

KEMENTERIAN PERHUBUNGAN
DIREKTORAT JENDERAL PERHUBUNGAN UDARA

PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA

NOMOR : KP 066 TAHUN 2018

TENTANG

PETUNJUK TEKNIS PERATURAN KESELAMATAN PENERBANGAN SIPIL
8900-1.2 (*STAFF INSTRUCTION 8900-1.2*) TENTANG TANGGUNG JAWAB,
ADMINISTRASI, ETIKA DAN PERILAKU INSPEKTUR DIREKTORAT JENDERAL
PERHUBUNGAN UDARA (*DGCA INSPECTORS RESPONSIBILITIES,
ADMINISTRATION, ETHICS AND CONDUCT*)

DENGAN RAHMAT TUHAN YANG MAHA ESA

DIREKTUR JENDERAL PERHUBUNGAN UDARA,

- Menimbang :
- a. bahwa dalam rangka menyempurnakan tugas dan tanggung jawab Inspektur Direktorat Jenderal Perhubungan Udara, maka perlu menyempurnakan isi *Staff Instruction* (SI) 8300 Vol. 1 Amdt. 4 dan *Staff Instructon* (SI) 8400 Vol. 1 Amdt. 4 menjadi *Staff Instruction* (SI) 8900-1.2 Tanggung Jawab, Administrasi, Etika dan Perilaku Inspektur Direktorat Jenderal Perhubungan Udara;
 - b. bahwa berdasarkan pertimbangan sebagaimana dimaksud dalam huruf a, perlu menetapkan Peraturan Direktur Jenderal Perhubungan Udara Tentang Petunjuk Teknis Peraturan Keselamatan Penerbangan Sipil 8900-1.2 (*Staff Instruction 8900-1.2*) Tentang Tanggung Jawab, Administrasi, Etika dan Perilaku Inspektur Direktorat Jenderal Perhubungan Udara (*DGCA Inspector Responsibilities, Administration, Ethics and Conduct*);

- 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 59 Tahun 2015 tentang Kriteria, Tugas, dan Wewenang Inspektur Penerbangan sebagaimana telah diubah terakhir dengan Peraturan Menteri Perhubungan Nomor 142 Tahun 2016;
5. Peraturan Menteri Perhubungan Nomor PM 189 Tahun 2015 tentang Organisasi dan Tata Kerja Kementerian Perhubungan sebagaimana telah diubah terakhir dengan Peraturan Menteri Perhubungan Nomor 117 Tahun 2017;

MEMUTUSKAN :

Menetapkan: PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA TENTANG PETUNJUK TEKNIS PERATURAN KESELAMATAN PENERBANGAN SIPIL 8900-1.1 (*STAFF INSTRUCTION 8900-1.1*) TENTANG TATA KELOLA, PENGGUNAAN, DAN PERUBAHAN PETUNJUK TEKNIS (*STAFF INSTRUCTION ORGANIZATION, USE, AND REVISION*).

Pasal 1

Memberlakukan Petunjuk Teknis Peraturan Keselamatan Penerbangan Sipil 8900-1.1 (*Staff Instruction 8900-1.1*) tentang Tata Kelola, Penggunaan, dan Perubahan Petunjuk Teknis (*Staff Instruction Organization, Use, And Revision*) sebagaimana tercantum dalam Lampiran yang merupakan bagian tak terpisahkan dari Peraturan ini.

Pasal 2

Pada saat Peraturan ini mulai berlaku, maka ketentuan dalam:

- a. Volume 1 Peraturan Direktur Jenderal Perhubungan Udara Nomor SKEP/44/III/2010 tentang *Staff Instruction 8300 Airworthiness Inspector's Handbook*; dan

b. Volume 1 Peraturan Direktur Jenderal Perhubungan Udara Nomor SKEP/45/III/2010 tentang *Staff Instruction 8400 Flight Operations Inspector's Handbook* dicabut dan dinyatakan tidak berlaku.

Pasal 3

Direktur Kelaikudaraan dan Pengoperasian Pesawat Udara mengawasi pelaksanaan Peraturan ini.

Pasal 4

Peraturan Direktur Jenderal ini mulai berlaku sejak tanggal ditetapkan.

Ditetapkan di : JAKARTA

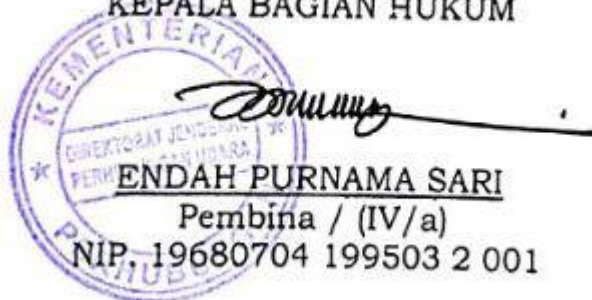
Pada tanggal : 8 MARET 2018

DIREKTUR JENDERAL PERHUBUNGAN UDARA

ttd

Dr. Ir. AGUS SANTOSO, M. Sc

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM



Staff Instruction

SI 8900-1.2

DGCA Inspectors Responsibilities,
Administration, Ethics and Conduct

Amendment : 0

Date :

REPUBLIC OF INDONESIA – MINISTRY OF TRANSPORTATION
DIRECTORATE GENERAL OF CIVIL AVIATION
JAKARTA – INDONESIA

AMENDMENT RECORD LIST

Amendment No.	Issue Date	Reference
0		

FOREWORD

1. **PURPOSE** : This Staff Instruction has been prepared to guide and assist all DGCA-DAAO Inspectors, Directorate General Of Civil Aviation, and Operators or Applicants dealing with the DGCA in properly discharging their responsibilities and efficiently accomplishing their assigned tasks.
2. **REFERENCES** : This Staff Instruction should be used in accordance with the applicable regulations.
3. **CANCELLATION** : The SI 8300 Volume 1, Revision 4 dated March 2010 and SI 8400 Volume 1, Revision 4 dated March 2010, have been cancelled.
4. **AMENDMENT** : The amendment of this Staff Instruction shall be approved by the Director General of Civil Aviation.

DIREKTUR JENDERAL PERHUBUNGAN UDARA

ttd

Dr. Ir. AGUS SANTOSO, M. Sc

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM

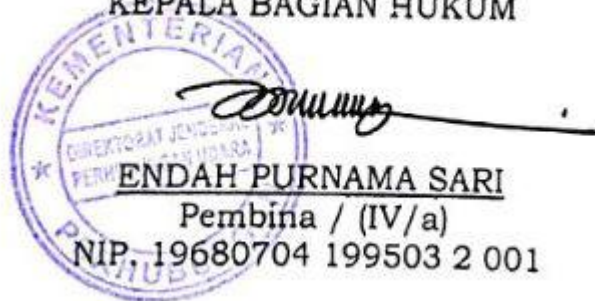


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CHAPTER I. RESPONSIBILITIES OF AIRWORTHINESS AND FLIGHT OPERATION INSPECTORS

1. GENERAL

This chapter addresses many, but not all, of the responsibilities, standards of conduct, and credentials of DGCA Inspectors. This section describes the general responsibilities of the DGCA Inspectors. Inspectors of the Directorate General of Civil Aviation play a key role in ensuring that the Indonesia aviation system continues to be within leading nation in Aviation Safety. This responsibility for safety in air travel covers almost every facet of aviation, including the certification of aircraft and airmen, the operation and maintenance of aircraft, aircraft manufacturing, and the approval of new aircraft design. Within the Directorate Airworthiness and Aircraft Operation (DAAO) of the DGCA, DGCA Inspectors are divided by specialty into the groups of Flight Operations Inspectors, Airworthiness Inspectors, Aircraft Dispatchers Inspectors and Cabin Safety Inspectors.

