

KEMENTERIAN PERHUBUNGAN
DIREKTORAT JENDERAL PERHUBUNGAN UDARA

PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA
NOMOR : KP 241 TAHUN 2017
TENTANG
PETUNJUK TEKNIS
PERATURAN KESELAMATAN PENERBANGAN SIPIL BAGIAN 19-01
(*STAFF INSTRUCTION 19-01*)
SISTEM PELAPORAN KEJADIAN WAJIB
(*MANDATORY OCCURRENCE REPORTING SYSTEM*)

DENGAN RAHMAT TUHAN YANG MAHA ESA

DIREKTUR JENDERAL PERHUBUNGAN UDARA,

- Menimbang :
- a. bahwa pada butir 19.57 dalam Lampiran Peraturan Menteri Perhubungan Republik Indonesia Nomor PM 62 Tahun 2017 tentang Peraturan Keselamatan Penerbangan Sipil Bagian 19 (*Civil Aviation Safety Regulations Part 19*) tentang Sistem Manajemen Keselamatan (*Safety Management System*) telah mengatur bahwa setiap penyedia jasa penerbangan harus melaporkan kejadian yang wajib dilaporkan melalui sistem pelaporan kejadian wajib (*mandatory occurrence reporting system*);
 - b. bahwa perlu disusun petunjuk teknis yang digunakan oleh Direktorat Bandar Udara, Direktorat Navigasi Penerbangan, dan Direktorat Kelaikudaraan dan Pengoperasian Pesawat Udara dalam memproses laporan kejadian sebagaimana dimaksud pada huruf a;
 - c. bahwa berdasarkan pertimbangan sebagaimana dimaksud dalam huruf a dan huruf b, perlu menetapkan Peraturan Direktur Jenderal Perhubungan Udara Tentang Petunjuk Teknis Peraturan Keselamatan Penerbangan Sipil Bagian 19-01 (*Staff*

Instruction 19-01) Sistem Pelaporan Kejadian Wajib (Mandatory Occurrence Reporting System);

- Mengingat :
1. Undang-Undang Nomor 1 Tahun 2009 tentang Penerbangan (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 1, Tambahan Lembaran Negara Republik Indonesia Nomor 4956);
 2. Peraturan Presiden Nomor 7 Tahun 2015 tentang Organisasi Kementerian Negara (Lembaran Negara Republik Indonesia Tahun 2015 Nomor 8);
 3. Peraturan Presiden Nomor 40 Tahun 2015 tentang Kementerian Perhubungan (Lembaran Negara Republik Indonesia Tahun 2015 Nomor 75);
 4. Peraturan Menteri Perhubungan Nomor PM 189 Tahun 2015 tentang Organisasi dan Tata Kerja Kementerian Perhubungan (Berita Negara Republik Indonesia Tahun 2015 Nomor 1844) sebagaimana telah beberapa kali diubah, terakhir dengan dengan Peraturan Menteri Perhubungan Nomor PM 44 Tahun 2017 tentang Perubahan Kedua atas Peraturan Menteri Perhubungan Nomor PM 189 Tahun 2015 tentang Organisasi dan Tata Kerja Kementerian Perhubungan (Berita Negara Republik Indonesia Tahun 2017 Nomor 816);
 5. Peraturan Menteri Perhubungan Nomor PM 62 Tahun 2017 tentang Peraturan Keselamatan Penerbangan Sipil Bagian 19 (*Civil Aviation Safety Regulations Part 19*) tentang Sistem Manajemen Keselamatan (*Safety Management System*) (Berita Negara Republik Indonesia Tahun 2017 Nomor 1098);

MEMUTUSKAN:

Menetapkan : PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA TENTANG PETUNJUK TEKNIS PERATURAN KESELAMATAN PENERBANGAN SIPIL BAGIAN 19-01 (*STAFF INSTRUCTION 19-01*) SISTEM PELAPORAN KEJADIAN WAJIB (*MANDATORY OCCURRENCE REPORTING SYSTEM*).

