



Department /Division:

ACCIDENTS & INCIDENTS INVESTIGATION DIVISION

Name of Document:

**SERVICE STANDARD: ACCIDENTS & INCIDENTS INVESTIGATION DIVISION**

Disclaimer:

All turnaround times are subject to all requirements being met and the applicant being responsive at different phases of the application process. Discrepancies identified during the review shall result in the revision of the turnaround time.

Corporate Turn Around Times

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.
3. Reporting of Accidents and Incidents - 24 hours, 7 days a week on 060 991 9915

Service	Service Standard	Service Initiation	Service Dependency	Ref or Source	Turn Around Times	Escalation Process
<b>1. Accidents &amp; Serious Incident Investigations</b>						
Accident and Serious Incident Investigations to improve Aviation safety through the investigation of accidents and serious incidents, the identification of findings, the cause of accidents and incidents, and the issuance of safety recommendations.	<ol style="list-style-type: none"> <li>1. Accident Notification</li> <li>2. Preliminary report</li> <li>3. Interim Statement of the accident</li> <li>4. Draft Final Report</li> <li>5. Safety recommendations</li> </ol>	<ol style="list-style-type: none"> <li>1. Telephone: 060 991 9915</li> <li>2. Email:</li> <li>3. aiidinbox@caa.co.za</li> </ol>	<ol style="list-style-type: none"> <li>1. Reporting party/public</li> <li>2. ATNS</li> <li>3. Pilots</li> <li>4. Aircraft Owners</li> <li>5. SAPS</li> <li>6. SACAA</li> <li>7. ACSA</li> <li>8. Aircraft Operators</li> <li>9. AMO's</li> <li>10. ATO's</li> <li>11. DoT</li> <li>12. SASAR</li> <li>13. Aircraft Manufacturers</li> <li>14. ICAO member States</li> <li>15. Other States</li> </ol>	ISO 9001:2008 Clause 8.2 Monitoring & Measurement	<ol style="list-style-type: none"> <li>1. <b>Aircraft Accident Notification</b> <ul style="list-style-type: none"> <li>• Notification to be issued as soon as possible, within 48 hours.</li> </ul> </li> <li>2. <b>Preliminary Report</b> <ul style="list-style-type: none"> <li>• Within 30 days of the accident the preliminary report to be issued (only for aircraft above 2250 kg and are categorised as CAT 1 or CAT 2, and for accidents which involve aircraft below 2250kg, when there are airworthiness matters or matters considered to be of interest to other</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AIID - 5 working days</li> <li>2. 2nd Level: SM: AIID - 5 working days</li> <li>3. 3rd Level: E: AIID - 5 working days</li> </ol>



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					<p>States are involved).</p> <p><b>3. Draft Final Report</b></p> <ul style="list-style-type: none"> <li>• Within 7 months of the occurrence when categorised as a CAT 1 or CAT 2, the report shall be shared with other states and interested parties within a thirty-day consultation period. The States or interested parties shall on request be granted an additional 30-day extension.</li> </ul> <p><b>4. Final Accident or Serious Incident Report</b></p> <ul style="list-style-type: none"> <li>• A final accident or serious incident investigation report turnaround time is</li> </ul>	
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					<p>up to 12 months from the date of the accident or serious incident when categorised as a CAT 1 or CAT 2. Should the final report of the accident or serious incident not be issued within 12 months from the date of the accident or serious incident, an interim statement shall be issued on every anniversary of the accident or serious incident.</p> <p><b>5. Interim Statement</b></p> <ul style="list-style-type: none"> <li>• At a 12 months anniversary of the occurrence if the final report of the occurrence being investigated was</li> </ul>	
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						not issued or completed within 12 months period from the date of occurrence when categorised as a CAT 1 or CAT 2.
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**2. Incident and Hazards Investigations**

<p>Incident and Confidential Aviation Hazards Reporting System (CAHRS) investigations to improve aviation safety through the investigation of incidents and CAHRS, the identification of findings, cause of incidents and CAHRS, and the issuance of safety recommendations when applicable.</p>	<p><b>Incidents</b></p> <ol style="list-style-type: none"> <li>1. Requests for the investigation report,</li> <li>2. Review the investigation report,</li> <li>3. File on the database system,</li> <li>4. Analyze the database,</li> <li>5. Safety recommendations</li> <li>6. Recommendations</li> </ol> <p><b>CAHRS</b></p> <ol style="list-style-type: none"> <li>1. Acknowledgement,</li> <li>2. De-identification,</li> <li>3. Investigation,</li> <li>4. Feedback,</li> <li>5. File in database</li> <li>6. Analyze</li> <li>7. Recommendation</li> </ol>	<ol style="list-style-type: none"> <li>1. Incidents: <a href="mailto:crs@caa.co.za">crs@caa.co.za</a></li> <li>2. CAHRS <a href="mailto:cahrs@caa.co.za">cahrs@caa.co.za</a> 0834616027</li> </ol>	<ol style="list-style-type: none"> <li>1. Reporting party/public</li> <li>2. ATNS</li> <li>3. Pilots</li> <li>4. Aircraft Owners</li> <li>5. SAPS</li> <li>6. SACAA</li> <li>7. ACSA</li> <li>8. Aircraft Operators</li> <li>9. AMO's</li> <li>10. ATO's</li> <li>11. DoT</li> <li>12. SASAR</li> <li>13. Aircraft Manufacturers</li> <li>14. ICAO member States</li> <li>15. Other States</li> </ol>	<p>ISO 9001:2008 Clause 8.2 Monitoring &amp; Measurement</p>	<p><b>Incidents:</b></p> <ol style="list-style-type: none"> <li>1. Requests for the final investigation report in terms of the SMS programme as soon as possible, within 48, response expected within 90 days.</li> <li>2. Review the investigation report submitted by the operators/industry, revision will take up to 5 working days to accept or reject,</li> <li>3. When accepted, file in the database system within 24 hours,</li> <li>4. Quarterly (within three months) analysis of the database, and</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: M: AIID - 5 working days</li> <li>2. 2nd Level: SM: AIID - 5 working days</li> <li>3. 3rd Level: E: AIID - 5 working days</li> </ol>
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					<p>5. Recommendations based on the findings of the analysis and issue within 30 days.</p> <p><b>CAHRS:</b></p> <ol style="list-style-type: none"> <li>1. Acknowledgement of the submitted CAHRS report as soon as possible, within 48 hours,</li> <li>2. De-identification of the submitted report within 24 hours and allocate to an investigator,</li> <li>3. Investigation shall take up to 90 days from the allocation date,</li> <li>4. Feedback to reporter on-going, within every 30 days until closed</li> <li>5. File in a database within 24 hours of closing the report,</li> <li>6. Quarterly (within three months) analysis of the database, and</li> </ol>	
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