

TELEPHONE No. : 011-24622495 Aeronautical : VIDDYAYX E-Mail: dgoffice.dgca@nic.in Fax 011-24652760	GOVERNMENT OF INDIA AERONAUTICAL INFORMATION SERVICES DIRECTORATE GENERAL OF CIVIL AVIATION OPPOSITE SAFDARJUNG AIRPORT NEW DELHI-110003	AIC SI. No. 16/2021 23.09.2021
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The following Aeronautical Information Circular is issued for information, guidance and compliance.

This AIC supersedes AIC 25/2020.



(Arun Kumar)
 Director General of Civil Aviation

VOLUNTARY SAFETY REPORTING SYSTEM

1. Brief Description

As part of State Safety Programme - India, DGCA has Voluntary Safety Reporting System and Mandatory Safety Reporting System in place. Rule 19 of the Aircraft (Investigation of Accidents and Incidents) Rules, 2017, empowers DGCA to facilitate collection of information on actual or potential safety deficiencies that may not be captured by the Mandatory Safety Reporting System, through Voluntary Safety Reporting System. The objective behind the Voluntary Safety Reporting System is to bring out latent conditions such as inappropriate safety procedures or regulation, human errors, etc.

To encourage voluntary safety reporting, apart from email and postal mode of voluntary reporting, web based reporting system has been introduced on eGCA platform, which makes Voluntary Safety Reporting System more accessible to the personnel engaged in aviation related activities.

However, this Voluntary Safety Reporting System is not a substitute for Mandatory Safety Reporting System, which will continue to function.

2. Non-punitive and Confidentiality

The Voluntary Safety Reporting System shall be non-punitive and afford protection to the sources of the information.

The information collected through Voluntary Safety Reporting System shall be handled in a manner so as to prevent its use for purposes other than safety, and shall appropriately be safe guarded and the confidentiality about the identity of the person making report shall be maintained. Anonymous reports will be accepted, however the reporter may give his identity to enable contact if any part of the report needs clarification.

3. Information to be reported

Anyone who witnesses or is involved or has knowledge of an occurrence, hazard or situation which he or she believes possess potential threat to flight safety is requested to report the same. The Performa is given in Annexure "A".

4. Submission of Voluntary Safety Report

There are three modes of submission of voluntary safety reports to DGCA as described below:

Mode 1 eGCA- https://www.dgca.gov.in/digigov-portal/jsp/dgca/common/login.jsp
Mode 2 Email- voluntaryreport-dgca@gov.in
Mode 3 By Post- Voluntary Safety Reporting System Air Safety Directorate O/o Directorate General of Civil Aviation Opp. Safdarjung Airport, Aurbindo Marg, New Delhi-110003

5. Processing of Reports

In mode 1, an acknowledgement will be automatically sent to the reporter indicating a reference no. In mode 2, an acknowledgement will be sent to the reporter through email. For mode 3, an acknowledgement would be sent to reporter if the contact details are available. Once detailed report is obtained, name & address of the reporter and all identifying information will be kept confidential and shall not be entered in the database. After de-identifying, the information shall be analyzed by a select group of officers for deciding follow up action on the report. All correspondence, contact details will be deleted from DGCA system. Paper copies of reports and correspondence will be destroyed.

6. Feedback

Action learnt from such reports will be circulated to aviation community in the form of Safety Bulletin. Specific problems or trend shall be brought to the attention of the appropriate authorities for taking necessary preventive measures and follow up.

VOLUNTARY/CONFIDENTIAL SAFETY REPORTING PERFORMA

Date: _____

Description of the occurrence/hazard/situation

Name (Optional) : _____

Address (Optional) : _____

Email (Optional) : _____

Phone No. (Optional) : _____

Note:

- 1. Contact details of reporter will not be disclosed.
- 2. Contact details are requested to enable contact if any part of the report needs clarification.