



INTERNATIONAL CIVIL AVIATION ORGANIZATION
Fourth Meeting of AFI Region Directors General of Civil Aviation (DGCA/4)
(Matsapha, Manzini, Swaziland, 8-9 November 2010)

Agenda Item 6: Communication with States

Communication between ICAO Regional Offices and States

(Presented by the Secretariat)

Summary

This paper presents the efforts being made and the challenges encountered regarding communication between ICAO Regional offices and States in order to obtain and disseminate information on programmes of the Organization and activities of States in the civil aviation sector in an efficient and timely manner with a view to addressing constraints usually experienced.

Refer to Para 3 for action by DGCA 4
Reference: APIRG/17 meeting report (Agenda item 8)

1. Introduction

1.1. ICAO has formulated an e-strategy which defines the use of modern ICT means for more effective dissemination and exchange of information and documentation. The principal aim of this strategy is the attainment of better accessibility and more efficient communication both within the Organization and externally (i.e. with States, other organizations, partners, and the public). Hence the availability and distribution of most of ICAO information, documentation and correspondences is envisaged to be in electronic form by the end of 2010.

1.2. Whereas this approach for increased use of ICT is to the advantage of the organization and States, cognizance has been taken of the challenges it poses. For the AFI region, these challenges call for addressing issues of management commitment, work process organization, skills development requirements and infrastructure deficiencies, particularly in States.

2. Discussions

2.1. Although the ESAF and WACAF offices have for some time embarked on increased use of electronic means of mail and document distribution in order to obtain and disseminate information on programmes of the Organization and activities of States in the civil aviation sector, in line with ICAO's organization wide policy and practice, access to and treatment of such information and similar resources available at ICAO web sites is not adequately demonstrated by States.

2.2. In addition, relevant stakeholders and State entities are often left out of the communication chain on matters that require their participation or involvement such as the implementation of ICAO provisions, attendance at ICAO forums, response to information-seeking State Letters, etc. This is in light of the established ICAO communication procedure / protocol for communication with States through a particular authority or administration as may be designated by the State.

2.3 A number of best practices to be considered in the search for solutions to the above include:

- Reorganization of administrative processes relating to handling of ICAO correspondences in States, including a culture of regular consultation of electronic inlets / outlets;
- Improvement of ICT infrastructure / services with, official electronic contact addresses for CAAs or the designated administration; and
- providing of focal points in order to facilitate communication relating to specific projects/programmes both within CAAs and stakeholder-entities.

3. Action required

3.1 The meeting is invited to:

- a) Note the challenges AFI regional offices face in communicating with and receiving reactions from States and aviation entities within them;
- b) Note the apparent under-utilization of electronic resources available on ICAO websites; and
- c) Agree on necessary action for the improvement of communications between ICAO and States, and access to electronic resources by States and State entities in view of the highlighted constrains.