Construction Industry Regulatory Authority

SERVICE CHARTER

Construction Industry Regulatory Authority (CIRA)

OUR SERVICE STANDARDS

The Authority shall:

- Be courteous and helpful to all our customers and stakeholders.
- Answer telephone calls promptly and provide feedback within 10 minutes.
- Attend to our customers without undue delay after arriving in our offices.
- Attend to scheduled meetings punctually and effectively; and timely communicate to our customers in instances where scheduled meetings have been postponed or cancelled.
- Respond to written correspondences within five working days of receipt, if more time is needed to act on an issue, we commit to inform our customers about the same.
- Gazette all regulations, rules and guidelines and publish on our website.
- Adhere to its core values.

	SERVICE	REQUIREMENTS	FEES	DURATION
1.	**REGISTRATION OF APPLICANTS**			
i.	• Assessment of applications • Notification of Board's decision	• Submission of duly completed forms • Provide consent to a verification visit • Valid contact details • Payment of scrutiny fees	Varies depending on the category	Within 28 days
ii.	• Issuance of registration certificate	• Payment of registration fees	Varies depending on the category	Within 5 days from the Board's decision
iii.	• Renewal of registration certificate	• Valid Tax Clearance Certificate • Valid permits or relevant certificates with professional boards or institutions • Payment of renewal fees	Varies depending on the category	Within an hour
iv.	• Avail updated register of firms in the construction industry to the public upon request • Website • Malawi Government Gazette	• Submission of request (anyhow) • Internet access • Access to Gazette	Free Free Buy from the Government Print	• Requests – immediately • Immediately • Any time
2.	**COMPLAINTS HANDLING**			

i.	• Acknowledge receipt of complaints	• Submission of formal complaint
		  • Letter
		  • Complaint form
			Free	Within 3 days

ii.	• Provide feedback on complaint	None	Free	Within 14 days
3.	**DISPUTE RESOLUTION**			
i.	• Mediate over disputes	• Submission of written request • Availability for meetings/discussions	On cost recovery basis	Varies depending on nature of issue
4.	**TECHNICAL ADVISORY SERVICES**			
i.	• Provide technical advice on construction related matters	• Submission of request	Free	• Telephone – Immediately • Email - within 3 days • Letter – within 5 days
5.	**ENFORCEMENT**			
i.	• Conduct re-assessment for lifting of stop order • Conduct Technical Audits • Mediation and Arbitration	• Submission of request • Submission of evidence of fulfilment of requirements • Upon Request • Upon Request	Free in Malawi & on cost recovery basis for international Varies Free/On cost recovery basis	Within 5 days 3 months Within 7 days
6.	**PROJECT REGISTRATION**			
i.	• Register Projects	• Submission of project details • Filling of online submission	Free	Within a day
7.	**PROVISION OF TRAINING & RESEARCH SERVICES**			
i.	• Foremanship	• Submission of application forms • Pass entrance examinations • Registration for classes • Payment of fees	• Residential – K1,870, 000 • Non-Residential with lunch – K1,200, 000 • Tuition only – K900,000	1 Year Internship
ii.	• Short Courses	• Submission of registration forms • Payment of fees	Varies	1 week
iii.	• Continuous Professional Development (CPD)	• Submission of registration forms • Payment of fees	Varies	1 week
iv.	• Orientation program	• Submission of application forms • Payment of fees	K50, 000	1 day
v.	• Tailor-made courses	• Submission of request • Agreement to the terms of reference (TORs) • Payment of fees	Varies depending on nature of course	Varies
vi.	• Provision of Research Services	• On Request	Varies with type of assignment	Varies
8.	**RESPONSE TO ENQUIRIES**			
i.	• Responding to general inquiries	• Enquiry	Free	• Telephones – within a minute • Email – within 3 days • Letters/Questionnaires – within 5 days
ii.	• Attending to visitors	• Visitation	Free	Within 5 minutes of arrival

WE ARE COMMITTED TO **QUALITY, INTEGRITY, PARTNERSHIP, AGILITY** AND **INNOVATION** AND STAKEHOLDER FOCUSING OUR SERVICE DELIVERY

To help us continuously improve our services, we encourage you to forward any complaints, dissatisfaction or compliments to our services to the address below.

The Chief Executive Officer
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WhatsApp: +265 888 623 845

Email: cira@cira.mw
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