



## **CHAPTER 18**

### **PROCESSING OCCURRENCE REPORTS**

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#### **0.0 LIST OF EFFECTIVE PAGES**

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## 1.0 PURPOSE

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This chapter describes the steps necessary to process the Mandatory Occurrence Report (MOR.), Service Difficulty Report (SDR), Bird Strike Report, Dangerous Goods Occurrence Report and other Occurrence Reports.

## 2.0 REFERENCE

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- 2.1 Civil Aviation Act 2006;
- 2.2 ICAO Annex 6, Part 1, Chapter 8;
- 2.3 ICAO Document 9389-AN/919, Chapter 4, Attachment 4-A Appendix 4-A-1;
- 2.4 ICAO Document 9642-A/94, Part II, and Chapter 1;
- 2.5 [Part 9](#) of the Nigeria Civil Aviation Regulations;
- 2.6 [Part 8](#) of the Nigeria Civil Aviation Regulations;
- 2.7 [Part 6](#) of the Nigeria Civil Aviation Regulations;
- 2.8 [Part 5](#) of the Nigeria Civil Aviation Regulations.
- 2.9 CHECKLIST: [CL: O- AWS016](#)
- 2.10 FORM: [FORM: AC-AWS016](#)

## 3.0 GENERAL.

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3.1 The completion of an Occurrence Report requires careful review of the reported discrepancy and supporting data. An effective evaluation of the extent of the problem and its causes is essential for determining corrective action.

### 3.2 Evaluating Operator Report

An operator may choose the format used for reporting an occurrence from the occurrence reporting forms. Nigeria Civil Aviation Regulations Part 5, 6, 8, 9 lists reportable occurrences and the corresponding regulatory requirements. The inspector must review the submitted report to determine if a Mandatory Occurrence Report is necessary.



### 3.3 Reporting of Significant Problems

If the initial evaluation indicates a serious airworthiness problem, the inspector should immediately contact the Civil Aviation Authority for the State of Design of the aircraft, aircraft engine, propeller or appliance involved. The Civil Aviation Authority Engineering Department responsible for the product must be informed of the equipment Service Difficulty and any recommendations for corrective action.

Corrective action recommendations may include the following:

- ◆ Product modifications.
- ◆ Revised inspection techniques.
- ◆ Directed safety investigations.

### 3.4 Checking for Trends

The inspector should review prior reports for possible trends, e.g., vendor problems, manufacturer equipment problems, training, and/or procedural problems.

## 4.0 PREREQUISITES AND COORDINATION REQUIREMENTS

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### 4.1 Prerequisites

- \* Knowledge of the equipment involved.
- \* Knowledge of the Nigeria Civil Aviation Regulations.

### 4.2 Co-ordination

- \* This task may require coordination with DAWS, DOT, DAAS and DOL Aviation Safety Inspectors, State of Design involved, and equipment manufacturers.

## 5.0 REFERENCES AND FORM

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### 5.1 References

- \* Appropriate ICAO documents
- \* Appropriate Nigeria Civil Aviation Regulations.
- \* Manufacturers and Operators manuals.



## 5.2 Forms

- \* Service Difficulty Report – Form: ACOPS007A
- \* Dangerous Goods Occurrence Report – Form: ACOPS007B

## 6.0 PROCEDURES

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### 6.1 Submission of Occurrence Reports

- a) The Quality Assurance Manager (QAM) of the operator is responsible for reporting all Mandatory Occurrence Reports (MOR) to the NCAA. The MOR(s) will be made on NCAA Occurrence reporting forms AC-OPS031, AC-OPS031A, AC- OP031B, and AC- OP031C in accordance with the Nigeria Civil Aviation Regulations.
  
- b) The completed forms should be dispatched to the Chairman Flight Standard Group (FSG) as soon as possible but not later than 3 days from the time of the incident. This should not be delayed due to rectification or investigation details not being available. A supplementary report with those details should be sent to the NCAA when they become known. On the receipt of the MOR, the Chairman FSG will immediately forward it to the Safety Deficiencies and Incident Analysis (SDIA) Unit for necessary actions.

### 6.2 Review the Operator Report

The SDIA reviews the submitted report to determine if an Occurrence Report is required. Examine the following:

- \* The level of detail provided.
- \* Suitability of suggested corrective action.
- \* Programs for routine and non-routine maintenance.
- ◆ Contractual arrangements
- \* Training programs.
- \* Enforcement of non-compliance findings.

### 6.3 Conduct an Investigation and Notification

- (1) If the evaluation indicates that follow up action is required to determine the cause of the occurrence, inspect the following areas, as applicable:



- \* Aircraft, engine, propeller, components and accessories.
- \* Appropriate maintenance records.
  
