

KEMENTERIAN PERHUBUNGAN
DIREKTORAT JENDERAL PERHUBUNGAN UDARA

PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA
NOMOR : KP 243 TAHUN 2017
TENTANG
PEDOMAN TEKNIS OPERASIONAL
PERATURAN KESELAMATAN PENERBANGAN SIPIL BAGIAN 19-02
(*ADVISORY CIRCULAR 19-02*)
SISTEM PELAPORAN SUKARELA
(*VOLUNTARY REPORTING SYSTEM (VRS)*)

DENGAN RAHMAT TUHAN YANG MAHA ESA

DIREKTUR JENDERAL PERHUBUNGAN UDARA,

- Menimbang :
- a. bahwa pada butir 19.59 dalam Lampiran Peraturan Menteri Perhubungan Republik Indonesia Nomor PM 62 Tahun 2017 tentang Peraturan Keselamatan Penerbangan Sipil Bagian 19 (*Civil Aviation Safety Regulations Part 19*) tentang Sistem Manajemen Keselamatan (*Safety Management System*) telah mengatur bahwa setiap penyedia jasa penerbangan harus melaporkan data kejadian dan informasi terkait keselamatan lainnya yang telah diperoleh dari sistem pelaporan sukarela (*voluntary reporting system*) kepada Direktorat Jenderal Perhubungan Udara;
 - b. bahwa untuk memberikan informasi dan panduan bagi penyedia jasa penerbangan dalam melakukan pelaporan kejadian melalui sistem pelaporan sukarela (*voluntary reporting system*) kepada Direktorat Jenderal Perhubungan Udara, perlu disusun suatu pedoman teknis operasional;

- c. bahwa berdasarkan pertimbangan sebagaimana dimaksud dalam huruf a dan huruf b, perlu menetapkan Peraturan Direktur Jenderal Perhubungan Udara Tentang Pedoman Teknis Operasional Peraturan Keselamatan Penerbangan Sipil Bagian 19-02 (*Advisory Circular 19-02*) Sistem Pelaporan Sukarela (*Voluntary Reporting System (VRS)*);

- Mengingat :
1. Undang-Undang Nomor 1 Tahun 2009 tentang Penerbangan (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 1, Tambahan Lembaran Negara Republik Indonesia Nomor 4956);
 2. Peraturan Presiden Nomor 7 Tahun 2015 tentang Organisasi Kementerian Negara (Lembaran Negara Republik Indonesia Tahun 2015 Nomor 8);
 3. Peraturan Presiden Nomor 40 Tahun 2015 tentang Kementerian Perhubungan (Lembaran Negara Republik Indonesia Tahun 2015 Nomor 75);
 4. Peraturan Menteri Perhubungan Nomor PM 189 Tahun 2015 tentang Organisasi dan Tata Kerja Kementerian Perhubungan (Berita Negara Republik Indonesia Tahun 2015 Nomor 1844) sebagaimana telah beberapa kali diubah, terakhir dengan dengan Peraturan Menteri Perhubungan Nomor PM 44 Tahun 2017 tentang Perubahan Kedua atas Peraturan Menteri Perhubungan Nomor PM 189 Tahun 2015 tentang Organisasi dan Tata Kerja Kementerian Perhubungan (Berita Negara Republik Indonesia Tahun 2017 Nomor 816);

5. Peraturan Menteri Perhubungan Nomor PM 62 Tahun 2017 tentang Peraturan Keselamatan Penerbangan Sipil Bagian 19 (*Civil Aviation Safety Regulations Part 19*) tentang Sistem Manajemen Keselamatan (*Safety Management System*) (Berita Negara Republik Indonesia Tahun 2017 Nomor 1098);

MEMUTUSKAN:

