan.com.pk Tel; 99242775, Fax 99242776 for our feedback and record.

| | |
|-------------|------------------|
| Name | Email |
| Designation | Department / Dte |
| Tele No. | Date |
| Mobile No. | Signature |