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For immediate release

CAAM LAUNCHES E-LICENSING PLATFORM FOR AVIATION PERSONNEL

Ushering In A New Era of Digitalisation for Aviation Licensing in Malaysia

KUALA LUMPUR – The Civil Aviation Authority of Malaysia (CAAM) has officially launched its groundbreaking e-Licensing platform, the e-CAAM Licensing Professional Services (eCLIPSE) for aviation personnel. The launch event, officiated by YB Loke Siew Fook, Minister of Transport, underscores the Government's commitment to digitalisation and innovation within the aviation industry. This platform, the first in Southeast Asia to be implemented by a civil aviation authority, is set to revolutionize the licensing process for flight crew, air traffic controllers, and aircraft maintenance personnel, ensuring a seamless and efficient experience for aviation personnel in Malaysia.

This milestone marks a significant step in the digital transformation of Malaysia's aviation industry, reinforcing CAAM's commitment to enhancing efficiency and streamlining the licensing process for aviation personnel. The introduction of eCLIPSE is a testament to CAAM's forward-thinking approach to regulatory efficiency and service excellence. Key features of the platform include:

Mobile-First Approach – Designed with user convenience in mind, the platform allows aviation personnel to manage their licensing applications anytime, anywhere.

End-to-End Licensing Process – eCLIPSE facilitates a fully digital workflow with zero paper usage, from application submission to approval, minimizing manual processes and reducing turnaround time.

Online Payment Integration – A secure and convenient online payment system ensures a hassle-free experience for applicants.

Speaking at the launch, YB Loke Siew Fook highlighted the significance of this digital transformation, "The introduction of this e-licensing is a major leap forward in modernizing Malaysia's aviation sector. By streamlining the licensing process through digital solutions, we are improving accessibility, transparency, and efficiency for all aviation professionals."

Dato' Captain Norazman Mahmud, Chief Executive Officer of CAAM, emphasized the impact of eCLIPSE on the industry: "With this platform, we are reinforcing our commitment to digitalization, ensuring that aviation personnel can seamlessly

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navigate their licensing requirements with ease. This initiative aligns with CAAM's broader vision of leveraging technology to elevate aviation standards in Malaysia."

The launch of the e-licensing platform aligns with Malaysia's broader national digitalisation agenda, reflecting the aviation sector's readiness to embrace modern solutions. By reducing paperwork and streamlining administrative processes, the platform not only benefits aviation personnel but also enhances overall operational efficiency within the industry.

As CAAM continues to implement forward-thinking initiatives, this e-licensing platform represents a major milestone in CAAM's mission to foster a more connected, modern and technology-driven aviation ecosystem and position Malaysia at the forefront of aviation innovation.



From left: Mr Muhammad Syawal Bin Zulkofli, YB Datuk Haji Hasbi Bin Habibollah, Deputy Minister of Transport, YB Loke Siew Fook, Minister of Transport, YBhg. Dato' Captain Norazman Mahmud, Chief Executive Officer of CAAM and Mr Zainul Abidin Bin Maslan, Deputy CEO (Operations) of CAAM at the launching of CAAM e-Licensing platform for aviation personnel.



About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the regulatory body entrusted with overseeing and ensuring the safety, security, and efficiency of civil aviation in Malaysia. Guided by our commitment to international aviation standards and best practices, we work diligently to regulate and promote the growth of a sustainable aviation industry. CAAM provides robust oversight across air navigation services, aviation personnel licensing, and civil aviation operations while fostering innovation and maintaining a high level of compliance with the International Civil Aviation Organization (ICAO) standards.

For media enquiries, kindly contact:

Anis Rahim at 012 336 4353 or via email at anis.rahim@caam.gov.my