

**54th CONFERENCE OF
DIRECTORS GENERAL OF CIVIL AVIATION
ASIA AND PACIFIC REGIONS**

*Ulaanbaatar, Mongolia
07 — 11 August 2017*

**AGENDA ITEM 4: ECONOMIC DEVELOPMENT OF
AIR TRANSPORT**

**WEB BASED ONLINE APPLICATION FOR SCHEDULED
SEASONAL FLIGHTS**

(Presented by Indonesia)

INFORMATION PAPER

SUMMARY

Since 2015, Indonesia has developed a web based online application for Scheduled Seasonal Flights to address the rapidly growing air transport in the country. The dynamic of air transport requires a responsive and swift administration system. An online system would ensure greater accessibility, faster response, transparency, and accountability.

In economic terms, this online application system also reduces costs for both administrator and operators. And with its paperless approach, would also promote an environmental friendly process. In the age of information technology, this kind of system is the way forward for the aviation industry.

WEB BASED ONLINE APPLICATION FOR SCHEDULED SEASONAL FLIGHTS

1. INTRODUCTION

1.1 Air Transport in Indonesia has experienced significant growth over the past decade, from around 367,000 scheduled flights per year in 2006 to 720,000 scheduled flights in 2016. Understanding the challenges raised with this rapid growth, the Directorate General of Civil Aviation of Indonesia developed a web based online application for scheduled seasonal flights to accommodate the needs of airlines, both national and foreign, to have a responsive, accessible, and swift administration system.

2. DISCUSSION

2.1 This web based online system is accessible from anywhere in the world and operates 24/7. The system has tracking features for all submission of application to ensure transparency and accountability in all stages of the process. It also introduces integration with other systems such as the slot coordination system and the payment systems from reputable banks in Indonesia to settle any charges that may occur.

2.2 In economic terms, this online application system also reduces costs for both administrator and operators. And with its paperless approach, would also promote an environmental friendly process. Face to face interaction is significantly reduced thus cut down costs. With this system, the service level can be monitored accurately. Before the use of an online system, the approval process takes around 14 days to be completed, but now it can be done in just 4 days on average.

2.3 After experiencing firsthand the benefits of applying information technology to its own administrative process, Indonesian DGCA would like to encourage other Civil Aviation Authority to consider implementing an online application for scheduled seasonal flights.

3. ACTION BY THE CONFERENCE

3.1 The Conference is invited to note the information contained in this Paper.

— END —