2. SPECIFIC DUTIES

DGCA-DAAO inspectors are experienced and specialized in the flight operation, maintenances of aircraft and who ensure compliance with the Civil Aviation Safety Regulations (CASR). These inspectors have responsibility for:

- a. Developing rules and regulation and technical guidance in aviation safety.
- b. Conduct certification of aviation organizations (AOC, AMO and ATO).
- c. Conduct certification for aviation product.
- d. Conduct oversight (Audit and Surveillance) of aviation organizations (AOC, AMO and ATO).
- e. Conduct duties related to personnel licensing matters.
- f. Perform duties related to enforcement process.
- g. Follow up of accident and Incident investigation recommendation.
- h. Involve in International relationship and foreign cooperation program.

3. OTHER RESPONSIBILITIES

DGCA Inspectors participate in other activities, such as accident prevention and the issuance of authorizations. DGCA Inspectors also perform many other duties, including the ones that:

- a. Make a deposition or court appearance;
- b. Process a voluntary surrender of an operator's certificate; and
- c. Provide technical assistance.

4. INSPECTOR PRACTICES

a. Inspector Findings

Inspectors must be consistent and document all findings in the DAAO database, for them or the principal inspector (PI) to assess and analyze. The PI must ensure that inspection results are accurate, timely, and are conveyed to the certificate holder accurately. They must ensure the certificate holder corrects or mitigates findings. The PI will track the certificate holder's progress on corrective actions.

b. Inspector Plan

The inspector must have a plan prior to starting their inspections. They must prepare by reviewing data on what the area of concern may be. Merely printing the DAAO database or guidance is not planning. For those in the DAAO database, www.dkppu.id and in the related staff instruction, there is a checklist prior to starting data collection to acknowledge prior to starting the inspection. The inspector should brief the certificate holder prior to beginning the inspection and then provide an out-briefing of the findings, either negative or positive.

1) In-Brief. The inspector should conduct an in-briefing with available certificate holder management, certificate holder representatives, or others as the inspection warrants. The brief may or may not be a formal briefing—it depends on the type of inspection being performed. The following are recommended items to cover in the briefing:

- a) Confirm the inspection objectives, scope, and criteria
- b) Explain that the inspection scope may be expanded, if necessary.
- c) Discuss the inspection methods and techniques that will be used.
- d) Review inspection documentation, such as checklists, job aids, and forms.
- e) Verify current revision status of documentation previously received.

- f) Outline the overall inspection process.
- g) Confirm any inspection timetables and other arrangements previously made with the certificate holder.
- h) Confirm any administrative requirements.
- i) Inquire about onsite safety, emergency, and security procedures.

2) Post-Inspection Briefings. The inspector should conduct an out-briefing with available certificate holder management, certificate holder representatives, or others as the inspection warrant and summarize any negative or positive findings. The inspector should explain any follow-up action that may take place. Negative findings should be provided to the certificate holder in writing within 15 days of the close of the inspection item.

If the inspector is using DAAO database, they will track the action until all outstanding findings have been closed. The inspector will conduct an out-briefing with the certificate holder's management team. During this meeting, the inspector should:

- a) Confirm the purpose and scope of the inspection.
- b) Identify documents the team reviewed and used during the inspection, including the revision level or date of revision.
- c) When appropriate under Compliance Philosophy consideration, provide positive observations.
- d) Provide a preliminary result of all discrepancies or observations. Make sure the certificate holder management team has a complete understanding of the findings, including expected future actions. If no discrepancies were noted, this must also be conveyed to the certificate holder management team during this briefing.

NOTE: Documenting the findings during debriefing helps in the certificate holders' understanding of the issues, and what they need to review in order to redesign their systems to correct or mitigate safety concerns.

- e) Discuss the process for administering findings.
- f) Ask whether any points need to be clarified. Request feedback from the certificate holder and resolve outstanding issues.

5. ADMISSION TO THE FLIGHT DECK

- a. The flight deck of an aircraft is a close society in which each member is proficient in his/her duties and aware of his/her responsibilities, position and rank. The introduction of an inspector into this type of environment may create a distraction and possibly add tension. The FOIs authority can be seen either as a threat to the individual flight crew member or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the FOI must recognize and support the Pilot-in-Command's authority unless he/she is obviously about to violate a regulation or operate in a hazardous manner. Even in these conditions, the FOI should at first appear to be acting in an advisory capacity and only resort to the powers vested in him/her by the aeronautical legislation as a last resort.
- b. FOI shall, under normal circumstances, make every effort to reserve the use of any observer seat through the operator's flight dispatch or other designated office at least 24 hours prior to scheduled departure time unless a no notice inspection is authorized.
- c. If for some reasons, such as joining the flight at an en route stop, the crew could not be contacted prior to boarding the aircraft, the FOI should identify him/herself to a cabin attendant (CA) and have him/her present his/her credentials to the Pilot-in-Command. The CA should be requested to advise the Pilot-in-Command that an FOI wishes to join the crew on the flight deck for purposes on an in-flight inspection. The FOIs credentials will constitute the FOIs on board authority.
- d. When authorized by their supervisor, FOIs may occupy any observer seat without advanced notice to the operator or crew members. Occasions may arise, such as "ad hoc" inspections, when FOIs will not have had time to effect prior co-ordination. In this situation, an FOIs approach must demonstrate courtesy and common sense.
- e. Where an aircraft is equipped with more than one observer seat, the operator shall make available the observer seat that permits optimal monitoring by the FOI of the flight deck instrumentation and controls, and the procedures used by flight crew members. Unless specified by Indonesian DGCA, that observer seat shall be that located in the most forward position.

- f. While on the flight deck, the FOI must avoid distracting the crew. This may not be easy, as another aspect of the flight deck environment is a degree of boredom brought about by repetitive duties and routines. The FOI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the FOI as a source of information and to establish a good relationship with the flight crew but it must be carefully controlled so as to avoid distractions at critical times.
- g. During the departure and approach phases of a flight, the FOI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.
- h. Potential for the type of situation referred to below is minimal. Such situations would likely occur only during "ad hoc" inspections:
 - 1) The legal provisions authorizing an FOI to occupy that position.
 - 2) That further denial will be in contravention of Civil Aviation Safety Regulations, which may be processed by way of enforcement action.
- i. If an FOI has reason to believe that an aircraft is unsafe or is about to be operated in an unsafe manner, he/she may detain the aircraft pursuant to Civil Aviation Safety Regulation (CASR). Directing Air Traffic Services (ATS), where available, to deny take-off clearance could be the best course of action. This would give the FOI more time to co-ordinate other recourses.

CHAPTER II. PERSONAL ETHICS AND CONDUCT

1. PURPOSE

This section contains direction and guidance for DGCA Inspectors pertaining to principles of ethics and conduct as they affect the performance of duties. (In this section, DGCA Inspectors must follow the direction and guidance listed.) Although some basic outlines are listed, this section could not possibly cover all circumstances a DGCA Inspectors may encounter. As DGCA-inspectors are always in the public eye, the DGCA expects them to exercise good judgment and professional behavior at all times while on and off duty.

a. Unique Responsibilities of Inspectors

DGCA Inspectors are exposed to a number of circumstances that are critical to their positions and which are not pertinent to other Directorate General Civil Aviation (DGCA) job functions. The inspector has the critical position of frequently interpreting and evaluating the quality of training programs, operations and maintenances manuals, pilot and mechanic performance, and overall safety activities. It is imperative that all inspectors be sensitive to the responsibilities and demands of their positions and be objective and impartial while performing their duties. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the DGCA mission.

b. Directorate General Civil Aviation (DGCA) Requirements

Inspectors are required to comply fully with the letter and spirit of the standards of conduct as set forth by this section and with those set forth in the Government "Standards of Ethical Conduct for Employees". The DGCA's policy on employee conduct is designed to encourage employees to maintain a level of professionalism that will promote the efficiency of the DGCA and conform to accepted principles of conduct.