Menetapkan : PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA TENTANG PEDOMAN TEKNIS OPERASIONAL PERATURAN KESELAMATAN PENERBANGAN SIPIL BAGIAN 19-02 (*ADVISORY CIRCULAR 19-02*) SISTEM PELAPORAN SUKARELA (*VOLUNTARY REPORTING SYSTEM (VRS)*)

Pasal 1

Memberlakukan Pedoman Teknis Operasional Peraturan Keselamatan Penerbangan Sipil Bagian 19-02 (*Advisory Circular 19-02*) Sistem Pelaporan Sukarela (*Voluntary Reporting System (VRS)*) sebagaimana tercantum dalam Lampiran yang merupakan bagian tak terpisahkan dari Peraturan Direktur Jenderal ini.

Pasal 2

Direktur Jenderal Perhubungan Udara melakukan pengawasan terhadap pelaksanaan Peraturan ini.

Pasal 3

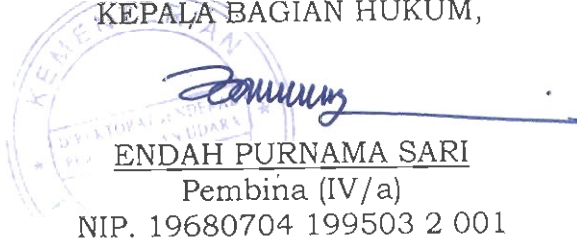
Peraturan ini mulai berlaku sejak tanggal ditetapkan.

Ditetapkan di Jakarta
pada tanggal 22 September 2017

DIREKTUR JENDERAL PERHUBUNGAN UDARA
ttd.

Dr. Ir. AGUS SANTOSO, M.Sc

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM,



ENDAH PURNAMA SARI
Pembina (IV/a)
NIP. 19680704 199503 2 001

LAMPIRAN
PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA
NOMOR : KP 243 TAHUN 2017
TANGGAL: 22 SEPTEMBER 2017

ADVISORY CIRCULAR

AC 19 – 02

VOLUNTARY REPORTING SYSTEM (VRS)

Edition : 1
Amendment :
Date :

REPUBLIC OF INDONESIA – MINISTRY OF TRANSPORTATION
DIRECTORATE GENERAL OF CIVIL AVIATION
JAKARTA – INDONESIA

FOREWORD

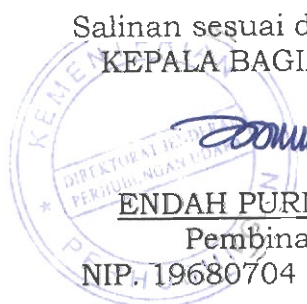
1. PURPOSE : This Advisory Circular has been prepared to guide and assist aviation personnel and/or aviation service provider, in the processes and procedures to report and administer the voluntary report.
2. REFERENCES : This Advisory Circular should be used in accordance with the applicable regulations.
3. CANCELLATION : -.
4. AMENDMENT : The amendment of this Advisory Circular shall be approved by the Director General of Civil Aviation.


DIRECTOR GENERAL OF CIVIL AVIATION

Signature.

Dr. Ir. AGUS SANTOSO, M.Sc.

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM,




ENDAH PURNAMA SARI
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AMENDMENT RECORD LIST

Amendment No.	Issue Date	Inserted By	Insertion Date
Original			

SUMMARY OF AMENDMENTS

Amendment No.	Source/s	Subject/s	Approved
0		New issued	

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CHAPTER I GENERAL

1. Purpose

This Advisory Circular is issued to provide guidance and assistance to aviation personnel and/or aviation service provider, to report and administer the Voluntary Report.

2. Objective

The objective of the Voluntary Reporting System is to enhance aviation safety through the collection of reports on actual or potential safety deficiencies that would otherwise not be reported through other channels. Such reports may involve occurrences, hazards or threats relevant to aviation safety.