Pasal 1

Memberlakukan Petunjuk Teknis Peraturan Keselamatan Penerbangan Sipil Bagian 19-01 (*Staff Instruction 19-01*) Sistem Pelaporan Kejadian Wajib (*Mandatory Occurrence Reporting System*) sebagaimana tercantum dalam Lampiran yang merupakan bagian tak terpisahkan dari Peraturan Direktur Jenderal ini.

Pasal 2

Direktur Jenderal Perhubungan Udara melakukan pengawasan terhadap pelaksanaan Peraturan ini.

Pasal 3

Peraturan ini mulai berlaku sejak tanggal ditetapkan.


Ditetapkan di Jakarta
pada tanggal 22 SEPTEMBER 2017

DIREKTUR JENDERAL PERHUBUNGAN UDARA

ttd.

Dr. Ir. AGUS SANTOSO, M.Sc

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM,



ENDAH PURNAMA SARI
Pembina (IV/a)

NIP. 19680704 199503 2 001

Staff Instruction

SI 19 – 01

Mandatory Occurrence Reporting System
(MORS)

Edition : 1
Amendment : 0
Date :

AMENDMENT RECORD LIST

Amendment No.	Issue Date	Inserted By	Insertion Date
Original			

FOREWORD

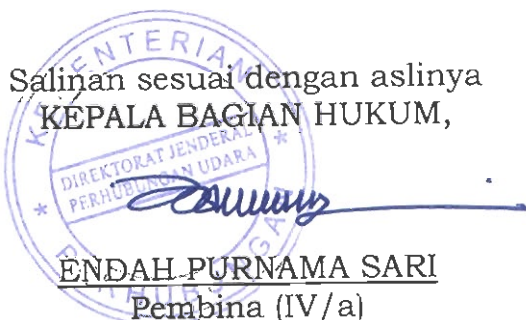
1. PURPOSE : This Staff Instruction prescribes responsibilities, policies, and procedures to be used by the Directorate of Airworthiness and Aircraft Operation (DAAO), Directorate of Air Navigation and Directorate of Airport for the processing of Mandatory Occurrence Report in accordance with CASR Parts 19. This Staff Instruction may be made available to the public so that they may better understand the authority and responsibilities of DGCA.
2. REFERENCES : This Staff Instruction should be used in accordance with the applicable regulations.
3. CANCELLATION : -
4. AMENDMENT : The revision of this Staff Instruction is approved by Director General of Civil Aviation.

DIRECTOR GENERAL OF CIVIL AVIATION

Signature,

Dr. Ir. AGUS SANTOSO, M.Sc.

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM,



[Signature]

ENDAH PURNAMA SARI
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TABLE OF CONTENTS

AMENDMENT RECORD LIST.....	ii
FOREWORD.....	iii
TABLE OF CONTENTS	iv
CHAPTER 1 GENERAL	1
1. PURPOSE.....	1
2. REGULATORY REFERENCES.....	1
3. APPLICABILITY.....	1
4. DEFINITIONS	1
CHAPTER 2 PURPOSES OF MANDATORY OCCURRENCE REPORTS.....	3
1. THE PURPOSES OF MOR's.....	3
2. SERVICE PROVIDER SAFETY RESPONSIBILITY	3
3. DGCA RESPONSIBILITY	3
CHAPTER 3 PROCESSING OF MANDATORY OCCURRENCE REPORTS.....	5
1. RESPONSIBILITIES.....	5
2. GROUPING AND CLASSIFICATION OF MANDATORY OCCURRENCE REPORTS	5
3. FOLLOW-UP/INVESTIGATION.....	7
4. PROGRESS STATUS OF THE REPORT	7
5. REPORTING TIMELINES	8
6. SAFETY INDICATORS AND PERFORMANCE MONITORING	8
APPENDIX A MOR FLOW CHART	11

CHAPTER 1 GENERAL

1. PURPOSE

This staff instruction prescribes responsibilities, policies and procedures to be used by the Directorate of Airworthiness and Aircraft Operation (DAAO), Directorate of Air Navigation (DAN) and Directorate of Airport (DA) for processing Mandatory Occurrence Report.