2. GENERAL

The definition and standards of professionalism below apply to all DGCA employees.

a. Professionalism Definition

Professionalism is a set of behavioral traits that enhances mission effectiveness both internally and externally by:

- 1) Fostering collaboration with others;
- 2) Focusing on customer service; and
- 3) Making a positive impact on organizational success.

b. Standards of Professionalism

1) Interdependence. Interdependence is:

- Asking for help, advice, and counsel from peers, principal inspectors (PI), Certification Teams (CT), and the appropriate policy owners (e.g., policy division, focus team, future organizational model, etc.).
- Communicating and collaborating up, down, and across the organization to solve problems in creative and innovative ways.
- Understanding that different is not necessarily wrong.
- Tailoring solutions to specific circumstances while being firmly anchored in statutes, regulations, policy, and legal interpretation.

a) The Importance of Interdependence.

- i. To find the best safety or policy solutions, it is crucial to understand the complete picture. It is not possible for a single DGCA employee or facility to have expertise in every possible issue, or combination of issues, that can arise in the highly complex and dynamic national aviation system. Often “do-your-own-work” thinking or “silo-mentality” results in a lack of communication, which can lead to a lack of overall understanding of a topic. Asking for help is the right thing to do. Even if the employee addressing an issue is a subject matter expert (SME), other stakeholders (both internal and external) and SMEs can offer insight based on their unique knowledge, responsibilities, and experience. Individuals from other policy divisions and offices can often analyze the problem from a different perspective and develop questions or propose changes which will further improve the solution.

- ii. Interdependence will ensure that organizational quality and quantity requirements are met. It will ensure that resources are used most effectively. Through interdependence, the DGCA will ensure conformance to CASR, policy and guidance, as well as other safety and security standards.
- b) Expectations for DGCA Employees.
- i. At all levels within the DGCA, employees must be willing to ask for help. Asking a coworker to review a document or brainstorm ideas to solve an issue is encouraged as a way to develop interdependence. Keeping DGCA's management informed of workload and discussing priorities is an expected use of interdependence that supports Risk-Based Decision Making (RBDM). Recognizing the need for additional resources, additional expertise, and policy clarifications or deviations, and then acting to address those needs, is also an expected use of interdependence. Leadership can and should support decisions made interdependently to improve efficiency, effectiveness, and the employee work environment.
 - ii. An employee exercising interdependence:
 - Elevates cases of nonstandard DGCA application of published national policy and procedural guidance to the immediate supervisor for resolution.
 - Reviews workload, adjusts priorities to account for changing circumstances, and keeps management informed.
 - Seeks support from and objectively listens to the suggestions and comments of others.
 - Demonstrates attention to and understands the concerns of others.
 - Identifies and resolves professional differences of opinion.
 - Communicates in an understandable and timely manner.

- Offers assistance and shares information that is useful in producing acceptable and complete solutions.
- Remains calm and diplomatic in tense situations in which there may be a significant disagreement among parties.
- Discusses problems openly and manages conflicts constructively so that work is not adversely impacted.

2) Critical Thinking. Critical thinking is the objective analysis of facts to form a judgment.

a) The Importance of Critical Thinking.

- i. Critical thinking is essential because it is not possible for the DGCA to draft policy or guidance sufficient to cover every conceivable set of issues and circumstances that can arise in the national aviation system. Critical thinking involves using judgment, experience, expertise, and background when assessing and analyzing the situation. Judgments must be based on each specific set of facts. It also involves relying on the same expertise from peers, management, and appropriate SMEs. Employees must apply critical thinking to determine when additional help is necessary.
- ii. Critical thinking recognizes that compliance with the standards can be achieved differently across the variety of persons and organizations overseen by the DGCA. DGCA employees must use critical thinking to make sure they follow the due process rights of others. Due process does not imply unwillingness to apply the full force of statutory sanctions where warranted. There are clear instances which require enforcement action. Critical thinking is the primary tool for correctly exercising DGCA's prosecutorial discretion as efficiently and effectively as possible based on the facts and circumstances of each case.

b) Expectations for DGCA Employees.

- i. The DGCA must be fair, reasonable, and just. Employees must consider all circumstances relating to the facts and

allegations. They must make a good-faith effort to understand the position of the airman/organization and to communicate the agency's position in a timely manner.

- ii. The DGCA expects employees to engage in critical thinking that goes beyond acquiring and retaining information, or possessing a set of skills. Critical thinkers must evaluate complicated subjects while considering the needs of others (or other affected groups). Critical thinkers develop an understanding of facts, desired outcomes, and possible solutions, and can explain how these determinations are consistent with statutes, regulations, policy, and legal interpretations. Critical thinking brings intellectual value to DGCA guidance development and implementation activities. Employees must use it in their daily work to improve the overall quality of the organization and to ensure and improve safety in the national aviation system.

3) Consistency. Consistency means evaluating each set of facts and making determinations or developing solutions that are tailored to those specific circumstances, while being firmly anchored in statutes, regulations, policy, and legal interpretations.

a) The Importance of Consistency.

- i. Providing consistency is a duty the DGCA owes its stakeholders. In the broader sense, consistency is "adherence to the same principles," which are the statutes, regulations, policy, and legal interpretations. Inconsistency makes organizational effectiveness difficult to measure and improve.
- ii. The DGCA also loses credibility with external stakeholders when employees provide inconsistent responses. Even when responses are consistent for different sets of facts, the DGCA runs the risk of losing credibility if employees cannot explain how their decisions are anchored in rule, policy, and interpretation.

b) Expectations for DGCA Employees.

- i. The DGCA must be open to different perspectives and proposed compliance solutions from certificated persons when they offer unique ways to comply with the rules. Perhaps the first question should be, “Why not?” Employees must use critical thinking and interdependence to make sure their decisions are risk-based and grounded in statutes, regulations, policy, and legal interpretations. They must document their actions accordingly when making data system entries and providing responses to requests.
- ii. The DGCA employees must strive for consistency. Policy writers should consider the different work environments in which the proposed guidance will apply and address potential inconsistent applications proactively in the drafting process.
- iii. Consistency does not mean that each entity receives identical results. The DGCA owes each stakeholder the right answer for each set of discrete facts. Every situation is different. Employees must also be able to explain their differing responses to any stakeholder based on the facts and standards used to make the determinations.
- iv. An employee exercising consistency:
 - Understands stakeholder requirements for assignments.
 - Asks questions to ensure understanding of stakeholder expectations.
 - Informs stakeholders of guidance material and DGCA directives.
 - Ensures that requirements are incorporated into final work products and designs.
 - Explains recommendations and decisions in a manner appropriate for the audience.
 - Listens to, accepts, and acts upon stakeholder feedback.
 - Works with the public and industry to achieve and maintain regulatory compliance and improve safety.

- Explains the rationale and actions needed for resolution when required to take regulatory action.
- Avoids action or inaction that contributes to public perception of inconsistency.

3. ON-THE-JOB ETHICS AND CONDUCT

a. On-Duty Behavior

The conduct of a DGCA Inspectors has a direct bearing on the proper and effective accomplishment of official job functions and responsibilities. DGCA Inspectors are required to approach their duties in a professional manner and to maintain that attitude throughout their activities. Through their conduct, DGCA Inspectors working in direct contact with operators and with the public bear great responsibility in the determination of public perception of the DGCA. Inspectors must guard against allowing personal emotions or conflicts with industry personnel to influence their behavior or actions in providing assistance to operators, or in filing enforcement actions. While an inspector need not tolerate harassment, they must not respond in kind.

b. Rules of Conduct

All employees must observe the following rules of conduct:

- 1) Report for work on time and in a condition that will permit performance of assigned duties (i.e., in appropriate clothing, with appropriate tools or equipment, and in a mentally alert and physically fit condition).
- 2) Render full and industrious service in the performance of their duties. If such duties are not sufficient to fully occupy employees at any given time, they should notify their supervisor so that additional work may be assigned.
- 3) Maintain a clean and neat personal appearance to the maximum practicable extent during working hours.
- 4) Maintain a professional appearance, as appropriate, during duty hours.
- 5) Respond promptly to directions and instructions received from their supervisor.
- 6) Exercise courtesy and tact in dealing with fellow workers, supervisors, and the public.

- 7) Obtain approval of all absences from duty. An absence that is not approved will be charged as absence without leave. In addition, disciplinary action may be taken if the circumstances warrant.
- 8) Conserve and protect DGCA funds, property, equipment, and materials (DGCA Inspectors may not use or permit others to use DGCA equipment, property, or personnel for other than official business).
- 9) When duties concern the expenditure of public funds, have knowledge of and observe all applicable legal requirements and restrictions. In addition, employees are expected to be prudent and exercise sound judgment in the expenditure of such funds.
- 10) Safeguard classified information; and unclassified information that should not be given general circulation (Inspectors shall not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so). Safeguard classified information and unclassified information that should not be given general circulation. DGCA Inspectors must not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so, or except as required on a "need-to-know" basis in the proper discharge of official duties. Classified information must not be disclosed to anyone who does not have the appropriate security clearance. In addition, employees must not:
 - a) Divulge any official information obtained through or in connection with their Government employment to any unauthorized person.
 - b) Release any official information in advance of the time prescribed for its authorized issuance.
 - c) Use, or permit others to use, any official information for private purposes that is not available to the general public.
 - d) Remove official documents or records from the files for personal reasons. The willful and unlawful falsification, concealment, mutilation, or unauthorized removal of official documents or records is prohibited by law.
- 11) Observe the various laws, rules, regulations, and other authoritative instructions. This includes all rules, signs, and

instructions relating to personal safety. In addition to avoiding accidents, employees must report potential accidents and fire hazards to the proper officials and cooperate fully with the safety officer to ensure that the safety of persons or property is not endangered. Willful nonobservance of the governing safety regulations, such as the acts described below, constitutes grounds for disciplinary actions:

- a) Failure to report an accident involving injury to persons or damage to property or equipment;
- b) Failure to use protective clothing or equipment (e.g., failure to use a safety device when one is provided);
- c) Endangering the safety of, or causing injury to, personnel or damaging property or equipment through negligence; and
- d) Failure to wear an available safety/seat belt while using a motor vehicle for official Government business.

NOTE: As Government employees, inspectors have immunity from personal liability for common law torts committed within the scope of their employment. No immunity, assistance, protection, or indemnification will apply unless the conduct that is the basis of the tort was within the course and scope of the inspector's employment.

- 12) Uphold with integrity the public trust involved in the position to which assigned.
- 13) Report known or suspected violations of law, regulation, or policy through appropriate channels.
- 14) Do not engage in private activities for personal gain or any other unauthorized purpose while on Government property.
- 15) Give any supervisor or official conducting an official investigation or inquiry all information and testimony about all matters inquired of, arising under the law, rules, and regulations administered by the DGCA.
- 16) Do not make irresponsible, false, or defamatory statements that attack, without foundation, the integrity of other individuals or organizations. (DGCA Inspectors are accountable for the statements they make and the views they express.)
- 17) Telephone eavesdropping is prohibited.

- a) Advance notice must be given whenever any other person is placed on the line for any purpose whatsoever. An advance verbal warning must be given when an automatic recording device or a speaker telephone is used. The use of recording devices (portable or otherwise) on telephones must be limited to areas involving air safety.
- b) DGCA employees, in the conduct of their official duties, may not use secret recording or monitoring equipment of any kind or aid in or ignore the improper use of such equipment.
- c) The prohibitions do not preclude the use of normal or standard types of recording equipment used openly in areas.

c. Substance Abuse

As an employer, the DGCA is concerned with the private decision of any employee to use illicit drugs or abuse alcohol or other substances in a way that could affect the employee's work performance.

As an employer with responsibility for aviation safety, the DGCA is especially concerned when this private decision can affect the safety of the flying public. Employees directly involved in aviation safety that use illicit drugs or abuse alcohol or other substances place their jobs in jeopardy.

Anyone known to do so will not be permitted to perform any duties related to aviation safety until the DGCA is satisfied that any such person is no longer a risk to public safety.

When there is credible evidence that any employee is involved in the growing, processing, manufacturing, selling, disposition, transportation, or importation of narcotic drugs, marijuana, or depressant or stimulant drugs or substances, that employee must be separated from the service.

Use, possession, purchase, or being under the influence of drugs on duty by employees whose duties could affect the safety of people or property will also result in separation.

d. Policy Against Sexual Harassment

- 1) The DGCA is committed to providing a workplace that is free of sexual harassment. All employees have a right to work in an environment in which they are treated with dignity and respect.
- 2) Acts of sexual harassment are prohibited conduct and a single incident will result in disciplinary action. All employees have a

responsibility to behave in a proper manner and to take appropriate action to eliminate sexual harassment in the workplace.

a) Actions that are in violation of the DGCA's policy against sexual harassment include, but are not limited to, the following:

- i. Unwelcome sexual teasing, jokes, remarks, or questions;
- ii. Unwelcome sexual looks (e.g., leering, ogling, or staring at a person's body) or gestures;
- iii. Unwelcome letters, telephone calls, or materials of a sexual nature;
- iv. Unwelcome touching of a sexual nature;
- v. Promise of benefit in exchange for sexual favors; and
- vi. Threat or act of reprisal for refusal to provide sexual favors.

NOTE: Actions will be determined to be "unwelcome" when the employee does not solicit the action and the employee regards the conduct as undesirable or offensive.

b) Employees who experience sexually harassing behavior from others should report it to their immediate supervisor or the next level of supervision if a complaint involves the immediate supervisor.

c) When there is credible evidence that misconduct of this nature occurred, disciplinary action will be taken in accordance with the applicable laws.

3) Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

- a) An individual who believes he or she has been a victim of sex discrimination in connection with employment practices may file a discrimination complaint.
- b) In determining whether alleged conduct constitutes sexual harassment, the situation (not a single incident) will be viewed as a whole to determine if it had the effect of discriminating against an individual or class of individuals on the basis of sex. This stringent standard differs significantly from the agency's policy where a single incident of sexually harassing conduct will result in disciplinary action.

4. OFF-THE-JOB ETHICS AND CONDUCT

a. Off-Duty Behavior

The DGCA expects DGCA Inspectors to conduct themselves off-duty in a manner that will not adversely reflect on the agency's ability to discharge its mission.

