

ADVISORY INFORMATION 09/2025

31st July 2025



RATIONALISATION OF CAAM AND MAVCOM – OPERATIONAL CONTINUITY, CHANGE IN MANAGEMENT AND PROCESSES

1 Introduction

- 1.1 The Civil Aviation Authority of Malaysia (CAAM) issues this Advisory Information (AI) to inform all aviation stakeholders of an important update regarding the change in management and processes to ensure operational continuity following the rationalisation of functions between CAAM and the Malaysian Aviation Commission (MAVCOM), effective 1st August 2025.

2 Change in Governance

- 2.1 Effective 1st August 2025, CAAM will assume full responsibility for all regulatory functions within the civil aviation industry, which includes the new economic regulatory mandate alongside its existing safety and security oversight.
- 2.2 This expanded function includes, but is not limited to licensing, allocation of Air Traffic Rights (ATR), airport development, Rural Air Services (RAS), consumer protection and competition matters. CAAM will also oversee the management of digital platforms, including FlySmart for consumer protection, AeroFile for processing overflight and landing permits as well as, AeroLicence for licensing applications.

3 Continuity in Economic Oversight

- 3.1 To ensure a smooth transition, all existing documentation and approvals published under MAVCOM prior to the 1st August 2025 will remain valid (Refer to [Appendix A](#)).
- 3.2 CAAM will initiate a process to review, align, and re-issue the documents according to CAAM standards, which will supersede the existing documents published under MAVCOM and made available on CAAM's official website.
- 3.3 Economic regulatory functions including licensing, consumer affairs and competition matters, previously provided by MAVCOM will continue without interruption under CAAM.

3.4 Continuity in Licensing Processes and Assessment

3.4.1 All licences and permits issued by MAVCOM – **Air Service Licence (ASL)**, **Air Service Permit (ASP)**, **Aerodrome Operator Licence (AOL)** and **Ground Handling Licence (GHL)** shall remain valid and enforceable. All Conditions attached to existing Licences or Conditional Approvals shall remain in effect and Licensees/Applicants are required to continue fulfilling them by their stipulated deadlines.

3.4.2 **The Guidelines on Fit and Proper Person** shall remain in effect.

3.4.3 **The Quarterly Financial and Operational Monitoring** report submissions shall remain in effect.

3.4.4 **The AeroLicence Portal** will remain accessible following the rationalisation period. Licensees/Applicants may submit their application and quarterly financial and operational submissions through the same portal, which will be made available on CAAM's official website:

AeroLicence Portal: <https://aerofile.my.site.com/licence/s/login/>

3.4.5 The AeroLicence registration platform and established processes shall be retained and made available on CAAM's official website. For inquiries related to licence and permit applications for ASL, ASP, AOL and GHL, please refer to the contact information provided in paragraph 4.1(c).

3.5 Continuity in Regulating Charges for Aviation Services

3.5.1 The **Malaysian Aviation Commission (Aviation Services Charges) Regulations 2016 [P.U. (A) 100/2016]** and its amendments shall remain in force.

3.5.2 The current assessments of the *First Consultation Paper for the Regulation of Aviation Services Charges in Malaysia for Regulatory Period 2 (RP2) (2027 – 2029)* and the *Guideline for the Regulation of Aviation Services Charges in Malaysia for Regulatory Period 2 (2027 – 2029)*, will continue under CAAM. Relevant updates will be made available on CAAM's official website.

3.6 Continuity in Regulation of Air Traffic Rights and Public Service Obligation

3.6.1 The provision for the allocation of **Air Traffic Rights (ATR)** and the administration of the **Public Service Obligation (PSO)** shall remain in force and will follow the current established procedures and processes.

3.6.2 The **AeroFile Portal** will remain accessible, and operators may submit their application for landing permits and overflight requests through the same portal, which will be made available on CAAM's official website:

AeroFile Portal: <https://aerofile.my.site.com/portal/s/login>

3.7 **Continuity in Competition Oversight in the Aviation Sector**

- 3.7.1 CAAM will assume the role of promoting and enforcing competition in Malaysia's civil aviation industry. Competition law is enforced through provisions on anti-competitive agreements, abuse of dominant position and merger control.
- 3.7.2 **All published guidelines, orders and forms** related to competition enforcement shall remain in effect following the rationalisation (Refer to [Appendix A](#)).
- 3.7.3 CAAM will **continue to actively review applications** related to mergers and anti-competitive agreements, including joint ventures, to ensure that such arrangements between competitors do not have a significant detrimental effect on competition and are beneficial to consumers.
- 3.7.4 The **current assessments of three (3) Individual Exemption Applications** will continue under CAAM. The applications under review are as follows:
- a) The joint business arrangement between Malaysia Airlines Berhad (MH) and Singapore Airlines Limited (SQ);
 - b) The joint business arrangement between MAB Kargo Sdn Bhd, IAG Cargo Limited, and Qatar Airways Group Q.C.S.C. (MAB-IAG-QR); and
 - c) The joint venture between Singapore Airlines Limited (SQ) and Deutsche Lufthansa AG (LH).
- 3.7.5 Relevant updates will be made available on CAAM's official website.

3.8 **Continuity in the Airport Quality of Service (QoS) Development**

- 3.8.1 **All Directives** issued under MAVCOM on the **Airports QoS Framework** shall remain in effect.
- 3.8.2 Airport performance results through reporting mechanisms, such as passenger surveys, independent inspections, performance assessments, equipment and operator availability will continue.
- 3.8.3 The development and implementation of QoS for all other airports will continue into 2026 and beyond.

3.9 **Continuity in Consumer Protection**

- 3.9.1 The **Malaysian Aviation Consumer Protection Code 2016 [P.U.(B) 305/2016]** and its amendments, along with the **Guidance on Advertisement of Air Fare** shall remain in effect.
- 3.9.2 Updates on airline and airport performance results will be through existing reporting mechanisms, such as the **airline and airport dashboards**, as well as **consumer reports**.

3.9.3 All consumer service platforms will remain fully operational and consumers may continue to lodge complaints on airlines or airports through the existing **FlySmart** website and mobile app:

- a) FlySmart Website: www.flysmart.my
- b) FlySmart Mobile App: Available for download on the Apple App Store and Google Play Store.
- c) Complaint Webform: www.flysmart.my/make-a-complaint/
- d) Consumer Hotline (Operating hour: Monday to Friday, 8:30am – 5:30pm; excluding Public Holidays):
 - 1) Within Malaysia: 1800-18-6966
 - 2) Outside Malaysia: +603-7651 2777

4 Key Information Update

4.1 The following information will assist stakeholders during the transition:

a) Office Location:

Period	Office Address
1 August 2025 - 30 September 2025	Malaysian Aviation Commission (MAVCOM) Level 19, Menara 1 Sentrum, 201 Jalan Tun Sambanthan, 50470 Kuala Lumpur, Malaysia. and; Civil Aviation Authority of Malaysia (CAAM) No. 27, Persiaran Perdana, Aras 1 - 4 Blok Podium, Presint 4, 62618 Wilayah Persekutuan Putrajaya, Malaysia.
1 October 2025 onwards	Civil Aviation Authority of Malaysia (CAAM) No. 27, Persiaran Perdana, Aras 1 - 4 Blok Podium, Presint 4, 62618 Wilayah Persekutuan Putrajaya, Malaysia.

b) Website: www.caam.gov.my

c) Emails:

Licensing	
AeroLicence (Licencing)	aerolicence@caam.gov.my
AeroFile (Landing Permit Application)	airfile@caam.gov.my
Air Traffic Rights Application	atr@caam.gov.my
Ad-Hoc Ground Handling Application	adhocgh@caam.gov.my
Airport Charges (Project Blackbird-RP2)	airport.charges@caam.gov.my
Competition	competition@caam.gov.my
Consumer	consumer@caam.gov.my

d) MAVCOM General Telephone Line: +603-2772 0600 will cease operation effective 1st August 2025.

e) Banking Details: No changes to the current banking details. All payments pertaining to the Regulatory Services Charge (RSC) shall continue to be made using the existing MAVCOM banking information during the transition period, until further notice.

5 Enquiries

5.1 For any enquiries, please contact **CAAM One Stop Centre (OSC)** at +603-8871 4000 or email at enquiry@caam.gov.my .

We appreciate your cooperation during this transition as CAAM moves towards streamlining regulatory functions, improve service delivery and enhancing the safety and security oversight of Malaysia's civil aviation sector.