2. REGULATORY REFERENCES

Civil Aviation Safety Regulation (CASR) Parts 19 established the regulatory basis for reporting occurrence which may represent a significant risk to aviation safety by the aviation personnel specify in CASR Part 19, section 19.57 (c) through the system established in the parts and service provider which employs contracts or uses the services of the reporter or failing through the DGCA and KNKT. Following notification of an occurrence reported by the aviation personnel through mandatory occurrence reporting system established by the service provider, the service provider shall report to the DGCA, the details of occurrences collected. CASR Part 830 establishes the regulatory basis for reporting accidents and incidents.

3. APPLICABILITY

This staff instruction applies to Directorate of Airworthiness and Aircraft Operation (DAAO), Directorate of Air Navigation (DAN) and Directorate of Airport (DA) administration and DGCA representative (POI, PMI, Air Navigation Inspector and Airport Inspector)

4. DEFINITIONS

(a) Occurrence

Occurrences which may represent a significant risk to aviation safety in Air Operator Area, Air-Navigation Area and Airport Area..

(b) Mandatory Occurrence Report (MOR)

A mandatory notification of occurrence submitted to the DGCA by an aviation personnel and/or an Approved Training Organization in accordance with CASR 141; Air Operator which hold Air Operator Certificate (AOC) in accordance with CASR 121, 135 or Operating

Certificate (OC) in accordance with CASR 91, Approved Maintenance Organization (AMO) in accordance with CASR 145; Organization responsible for the type design of aircraft or parts, in accordance with CASR 21; Organization responsible for the manufacture of aircraft or parts, in accordance with CASR 21; ATS provider in accordance with CASR 170, 171, 172, 173, 174, 175, and 176 and Operator of a certified aerodrome, in accordance with CASR 139.

CHAPTER 2 PURPOSES OF MANDATORY OCCURRENCE REPORTS

1. THE PURPOSES OF MOR's

The purpose of the Mandatory Occurrence Reporting system is to contribute to the improvement of flight safety by ensuring that relevant information on safety is reported, collected, stored, protected and disseminated.

The sole objective of occurrence reporting is the prevention of accidents and incidents and not to attribute blame or liability.

This Mandatory reporting of occurrence applies to occurrences which endanger or which, if not corrected, would endanger an aircraft, its occupants or any other person.

2. SERVICE PROVIDER SAFETY RESPONSIBILITY

The responsibility for safety rests with the management and staff of the service provider involved (manufacturers, operators, maintenance organizations, etc).

Therefore, it is essential that any service provider should:

- (a) report and record occurrences;
- (b) in conjunction with other service provider (e.g. Air Operator, ATS Provider, Certified Aerodrome, Aircraft Manufacturer, Maintenance organization), when necessary the DGCA, to review and evaluate occurrences in order to establish the cause sufficiently to devise, promulgate and implement any necessary remedial and preventative action.

3. DGCA RESPONSIBILITY

The responsibility of the DGCA is to provide the regulatory framework within which the service provider must work and thereafter to monitor performance in order that it is satisfied that required standards are set and maintained.

Mandatory Occurrence Reporting is an established part of the monitoring function of the DGCA and is complementary to the normal day-to-day procedures and systems.

Mandatory Occurrence Report (MOR) provides a record of occurrences which may represent a significant risk to aviation safety. This record allows the DGCA to examine the nature of such occurrences and provide corrective action of individual occurrence report and identify hazard on each individual occurrence. Furthermore Mandatory Occurrence Report as a group of report is analyzing statistically for safety indicator, safety alert and alert level of safety (ALOS).

