



NIGERIA CIVIL AVIATION AUTHORITY

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OFFICE OF THE DIRECTOR GENERAL CIVIL AVIATION

ALL OPERATORS LETTER (DGCA 10/2023)

Ref No NCAA/DGCA/AIR/11/16/342
From: Director General of Civil Aviation
To: All AOC Holders and Airport Operators
Subject IMPLEMENTATION OF NIG. CARs SUBPART 19.13 ON FAMILY ASSISTANCE PROGRAMME
Date: 28th August 2023

The NCAA published the Nigeria Civil Aviation Regulations (**Nig. CARs 2023**) Part 19, effective 10th July, 2023, and subsection 19.13 requires the NCAA to facilitate the establishment of a Family Assistance Programme (**FAP**) which shall provide succor to aircraft accident victims and their families by the Aerodrome operator and Air carriers (domestic and foreign) operating in and out of Nigeria.

Furthermore, subsection 19.13.1.2 requires all AOC holders and Aerodrome operators to develop and submit to the Authority, a **Family Assistance Plan** for addressing the needs of families of passengers involved in any aircraft accident involving an aircraft of the carrier which results in a loss of life.

ACTION REQUIRED

All AOC holders and Aerodrome Operators are required to:

1. Develop Its Family Assistance Plan (**FAP**) in compliance with the procedures specified in IS.19.13.1.2 (find template attached)
2. Make arrangements with ALL Aerodromes in which it operates to implement the Family Assistance Plan (FAP).
3. Submit the Family Assistance Plan (FAP) to the NCAA via the email addresses below on or before Friday, 1st September, 2023.

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Please, Comply accordingly.

A handwritten signature in blue ink, appearing to read "Musa S. Nuhu".

Captain Musa S. Nuhu
Director General of Civil Aviation



FAMILY ASSISTANCE PLAN - AERODROME OPERATOR

NIG. CARs 2023 Part 12 VOLUME I – AERODROME

A plan to be submitted by the holder of an Aerodrome certificate shall include, at a minimum, the following:

12.1.4.29. FAMILY ASSISTANCE PLAN

- (a) The holder of an Aerodrome certificate shall implement a Family Assistance Program (FAP) in the event of an accident involving substantial loss of life.
- (b) The holder of an Aerodrome certificate in coordination with appropriate entities shall:
 - (1) Identify facilities at or near the airport where family members and friends shall gather (often referred to as a Family and Friends Reception Centre), where non-injured survivors may be brought and where the media may gather.
 - (2) Assist those gathering at the airport by providing check-in counter security, and transportation to the family and friends reception centre if it is located off airport grounds.
 - (3) Following an accident, all aerodrome associated with the operation shall be involved in the provision of family assistance, including the airport of departure, destination airport and alternate airports.
 - (4) Liaise with the airline operators and local disaster response agencies to assist in the response.
- (c) The holder of an Aerodrome certificate should incorporate the family assistance plan into the Aerodrome Emergency Plan.
- (d) The holder of an Aerodrome certificate shall conduct periodic review and exercise (simulation) of the Family Assistance Plan to ensure its efficacy.

FAMILY ASSISTANCE PROGRAMME AIR CARRIER PLAN

Contents of Plans. –

A plan to be submitted by an air carrier shall include, **at a minimum**, the following:

(1)	A plan for publicizing a reliable, toll-free telephone number, and for providing staff to handle calls from the families of the passengers.
(2)	A process for notifying the families of the passengers, before providing any public notice of the names of the passengers, either by utilizing the services of the organization designated for the accident or the services of other suitably trained individuals
(3)	An assurance that the notice described in paragraph (2) will be provided to the family of a passenger as soon as the air carrier has verified that the passenger was aboard the aircraft (whether or not the names of all of the passengers have been verified) and, to the extent practicable, in person
(4)	An assurance that the air carrier will provide to the director of the family support services designated for the accident, and to the organization designated for the accident immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update the list.
(5)	An assurance that the family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger within the control of the air carrier.
(6)	An assurance that if requested by the family of a passenger, any possession of the passenger within the control of the air carrier (regardless of its condition) will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.
(7)	An assurance that any unclaimed possession of a passenger within the control of the air carrier will be retained by the air carrier for at least 18 months.
(8)	An assurance that the family of each passenger will be consulted by the air carrier about the construction of any monument to the passengers, including any inscription on the monument.
(9)	An assurance that the treatment of the families of nonrevenue passengers (and any other victim of the accident, including any victim on the ground) will be the same as the treatment of the families of revenue passengers.
(10)	An assurance that the air carrier will work with any organization designated by the Director of family support services on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following each accident.
(11)	An assurance that the air carrier will provide reasonable compensation to any organization designated for coordinating the emotional care and support for the families of passengers involved in the accident for services provided by the organization.
(12)	An assurance that the air carrier will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.
(13)	An assurance that the air carrier will commit sufficient resources to carry out the plan.
(14)	An assurance that, upon request of the family of a passenger, the air carrier will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.
(15)	An assurance that the air carrier will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident.
(16)	An assurance that the air carrier, in the event that the air carrier volunteers assistance to citizens of Nigeria within Nigeria with respect to an aircraft accident outside Nigeria involving any loss of life, will consult with the National Safety Investigation Bureau and the Ministry of Foreign Affairs on the provision of the assistance.
(17)	(A) An assurance that, in the case of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, the air carrier will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.
	(B) At a minimum, the written notice shall advise an owner of coverage and compensation;
	(i) to contact the insurer of the property as the authoritative source for information about

	(ii) to not rely on unofficial information offered by air carrier representatives about compensation by the air carrier for accident-site property damage; and
	(iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.
(18)	An assurance that, in the case of an accident in which the National Safety Investigation Bureau conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the air carrier will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the air carrier's flight if that city is located in Nigeria.