



دستورالعمل های هواپیمایی کشوری
Civil Aviation Directives (CAD)

دستورالعمل ۲۵۱۳
CAD 2513

**Sending experts to the state of occurrence Procedure,
when Iranian citizens involved (killed or injured) in accident**

دستورالعمل اعزام کارشناسان به کشوری که اتباع ایرانی در سانحه کشته
و یا دچار صدمه جدی شده باشند



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دفتر ایمنی و بررسی سوانح

شماره سند: FS-CAD-2513-02

صفحه ۱ از ۷

دستور العمل اعزام کارشناسان به کشوری
که اتباع ایرانی در سانحه کشته و یا دچار
صدمه جدی شده باشند



سازمان هواپیمایی کشوری
معاونت استاندارد پرواز



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صفحه ۳ از ۷

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لیست صفحات موثر:

شماره صفحه	تاریخ صدور اولیه	تاریخ بازنگری	کد بازنگری
کلیه صفحات	آبان ۱۳۸۹	آذر ۱۳۸۹	۰۲

کد بازنگری: ۰۲

تاریخ بازنگری: آذر ماه ۱۳۸۹

تاریخ صدور اولیه: آبان ۱۳۸۹

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GENERALITIES:

The CAO. IRI have got procedures regarding for sending an expert or team (as advisors) to the state of occurrence when the CAO. IRI having suffered fatalities or serious injuries to its citizen in accident for notifying and assistance to aircraft accident victims and killed and their families .

The family assistance mission tasks of CAO. IRI that follow an aviation crash (in relative above mentions) in another territory are:

1. Make initial notification to family members of victims involved in the aviation crash based on the total person on board list documents land other available information.
2. Monitor search and recovery operations conducted by the local jurisdiction and offer assistance where needed to the investigator – in – charge (IIC).
3. Assist to IIC for determines the status and location of victims.
4. Assist to IIC for the local medical examiner.
5. Assist the local medical examiner in the identification of fatalities and the notification of their families with coordination of the IIC.
6. Provide psychological and logistical support and services to victims and their family members with coordination of the IIC.
7. Provide daily briefings to families on the progress of recovery efforts, identification of victims during investigation, and other areas of concern with coordination of the IIC.
8. Arrange for a memorial service for the fatalities and their family members with coordination of the IIC.
9. Provide for the return of personal effects with coordination of the IIC .
10. Maintain contact with victims and their families to provide updates on the progress of the investigation and other related matters with coordination of the IIC.

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IMPLEMENTATION:**FAMILY ASSISTANCE PROVIDERS**

A. The CAO. IRI have several roles in the provision of family assistance when the accident occurs in another territory after receiving notification from the state of the occurrence. These include :

.Determined expert (s) for participation in investigation that they are from AIG department (accredited representatives and their advisers) and other team members for family assistance and survivors and legal process (under supervision of IIC) by CAO. IRI

. Notify the state of occurrence by requesting letter of CAO. IRI for introducing of the above members and providing travel program.

- Preparing a plan to ensure that aircraft accident victims and their families receive the types of family assistance to which they are entitled, as determined by the state of the occurrence ;

- Coordination with the resources involved in providing family assistance as following:

- 1- The aircraft operator (If the IR. IRAN is state of the operator)

- 2- Autopsy representative of IR.IRAN

- 3- The police representative of IR.IRAN


- 4- Diplomatic and consular staff of IR.IRAN in state of occurrence.

- 5- The security representative of IR.IRAN

- providing necessary documents about the aircraft operator, the aircraft, cockpit & cabin crew, passengers...by requesting of the IIC.

- Coordination with the IIC that human remains are identified;

- Providing for the return of human remains to the IR.IRAN ,with coordination of the IIC.

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- Facilitating travel by family members to the hospitals where injured victims are being treated, the accident site and memorial services with coordination of the IIC.

- Facilitating onward travel for survivors with coordination of the IIC.

- providing families and survivors with information on the progress of the investigation of the accident with coordination of the IIC.

B. The aim of the information is to assist to the state of occurrence in determining who is entitled to family assistance following an aircraft accident and the nature of that assistance. After the state of occurrence has determined which persons are entitled to each type of assistance, the next consideration is to establish which agencies will provide that assistance. A coordinator should be designated prior to the occurrence of an accident.

THE AIRCRAFT OPERATOR (If IR.IRAN IS STATE OF THE OPERATOR)

A. The aircraft operator is normally the best entity to establish whether or not a person has been involved in an aircraft accident. The CAO. IRI that requires each aircraft operator to maintain an accurate passenger manifest to facilitate the identification of any of their citizens who may be involved in an aircraft accident. The operator may also be required to have a plan for the provision of family assistance in the event of an accident in another state territory.


B. The aircraft operator should have an adequate number of suitably qualified persons available to answer inquiries concerning the passengers involved. The normal means of telephone, the telephone numbers having been promulgated by the aircraft operator. The aircraft operator should also make every endeavor to ensure that the immediate family of any aircraft accident victim, about whom no inquiry has been made, is notified of the victim's involvement in the accident.

NOTE 1: The following mentions are with approval by CAO. IRI and with coordination of the

IIC. (If IR.IRAN is state of the operator)

C. Other types of family assistance in which the operator can be expected to have a major role are:

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- Transportation for the families and the survivors;
- The provision of secluded facilities for those persons awaiting an aircraft that will not arrive as the result of an accident and for those returning to the departure point after learning of an accident;
- The provision of privacy for the families and the survivors;
- Immediate financial assistance for the dependents of victims;
- The provision of counseling services for the families and the survivors;
- Arrangements for a visit to the accident site for the families and the survivors;
- Arrangements for memorial services and erection of memorial structures;
- Transportation for the families to any memorial service;
- The escorting and sheltering of families and survivors who visit the accident site and attend memorial services;
- The collection of ante-mortem information to assist in the identification of human remains;
- The return of human remains to their home country;
- Assistance with funeral arrangements, if desired;
- The location, storage and return of personal effects to the families and the survivors; and
- The provision of information on matters related to the care of the families and the survivors

NOTE 2 : The aircraft operator could had contraction with coordinating agency and counseling and aid agencies for some of the above mention or assign special group for these functions in airline(s) before occurring accident by approval of CAO.IRI.

NOTE 3: In the case of code-share flights and airlines that are members of an alliance, the partner airlines should assist with these tasks, particularly when an accident occurs away from the home base of the airline.

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