



INFORMATION BULLETIN

13/2012

(25 November 2012)

SUBJECT	:	AVIATION SAFETY AFFAIRS SECTOR HOTLINE 24/7
ORIGINATOR	:	POLICY, REGULATION AND PLANNING
STATUS	:	INFORMATION
ADDRESSED TO	:	ORGANIZATIONS/PERSONNEL APPROVED BY THE GCAA
DATE	:	25 NOVEMBER 2012

1. PURPOSE

The purpose of this Information Bulletin is to introduce the Safety Sector's 24/7 hotline which is intended to ensure uninterrupted communication between industry and the following GCAA Departments within Aviation Safety Affairs (Airworthiness, Flight Operations and Licensing Department) for resolving urgent/critical issues and to further enhance communication/customer satisfaction through 24/7 hotline mobile numbers.

2. APPLICABILITY

The information contained in this IB is applicable to all Organizations/Personnel approved by the GCAA.

3. IMPLEMENTATION

The GCAA has assigned Principle Inspector as the single (focal) point of contact for each organization in order to ensure a centralized action oriented and quick response to customer needs. In the past, customers have highlighted their inability to contact the Principle Inspector after working hours. Therefore, the GCAA has activated 24/7 hotlines as an alternate means of communication in case of emergency or unavailability of the Principle Inspector. The activation of the mobile phone number is mainly to assist the industry in an emergency situation.

All organizations/personnel approved by the GCAA are required to initially contact their Principal Inspectors prior to using the 24/7 hotline for communication. The Principal Inspector will continue to be the primary focal point of contact.

The following numbers will be attended to by GCAA personnel on 24/7 basis and calls made to the number will be recorded:

Airworthiness Department	:	+97150 8127849
Flight Operations Department	:	+97150 8127846
Licensing Department	:	+97150 8127814

Note: These hotline numbers are not to be confused with Duty Investigator hotline intended for reporting serious incidents/accidents.

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