

## DGCA Paper Outline, Presented by the RCMTF

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| <b>Title</b>                                                                       | Enhancing communication and engagement in the ICAO State letter process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Drafters (on behalf of the RCMTF)</b>                                           | China, Singapore, New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Key discussion points</b>                                                       | <ul style="list-style-type: none"> <li>• Brief introduction (1-2 sentences) on the work of the RCMTF and why this survey was carried out. (To identify common needs in the region and develop an action to address these.)</li> <li>• Response rate/limitations from the survey/data breakdown and why it was broken down this way: to enable a clearer understanding of the varying needs of States/Administrations.</li> <li>• While SL is used as a proxy for this work, there are other means of communications which ICAO can consider raising engagement with APAC States/Administrations.</li> </ul> <p><b>The key findings from the survey:</b></p> <ul style="list-style-type: none"> <li>• Majority of States/Administrations have the capacity to effectively engage with ICAO. The key barrier for engagement is not having an established process. Suggests that some States are being burdened by the sheer level of overall ICAO engagement.</li> <li>• Also noted that higher proportion of lower middle-income States are lacking funding and expertise.</li> <li>• Discussion on the freeform comments.</li> </ul> |
| <b>The issues identified in the survey and the steps required to address them.</b> | <ul style="list-style-type: none"> <li>• The need to support States in either developing a process, and/or sharing of technical knowledge. Also, some States/administrations may not have the ability to effectively process SLs and other engagements and should take this into account</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                                                                                                   | <p>when communicating in order to improve the quality of SL response and engagement.</p> <ul style="list-style-type: none"> <li>Improving the State letter and engagement process will support ICAOs ‘no State left behind initiative’</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>Paper recommendations may include (these are subject to change as drafting occurs):</b></p> | <ul style="list-style-type: none"> <li>Recommend that States who have established and effective State Letter processes to share their expertise to support States/administrations in developing dedicated processes.</li> <li>Recommend that States without process should consider adopting best practices to aide with processing of State Letters.</li> <li>Recommend that ICAO considers changing the State letter process to one that reduces volume, and better supports States with no dedicated State Letter process to increase engagement with ICAO and the State letter process.</li> <li>Consider adjusting the content of State Letters to enhance clarity and provide context of the subject matter, articulate expectations of response required depending on the significance of the subject matter.</li> <li>Recommend that ICAO categorise State Letters according to their purpose, to aid States in being able to efficiently process State Letters.</li> </ul> |
| <p><b>Annex</b></p>                                                                               | <ul style="list-style-type: none"> <li>An annex made up of examples of ‘what good may look like’ will be included to encourage States who may have no dedicated State Letter process to implement one to assist with internal processing.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |