VOLUNTARY AND CONFIDENTIAL REPORTING SYSTEM

1.0   PURPOSE

1.1   This Advisory Circular (AC) describes the Voluntary and Confidential Safety Reporting system established by the United Republic of Tanzania (URT) under the current Civil Aviation (Safety Management) Regulations, as amended. The system provides the Authority with a mechanism for managing confidential safety reports submitted to it for the promotion of aviation safety without revealing the source of the information or invoking enforcement action in order to guarantee its continued availability.

2.0   REFERENCE

2.1   The Civil Aviation Act;
2.2   The Civil Aviation (Aircraft Accident and Incident Investigation) Regulations
2.3   The Civil Aviation (Safety Management) Regulations
2.4   ICAO Doc 9859 Safety Management Manual, 4th Edition
2.5   ICAO Doc 10159 Safety Intelligence Manual

3.0   BACKGROUND

In order for service providers to identify safety hazards, control associated safety risks and accurately measure the performance of its Safety Management System (SMS), effectively reporting of all safety occurrences is critical. Regulations already require mandatory reporting of safety occurrences by service providers and safety critical personnel. A reporting culture which influences effective hazard reporting, collaborative root-cause analysis and acceptable risk mitigation is a key component of these essential processes. It is the only way service providers can collect safety data from which safety critical information is derived.

Similarly, for the Authority to effectively manage aviation safety by determining Acceptable Level of Safety performance (ALoSP) relevant to each service provider and its aviation activity there must be a continuous flow of safety information from the service providers and their personnel. There must, therefore, be a deliberate mechanism to encourage service providers and personnel involved in their aviation activities to voluntarily report aviation safety occurrences without fear of recrimination.

The URT's Voluntary and Confidential reporting system is developed to facilitate and guarantee this free and continuous flow of safety information.

4.0   SYSTEM DESCRIPTION

4.1   Objective of the reporting system

The key objective of URT's voluntary and confidential reporting system is to enhance aviation safety through the collection of reports on actual or potential safety deficiencies that would otherwise not be reported through other channels. The systems also allow for the submission of information related to observed hazards or inadvertent errors without an associated legal or administrative requirement to do so. The Authority may waive enforcement action for reports of inadvertent errors or unintentional violations. Under these circumstances, reported information should be used solely to support the enhancement of safety.

Such reports may involve occurrences, hazards or threats relevant to aviation safety. This system does not eliminate the need for mandatory reporting of aircraft accidents and incidents to the relevant authorities under the existing civil aviation regulations.

Reporters are also encouraged to make use of their organization's internal SMS voluntary reporting system where applicable, unless they have no access to such systems or the incident or hazard is deemed beyond the scope of their organization's purview.

The URT's voluntary and confidential reporting system is a voluntary, non-punitive confidential reporting system established by the TCAA Safety Directorate. It provides a channel for the voluntary reporting of aviation occurrences or hazards while protecting the reporter's identity.

It should be understood that 'confidential' does not mean 'anonymous'. Knowing the identity of the reporter, and being able to contact them, allows the Authority to clarify and for follow-up on the matter that is the focus of the report.

Confidential means that while the reporter's identity is known to the Authority, their identity will not be passed on to any third party, such as an operator or other agencies. In addition, any details in the report that could lead to the identification of the reporter will be removed before the report is made public or available to a third party.

4.2   Scope of aviation sectors/ areas covered by the system

The URT's voluntary and confidential reporting system covers, but is in no way limited to the following areas:

4.2.1   Flight Operations;

i)   Departure/en route/approach landing
ii)   Aircraft cabin operations
iii)   Aircraft proximity events
iv)   Weight and balance and Performance

4.2.2   Aerodrome Operations:

i)   Aircraft ground operations
ii)   Movement on the aerodrome
iii)   Fuelling operations
iv)   Aerodrome conditions or services
v)   Cargo Loading

4.2.3   Air Traffic Management:

i)   ATC operations
ii)   ATC equipment and navigation aids
iii)   Crew and ATC communications

4.2.4   Aircraft Maintenance:

Aircraft/ engine/ component maintenance & repair activities

4.2.5   Approved Training Organizations:

Training activities involving flight operations

4.2.6   Miscellaneous:

Passenger handling operations related to safety etc.