This system does not eliminate the need for mandatory reporting of aircraft accidents and incidents to DGCA and NTSC required by the CASR 830, NOTIFICATION AND REPORTING OF AIRCRAFT ACCIDENT OR SERIOUS INCIDENT AND ACCIDENT OR SERIOUS INCIDENT INVESTIGATION PROCEDURES and CASR 19.57 Mandatory Reporting.

Reporters are encouraged to make use of their organization's internal SMS voluntary reporting system where applicable, unless they have no access to such a system or the incident or hazard is deemed beyond the scope of their organization's purview.

The Voluntary Reporting System is a voluntary, non-punitive, confidential reporting system established by the DGCA. It provides a channel for the voluntary reporting of aviation occurrences or hazards while protecting the reporter's identity.

3. Definitions

- a. Defences. Specific mitigating actions, preventive controls or recovery measures put in place to prevent the realization of a hazard or its escalation into an undesirable consequence.
- b. Occurrences which may represent a significant risk to aviation safety in Air Operator Area, Air-Navigation Area and Airport Area.
- c. Threats. It is the quantification of the possibility/probability of an attack against a specific target

- d. Errors. An action or inaction by an operational person that leads to deviations from organizational or the operational person's intentions or expectations.
- e. Violation. A deliberate act of willful misconduct or omission resulting in a deviation from established regulations, procedures, norms or practices.
- f. Hazard means condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function
- g. Operational personnel. Personnel involved in aviation activities who are in a position to report safety information.
Note.- Such personnel include, but are not limited to: flight crews; air traffic controllers; aeronautical station operators; maintenance technicians; personnel of aircraft design and manufacturing organizations; cabin crews; flight dispatchers, apron personnel and ground handling personnel.
- h. Safety means the state in which the risk of harm to persons or property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and risk management.
- i. Safety management system (SMS). A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.
- j. Safety risk. The predicted probability and severity of the consequences or outcomes of a hazard.
- k. State Safety Programme means an integrated set of legal acts and activities aimed at managing civil aviation safety in the State.

4. Regulatory References

Regulations. CASR Part 19.

CHAPTER II APPLICABILITY

1. Scope of the aviation sectors/areas covered by the system
 - a. Flight operations:

Scope of the aviation sectors/areas covered by the Voluntary Reporting System in flight operation such as:

 - 1) departure/en route/approach and landing;
 - 2) aircraft cabin operations;
 - 3) air proximity events;
 - 4) weight and balance and performance.
 - b. Aerodrome operations:

Scope of the aviation sectors/areas covered by the Voluntary Reporting system in Aerodrome operations such as:

 - 1) aircraft ground operations;
 - 2) movement on the aerodrome;
 - 3) fuelling operations;
 - 4) aerodrome conditions or services;
 - 5) cargo loading.
 - c. Air traffic management:

Scope of the aviation sectors/areas covered by the Voluntary Reporting system in Air traffic management such as:

 - 1) ATC operations;
 - 2) ATC equipment and navigation aids;
 - 3) Flight crew and ATC communications.
 - d. Aircraft maintenance:

Scope of the aviation sectors/areas covered by the Voluntary Reporting system in Aircraft maintenance such as aircraft/engine/component maintenance and repair activities.
 - e. Design and manufacturing:

Scope of the aviation sectors/areas covered by the Voluntary Reporting system in design and manufacturing such as aircraft/engines/components design or production activities.
 - f. Approved training organizations:

Scope of the aviation sectors/areas covered by the Voluntary Reporting system in Approved training organizations such as training activities involving flight operations.

- g. Miscellaneous:
Passenger handling operations related to safety, etc.

2. Who can make a voluntary report

If you belong to any of these groups, you can contribute to aviation safety enhancement through the Voluntary Reporting System by reporting on occurrences, hazards or threats in the aviation system:

- a. Flight and cabin crew members;
- b. Air traffic controllers;
- c. Licensed aircraft engineers, technicians or mechanics;
- d. Employees of maintenance, design and manufacturing organizations;
- e. Aerodrome ground handling operators;
- f. Aerodrome employees;
- g. General aviation personnel;

3. When to make such a report

You should make a report when:

- a. You wish for others to learn and benefit from the occurrence or hazard report, but are concerned about protecting your identity;
- b. There is no other appropriate reporting procedure or channel;
- c. You have tried another reporting procedure or channel without the issue having been addressed.

