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Republic of Maldives

**AIC**

**04/13**

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# **Confidential Aviation Incident Reporting** **(CAIR) Programme**

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## 1. Introduction

Confidential Aviation Incident Reporting (CAIR) programme is a voluntary, non-punitive confidential incident reporting system established by the MCAA of Maldives inline with the recommendation of Annex 13 to the Chicago Convention. The system provides a channel for the reporting of aviation incidents and safety deficiencies while protecting the reporter's identity. However, CAIR does not obviate the need for mandatory reporting of aircraft accidents and incidents to the relevant authorities under the existing law (MCAR 12).

While the mandatory reporting of accidents and incidents will often result in investigations and safety recommendations, many incidents that have potential in helping to enhance safety go unreported. Thus, many opportunities to learn from the incidents, and to prevent incidents and accidents, are lost.

The principal aim of CAIR is to enhance aviation safety through the collection of feedback on incidents that would otherwise not be reported through other channels or that may appear minor, but which nevertheless can allow others to learn from the reporter's experience and even lead to changes in procedures or design. CAIR focuses on systems, human factors, procedures and equipment, rather than on individuals.

## 2. Scope Of The CAIR Programme

CAIR covers the following areas:

### **a. Air Traffic Management:**

- i. ATC operations
- ii. ATC equipment and navigation aids
- iii. Crew and ATC communications

### **b. Flight Operations:**

- i. Departure/enroute/approach landing
- ii. Aircraft cabin operations
- iii. Air proximity events
- iv. Weight and balance and Performance

### **c. Ground Operations:**

- i. Aircraft ground operations
- ii. Movement on the airport
- iii. Fuelling operations
- iv. Airport conditions or services
- v. Cargo Loading

### **d. Maintenance:**

- i. Aircraft maintenance
- ii. Record keeping

## **e. Air Transport**

- i. Aviation Security related issues
- ii. Safety-related passenger handling operations

Therefore, air traffic controllers, flight and cabin crew members, licensed aircraft engineers, employees of maintenance, design and manufacturing organizations, airport security officers, airport operators, airport employees, and individuals involved in aviation can all contribute to safety enhancement through the CAIR programme by reporting on actual or potential hazards and deficiencies in aviation operations.

### **3. How To Make A CAIR Report**

You can make a CAIR report via the MCAA website. To utilise this facility, log on to [www.caa.gov.mv](http://www.caa.gov.mv) and click on the button ‘Conf reporting’. Enter your contact details then complete your report in the window that appears. On submitting the report it will be received to the CAIR programme manager.

Anonymous reports will not be accepted. Your contact details are needed to enable the CAIR Programme Manager to obtain amplifying or clarifying information from you when necessary. Without complete information, the range of safety enhancement follow-up options could be limited. Your contact details will also allow the CAIR Programme Manager to advise you of the action taken or outcome arising from your report..

#### **4. . What Do I Report?**

Safety-related incidents or events involving:

- Yourself,
- Other people
- Your organisation or organisations you deal with

Incidents/events can include:

- Errors
- Individual performance
- Health & Safety matters affecting  
Operating Procedures
- Regulatory aspects
- Unsafe practices

#### **5. What Should NOT Be Reported?**

- Accidents, serious incidents or criminal activities.  
[Such reports should be made to the appropriate authorities.]
- Incidents or events with no aviation safety content.
- Personal problems, personality conflicts and industrial relations issues.
- Legal/commercial disputes.

NOTE: THE DEFINITIONS OF “ACCIDENT” AND “SERIOUS INCIDENT” IS DEFINED IN ANNEX 13 TO THE CHICAGO CONVENTION AND MCAR1

## **6. When Do You Make A Report?**

- When you wish others to learn and benefit from the incident but are concerned about protecting your identity.
- When there is no other appropriate reporting procedure or channel.
- When you have tried other reporting procedures or channels without the issue having been addressed.

NOTE: IT IS POSSIBLE THAT AN INCIDENT REPORTED BY YOU IS ALSO REPORTED TO THE OTHER RELEVANT AUTHORITIES BY A THIRD PARTY. THE CAIR SYSTEM CANNOT PREVENT THESE OTHER AUTHORITIES FROM TAKING WHATEVER ACTION THEY DEEM NECESSARY, EVEN THOUGH YOUR IDENTITY WILL BE PROTECTED BY THE CAIR PROGRAMME.

## **7. How Are CAIR Reports Processed?**

The MCAA has paid particular attention to the need to protect the identity of the reporter in its processing of CAIR reports. The processing is in line with international best practices. The Maldives Civil Aviation Authority, stands by

the aim of the CAIR programme's efforts in protecting the identity of the reporters.

The CAIR report will be read and validated by the Programme Manager. The Programme Manager may contact the reporter to make sure he understands the nature and circumstances of the incident reported or to obtain the necessary additional information and clarification.

When the Programme Manager is satisfied that the information obtained is complete and coherent, he will then de-identify the information and enter the data into the CAIR database. Excessive details that could point to the source will also be avoided.

If, during the course of addressing the concerns raised in the report, it becomes necessary to seek the input of third parties, only the de-identified data will be used in the discussion.

If the Programme Manager is away from his office for a prolonged period, the Alternate Programme Manager will perform the CAIR administration duties. Each CAIR report will be read and followed through by either the Programme Manager or the Alternate Programme Manager and by only one of them.

## **8. Feedback To The Aviation Community**

Relevant de-identified reports and extracts will be shared with the aviation community through periodic publication, so that all can learn from the experiences. Relevant authorities and parties can also review their policy and plan or improvements. However, if the content of a CAIR report suggests a situation or condition that poses an immediate or urgent threat to aviation safety, the report will be handled with priority and referred, after de-identification, to the relevant organizations as soon as possible to enable them to take the necessary safety actions.

## **9. Contacting The CAIR Programme Manager**

You are welcome to call the CAIR Programme Manager to enquire about the CAIR programme or to request for a preliminary discussion before making a report. The Programme Manager and Alternate Programme Manager are contactable during office hours from Sunday to Thursday at the following telephone numbers:

Programme Manager:                      Abdulla Rasheed  
Director, Air Transport  
(960) 7744120

Alternate Programme Manager:      Ali Shafeeu  
Director, Administration and  
Finance  
(9607940404)

## **10. Cancellation**

This AIC will replace AIC 06/08 dated 01 Dec 08.