- \* Maintenance procedures.
- \* Training procedures and records.
- \* Vendor sources

- (2) If the evaluation indicates an accident or serious incident, notify the Accident Investigation Bureau (AIB) immediately.
  
- (3) Evaluate report and cross check list of ICAO reportable incidents. If the evaluation indicates a reportable incident to ICAO, notify ICAO immediately.

#### **6.4 Identify and Correct Discrepancies**

- (1) If the investigation reveals inadequacies in the operator's maintenance or inspection procedures, ensure that procedures are changed to prevent a recurrence of the discrepancy.
  
- (2) If the investigation reveals a lack of training and/or inadequate training, the training program must be evaluated and procedural changes incorporated to correct the deficient areas.
  
- (3) If the investigation reveals a serious manufacturing defect, contact the following immediately:
  - ◆ The Director of Airworthiness Standards.
  - ◆ Civil Aviation Authority for the State of Design
  - ◆ The appropriate manufacturer involved.
  
- (4) If the investigation reveals inadequacies or discrepancies in the airspace and aerodrome standards, contact the following immediately:
  - ◆ The Director of Airspace and Aerodrome Standards.
  - ◆ Nigerian Airspace Management Agency.
  - ◆ Federal Airports Authority of Nigeria.
  
- (5) If the investigation reveals discrepancies in Personnel Licensing and Aero Medicals, contact the following immediately:
  - ◆ The Director of Licensing.



(6) If the investigation reveals discrepancies in Operations and Training, contact the following immediately:

- ◆ The Director of Operations and Training.

## 7.0 TASKOUTCOMES

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7.1 Completion of this task may result in the following:

- ◆ Follow-up action for discrepancies.
- ◆ Enforcement action for regulatory non-compliance.

### 7.2 Complete Occurrence Report

Ensure that all related information is completed, including all recommendations and operator's data. Forward the completed package to the Civil Aviation Authority for the State of Design and Type Certificate (TC) holder as applicable.

### 7.3 Document the Task

- ◆ Enter the report in the NCAA incident database.
- ◆ Retain the operator's report in the Operators NCAA office occurrence file and a copy of the Occurrence Report dispatched for follow ups and notifications.

## 8.0 NCAA INTERNAL OCCURRENCE PROCESSINGPROCEDURES

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8.1 Occurrence Reports contain information pertaining to aviation events (accidents, incidents or mechanical failures) related to the safety of aircraft operations. The Nigeria Civil Aviation Regulations requires all Air Operators to provide the Authority with a Mandatory Occurrence Report (MOR) whenever certain situations warrant. It is the operator's responsibility to close out the MOR with appropriate action. If the NCAA believes additional action by the operator is necessary, the operator will be so informed.

8.2 All inspectors are expected to become familiar with the following internal (NCAA) evaluation and processing of an operator's MOR:

- All Occurrence reports received by the NCAA will be routed to the Safety Deficiencies and Incident Analysis Unit (SDIA Unit) for review and processing;
- Upon receipt of an Occurrence report, the SDIA unit will:



1. Ensure that the data from the report is entered appropriately to the NCAA incident Database.
  2. A copy of each report is provided to the inspector responsible for the Operator in the SDIA unit for evaluation, conduct an investigation and follow-up actions as may be required.
  3. Determine the cause of the occurrence. If the cause was not due to human error or procedural deficiencies and appropriate action was taken by the operator - closeout the incident report. If it was caused by human error or procedural deficiencies - conduct investigation and recommend appropriate measures for NCAA action (if acceptable action was taken by the operator, send the operator a close-out letter of correction (LOC).
  4. A copy of each report is provided to the Operators Principal Maintenance Inspector (PMI)/ Principal Avionics Inspector (PAI)/ Principal Operations Inspector, Aero-medical department or the Directorate of Airspace and Aerodrome Standards as applicable for follow-up monitoring.
  5. Ensure that the original copy is filed appropriately to the Operator's NCAA Occurrence file.
  6. Review the status of "open" Occurrence reports weekly during the SDIA unit meeting.
  7. Review the status of "open" Occurrence reports, Analysis and Recommendations during the Flight Standard Group (FSG) meetings.
  8. Review the status of Occurrence reports, Analysis and Recommendations during the State Safety Program meetings.
  9. Notify the Aircraft/ Equipment manufacturer if the occurrence is due to component defect.
  10. Notify CAA of Aircraft State of registry if the occurrence is with a foreign registered aircraft.
  11. Notify the CAA of the State of Design of the aircraft and aeronautical products.
  12. Notify ICAO if the occurrence is in ICAO list of reportable incidents.
- c) The NCAA incident database update will be made available to every Aviation Safety Inspector for update information and follow-up monitoring.