CHAPTER 3 PROCESSING OF MANDATORY OCCURRENCE REPORTS

1. RESPONSIBILITIES

- (a) The SSP Office is the office of primary responsibility for the operation of the Mandatory Occurrence reporting system.
- (b) The SSP Office will appoint an administrator and deputy administrator from the Sub Team Analysis who verify the completeness of the data before the report entering to the data base application
- (c) The SSP Sub team analysis will perform data analysis to be presented in the report such as hazard identification, risk assessment and propose mitigation.
- (d) The SSP Sub Team Coordinator will inform related directorate and if required formed Safety Action Group to have evaluation to corrective action performed by Service provider. The related DGCA representative in the service provider will monitor the corrective action and if the corrective action is satisfied provide the report to the Sub Team Analysis and Sub Team Analysis will close the report.
- (e) The SSP Sub Team Analyst will analyze a group data statistically, create and monitor safety indicator, safety target and Alert level of safety.
- (f) The SSP Sub Team Analysis and Sub Team Coordinator prepare annual report of SSP to be presented on the Safety Board Meeting.

2. GROUPING AND CLASSIFICATION OF MANDATORY OCCURRENCE REPORTS

- (a) Mandatory Occurrence are reported by the aviation personnel and/or service provider using Mandatory Occurrence Form 830.1 Occurrences related to the operation of the aircraft and related to technical conditions maintenance and repair of aircraft, Mandatory Occurrence Report Form 19.1 Occurrences related to air navigation services and facilities and Mandatory Occurrence Form 19.2 related to aerodrome and ground services. (Guidance for using the form as specified in the AC 19 – 01).

- (b) Upon receipt of a mandatory report, it shall be validated by the administrator or deputy administrator to ensure that all essential information has been provided by the reporter.
- (c) The Occurrence report will be grouped to Airworthiness and Aircraft Operation area, Air Navigation area and Airport area.
- (d) The occurrence report will be grouped to occurrence categories per ICAO ADREP taxonomy.
- (e) The administrator will classify the Occurrence Report in to following categories
 - i) Accident.
 - ii) Serious incident;
 - iii) Incident;
 - iv) Other occurrence
- (f) The classification of accident, serious incident and other incident will be based on ICAO Annex 13 definitions.
- (g) Occurrences that are classified as accidents and serious incidents, immediate coordination with the KNKT is to be initiated, to determine whether its independent investigation process is to be activated. Reference to CASR 830 accidents, its independent investigation process is to be activated automatically.

In such cases, the assigned POI, PMI, and Air Navigation Inspector and Aerodrome Inspector tracks the independent investigation process outcomes and provides updates to SSP Data Base as necessary.
- (h) For incidents and other occurrences (including defects/malfunctions/service difficulties regulated in CASR 121.703 and 135.703) that are not the subject of the KNKT investigation, the assigned POI and PMI will liaise with the relevant party for necessary follow-up investigation and report submission as applicable.
- (i) After classification the administrator the report record will be uploaded into the SSP database with an assigned occurrence reference number.
- (j) Appropriate coordination and accessibility of the database established by the DGCA with the KNKT.

3. FOLLOW-UP/INVESTIGATION

- (a) For occurrences that require follow-up action or investigation by the service provider's internal safety/quality function, the relevant POI, PMI, Inspector and other DGCA representative will liaise with the service provider's authorized safety/quality representative to ensure the timely follow-up and closure of the occurrence as appropriate.
- (b) The assigned POI, PMI, Inspector and other DGCA representative monitors and determines whether DGCA intervention before, during or after a service provider's internal safety occurrence investigation and resolution process is necessary.
- (c) On completion and receipt of the follow-up/investigation report, the POI, PMI, Inspector and other DGCA representative enters all relevant information received into the SSP database. In the case of investigation reports issued by NTSC, the DGCA representative liaises with that authority for the necessary uploading of such data reports into the database.
- (d) Where DGCA administrative (enforcement) action following the conclusion of an occurrence investigation report is deemed necessary, such recommendations are forwarded by the relevant inspector to the DGCA for approval in accordance with DGCA enforcement procedure. In the case of investigation reports issued by KNKT due consideration must be given to the objective of the investigation set forth in Annex 13.

