



NIGERIA CIVIL AVIATION AUTHORITY

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OFFICE OF THE DIRECTOR GENERAL CIVIL AVIATION

ALL OPERATORS LETTER (DGCA AOL/26)

Ref: NCAA/DG/AIRLINE OPERATORS/006

From: Director General of Civil Aviation

To: All Air Operators Certificates (AOCs)' Holders
All General Aviation Operators (GA)
All Approved Maintenance Organisations (AMOs)
All Foreign Airline Operators
All Approved Training Organisations (ATOs)
All Remotely Piloted Aircraft Systems Operators (ROCs)
All Air Navigation Service Providers (ANSPs)
All Aerodrome Operators
All other NCAA Safety Certificate Holders

Date: 18th March, 2026

Subject: **RE: REDEPLOYMENT OF SMS PRO AND REQUEST FOR NOMINATION OF FOCAL POINTS**

Background:

Annex 19 to the Chicago Convention on International Civil Aviation and the Civil Aviation Act 2022 mandates the implementation of Aviation State Safety Programme.

2. Specifically Annex 19 SARPS (Standards and Recommended Practices) mandates as follows:

- 5.1.1 States shall establish safety data collection and processing systems (SDCPS) to capture, store, aggregate and enable the analysis of safety data and safety information.
- 5.1.2 States shall establish a mandatory safety reporting system that includes the reporting of incidents.
- 5.1.3 States shall establish a voluntary reporting system to collect safety data and safety information not captured by mandatory safety reporting systems.
- 5.1.4 Recommendation – State Authorities responsible for the implementation of the SSP should have access to the SDCPS as referenced in 5.1.1 to support their safety responsibilities, in accordance with the principles in Appendix 3.

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3. Civil Aviation Act section 62(1) states "The Authority shall establish a State Safety Programme in order to achieve an acceptable level of safety in civil Aviation and section 46(5) mandates the Authority to implement mandatory and voluntary non-punitive incident and accident reporting system.

4. The Authority is very delighted to announce that a robust Safety data collection and processing system called SMS Pro (www.ncaasms.com) has been redeployed that will bring Nigerian to full compliance with all the provisions of the ICAO SARP listed above.

5. The SMS Pro system is a web-based software which is user friendly and mirrors the SSP and SMS ICAO-recommended framework comprising Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. It allows full integration of the whole aviation industry such that each Service Provider has customized handles issued by the Authority, to submit reports into the system.

6. Both the NCAA and NSIB have access to all submitted reports and are enabled to receive prompt email alerts as soon as any report is submitted into the system.

Action Required:

1. All Service providers certified by the NCAA are required to provide details (Name, email address, and phone numbers) to the Authority of their respective focal points for submission of mandatory reports, send details to: yahaya.abubakar@ncaa.gov.ng +2349020950904.
2. The focal points are expected to attend an orientation on how to use the portal. A Zoom invite will be provided for this orientation accordingly.
3. As soon as access to the reporting system is granted, all Service Providers are required to start using the system immediately. Though mandatory reports in paper may still be accepted, submission of mandatory reports through the system is mandatory effective from **25th April, 2026**.
4. Focal persons are mandated to immediately create awareness across their respective organisations and provide documented evidence that awareness campaign has been done to the Authority no later than **15th April, 2026**. The evidence shall be submitted through the safety reporting handle.
5. As soon as SMS Pro customized handles for submission of mandatory reports are provided, the focal persons are authorised to share the link with other key personnel (Flight Crew, Engineers, ATC, Cabin etc.) within their organisations to enable them submit reports also (such reports will be automatically



classified under the applicable service provider in the SMS Pro reporting system).

6. The public is also enabled to make direct reports into the system.

Note: Upon receipt of safety reports, the NCAA and NSIB will do a preliminary risk assessment of each report to determine which of the two agencies will handle the report. Serious Incidents and Accidents are handled by NSIB while other MORs are handled by the NCAA.

7. For clarifications on this kindly contact Engr. G.G Balang on 08066163255.

8. All service providers are hereby informed that this AOL supersedes the All-Operators Letter (DGCA 09/2023) with ref: NCAA/DG/AIR/11/16/341 dated 25th August, 2023.

9. Please accept the assurances of my highest regards.

Capt. Chris Najomo
Director General Civil Aviation

