



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP. SAFDARJUNG AIRPORT, NEW DELHI

Enforcement Circular No. 1/2009

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Subject: Procedure of resolution of deficiencies observed during surveillance.

1. Introduction

DGCA has made a detailed surveillance programme covering all areas of activities under DGCA's regulatory control. All organizations approved by DGCA are included in this programme such as scheduled airlines, non-scheduled operators, aircraft maintenance organizations, design and manufacturing organizations, flying training institutes, maintenance training institutes etc. The surveillance observations are intimated to respective organizations and it is expected that urgent corrective action will be taken by the approved organizations to resolve the deficiencies. This circular describes the procedure to be followed for the resolution of surveillance observations, deficiencies and other safety issues.

2. Types of Observations

Observations of a safety oversight exercise can be classified into the following categories:

Level 1 – A level 1 finding is any significant non-compliance with the applicable requirement which lowers the safety standard and hazards seriously the flight safety.

Level 2 - A level 2 finding is any non-compliance with the applicable requirement which could lower the safety standard and possibly hazard the flight safety.

The observations shall be intimated to the approved organizations in the form of Deficiency Reporting Forms (DRF), which has been standardized. The DRF shall specify the reference of the regulatory provision against which the observation has been made.

The organization shall respond promptly by providing a solution to rectify the systemic deficiency in order to preclude recurrence of similar observations in future. The corrective action plan which only removes and resolves the immediate concern without rectifying the system shall not be accepted as satisfactory permanent resolution.

3. Procedure

All organizations shall take prompt action of resolving the non-conformities brought out during the surveillance inspection, spot checks or safety audits conducted by DGCA.

After receipt of notification of findings, the approved organization shall define a corrective action plan and demonstrate corrective action to the satisfaction of the DGCA within a period depending upon the level of the finding.

Level 1 findings shall be addressed immediately and intimated to the respective DGCA office. However, in some cases, resolution of a Level 1 finding may take upto 7 days. DGCA office shall confirm/verify compliance action to ensure that the hazard to safety has been resolved. DGCA office shall also forward details of all such level findings to DGCA Hqrs where these are analysed by a Board of Aviation Safety and the correction action is reviewed.

Level 2 findings also must be resolved within a short time not exceeding 30 days.

Where the organization has not implemented the necessary corrective action within a period of 30 days, it may be granted a further period of 15

days by the Regional head of office subject to notifying the Accountable Manager. The past performance of the organization will be considered while granting the additional time period for corrective action.

Time period for compliance shall be counted from the next calendar day of the date of raising the DRF.

The accountable managers of the organization must evolve adequate and effective systems and procedures to address the findings and observations of the DGCA oversight. Various unit heads and post holders should take prompt action to address the issues involved. Where coordination among various units is needed (such as maintenance and procurement of store, spares etc; recruitment of necessary personnel etc), the accountable manager should ensure that the required coordination is affected.

Where the organization fails to implement the corrective action after the time period agreed with DGCA, the Regional office will forward the non-compliance report to DGCA Hqrs for consideration by the DGCA with appropriate recommendation.

Where no reasonable and justified reasons are assigned for non-implementation of the corrective action plan within the time frame agreed upon with DGCA office, necessary enforcement action will be initiated against the organization or the person responsible for non-compliance as the case may be.

4. The time periods as specified above supersede any other time periods specified in any other regulation such as CAR 21, CAR 145 etc. including procedure manuals. Variation of the time periods for compliance shall only be with the approval of the Director General.



(B. S. Bhullar)
Director General of Civil Aviation