4. PROGRESS STATUS OF THE REPORT

The status of each report will be categorized and updated as follows:

- (a) Initial notification: For evaluation/follow-up/information as annotated.
- (b) Under investigation: Investigation by [KNKT/DGCA/service provider] in progress as annotated.
- (c) Investigation completed: Investigation results/data received and uploaded.
- (d) Closed: No further action required.

Note: Notification and submission of accident and serious incident data reports to ICAO is the responsibility of the National Transportation Safety Committee.

5. REPORTING TIMELINES

	Notification to the DGCA and/or the NTSC*	Mandatory Report (Form 830-1, 19.1 and 19.2) submission to the DGCA/SSP and/or the KNKT**	Investigation Report to the DGCA/SSP by the Service Provider***
Accident	Immediate/ASAP	Within 24 hour	90 days
Serious incident	Immediate/ASAP	Within 48 hours	60 days
Incident	N/A	Within 72 hours	30 days (where required)
* Telephone, facsimile or e-mail will in most cases constitute the most suitable and quickest means to send a notification. ** This column does not apply to members of the public. *** This column does not apply to investigation reports from the State's accident investigation authority.			

6. SAFETY INDICATORS AND PERFORMANCE MONITORING

From the collection of the occurrence report the Safety Analyst will generate a trend chart or graph, updated on a monthly or quarterly basis to enable the development of SSP safety indicators, such as accident and incident rates.

This data chart provides information on the monthly reportable incident rate, taking into consideration the number of accumulated flying hours (FH) or accumulated landing (cycle) as aggregate.

A periodic (monthly) upload of the incident rate data will then allow the chart to serve as a continuous trend monitoring indicator.

Once such a continuous trend monitoring indicator chart is in place, the next step is to transform it into a safety performance measurement indicator by setting target and alert levels within the chart.

This step should preferably be done when historical data points have already been generated on the chart. These historical data points (historical performance) will be the basis for setting or defining unacceptable alert trend levels as well as any desired targeted improvement level to be achieved within a specified period.

Established safety indicators, together with their respective target and alert settings, will serve as the Indonesia DGCA safety measurement and monitoring mechanism (ALoSP).

The acceptable level of safety performance (ALoSP) concept complements the traditional approach to safety oversight that is primarily focused on prescriptive regulatory compliance with a performance-based approach that defines actual safety performance levels within a prescribed SSP framework.

For the purpose of this manual, ALoSP is the acceptable level of safety performance of a State as defined by its SSP safety indicators and their associated target and alert levels. A State's ALoSP should be pertinent to its safety policy and objectives.

The primary focus is to achieve compliance with ICAO requirements and to reduce high-consequence events where such issues are evident.

The focus will progress to where the DGCA is concerned with a continuous improvement in safety performance. The ALoSP for a given SSP, once developed, is a manifestation of what the DGCA considers as appropriate within the context of its own aviation system.

A DGCA's ALoSP also expresses the minimum safety objectives acceptable to the DGCA to be achieved by the aggregate service providers under its authority.

