

MAVCOM's Launch of AeroLicence and Enhancements to the FlySmart Mobile App

Speech for Yang Berhormat Datuk Seri Ir. Dr. Wee Ka Siong,

Minister of Transport Malaysia

Ministry of Transport Malaysia

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[Salutations]

- **Yang Berbahagia Datuk Seri Haji (Hj.) Saripuddin Hj. Kasim,
Executive Chairman of the Malaysian Aviation Commission (MAVCOM)**
- **Yang Berusaha Puan Normah binti Osman, Deputy Secretary General of Policy,
Ministry of Transport**
- **Yang Mulia Raja Azmi Raja Nazuddin, Chief Operating Officer of MAVCOM**
- **Yang Berbahagia Dato' Mah Weng Kwai, Member of the Commission**
- **Committee Members**
- **Captains and Leaders of the Industry**
- **Esteemed guests**
- **and distinguished members of the media**

<Others to be added based on RSVP list>

**Distinguished guests,
Members of the media,
Ladies and gentlemen,**

Selamat sejahtera and a very good day to all.

[Introduction]

* **Thank you everyone for taking the time to join us today.**

* **First and foremost, wishing a Happy and Joyous Deepavali to everyone celebrating. I hope you had a good holiday and spent some time together with family and loved ones.**

[The Big Picture]

Ladies and gentlemen,

* **The pandemic has accelerated the need for industries to digitalise and facilitate a seamless travel journey for consumers. Facilities and touchpoints need to be redesigned to incorporate crowd control and physical distancing measures, routine sanitisation as well as contactless facilities. It is imperative that technological advancements and processes are leveraged to facilitate the continued recovery of the aviation sector as well as to ensure the smooth re-establishment of air travel, as we face these uncertain times.**

* **We must pursue higher levels of collaboration between multiple parties, including government agencies, regulators, industry players, software and hardware providers as well as master integrators, order to meet business requirements and provide seamless services.**

* **Moving forward, it is clear that new technologies such as the Internet of Things (IoT) and big data analytics will play a critical role in optimising operations for the aviation sector and in business recovery.**

[MAVCOM's Initiatives]

* **Over the years, MAVCOM has continually accelerated the aviation sector's digital transformation by introducing strategic initiatives that benefit consumers as well as industry players.**

* **These initiatives have also played a critical part in strengthening the nation's economic growth.**

* In 2018, MAVCOM introduced AeroFile, its first digital project in collaboration with the Civil Aviation Authority of Malaysia (CAAM) and National Slot Coordination Malaysia (NSCM). The platform was responsible for overflight and landing permit applications and has aided industry participants to improve efficiency levels. With AeroFile, the period taken for landing permit applications reduced from 30 days to 7 days for scheduled operations and from 14 days to only 3 days for non-scheduled operations.

* In the same year, MAVCOM also established a consumer sub-brand, FlySmart, to educate consumers on their air travel rights and empower them in exercising those rights as well as to lodge complaints involving airlines and airports. FlySmart has been part of the Commission's efforts to enhance the effectiveness of MAVCOM's consumer work through a digital and a more accessible platform.

* Since its inception in 2016, the Commission had received and processed a total of 37,488 feedback, enquiries, and requests, of which 7,075 were registered as complaints. I am happy to note that MAVCOM has maintained a consistent high rate of complaints resolution averaging at 99.8 per cent.

* MAVCOM's commitment in finding ways to improve their services so that it continues to be relevant, is noteworthy. Today, the FlySmart app will see further improvements that will further benefit air travellers.

* The newest addition to MAVCOM's industry reforming initiatives, AeroLicence, is timely given the fact that industry players are in the midst of restructuring their business models due to the prolonged impact of the COVID-19 pandemic.

[Government and MOT Policy on Digitalisation]

Ladies and gentlemen,

* Our focus now is on building high-quality digital infrastructure with an emphasis on further strengthening digital content, embracing digitalisation, enhancing e-commerce and encouraging the utilisation of 5G technology.

* **The Ministry of Transport (MOT) in particular, is focused on supporting the economic recovery of the transportation sector by strengthening infrastructure and intensifying the use of digitalisation to improve connectivity, accessibility, and acceptability.**

* **This includes efforts to increase efficiency and leverage on digitisation in transportation as well as pledging the Ministry's support in initiatives promoting the green agenda and in contributing to the development of the Green Transport Index.**

* **Greater emphasis is needed on potential new and emerging technologies to simplify operational processes and in facilitating efficiency and convenience for both the industry and consumers.**

[AeroLicence – Brief Introduction]

Ladies and gentlemen,

* **Towards this end, I am pleased that MAVCOM is introducing its latest venture, AeroLicence, the system for aviation commercial licensing processes in Malaysia, which applies to all air licences and permits issued by MAVCOM, which encompasses the - Air Service Licence (ASL), Air Service Permit (ASP), Aerodrome Operator Licence (AOL), and Ground Handling Licence (GHL).**

* **Aviation service providers will greatly benefit from this new system as it allows licensees to register or renew existing licences safely, securely, and in a more simplified manner.**

* **AeroLicence also reduces the business providers' operational burdens as it eliminates the need to physically submit documentation and related data, amongst others. This solution is timely and necessary, given the state of the new normal that we must adhere to.**

* **It is important to note that the Commission covered the entire cost of the system's development as part of its efforts to invest its income into the industry with no charge. Kudos to MAVCOM!**

[FlySmart - Enhancements]

* I am glad to see MAVCOM's firm commitment in championing consumer rights by ensuring that consumer benefits continue to be enhanced and protected.

* Through MAVCOM's collaboration with the International Air Transport Association (IATA), consumers are more informed and empowered before, during and after their trip. Travellers are able to access up-to-date information on relevant travel disruptions and restrictions globally, including the latest COVID-19 related information, with the enhanced FlySmart app that comes with a new Travel Advisory guide.

* Other enhancements introduced to the app including the new Frequently Asked Questions (FAQ) section will also allow consumers to obtain valuable and comprehensive information related to air travel rights on-the-go and help regain their confidence when travelling in this new norm.

[Addressing Current Issues & Conclusion]

Ladies and gentlemen,

* The COVID-19 pandemic has certainly had a prolonged impact on the global aviation sector. Travel restrictions continue to be in place globally, and there is still a long way before the demand for air travel returns to pre-pandemic levels.

* Air travel is indispensable in Malaysia. As the country is gearing up for its recovery, greater use of digital technologies becomes integral in our resilience planning and in facilitating a strong and sustainable aviation sector.

* We need to facilitate a robust aviation sector that is on par with, or even exceeds international standards and we need to do this together with policymakers, regulators, industry players as well as digital experts.

* The launch of AeroLicence and the enhanced FlySmart app today are instrumental in supporting the Government's plan to digitalise services for the Rakyat and the business community.

* On this note, I would like to congratulate MAVCOM for establishing AeroLicence and enhancing the FlySmart mobile app.

* **I would also like to thank everyone involved, particularly industry players and the International Air Transport Association (IATA), for their efforts in fostering greater collaborations and for bringing their expertise and experiences to the table.**

* **It now gives me great pleasure to officiate the launch of MAVCOM's AeroLicence system and the enhancements to the FlySmart app.**

Thank you.