DGCA Inspectors must conduct themselves while off duty in a manner that will not cause the public to question their reliability and trustworthiness in carrying out their responsibilities as employees of the DGCA, including the use of social media activities.

Off-duty criminal activity is regarded as misconduct and can result in disciplinary action.

b. Political Activity

It is the right of all employees to vote as they choose and to express their opinions on all political subjects and candidates. However, public expression of opinion in such a way as to constitute taking an active part in partisan campaigns is prohibited. Any political activity that is prohibited in the case of an employee acting independently is also prohibited in the case of an employee acting in cooperation with others or through an agent. Any employee violating the political activity restrictions will be subject to disciplinary action. Some of the prohibited political activities are as follows:

- 1) Soliciting, receiving, disbursing, or otherwise handling contributions made for political purposes. This does not preclude employees from making voluntary contributions to a political party or organization for its general expenditures;

- 2) Furnishing names and addresses of other employees for the purpose of political solicitation;
- 3) Using official authority or influence for the purpose of interfering with an election or affecting the result thereof; and
- 4) Discriminating in favor of, or against, another employee or prospective employee because of political contributions or opinions.

c. Subversive Activity

No employee shall become a member of any organization that the employee knows advocates the overthrow of the constitutional form of the government of the Indonesia, or that seeks by force or violence to deny other persons their rights under the Constitution of the Republic of Indonesia.

d. Meeting Financial Obligations

All employees are expected to meet their private financial obligations in a proper and timely manner. Failure without sufficient excuse or reason to honor valid debts, including claims based on court judgments and tax delinquencies, or to make and adhere to reasonable arrangements for settlement, will constitute grounds for disciplinary action.

e. Inaugural Flight and Ceremonial Events

Employees are prohibited from accepting gifts, favors, gratuities, or any other thing of monetary value, including free transportation, from any person or company that is subject to DGCA regulations, that has or is seeking to have contractual relations with the DGCA, or that has interests which might be affected by the performance or nonperformance of the duties of the particular employees.

Acceptances of invitations by DGCA personnel from airlines, aircraft manufacturers, or other aviation-related businesses for inaugural flights or for free transportation in connection with roll-outs and similar ceremonial events are specifically prohibited. The employee may only accept invitations of this nature if he or she is to perform official DGCA duties in connection with the event. In such an instance, the DGCA will bear all related travel and transportation expenses. Any invitation of this kind should immediately be forwarded to the appropriate approving

official along with a written recommendation from the employee receiving the invitation and his or her supervisor.

5. OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS AND GIFTS

a. Employee Responsibility

Each employee is responsible for reading and conducting himself or herself in a manner consistent with the appropriate regulations. Each employee must review his or her financial and outside employment activities to ensure that they have no direct or indirect involvement that conflicts with the duties and responsibilities of his or her DGCA position.

c. Business Interests

DGCA Inspectors and their immediate families should seek clarification and guidance before engaging in any airline or other business activity for which the DGCA has oversight responsibility. If an inspector holds any interest that may give the appearance of impropriety, the inspector should immediately consult the DGCA for a determination.

d. Conflict of Interest

Inspectors may hold employment or own businesses that do not present a conflict of interest with their official job functions. Inspectors who wish to participate in outside aviation activities (such as flight instruction, commercial flying, or any other aviation related activity) should seek clarification and approval from the DGCA.

e. Public Speaking

Inspectors may not receive payment for speaking on issues that deal with their official job functions. Teaching or instructing at colleges, universities, or vocational schools may be acceptable, but should be coordinated and approved through the DGCA.

f. Fund Raising

DGCA Inspectors may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for door prizes for aviation safety seminars by the aviation safety program. They should be coordinated through the DGCA.

g. Gifts

Avoiding Conflict of Interest. Gifts should be accepted only when the inspector knows that the gift will not give the appearance of a conflict of interest.

NOTE: Inspectors shall exercise the utmost discretion when giving or receiving gifts.

6. TEACHING, LECTURING, WRITING, AND OTHER OUTSIDE, PART-TIME EMPLOYMENT ACTIVITIES

a. Outside Employment

Consistent with the regulations, employees may engage in outside employment that is compatible with their Government duties and which does not impair their physical or mental capacity to perform those duties. Employees may teach, write, or lecture, provided they do not use “inside” information (i.e., information which has not yet been made available to the public).

b. Related, Part-Time Work

The DGCA has taken the position that additional limitations must apply to its employees who wish to engage in aviation-related, part-time work. Since the agency is solely responsible for control of airspace and the promotion and enforcement of aviation safety in the Indonesia, the “appearance” problem raised by the participation of its employees in outside employment in the aviation arena is considerable. The agency does permit employees to work in aviation-related activities, on a part-time basis, if these activities are not subject to the jurisdiction of the employee’s employing office or facility. Any aviation-related business activity that may be subject to inspection, licensing, certification, or other official contact by the DGCA office where the employee works is off-limits to the employee as a source of part-time employment. This prohibition is effective even though the employee personally has no official responsibility over the business in question as part of his or her DGCA duties.

c. Inspection Authorization (IA)

Airworthiness DGCA Inspectors with current AMEL and an IA may exercise those privileges within specific guidelines. The DGCA having responsibility over the DGCA Inspectors area of operations must be notified.

7. FINANCIAL INTERESTS

Employees prohibits from having any financial interests that conflict, or appear to conflict, with their official duties or responsibilities. On the basis of the “appearance” standard, DGCA employees are prohibited from owning stocks or other interests in airlines or aircraft manufacturing companies.

This policy applies to all employees, regardless of their particular official duty assignments. Consideration of whether or not an employee’s duties involve the aviation-related company in which he or she may own stock is not relevant to the application of this prohibition.

The regulations specifically exempt from the prohibition any holding in a widely held mutual fund, or regulated investment company, which does not specialize in the aviation or airline industry.

8. DISQUALIFICATIONS ARISING OUT OF FINANCIAL INTERESTS

Undang-undang Aparatur Sipil Negara (Government Employees Act) prohibit employees who participate personally and substantially, as Government officials, in any particular matter in which they, their spouse, or their minor children have a financial interest.

This means that employees may not become involved, as a part of their official Government duties, in any decision making process involving companies in which they hold stock. This statute also classifies negotiations or arrangements for future employment by an employee as financial interests. The statute requires that the employee avoid any official participation in matters affecting the company with which he or she is negotiating while the individual is still working for the Government.

9. DRESS

DGCA Inspectors should be aware that their personal appearance affects their professional image, therefore, they should adhere to the guidelines below:

- a. On visits to air operator facilities, DGCA Inspectors should dress formally.
- b. During pilot proficiency checks in aircraft or simulators, the semi-formal wear noted above is recommended, regardless of air operator practices.
- c. During training DGCA Inspectors dress should be compatible with the air operator's practice but should lean towards formality.
- d. During in-flight inspection, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack - conscious passengers. For this reason, DGCA Inspectors should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Airport Security Pass.

When conducting DGCA Inspectors duties at an airport, the Airport Security Pass must be used to follow crew access routes and shall be worn at all times on the ramp and air-side of the terminal.

CHAPTER III. DGCA INSPECTORS CREDENTIAL

1. GENERAL

This section contains information for Inspectors concerning the types of DGCA Inspectors credential and the Inspector eligibility requirements and application procedures for those credential. This section also contains direction and guidance to be used by Inspectors when employing Inspectors credential during the performance of inspector's tasks.

