



EIZ CUSTOMER SERVICE CHARTER 10 POINT SUMMARY OF COMMITMENTS:

S/N	DESCRIPTION OF SERVICE	NEW REGISTRATION OR UPGRADE APPLICATIONS (TURNAROUND TIME)	RENEWALS (TURNAROUND TIME)
Membership Registration			
1	We commit ourselves to issue your Individual EIZ Membership Certificate (following successful online application submission).	Within 5 days	Instantly (Within 15 mins)
2	We are committed to issuing your Individual EIZ Membership Card.	Within 5 days	Instantly (Within 15 mins)
Engineering Practice Registration			
3	We commit ourselves to issuing your Individual EngRB Practicing License card.	Within 14 days (after successful online application)	Instantly (Within 15 mins)
4	We commit ourselves to issue your individual EngRB Registration Certificate (Once off)	Within 14 days	
5	We are committed to issuing your Corporate EIZ Practicing Certificate.	Within 14 days	Within 48 hours.
6	We commit ourselves to issue your Corporate EngRB Registration Certificate (once off)	Within 14 days	Within 48 hours.
Complaint Handling Procedure			
7	We commit ourselves to acknowledge and resolve all your queries and complaints received by voice call, email, WhatsApp or text message.	Within 48 hours	Within 48 hours
Feedback to Customers			
8	We commit ourselves to return all our customer's missed calls	Within 24 hours	Within 24 hours
9	We commit ourselves to providing Website updates, sending of emails and messages to members.	Within 24 hours	Within 24 hours
10	If at any time you are dissatisfied with any of our above services, please address your complaints in writing to the Registrar, and share these by email at complaints@eiz.org.zm and they will be responded to.	Within 48 hours	Within 48 hours