



NOTICE ON CAAM OPERATIONS

NOTICE 13/2020

PUTRAJAYA – Pursuant to the Conditional Movement Control Order (CMCO) issued by the Government of Malaysia, effective 22nd October and in reference to the “Notice on CAAM Operations (Notice 12/2020)”, the Civil Aviation Authority of Malaysia (CAAM) will make the following changes:

1. Operating hours for CAAM Headquarters in Putrajaya is from 09.00am to 01.00pm from Monday to Friday.
2. CAAM One Stop Centre (OSC) will be opened 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 is accepted. OSC visitors must abide to the guidelines in **Appendix A**. It is compulsory for all visitors to scan the MySejahtera QR code upon entering the building.
3. 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 9 am to 1 pm. Fee payments shall be made via Electronic Fund Transfer. Application submitted after 1 pm will only be processed the next working day. Proof of payment must be submitted together with the application form.
4. For any matters pertaining Airworthiness Division, a drop box is placed at the Lobby, Podium A, CAAM Putrajaya on Monday to Friday from 9 am to 1 pm for the purpose of submitting applications and other relevant documents. Airworthiness Division can continually be contacted via email or phone call to the respective inspectors/engineers on duty at the office.

Below is CAAM's account details for online payment purposes:

Bank Name : Public Islamic Bank
Account Number : 3811340215
Account Name : CAAM
SWIFT Code : PBBE MYKL XXX

5. Suspension of activities:
- I. Examinations conducted by CAAM;
 - II. On-site surveillance;
 - III. Type Certification related activities; and
 - IV. On-site audit for certification.

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. CAAM will continue to attend to queries and requests via email and shall endeavour to respond as soon as possible. Should you have any general queries or requests, kindly email webmaster@caam.gov.my or anis@caam.gov.my

Stay Safe, Stay Home and Protect Your Community!



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

21 October 2020

APPENDIX A

GUIDELINES ON ONE STOP CENTRE AT FLIGHT OPERATIONS CIVIL AVIATION AUTHORITY OF MALAYSIA

Following are the guidelines laid down by CAAM for the operations of the One Stop Centre to curb the spread of COVID-19:

1. It is mandatory for all visitors to wear a face mask.
2. Only credit/debit card payment 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 to Level 2.
5. At Level 2, kindly queue and wait at the seats provided in front of the elevator. Please keep a safe physical distance of 1 metre from others.
6. Only 5 visitors are allowed to enter the counter area on Level 2 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 Level 2, 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 the 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.