2. INSPECTOR CREDENTIAL

DGCA Inspectors are issued credential, which authorizes an inspector free and uninterrupted access to the pilot's compartment of any Indonesia registered aircraft in the performance of official duties and inspector free and uninterrupted entry into the operational and maintenance areas (secured areas) of any Indonesian airport, in accordance with PM 59 year 2015.

Inspectors are issued credential as DGCA Inspector Identification that identifies the Inspector as an "Authorized Person" for the purpose of the Civil Aviation Safety Regulation and authorized to perform the duties and exercise the powers under said rule.

3. ELIGIBILITY REQUIREMENTS

Inspectors assigned to positions involving air transportation inspections and surveillance are eligible to receive the DGCA credential; however, the inspector must have also completed a "Five Core Training" course refer to Staff Instruction 8900-1.3.

4. USE OF CREDENTIAL

Although the credential contain the general authorization for the inspector to conduct DGCA work functions, specified work functions may only be performed after the inspector has been authorized by an appropriate supervisor and has satisfied the training and qualification requirements specified in this handbook. The work function for the credential is as follows:

- a. DGCA Inspector Credential. The DGCA Inspector credential identifies an individual as an "authorized Person" for the purposes of the Civil Aviation Safety Regulations and authorizes that individual to perform the duties and exercise the powers under the rules. These official duties

include the conduct of cockpit en route inspections. An inspector who meets all training and qualification requirements, with the exception of not yet possessing an airline transport pilot license (ATPL) or a flight engineer rating with an airplane type rating, may conduct cabin en route inspections.

- c. Lost or Stolen Credentials. If the credential is lost, stolen, or damaged, the inspector should report the occurrence immediately to the inspector's supervisor.

CHAPTER IV. FLIGHT OPERATIONS INSPECTOR QUALIFICATION AND CURRENCY OVERVIEW

1. OBJECTIVE

This section contains the qualification and currency requirements applicable to Operations inspectors conducting certification and surveillance of flight-related functions.

2. BACKGROUND

This section was developed to consolidate information for flight program participants to easily identify qualification and currency requirements for inspectors in the performance of the inspector job functions. The section does not include all inspector job functions. Inspector qualification requirements may also be found in SI 8900-1.3 Inspectors Training System (ITS) sections that address the particular job function.

With the development and future amendment of this section, duplicate information will be removed from the respective sections and consolidated in the matrix found within this section. Until all information has been included in the matrix and removed from the respective sections, inspector qualification requirements will be based on the section with the most recent amended date.

3. CREWMEMBER STATUS—TRAINING AND CURRENCY REQUIREMENTS

The Flight Operations Inspector Qualifications and Currency Requirements Matrix was developed for flight program participants to reference qualification and currency requirements the inspector must meet to conduct specified job functions. Each row of the Flight Operations Inspector Qualifications and Currency Requirements Matrix represents a job function, and the columns represent the qualifications. Table 4-1, Flight Operations Inspector Qualifications and Currency Requirements Matrix, lists inspector qualifications and currency by job function.

Table 4-1. Flight Operations Inspector Qualifications and Currency Requirements Matrix

Job Function	Medical Required (1)	Category/ Class Rating	Type Rating in Subject Aircraft	12 Mo. Formal Training ⁽²⁾
CASR Part 61 pilot certification practical test as a <i>required crewmember</i> , including <i>safety pilot</i>	2 nd	Yes	Yes	Yes
CASR Part 61 pilot certification practical test <i>from observer seat</i>	No	Yes	Yes	Yes
CASR Part 91/121/135/141/142 competency/proficiency check as a <i>required crewmember</i> , including <i>safety pilot</i>	2 nd	Yes	Yes	Yes
CASR Part 91/121/135/141/142 competency/proficiency check from observer seat	No	Yes	Yes	Yes
Special medical test (flight)	2 nd	Yes	Yes	Yes
<i>Original/Ongoing</i> CASR part 183 evaluation as a <i>required crewmember</i> , including <i>safety pilot</i>	2 nd	Yes	Yes	Yes
<i>Original</i> CASR part 183 evaluation <i>from observer seat</i>	No	Yes	Yes	Yes
<i>Ongoing</i> CASR part 183 evaluation <i>from observer seat</i>	No	Yes	Yes	No
CASR Part 121/135 line check <i>from observer seat</i>	No	Yes	Yes	No

Job Function	Medical Required (1)	Category/ Class Rating	Type Rating in Subject Aircraft	12 Mo. Formal Training ⁽²⁾
<i>Original</i> CASR part 91/121/135 check airman/check pilot observation <i>from observer seat</i>	No	Yes	Yes	Yes
<i>Ongoing</i> CASR part 91/121/135 check airman/check pilot observation <i>from observer seat</i>	No	Yes	Yes ⁽³⁾	No
CASR Part 121 Operating Experience observation <i>from observer seat</i>	No	Yes	No ⁽³⁾	No
CASR Part 91/121/135 flight instructor observation <i>from observer seat</i>	No	Yes	Yes ⁽³⁾	No
CASR Part 91/121/135 proving and validation tests when the qualified operations inspector <i>occupies an observer seat</i>	No	Yes	No	No

Notes for Table 4-1, Flight Operations Inspector Qualifications and Currency Requirements Matrix:

- (1) Inspectors conducting certification (pilot evaluating, testing, and checking) job functions as a required crewmember, including safety pilot, must hold a second-class medical certificate.
- (2) Inspectors assigned to only one aircraft requiring a type rating must complete formal training in that aircraft every 12 months. Inspectors assigned to two aircraft of the same category requiring a type rating must complete formal training every 12 months, alternating between the two aircraft. Inspectors assigned to any helicopter must complete the “Helicopter Visual Flight Rules (VFR)/Instrument Flight Rules (IFR) Refresher” formal

training every 12 months (this requirement applies to both helicopters that require a type rating and to helicopters that do not require a type rating).

- (3) The inspector must be qualified in the category, class, and group of aircraft to be used, but does not need to be qualified in the aircraft type. An inspector must be type-rated in an airplane that has a passenger capacity of 30 seats or more, or a payload capacity of more than 7,500 pounds, to conduct the observation in an airplane of these capacities

4. RISK MITIGATION AND SAFETY STANDARDS FOR ALL INSPECTOR FLIGHT-RELATED JOB FUNCTIONS

a. Complexity of Job Functions

The flight-related job functions required of an inspector will vary widely in complexity and associated risk. For example, a line check and proficiency check will require different qualifications for the safety pilot because of the different level of risk associated. When critical skill tasks (critical skills require a precise action from the pilot to ensure a safe outcome) are conducted, a higher level of proficiency and competency is required of the safety pilot.

b. Due Diligence in Risk Assessment

Because of the challenges the field inspector will encounter during the performance of his or her duties, he or she must exercise due diligence in the assessment of risk prior to conducting an event. To assist in determining the appropriate level of proficiency and competency of the safety pilot, the guidelines below should be considered.

c. Formal Training

- 1) Inspectors must consider and carefully evaluate the hazards and associated risks for that event. When conducting an event that involves critical skills, such as a proficiency check, the safety pilot must be formally trained, proficient, and competent in all of the critical skills that will be conducted during the event. The assessment must consider the training completed by the safety pilot.
- 2) When conducting testing or checking events and a safety pilot is utilized, the safety pilot must have received, and be able to provide, documented training comparable to that required by air carrier aircraft flight instructors. The safety pilot must be:
 - a) Knowledgeable in the SOPs to be utilized during the check;
 - b) Competent in conducting the procedures associated with blocking the controls against incorrect applicant responses for an event that would require such a task;
 - c) Knowledgeable of the appropriate actions for simulating failures in the specific aircraft;

- d) Able to identify when a maneuver or procedure is deteriorating to an unsafe level and know when to physically intervene;
 - e) Willing to ensure overall safety of the flight;
 - f) Fully adept to ensure safety in whatever manner would be effective if a particular maneuver cannot be executed safely;
and
 - g) Have recency-of-experience in functions required of a safety pilot.
- 3) The considerations above and other factors deemed appropriate by the inspector conducting the event will ultimately determine if the event can be safely accomplished.

CHAPTER V. PRINCIPAL OPERATIONS INSPECTOR

1. INTRODUCTION

The level of operations safety oversight directed toward Air Operator have been increased by introducing Audits and Surveillance. As an additional means of monitoring their operation activities, a dedicated monitoring system will be implemented; i.e., Principal Operations Inspectors (POI) will be made primarily responsible for ensuring a satisfactory level of operations safety oversight.

2. PURPOSE

This chapter is intended to:

- a. Define the knowledge and experience levels required by POI.
- b. Provide the basis for the development of surveillance procedures which meet DGCA objectives, and which are acceptable to Air Operator.
- c. Define the criteria for the selection of Air Operator to which POI will be assigned.
- d. Provide the delegation of authority to the assigned principal operations inspector.

3. DEFINITIONS

For the purpose of this chapter, Principal Operations Inspectors (POI) means a DGCA Flight Operations Inspector who has been assigned to a specific Air Operator to manage surveillance of all aspect of Air Operator holder's Quality system.

4. POI SELECTION AND RESPONSIBILITIES

a. General

POI will be selected by the Deputy Director of Aircraft Operations and approved by the Director of Airworthiness and Aircraft Operation for AOC holder. The purpose of assigning POI to a specific Air Operator is to provide continuity of contact and surveillance. POI will help to ensure that Air Operator operations comply with DGCA Regulations and with the procedures specified in approved Operation Manuals (OM) and subsidiary company documents.

b. Qualification Requirements

Selection of POI will be based on their related experience and knowledge of large Air Operator, quality control and surveillance procedures. They should have a comprehensive understanding of Air Operator activities, and be experienced and knowledgeable with respect to the type(s) of aircraft being operated. POI must be capable of assuming these responsibilities with minimum supervision and guidance. The followings are the minimum requirements in considering POI selection:

- 1) Have minimum three years of work experience in DGCA.
- 2) Have completed Five Core Training and appropriate additional training refer to SI 8900-1.3 ITS.
- 3) Have completed Aircraft Type Rating Course of a particular type.
- 4) Knowledge of appropriate CASR.
- 5) Have a TOEIC Score of minimum 450.

c. POI Duties and Responsibilities

A Principal Operations Inspector will be assigned to Air Operator certificate holder to manage the surveillance of all aspects of the certificate holder's QC system. The assigned POI will conduct surveillance as appropriate to ensure that the certificate holder's QC System has been established and is being maintained in accordance with the provision of CASR 21, 39, 61, 63, 67, 91, 121, 135, 141 and 142. The standard to be used in conducting surveillance is in accordance with the appropriate chapter of this Staff Instruction 8900-6.3 Audit and Surveillance Procedures for AOC holder. The primary functions will include:

- 1) Conduct inspections and carried out surveillance functions;
- 2) Prepare detailed reports on inspections and surveillance activities;
- 3) Promote compliance with operations regulations and directives;
- 4) Monitoring the implementation of the relevant Civil Aviation Safety Regulations;
- 5) Reviewing Operations Manuals and all subsequent document (AFM, FCOM, FCTM, SOP, QRH, POH, etc.) making recommendations in respect of amendments which may be required by the DGCA prior to approval of the manuals;

- 6) Undertaking liaison with Principle Airworthiness Inspectors (PAI) or other inspectors regarding recommendations in respect of issue and renewal of certificates of airworthiness, checking all documents associated with the above including the flight manual amendment status and airframe and engine log books. Checking that all relevant requirements have been complied with, including correct certification of work carried out, and authorizing release for test flight of aircraft and avionics installation, ensuring that resulting reports are satisfactory and in accordance with the DGCA requirement;
- 7) Inspection of aviation fueling equipment and procedures;
- 8) Determining the need for audits and making the arrangements for such audits;
- 9) Notifying the certificate holder, in writing when any unsatisfactory conditions are noted, related to the Quality procedure along with request for appropriate corrective actions;
- 10) Conduct routine surveillance of work being performed in the area of operational aspects;
- 11) Conduct inspections of operator's route station facilities;
- 12) Monitoring certificated operator operators training program; and
- 13) Conduct inspections in accordance with appropriate Staff Instructions in the operations area.

Note: Surveillance of an assigned Air Operator will be the primary duty of a POI. Surveillance including inspection of other operators will be considered secondary, and will be undertaken only when time and conditions permit.

d. POI Office Location

POI offices may be located at the Air Operator facilities, however, POI must retain ready access to DGCA offices.

e. Personnel Contacts

- 1) Each POI shall obtain the names and titles of personnel designated by the Air Operator to be responsible for operations activities. This should also include the names of person(s) designated to act on their behalf during their absence or on weekends.
- 2) Provisions shall be established for a direct means of communication with Air Operator personnel who have authority to respond to urgent and/or unusual situations.

- 3) POI shall advise the Air Operator of the locations where they can be contacted during regular working hours, and when necessary after working hours.

f. Security Clearance

POI should obtain from the Air Operator any security clearances and entry passes required to gain access to the facilities.

g. Operations Documents

POI shall be provided with copies of Air Operator Operations Manuals (OM). Arrangements will be made with the Air Operator to provide POI with access to those aircraft publications and flight records required to their surveillance activities.

5. FUNCTIONAL RESPONSIBILITIES

- a. POI assigned to large Air Operator operating under CASR 121 and 135 will report directly to the Head of Operations Surveillance Section, for functional direction.
- b. To achieve adequate surveillance, it may be necessary to assign two POI to the same Air Operator or assign one POI to several company at the same time. In such cases, one senior flight operations inspector and one junior flight operations inspector will be assigned. This would require the establishment of clear guidelines to detail their respective responsibilities.
- c. The Head of Operations Surveillance Section directly responsible for the POI will establish the functional and reporting procedures considered satisfactory to meet the conditions stated in (a) and (b) above.

6. AIR OPERATOR POI SELECTION

a. General

In determining the Air Operator to which POI will be assigned, the following should be considered:

- 1) The impact on the Indonesian aviation transportation system.
- 2) The previous performance of the Air Operator.
- 3) The workload required to ensure continued compliance of the Air Operator operation with acceptable procedures, standards and regulatory requirements. This assessment shall be made by the

Head of Operations Surveillance Section, in consultation with the Deputy Director of Aircraft Operations for AOC 121/135.

- b.** The Head of Operations Surveillance Section will provide lists of designated POI for 121/135 AOC, and their respective assignments, to the Deputy Director of Aircraft Operations. The list will be made available to Directorate Airworthiness and Aircraft Operations (DAAO) personnel, and will include telephone numbers and email of the POI.

CHAPTER VI. PRINCIPAL AIRWORTHINESS INSPECTOR

1. INTRODUCTION

The level of airworthiness safety oversight directed toward Air Operator and Approved Maintenance Organization (AMO) have been increased by introducing Audits and Surveillance. As an additional means of monitoring their maintenance activities, a dedicated monitoring system will be implemented; i.e., Principal Airworthiness Inspectors (PAI) will be made primarily responsible for ensuring a satisfactory level of airworthiness surveillance.