4. What kind of report content can we accept

We can accept that the reports adhere to the following valid report requirements such as:

- a. The report is valid if the report was provided by an individual directly involved in aviation or organizations involved in aviation of which the individual belongs to.
- b. The report is valid if during aviation activities, the individual directly experienced using his/her five senses an event adhering to the following conditions (hearsay from third-parties are excluded):
 - 1) An event that has the possibility to affect the safety of civil aviation activities.
 - 2) An event that is not required to be reported under MOR system, and other related rules/ regulations eg. CASR 121. 703, CASR 135.703

CHAPTER III REPORTING PROCEDURE

1. How to reports;
 - a. Reporter during aviation activities, the individual directly experienced using his/her five senses an event adhering to the following conditions that stated on Chapter II, Paragraph 4.b.
 - b. Reporter choose way to report (by internal sms organization, by web reporting, by email etc) using report format see appendix A, B, C, and D.
 - c. If there something matter to be discussed with SSP admin, reporter can contact admin first before make report.
 - d. Reporter fill voluntary report by describing occurrence as clear as possible.
 - e. SSP Admin will contact reporter if need additional information.
 - f. Reporter will receive notification email from SSP Admin and code to monitor report progress.
 - g. Reporter can see feedback via Voluntary Report Bulletin as publish in SSP website (<http://ssp.hubud.dephub.go.id>).

2. Voluntary Reporting Forms

Standard report forms, designed in consultation with industry, are available.

Aviation Service Provider may wish to use a report format designed to meet their own system requirements. In such cases the in-house document(s) should, as far as possible, follow the general format of the DGCA model.

There are four ways to report Voluntary Reporting by the aviation personnel such as:

- a. Postal Mail
DGCA SSP FORM VRS- 001 (Appendix A)
- b. Website
DGCA SSP FORM VRS-002 (Appendix B)
- c. Email
DGCA SSP FORM VRS-003 (Appendix C)
- d. Facsimile
DGCA SSP FORM VRS-004 (Appendix D)


3. How to contact the Voluntary Reporting System administrator

Reporter are welcome to call the SSP Administrator Team to enquire about the Voluntary Reporting System or to request a preliminary discussion with the Voluntary Reporting System administrator before making a report. The administrator team can be contacted during office hours from Monday to Friday at the following telephone numbers:

Telephone No : +62 811 9999 20

Email : ssp_dgca@dephub.go.id

APPENDIX A

	<p>MINISTRY OF TRANSPORTATION DIRECTORATE GENERAL OF CIVIL AVIATION STATE SAFETY PROGRAM (SSP) Karya Building 22nd floor Jalan Medan Merdeka Barat No. 8 Jakarta Pusat Telp. : (+62-21)3506664 - 3506665 Fax : 3506663 PO Box 3049, Jakarta 10110 website: ssp.dephub.go.id ; e-mail : ssp_dgca@dephub.go.id</p>	<p>Form SSP/VRS/001</p>
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VOLUNTARY AND CONFIDENTIAL REPORT (VRS)

Contact Information	
<p><i>We can use the Name, e-mail and telephone for contacting you. After that we will delete this information. Also, we will not give these information to anybody and everybody</i></p>	
Name;	
Telephone;	
Email;	
Kind of Duty; (Pilot, Stewardess, Mechanic, Ground handling, ATC, Airport Staff, and other Aviation Personnel Staff)	
Outline of Reporting	
Content of Report (Isi Laporan)	
Situation of Occurrence (Kondisi Kejadian)	
Comments (Important Information, Lesson Learn, issued)	