DATO' CAPTAIN NORAZMAN BIN MAHMUD
Chief Executive Officer
for Civil Aviation Authority of Malaysia
31 July 2025

1 APPENDIX A

1.1 Regulations

1.1.1 Aviation Services Charges

- Malaysian Aviation Commission (Aviation Services Charges) Regulations 2016 [*P.U. (A) 100/2016*].
- Malaysian Aviation Commission (Aviation Services Charges) (Amendment) Regulations 2016 [*P.U. (A) 289/2016*] (*This amendment should be read together with P.U. (A) 100/2016*).
- Malaysian Aviation Commission (Aviation Services Charges) (Amendment) Regulations 2017 [*P.U. (A) 427/2017*] (*This amendment should be read together with P.U. (A) 100/2016 and P.U. (A) 289/2016*).
- Malaysian Aviation Commission (Aviation Services Charges) (Amendment) Regulations 2024 [*P.U. (A) 115/2024*] (*This amendment should be read together with P.U. (A) 100/2016, P.U. (A) 289/2016, and P.U. (A) 427/2017*).
- Malaysian Aviation Commission (Aviation Services Charges) (Amendment) Regulations 2024 (Amendment) Regulations 2024 [*P.U. (A) 136/2024*] (*This amendment should be read together with P.U. (A) 100/2016, P.U. (A) 289/2016, P.U. (A) 427/2017 and P.U. (A) 115/2024*).

1.1.2 Code of Conduct

- Malaysian Aviation Commission (Code of Conduct) Regulations 2018 [*P.U.(A) 115/2018*].

1.1.3 Regulatory Services Charges

- Malaysian Aviation Commission (Regulatory Services Charges) Regulations 2018 [*P.U.(A) 81/2018*].

1.2 Codes

1.2.1 Consumer

- Malaysian Aviation Consumer Protection Code 2016 [*P.U. (B) 305/2016*].
- Malaysian Aviation Consumer Protection (Amendment) Code 2019 [*P.U. (B) 250/2019*] (*This amendment comes into force on 1 June 2019 and should be read together with P.U. (B) 305/2016*).
- Malaysian Aviation Consumer Protection (Amendment) Code 2024 [*P.U. (B) 345/2024*] (*This amendment comes into force on 1 September 2024 and should be read together with P.U. (B) 305/2016 and P.U. (B) 250/2019*).

1.3 Orders

1.3.1 Competition

- Malaysian Aviation Commission (Individual Exemption) (Transpacific Joint Venture Agreement Between All Nippon Airways Co., Ltd. And United Airlines, Ltd.) Order 2018 [*P.U. (A) 187/2018*] (*This Order should be read together with the Decision by the Malaysian Aviation Commission on an Application for Individual Exemption under Section 51 of the Malaysian Aviation Commission Act 2015 [Act 771] by All Nippon Airways Co., Ltd. and United Airlines, Ltd. dated 11 May 2017*).
- Malaysian Aviation Commission (Individual Exemption) (Joint Venture Agreement Between Singapore Airlines Limited And Deutsche Lufthansa AG) Order 2020 [*P.U. (A) 62/2020*] (*This Order should be read together with the Decision by the Malaysian Aviation Commission on an Application for Individual Exemption under Section 51 of the Malaysian Aviation Commission Act 2015 [Act 771] by Singapore Airlines Limited and Deutsche Lufthansa AG dated 27 August 2019*).
- Malaysian Aviation Commission (Individual Exemption) (Definitive Agreements Between Malaysia Airlines Berhad And Japan Airlines Co. Ltd.) Order 2020 [*P.U. (A) 302/2020*] (*This Order should be read together with the Decision by the Malaysian Aviation Commission on an Application for Individual Exemption under Section 51 of the Malaysian Aviation Commission Act 2015 [Act 771] by Malaysia Airlines Berhad dated 9 December 2019*).

- Malaysian Aviation Commission (Individual Exemption) (Transpacific Joint Venture Agreement Between All Nippon Airways Co., Ltd. And United Airlines, Inc.) Order 2023 [P.U. (A) 182/2023] (*This Order should be read together with the Decision by the Malaysian Aviation Commission on an Application for Individual Exemption under Section 51 of the Malaysian Aviation Commission Act 2015 [Act 771] by All Nippon Airways Co., Ltd. and United Airlines, Inc. dated 19 October 2022*).
- Malaysian Aviation Commission (Individual Exemption) (Joint Venture Agreement Between Singapore Airlines Limited And Deutsche Lufthansa AG) Order 2023 [P.U. (A) 181/2023] (*This Order should be read together with the Decision by the Malaysian Aviation Commission on an Application for Individual Exemption under Section 51 of the Malaysian Aviation Commission Act 2015 [Act 771] by Singapore Airlines Limited and Deutsche Lufthansa AG dated 5 December 2022*).
- Malaysian Aviation Commission (Individual Exemption) (Definitive Agreements Between Malaysia Airlines Berhad And Japan Airlines Co. Ltd.) Order 2024 [P.U. (A) 5/2024] (*This Order should be read together with the Decision by the Malaysian Aviation Commission on an Application for Individual Exemption under Section 51 of the Malaysian Aviation Commission Act 2015 [Act 771] by Malaysia Airlines Berhad and Japan Airlines Co. Ltd. dated 2 May 2023*).

1.4 **Guidelines**

1.4.1 Competition

- Guidelines on Aviation Service Market Definition.
- Guidelines on Anti-Competitive Agreements.
- Guidelines on Abuse of Dominant Position.
- Guidelines on Substantive Assessment of Mergers.
- Guidelines on Notification and Application Procedure for an Anticipated Merger or a Merger.
- Guidelines on the Determination of Financial Penalties.
- Guidelines on Leniency Regime.

1.4.2 Licensing

- Guidelines on Fit and Proper Person.

1.4.3 Advertisement Guidelines

- Guidance on Advertisement of Air Fare.

1.5 Circulars

- 1.5.1 Circular on the Billing and Collection of the Malaysian Aviation Commission's Regulatory Services Charges.

1.6 Directives

- 1.6.1 Directive Relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 [No. 1 of 2018].
- 1.6.2 Amendment to the Directive Relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 (2024) [No. 1 of 2018].
- 1.6.3 Directive Relating to the Implementation of the Second Phase of the Quality of Service Framework at KL International Airport and KL International Airport 2 [No. 2 of 2018] (*This Directive shall be read in conjunction with the Directive relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018*).
- 1.6.4 Directive Relating to the Implementation of the Third Phase of the Quality of Service Framework at KL International Airport and KL International Airport 2 [No. 1 of 2019] (*This Directive shall be read in conjunction with the Directive relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018 and No. 2 of 2018*).
- 1.6.5 Amendment to the Directive Relating to the Implementation of the Third Phase of the Quality of Service Framework at KL International Airport and KL International Airport 2 [No. 1 of 2019] (2023).
- 1.6.6 Directive Relating to the Implementation of the Quality of Service Framework at Kota Kinabalu International Airport [No. 1 of 2023].
- 1.6.7 Directive Relating to the Implementation of the Quality of Service Framework at Kota Kinabalu International Airport [No. 2 of 2023].
- 1.6.8 Directive Relating to the Implementation of the Quality of Service Framework at Langkawi International Airport.
- 1.6.9 Directive Relating to the Implementation of the Fourth Phase of the Quality of Service Framework at KL International Airport Terminal 1 and 2 [No. 1 of 2024] (*This Directive shall be read in conjunction with the Directive relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018, No. 2 of 2018, and No.1 of 2019*).
- 1.6.10 Directive Relating to the Implementation of the Quality of Service Framework at Kuching International Airport [No. 1 of 2024].

- 1.6.11 Directive Relating to the Implementation of the Quality of Service Framework at Miri Airport [No. 1 of 2024].
- 1.6.12 Directive Relating to the Implementation of the Quality of Service Framework at Senai International Airport [No. 1 of 2024].
- 1.6.13 Amendment to Directive No.1 of 2024 Implementation of the Fourth phase of the Quality of Service Framework at KL International Airport Terminal 1 and 2 (2024).
- 1.6.14 Amendment to Directive No. 2 of 2023 Implementation of Quality of Service Framework at Kota Kinabalu International Airport (2024).

1.7 Forms

1.7.1 Competition

- Application Form for an Individual Exemption.
- Application Form for a Block Exemption.
- Notification and Application Form for An Anticipated Merger or A Merger.
- Application Form for Leniency (Section 60 of the Malaysian Aviation Commission Act [Act 771]).
- Complaint Form.

1.7.2 Whistleblowing

- MAVCOM Whistleblowing Form.

Note 1.– Effective 1st August 2025, all Regulations, Codes, Orders, Guidelines, Circulars, Directives and Forms as listed in Appendix A will be made available on CAAM's official website.

Note 2.– Any reference to the Malaysian Aviation Commission (MAVCOM) in the publications above shall, hereinafter, be referred to as the Civil Aviation Authority of Malaysia (CAAM).