2. PURPOSE

This chapter is intended to:

- a. Define the knowledge and experience levels required by PAI.
- b. Provide the basis for the development of surveillance procedures which meet DGCA objectives, and which are acceptable to Air Operator/AMO.
- c. Define the criteria for the selection of Air Operator/AMO to which PMI will be assigned.
- d. Provide the delegation of authority to the assigned Principal Airworthiness Inspectors (PAI).

3. DEFINITIONS

For the purpose of this chapter, Principal Airworthiness Inspectors (PAI) means a DGCA Airworthiness Inspector who has been assigned to a specific Air Operator or AMO to manage surveillance of all aspect of Air Operator/AMO holder's Quality system.

4. PAI SELECTION AND RESPONSIBILITIES

a. General

PAI will be selected by the Deputy Director for Maintenance for AOC 121/135 and AMO 145 and approved by the Director of Airworthiness and Aircraft Operation. The purpose of assigning PAI to a specific Air Operator/AMO is to provide continuity of contact and surveillance. PAI will help to ensure that Air Operator/AMO maintenance operations comply with DGCA Regulations and with the procedures specified in approved

Company Maintenance Manuals (CMM)/AMO Manual and subsidiary company documents.

b. Qualification Requirements

Selection of PAI will be based on their related experience and knowledge of large Air Operator/AMO maintenance, quality control and surveillance procedures. They should have a comprehensive understanding of Air Operator/AMO maintenance activities, and be experienced and knowledgeable with respect to the type(s) of aircraft being operated. PAI must be capable of assuming these responsibilities with minimum supervision and guidance. The followings are the minimum requirements in considering PAI selection:

- 1) Have minimum three years of work experience in DGCA.
- 2) Have completed Five Core Training and appropriate additional training refer to SI 8900-1.3 ITS.
- 3) Have completed Aircraft Maintenance Course of a particular type.
- 4) Knowledge of appropriate CASR.
- 5) Have a TOEIC Score of minimum 450.

c. PAI Duties and Responsibilities

A Principal Airworthiness Inspector (PAI) will be assigned to Air Operator/Aircraft Maintenance Organization (AMO) certificate holder to manage the surveillance of all aspects of the certificate holder's QC system. The assigned PAI will conduct surveillance as appropriate to ensure that the certificate holder's QC System has been established and is being maintained in accordance with the provision of CASR 21, 39, 43, 65, 91, 121, 135, 145 and 147. The standard to be used in conducting surveillance is in accordance with the appropriate chapter of the Staff Instruction 8900-6.3 Audit and Surveillance Procedures for AOC holder and Staff Instruction 8900-6.9 Audit and Surveillance for AMO holder. The primary functions will include:

- 1) Conduct inspections and carried out surveillance functions;
- 2) Prepare detailed reports on inspections and surveillance activities;
- 3) Promote compliance with airworthiness regulations and directives;
- 4) Report defects noted to aircraft operators/owners and approved maintenance organizations for remedial action;
- 5) Monitoring airworthiness certifications and ensuring that they are carried out by persons who are authorized, and that the

- certification made are for the purpose and in accordance with the requirements of the applicable regulations;
- 6) Monitoring the implementation of the relevant Civil Aviation Safety Regulations;
 - 7) Familiarizing himself with the content of all airworthiness directives, service bulletins and similar documents in respect of the aircraft (including powerplants) and equipment and monitoring the extent of implementation;
 - 8) Reviewing Company Maintenance Manuals or AMO Manual (CMM/AMOM), making recommendations in respect of amendments which may be required by the DGCA prior to approval of the manuals;
 - 9) Undertaking liaison with Principle Operation Inspector (POI) or other inspectors regarding recommendations in respect of issue and renewal of certificates of airworthiness, checking all documents associated with the above including the flight manual amendment status and airframe and engine log books. Checking that all relevant requirement have been complied with, including correct certification of work carried out, and authorizing release for test flight of aircraft and avionics installation, ensuring that resulting reports are satisfactory and in accordance with the DGCA requirement;
 - 10) Inspection of aviation fueling equipment and procedures;
 - 11) Determining the need for audits and making the arrangements for such audits;
 - 12) Notifying the certificate holder, in writing when any unsatisfactory conditions are noted, related to the Quality procedure or maintenance procedures along with request for appropriate corrective actions;
 - 13) Conduct routine surveillance of work being performed in the hangars, workshops and repair facilities of the approved maintenance organization;
 - 14) Conduct inspections of operator's route station facilities;
 - 15) Monitoring certificated operator maintenance training program; and
 - 16) Conduct inspections in accordance with appropriate Staff Instructions in the maintenance area.

Note: Surveillance of an assigned Air Operator/AMO will be the primary duty of a PAI. Surveillance including inspection of other operators will be considered secondary, and will be undertaken only when time and conditions permit.

d. PAI Office Location

PAI offices may be located at the Air Operator/AMO' facilities, however, PAI must retain ready access to DGCA offices.

e. Personnel Contacts

- 1) Each PAI shall obtain the names and titles of personnel designated by the Air Operator/AMO to be responsible for maintenance activities. This should also include the names of person(s) designated to act on their behalf during their absence or on weekends.
- 2) Provisions shall be established for a direct means of communication with Air Operator/AMO personnel who have authority to respond to urgent and/or unusual situations.
- 3) PAI shall advise the Air Operator/AMO of the locations where they can be contacted during regular working hours, and when necessary after working hours.

f. Security Clearance

PAI should obtain from the Air Operator/AMO any security clearances and entry passes required to gain access to the facilities.

g. Maintenance Documents

PAI shall be provided with copies of Air Operator/AMO Company Maintenance Manuals (CMM)/AMO Manual (AMOM). Arrangements will be made with the Air Operator/AMO to provide PAI with access to those aircraft publications and maintenance records required to their surveillance activities.

5. FUNCTIONAL RESPONSIBILITIES

- a. PAI assigned to large Air Operator operating under CASR 121 and 135 will report directly to the Head of Aircraft Maintenance Section, for functional direction.
- b. To achieve adequate surveillance, it may be necessary to assign two PAI to the same Air Operator/AMO or assign one PAI to several company at the same time. In such cases, one senior maintenance inspector and

one junior maintenance inspector will be assigned. This would require the establishment of clear guidelines to detail their respective responsibilities.

- c. The Head of Aircraft Maintenance Section directly responsible for the PAI will establish the functional and reporting procedures considered satisfactory to meet the conditions stated in (a) and (b) above.

6. AIR OPERATOR AND AMO PAI SELECTION

a. General

In determining the Air Operator/AMO to which PAI will be assigned, the following should be considered:

- 1) The impact on the Indonesian aviation transportation system.
- 2) The previous performance of the Air Operator/AMO.
- 3) The workload required to ensure continued compliance of the Air Operator/AMO's maintenance operation with acceptable procedures, standards and regulatory requirements. This assessment shall be made by the Head of Aircraft Maintenance Section, in consultation with the Deputy Director for Maintenance for AOC 121/135 and AMO 145.

- b.** The Head of Aircraft Maintenance Section will provide lists of designated PAI for AOC 121/135 and AMO 145, and their respective assignments, to the Deputy Director for Maintenance. The list will be made available to Directorate Airworthiness and Aircraft Operations (DAAO) personnel, and will include telephone numbers and email of the PAI.

DIREKTUR JENDERAL PERHUBUNGAN UDARA

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Dr. Ir. AGUS SANTOSO, M. Sc

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM

