



Aviation Safety Advisory Circular No. 03/2023

Online Voluntary Reporting System in AIMS Aviation Safety Module

1. Introduction

Hazard identification and reporting is one of the core processes in the organisation's Safety Management System (SMS). Hazard identification is a continuous, ongoing and daily activity. One way to identify hazards is through voluntary reporting. Voluntary reports tend to illuminate latent conditions such as inappropriate safety procedures or regulations, human error, etc.

ICAO in its DOC 9859 recommends – *“Voluntary safety reporting systems should be established to collect safety data and safety information not captured by the mandatory safety reporting system”*.

National regulatory requirement as per DGCA CAR on Establishment of Safety Management System (SMS) states that- *“The organization shall ensure that policies and procedures to support just culture are established and documented. Such policies and procedures shall include, but not limited to, Mandatory and voluntary safety reporting systems”*.

CSMS Manual of AAI also states that – *“All AAI airports / units shall establish a voluntary reporting system, to enable concerned operational personal in Airport /ANS unit /RHQ/CHQ to report the unsafe events voluntarily.”*

All AAI personnel have an obligation and are encouraged through Just / Non-Punitive Safety Culture in AAI, to report any occurrence, unsafe practice, or safety concern that may, if left untreated, lead to an accident or incident occurrence. Any unsafe event can be reported through 'Voluntary Hazard / Event Report System'

2. Purpose

In addition to the regulatory requirement, the voluntary reporting process is an internal AAI process enabling all personnel to voluntarily report occurrences and safety concerns that are not defined as an incident, thus striving for continuous improvement of safety in AAI.

At present, Voluntary event reporting system at AAI airports/ANS Units has been established by putting a box at an appropriate place, with simple Voluntary Hazard / event reporting form (AAI-SAF-101).

To manage the voluntary reporting system electronically, Directorate of Aviation Safety has introduced online Voluntary Reporting System tool for collection and management of voluntary report safety data base in AIMS, as it already has a network established across AAI airports in India.

With introduction of online Voluntary Reporting System, existing procedures of Voluntary reporting by using HazID boxes, installed at stations, shall also continue. This Voluntary Safety Reporting System is not a substitute for Mandatory Reporting System, which will continue to function.

3. Scope

The content of this circular is applicable to all AAI employees.

4. Reference

- DGCA CAR Section 1, Series C Part I, dated 24th Mach 2022 on Establishment of Safety Management System (SMS)
- ICAO Doc 9859 Safety Management Manual (4th edition- 2018)
- CSMS manual Version 3 issue 3
- User manual on 'Online Voluntary Reporting System'

5. Organizational requirements

To encourage voluntary safety reporting, in addition to the currently used station level offline mode (Hazard identification Boxes), a web-based reporting system has been added to the AIMS Aviation Safety Module.

The information collected through Voluntary Safety Reporting System shall be handled in a manner so as to prevent its use for purposes other than aviation safety and shall appropriately be safeguarded.

Anyone who witnesses or is involved or has knowledge of an occurrence, hazard or situation which he or she believes possess potential threat to flight safety is requested to report the same through this platform.

On submission of any aviation safety related concern through online voluntary reporting portal, an acknowledgement number will be generated.

No login is required and submission of name and contact details is not mandatory. If Identification details are provided, same will be kept confidential.

The hazard/occurrence information shall be analysed for follow up action. Feedback may be provided in case contact details have been provided.

In future, lesson learnt from such reports may be circulated to aviation community in the form of Safety Bulletin. Specific problems or trend can be brought to the attention of the appropriate authorities for taking necessary preventive measures and follow up.

ED(ATM)/ED(CNS)/ED(OPS) and APD/CIC/OIC are required to regularly login to VRS Portal at “AIMS for Aviation Safety Module” to check and act upon pending voluntary reports.

6. Procedure/Process Flow

6.1 The Online Voluntary Reporting System has been divided into three levels of access:

- A. User Level: Can be accessed by any AAI Official who wants to report any hazard or situation (**No login required**). URL: <https://aims.aai.aero/aims/VRS/VoluntarycheckBox.jsp>
- B. APD/CIC/OIC Level: Online Voluntary Reporting System portal can be accessed by APD/CIC/OIC of the airport/ANS unit. User Id and Password will be same as that of existing Aviation Safety portal in AIMS. URL: <https://aims.aai.aero/aims/AVSF/Login-CSS/VRSLogin.jsp>
- C. CHQ Level: Online Voluntary Reporting System portal can be accessed by ED(AVS), ED(ATM), ED (OPS), ED (CNS) and GM(AVS). User Id and Password will be same as that of existing Aviation Safety portal in AIMS. URL: <https://aims.aai.aero/aims/AVSF/Login-CSS/VRSLogin.jsp>

6.2 The process flow for the Online Voluntary reporting system, will be as below-

- A. **Voluntary Reporting Form:** can be filled by any AAI Official.