APPENDIX B

NATIONAL AVIATION SAFETY PROGRAM
DIRECTORATE GENERAL CIVIL AVIATION

Voluntary Confidential Reporting

Your identity will be treated confidentially and will merely be used if the Directorate General of Civil Aviation considered necessary to contact you for further information and for safety analysis interest which needs to be conducted.
 Please fill marked (*) fields

GENERAL INFORMATION

Name(*) :

Phone(*) :

email(*) :

REPORTED CONDITION

Organization Type(*) : OTHERS

Organization :

Occurrence Location(*) :

Occurrence Date and Time(*) :

Report Message(*) :

<http://ssp.hubud.dephub.go.id/id/it>

MINISTRY OF TRANSPORTATION OF THE REPUBLIC OF INDONESIA
NATIONAL AVIATION SAFETY PROGRAM

HOME FAQ DOWNLOAD VOLUNTARY HAZARD REPORTING SSP APPLICATION

NO DANGEROUS GOODS ON AIRCRAFT

Jika Anda mengetahui adanya barang-barang berbahaya tersebut, segera hubungi petugas atau gunakan layanan pelaporan Portal Sistem Database Keselamatan Penerbangan Nasional dengan mengakses portal SDKPN di alamat <http://ssp.hubud.dephub.go.id> atau lewat fasilitas SMS ke: 0811-9999-20

Safety Reference

- **Acceptable level of safety**
 Absolute safety is generally an unachievable and very expensive goal. Therefore the concept of acceptable safety has been
- **Safety culture**
 Safety Culture is the way safety is perceived, valued and practised in an organisation. It reflects the real commitment
- **Mandatory occurrence reporting**
 To facilitate collection and exchange of information on actual or potential safety hazards and deficiencies and contribute

[See All Updates](#)

APPENDIX C

To: ssp_dgca@dephub.go.id

Voluntary and Confidential Report (VRS) to DGCA

Dir Administrator of VRS,

I will submit the voluntary report to you as follow.

Please be useful for aviation safety.

Best regards,

【Name】

【E-mail】

【Telephone】

【Kind of Duty】 (Pilot, Stewardess, Mechanic, ATC, Airport staff, etc.)

【Outline of Reporting】

(1) Content of Report

(2) Situation of Occurrence

(3) Comments (Important Information, Lesson Learn, Issue, etc.)

APPENDIX D

Facsimile Sheet of Voluntary and Confidential Report (VRS)

Dear Administrator of VRS	Facsimile number: +62 21 3452134
<p>Thank you so much for providing information to VRS. If we would like to know more information (such as background/factor of that event) about your report, we will contact you. So please fill in the following matters. We will use this information only for aviation safety and we will dispose this document after we finished its analysis</p>	
Name:	Email:
	Telephone:
<p>Kind of Duty (Pilot, Stewardess, Mechanic, Ground handling staff, ATC, Airport staff, Other aviation staff, etc.) _____</p>	

Outline of Reporting:

(1) Content of Report

(2) Situation of Occurrence

(3) Comments (Important Information, Lesson Learn, Issue)

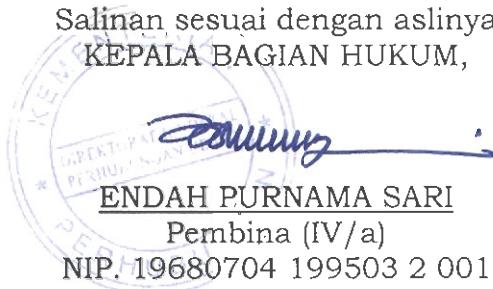
If you need more papers or you want to show a picture on the paper, you can add more paper if necessary.

DIRECTOR GENERAL OF CIVIL AVIATION

Signature.

Dr. Ir. AGUS SANTOSO, M.Sc.

Salinan sesuai dengan aslinya
KEPALA BAGIAN HUKUM,



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