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**AGENDA ITEM 6: ECONOMIC DEVELOPMENT OF
AIR TRANSPORT**

**DEVELOPING A DATA-DRIVEN AVIATION INFORMATION:
THAILAND’S AVIATION SERVICE CENTRE APPROACH**

(Presented by Thailand)

INFORMATION PAPER

SUMMARY

This paper presents Thailand’s development of the Aviation Service Centre (ASC) as a coordinated access point for civil aviation guidance, investor information and aviation intelligence. ASC does not provide technical determinations or replace the Civil Aviation Authority of Thailand (CAAT) technical departments. It helps new investors and other stakeholders understand applicable pathways, prepare to engage with responsible units, and obtain approved information based on their needs. Over the past year, ASC has organized service categories, mapped responsible units, developed standard guidance and information-package concepts, identified priority datasets, and designed data-supported enquiry tools. This approach improves accessibility, consistency and coordination while preserving technical accountability and human oversight.

DEVELOPING A DATA-DRIVEN AVIATION INFORMATION AND INVESTOR GUIDANCE SERVICE: THAILAND'S AVIATION SERVICE CENTRE APPROACH

1. INTRODUCTION

1.1 Civil aviation investors and other stakeholders often require information from several areas, including market conditions, licensing and approval pathways, service requirements, responsible authorities and sources of official aviation information. When these sources are dispersed or expressed mainly in technical terms, new entrants may have difficulty identifying the correct starting point and preparing complete enquiries.

1.2 The Civil Aviation Authority of Thailand has developed the Aviation Service Centre (ASC) as a coordinated access point for civil aviation guidance, information and stakeholder support. ASC is not a technical approval or interpretation unit. Its role is to help users understand the service landscape, identify the appropriate regulatory pathway, locate the responsible technical department and obtain approved information or aviation intelligence according to their needs.

1.3 This paper presents Thailand's data-supported ASC approach, the foundations established during the past year and the next stages of development. It demonstrates how structured guidance, coordinated information and analytical support can improve access for new investors and other stakeholders while preserving the statutory authority and technical accountability of the responsible CAAT departments.

2. DISCUSSION

2.1 The stakeholder information challenge

2.1.1 Aviation stakeholders may need guidance on the entry, operating permissions, organizational approvals, passenger-related obligations, market information, available services and coordination with several government or technical units. The main difficulty is often not the absence of regulation, but understanding which requirements apply, where reliable information can be obtained and which unit should be consulted next.

2.1.2 Enquiries also reveal the information most frequently required by users, recurring areas of uncertainty and emerging market interests. Structuring these enquiries enables the authority to improve public guidance, prepare targeted information packages, identify information gaps and provide management with a clearer view of stakeholder demand.

2.2 Thailand's ASC guidance and information model

2.2.1 ASC operates as a front-end, guidance and coordination function. It does not issue technical determinations, approve applications or replace the statutory functions of CAAT technical departments. It provides non-technical guidance on processes and available services, directs users to the competent unit, coordinates access to approved information and supports the preparation of relevant information or intelligence products.

2.2.2 The model combines three reinforcing components:

(a) an investor and stakeholder guidance service comprising a service catalogue, process overviews, responsible-unit mapping, referral pathways, checklists and standard information packages;

(b) an aviation information and intelligence service using approved public data, market and industry information, service records and dashboards to respond to user needs and identify trends; and

(c) data-supported enquiry and coordination tools that assist information retrieval, classification, drafting and routing, with authorized technical officers retaining responsibility for technical interpretation, assessment and decisions.

2.3 The model combines three reinforcing components:

2.3.1 In the past year, ASC work established key foundations for the model. These included defining priority user groups, including new investors; organizing service and enquiry categories; mapping the responsible CAAT units and coordination points; developing concepts for process guidance, checklists and standard information packages; identifying aviation information suitable for public, investor and management use; and designing dashboard and controlled digital-assistance use cases.

2.3.2 These foundations improve the user journey by clarifying the available services, the sequence of engagement, the source of official information and the unit responsible for technical advice or approval. They also allow ASC to consolidate recurring information needs and coordinate responses where a request involves more than one department.

2.3.3 The principal outcomes are clearer entry guidance for new investors, easier access to reliable aviation information, more consistent referral, better preparation before formal engagement with technical units, improved visibility of stakeholder demand and stronger evidence for service and information planning. ASC may also prepare tailored information or intelligence products, subject to data availability, approval, confidentiality and the responsibilities of the data-owning units.

2.4 Governance, accuracy and safeguards

2.4.1 Each guidance or information product is linked to an approved source, responsible owner, intended audience, validation method, update cycle, access classification and publication status. This helps ensure that ASC communicates current and authorized information and clearly distinguishes general guidance from technical advice or formal regulatory decisions.

2.4.2 Digital and artificial-intelligence tools, where used, are limited to approved information sources and are subject to privacy protection, cybersecurity controls, quality assurance, auditability and escalation to competent officers. They support access, retrieval, classification, drafting and routing; they do not provide binding technical interpretations or exercise regulatory authority.

2.5 Completed, ongoing and planned development

2.5.1 Completed foundations comprise the ASC service model, initial investor and stakeholder categories, service and information taxonomy, responsible-unit and referral concepts, priority information requirements, standard guidance and information-package concepts, and defined use cases for dashboards and controlled digital assistance.

2.5.2 Ongoing work includes validating guidance content and data ownership with technical departments, refining investor and stakeholder workflows, preparing structured information products, consolidating approved content, and developing methods to record demand and service performance. This ensures that ASC guidance remains accurate and does not extend into technical determinations.

2.5.3 Planned capabilities include expanded investor information packages, broader access to approved aviation data, tailored intelligence products, improved inter-departmental coordination and a controlled digital-assistance pilot. The staged model can be adapted by other administrations seeking to improve access to aviation information without duplicating the responsibilities of technical regulators.

3. ACTION BY THE CONFERENCE

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