4.3   Who can make a voluntary report?

If you belong to any of these groups, you can contribute to aviation safety enhancement through the URT's voluntary and confidential reporting system by reporting on occurrences, hazards or threats in the aviation system.

   4.3.1   Flight and cabin crew members
   4.3.2   Air traffic controllers
   4.3.3   Licensed aircraft engineers, technicians or mechanics
   4.3.4   Employees of maintenance, design and manufacturing organizations
   4.3.5   Aerodrome ground handling operators
   4.3.6   Aerodrome employees
   4.3.7   General aviation personnel
   4.3.8   Anybody becoming aware of any situation which could affect aviation safety, etc.

4.4   When to make such a report? You should make a report when:

   4.4.1   You wish for others to learn and benefit from the occurrence or hazard report but are concerned about protecting your identity.
   4.4.2   There is no other appropriate reporting procedure or channel.
   4.4.3   You have tried other reporting procedure or channel without the issue having been addressed.

4.5   How to make a voluntary report

Voluntary reports can be made by individuals or organisations, to the contacts listed below, by mean of:

a.   Letter;
b.   Phone Call
c.   E-mail;
d.   Suggestion box;
e.   Personal visit; or
f.   Website portal.

It should clearly be indicated in the letter that the report is confidential.

**The Director General,
Tanzania Civil Aviation Authority,
Aviation House, Nyerere Kitunda Road Junction,
P. O. Box 2819,
Dar es Salaam, Tanzania
Tel: +255 22 2198100
Fax: +255 22 2844304
Website: www.tcaa.go.tz
E-mail: tcaa@tcaa.go.tz**

5.0   PROCESSING OF VOLUNTARY AND CONFIDENTIAL REPORTS

5.1   How are Reports Processed?

The URT's voluntary and confidential reporting system pays particular attention to the need to protect the reporter's identity when processing all reports. Every report will be read and validated by the SSP Coordinator. The SSP Coordinator may contact the reporter to make sure he understands the nature and circumstances of the occurrence/ hazard reported and/ or to obtain the necessary additional information and clarification.

When the Authority is satisfied that the information obtained is complete and coherent, the information will be de-identified and entered into the Safety Data database. Should there be a need to seek inputs from any third party, only the de-identified data will be used.

The URT's voluntary and confidential reporting system Form, with the date of return annotated will eventually be returned to the reporter. The SSP Coordinator will endeavour to complete the processing within 10 working days if additional information is not needed. In cases where he needs to discuss with the reporter or consult a third party, more time may be needed.

If the SSP Coordinator is away from his office for a prolonged period, an Alternate Safety Inspector identified by the Director of Safety will process the Report. Reporters can rest assured that every URT's voluntary and confidential reporting system report will be read and followed through by either the SSP Coordinator or the Alternate Safety inspector.

5.2   Feedback to the Aviation Community

Relevant de-identified reports and extracts may be shared with the aviation community through periodic publication, so that all can learn from the experiences. Relevant authorities and parties can also review their policy and plan for improvements.

If the content of a voluntary or confidential report suggests a situation or condition that poses an immediate or urgent threat to aviation safety, the report will be handled with priority and referred, after de-identification, to the relevant organizations as soon as possible to enable them to take the necessary safety actions.

5.3   Contacting the URT's voluntary and confidential reporting system Administrator

Service providers are welcome to call the Authority to enquire about the URT's voluntary and confidential reporting system or to request for a preliminary discussion with the SSP Coordinator before making a report. Any inquiries received from service providers regarding the URT voluntary and confidential reporting system should be directed to the SSP Coordinator or Alternate Safety Inspector. They are contactable during office hours from Monday to Friday at the following telephone numbers:

1.   The SSP Coordinator
        Tel:_+255 773 746065

2. Alternate Safety Inspector
        Tel: +255 684 325755

_____

Tanzania Civil Aviation Authority