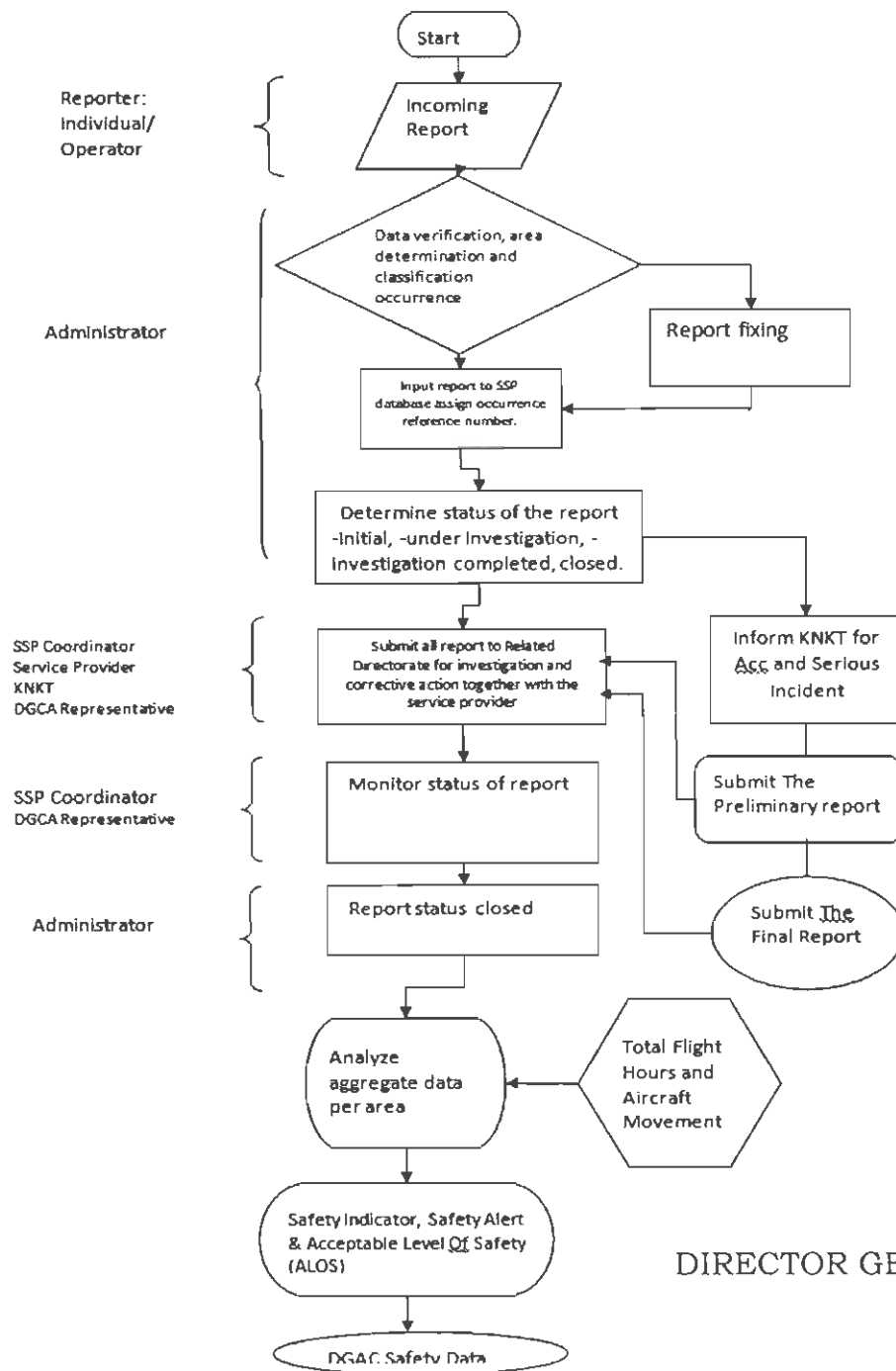
For the purpose of an SSP, the ALoSP is identified and established by the DGCA's aggregate safety indicators. DGCA safety indicators used for this purpose are those which have objective targets and alert settings incorporated, where applicable. Therefore, ALoSP is the overarching concept while safety indicators with their corresponding alert and target levels (performance boundary settings) are the actual metrics of the ALoSP. The extent to which safety indicator objectives are achieved is the performance measurement for those safety indicators.

A fully developed ALoSP monitoring and measurement process will, on an ongoing basis:

- (a) identify all the safety-critical sectors and the safety indicators that define the level of safety in these areas;
- (b) identify targets that define the level to be maintained or desired improvement to be achieved for relevant indicators in each sector with a view to achieving continuous improvement throughout the entire aviation system;
- (c) identify alerts that will indicate an actual or developing safety performance problem in a particular safety indicator or sector; and

- (d) review SSP safety performance to determine whether modifications or additions to existing indicators, targets or alerts are needed to achieve continuous improvement.

APPENDIX A MANDATORY OCCURRENCE REPORT FLOW CHART



DIRECTOR GENERAL OF CIVIL AVIATION

Signature.

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