The user will have to fill following mandatory details:

Date and Time of Occurrence /Observation, Location and Description

In addition, user may upload relevant image/pdf/video of Occurrence/Observation.

Once user submits the form, an acknowledgement number is generated.

If provided, the Identification details of the reporting personnel will be kept confidential.

- B. **Voluntary Reporting Form Verification** –The Voluntary Hazard/Occurrence reported by the AAI official are scrutinised and accepted or rejected by the Office of ED Aviation Safety.

Issues not pertaining to aviation safety will not be entertained. A message will be sent to the Reporter’s email Id (if provided) in case report is rejected.

On acceptance, the Voluntary Report is forwarded to the concerned Directorate (ATM/CNS/OPS) or Airport Director/CIC/OIC for further action in the AIMS Voluntary Reporting System Module.

C. **Action Taken Report** - The analysis of the Voluntary report received from Directorate of Aviation Safety will be carried out by the concerned Directorate or Airport Director/CIC/OIC. Entire Safety Risk Management process can also be completed using this tool online by using methodology given below:

- Fill in Existing risk control(s) present in the system to mitigate the identified consequence(s) of the reported Hazard/Occurrence.
- Find out 'Initial Risk' considering the Existing Risk control(s).
- If the initial risk needs to be reduced, then the appropriate Potential Risk Control(s) can be suggested and entered along with the following fields:
 - Name and Designation of the Action/Responsible Officer for implementation of potential risk control
 - Status of risk control with PDC.
- Assessment of residual risk considering the Potential risk control.
- Enter 'Review period' (e.g. every 2/3/6/12 months / or a date) and 'Remarks' if any.
- If the risk accepting authority is at Station level, then 'Accept' in the acceptance status and submit.
- If the Risk's Acceptance Authority is at RHQ/CHQ level [as per Chapter 7 para 7.4.16 of C-SMS manual (Ver. 3, Issue. 3)], then the duly signed copy (by appropriate risk accepting authority) of HAZID Form (AAI-SAF-105) shall be uploaded through upload option and then 'Accept' in the acceptance status and submit.

Process will be incomplete, until uploading duly signed copy of HazID form. Incomplete process can be saved selecting Acceptance status as "Pending" and click "Submit" button. It shall remain in the view screen of the APD/CIC/OIC showing status as 'Pending'.

D. **Action Taken Report Validation and Finalisation** - The action taken report obtained from concerned Directorate or Airport Director/CIC/OIC are validated and finalised by the Directorate of Aviation Safety. If the Action Taken Report is Not-Satisfactory then it can be reverted back for the review. Upon Validation and finalisation of the Voluntary report, a feedback message will be sent to the User's email Id (in case email ID is provided).

Validated and finalised Voluntary Hazard/Occurrence report will be available in database for record purpose.

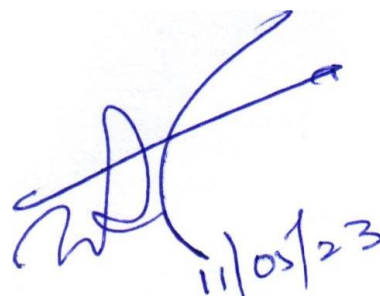
7. User Manual

The user manual of 'Online Voluntary reporting system" providing detailed guidelines has been uploaded in AAI website > AAI employees > serving AAI employees > Circular & Orders > Department > Aviation safety > Online VRS User manual.

8. Clarifications

Any suggestions / feedback to improve the system or clarifications may be addressed to Executive Director (Aviation Safety) at edas@aai.aero or may be forward to following address:

Directorate of Aviation Safety
Airports Authority of India
Rajiv Gandhi Bhawan, Block – A
Safdarjung Airport
New Delhi-110003



(Rajeev Mehta)
Executive Director (Aviation Safety)

Distribution - As per Standard list.