



NOTICE ON CAAM OPERATIONS

NOTICE 1/2021

PUTRAJAYA – Pursuant to the Movement Control Order (MCO) in Putrajaya issued by the Government of Malaysia on 11 January 2021, the Civil Aviation Authority of Malaysia (CAAM) will resume its business operation while observing the directives from the Malaysian National Security Council and the Ministry of Health Malaysia. Effective 13 January 2021, CAAM will make the following changes to its operations:

- 1) CAAM One Stop Centre (OSC) is open for renewal of Pilot License ONLY at Flight Operations located at Level 2, Podium B, CAAM Putrajaya. Operating hours is from 09:00am to 01:00pm, Monday to Friday and only credit/debit card payment and electronic fund transfer are accepted.
- 2) Application for permit for carriage of dangerous goods shall be submitted at the designated drop box provided at the Lobby, Podium A, CAAM Putrajaya on Monday to Friday from 09:00am to 04:00pm. Fee payments shall be made via Electronic Fund Transfer. Application submitted after 01:00pm will only be processed the next working day. Proof of payment must be submitted together with the application form.
- 3) For any matters pertaining Airworthiness Division and Aerodrome Standards Division, a drop box is placed at the Lobby, Podium A, CAAM Putrajaya on Monday to Friday from 09:00am to 04:00pm for the purpose of submitting applications and other relevant documents.

- 4) CAAM will also suspend examinations in States that are under MCO.
- 5) Audit certification and other certification related activities may be conducted on-site or via online.

CAAM is closely monitoring the situation regarding COVID-19 and should there be any changes to the current status, CAAM will notify its aviation stakeholders accordingly.



CAPTAIN CHESTER VOO CHEE SOON
Chief Executive Officer
Civil Aviation Authority of Malaysia

12 January 2021

APPENDIX A

GUIDELINES ON ONE STOP CENTRE CIVIL AVIATION AUTHORITY OF MALAYSIA

Following are the guidelines for One Stop Centre operations:

1. It is mandatory for all visitors to wear a face mask.
2. Only payment via electronic fund transfer and credit/debit card is accepted.
3. Temperature checks will be carried out at Ground Level by the on-duty RELA. You will NOT be allowed to enter if your temperature is 37.3 degrees Celsius and above or have any symptoms related to COVID-19.
4. It is mandatory to use the hand sanitizer provided next to the elevator at Ground Level prior to entering the elevator.
5. At the OSC, kindly queue and wait at the seats provided. Please keep a safe physical distance of 1 metre from others.
6. Only 5 visitors are allowed to enter the counter area at any one time and to be seated at different rows. Kindly exit the building as soon as possible once you are done to avoid overcrowding the area. Again, please use hand sanitizer provided before entering the elevator.
7. Should all the seats be fully occupied at the OSC, you will be asked to queue at Ground Level before entering the building. Kindly follow the instructions by the on-duty RELA and wait for your turn.
8. Nobody shall be allowed to enter CAAM office area at all time.
9. CAAM encourages alternative forms of interaction with OSC where possible, therefore all submissions of forms or documents via post or courier is preferred.