PREFACE

The Cabin Safety Inspectors Handbook has been prepared for use and guidance of officers of Air Safety Directorate and Cabin Safety Inspectors in the performance of their duties.

All matters pertaining to Cabin Safety Inspector’s duties, responsibilities and procedures have been covered to the extent possible. Officers are expected to use good judgment while dealing with the matters where specific guidance has not been given. While exercising their delegated powers, officers should follow the Sl. Nos. 2.3 and 2.4. Changes in aviation technology, legislation and developments within the industry may necessitate changes to requirements and the relevant procedures followed by DGCA.

The manual will be updated from time to time commensurate with changes in regulations and / or based on suggestions received.

(A. K. Sharan)
Joint Director General

25th Oct’2012
FORWARD

Quote: “SAFETY – THE BODY LANGUAGE OF AVIATION”


A special training curriculum is designed to ensure thorough training in Inspection procedures and audits. The audit / Inspections are conducted in a systematic approach in order to ensure consistency in adherence to the regulator’s requirements with the CAR and continuous improvement in areas of Safety.

This manual is to guide the Cabin Safety Inspector’s in carrying out their duties in order to ensure that the operator’s provide the highest possible national / international safety standards during flight operations. This manual becomes legal and sets forth obligations, as well as standards for Cabin Safety Inspectors.

All Cabin Safety Inspectors must know how to refer this manual, chapter-per- chapter, at any given moment. A successful inspection and audit depends largely on the conduct of the personnel and the example they set with composure, Initiative, Alertness and Good Judgment.

We expect all Cabin Safety Inspectors to be safety conscious at all times.

DATE: 25th Oct’2012

PLACE: New-Delhi
## RECORD OF AMENDMENTS

<table>
<thead>
<tr>
<th>Revision Number</th>
<th>Page(s) affected</th>
<th>Date Entered</th>
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<tr>
<td>1.</td>
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<td>4.</td>
<td>11</td>
<td>15/10/2012</td>
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<td>5.</td>
<td>19, 20</td>
<td>15/10/2012</td>
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<tr>
<td>6.</td>
<td>23</td>
<td>15/10/2012</td>
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<tr>
<td>7.</td>
<td>28</td>
<td>15/10/2012</td>
<td></td>
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<tr>
<td>8.</td>
<td>31</td>
<td>15/10/2012</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>37</td>
<td>15/10/2012</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>38, 39, 40, 41</td>
<td>15/10/2012</td>
<td></td>
</tr>
</tbody>
</table>
# General - Chapter 1

1.1 Introduction 7

1.2 Publication, Distribution & Amendment of Manual 7

1.3 Interpretation 7

# Policy & Administration - Chapter 2

2.1 Cabin Safety Program 9

2.2 Line and Functional Management 10

2.3 Cabin Safety Inspector Conduct 11

2.4 Conflict of Interest 11

2.5 Cabin Safety Inspector Training 11

2.6 Cabin Safety Inspector Credentials & Documentation 11

2.7 Publications 12

2.8 Air Operator Publications 12

2.9 Cabin Safety Inspector Travel (AlC2 of 1978) 12

2.10 Proposed Audit Surveillance & Standards 12

2.11 Origin of Proposed Regulatory Amendments 13

2.12 Task Groups 13

2.13 Occupational Health & Safety 13

# Approval of Air Operator - Chapter 3

3.1 Approval Process 15

3.2 Approval Procedures 15

3.3 Approval Process for Cabin Safety Personnel 15

3.4 Approval of Training Center 16

3.5 Approval of Training Manual 16

# Regulatory Approvals - Chapter 4

4.1 Delegation of Authority 17

4.2 Dispensation 17

4.3 Air Operator Merger or Take over 17

4.4 Cabin Safety Inspector Responsibilities 17

4.5 Aviation Occupational Health & Safety 18

4.6 Security 18

4.7 First Aid 18

4.8 Dangerous Goods 18

4.9 Documentation Review 18

4.10 Emergency Evacuation Trainer Approvals 19

4.11 Approval Letters 19

4.12 Acceptance Letters Non-Compliance Letters 20

4.13 Non-Compliance Letters 20

# Inspections Chapter 5

5.1 Cabin Safety Inspection Program 22

5.2 Monthly Inspection Plan & Frequency of Inspection 22

5.3 Inspection Responsibilities 23

5.4 Inspector Identification 23

5.5 Routine Inspections 24

5.6 Special Purpose Inflight Inspections 24
5.7 General On-Board Inspection Procedures 24
5.8 Ramp & Inflight Inspections – Preparation 26
5.9 Ramp Inspections 26
5.10 Inflight Inspections 27
5.11 Ramp & Inflight Inspections – Debriefing 30
5.12 Cabin Crew Training Program Inspections 31
5.13 Inspection Reports 32
5.14 Base Inspections 33
5.15 Audits 35
5.16 Regulatory Services 35

Annex 1 – Publications 37
Annex 2 – Training Requirements 38
Annex 3 – All Check / Inspection Forms 42
Chapter 1 – GENERAL

1.1 INTRODUCTION
The Cabin Safety Inspector Hand Book (CSIHB) has been prepared for use by Cabin Safety Inspectors. The content of the hand book directs the activities of Cabin Safety Inspectors and provides procedural guidance regarding routine cabin safety tasks. Each Cabin Safety Inspector must have a thorough knowledge of the contents of this manual and adhere to the policies and procedures contained herein. Consistent application of CAR, Cabin Safety Circulars, Aircraft Act/Rules/Policies and guidelines will enable cabin safety matters to be conducted in a uniform/standardised manner on a national basis. Cabin Safety Inspectors may encounter new or unique issues and situations for which no specific guidance has been provided. Consultation with Jt. Director General of Civil Aviation - Air safety is recommended in such circumstances. This process will increase awareness by all Cabin Safety Inspectors and achieve consistency nationally.

1.2 PUBLICATION, DISTRIBUTION & AMENDMENT OF MANUAL
A copy of the CSIHB and amended editions will be issued to all Cabin Safety Inspectors; and other interested parties. The CSIHB shall be accessible on the DGCA Internet and Intranet sites. Recipients are responsible to ensure that their CSIHB is up to date. The Air Safety Directorate is responsible for the preparation and distribution of the CSIHB and any changes to the manual. Cabin Safety Inspectors and other interested parties are invited to submit suggestions and material for this manual to be considered in the amendment process by submitting their suggestion(s) and supporting justification to the Joint Director General Civil Aviation-Air Safety, Air Safety Directorate. The CSIHB is reviewed annually and amended periodically. When procedural changes occur, they are first distributed in the form of Bulletins. These Bulletins are to be inserted into Chapter 6 of the CSIHB.

1.3 INTERPRETATION
Chief of IFS includes all the designated executives of various scheduled/non-scheduled operators.
CHAPTER 2 – POLICY & ADMINISTRATION

2.1 CABIN SAFETY PROGRAM
The Cabin Safety Division is part of the Air Safety Directorate, Office of the Director General of Civil Aviation, Government of India.
The Cabin Safety Division is administered by the Joint Director General of Civil Aviation, Office of the Director General of Civil Aviation whereas functional control is by Director/Dy Director Airsafety.
The Cabin Safety Division is responsible for the development and application of regulations, standards, policies and guidance material on a national basis.

Cabin Safety Division
The role of the Cabin Safety Division is to develop and maintain regulations, standards, guidance, policy and inspection criteria on issues relating to safety and emergency equipment on board passenger carrying aircraft, passenger safety related operational procedures, design of tool kits based on incident/accident/surveillance analysis, cabin crew training, and cabin crew manuals. The Cabin Safety Division shall deal with the aviation industry, such as associations and unions, on a national basis rather than the individual operators. (If Required)
The Cabin Safety Division provides functional direction and support to Operator’s surveillance Inspectors. The Cabin Safety Program is monitored through:
• Quality Assurance Reviews (QARs),
• Feedback from Operator’s surveillance Inspectors and Airline Industry,
• Operating crew reports and feedback on safety related matters and
• Passenger input.

Key Activities
• Develop new regulations and propose amendments to the cabin crew related CAR.
• Research and develop national policies and procedures for use by all Cabin Safety Inspectors.
• Develop and provide cabin safety specialty training courses and national workshops to inspectors, Directors and industry representatives (nominated by the operator).
• Research and develop cabin safety policies, procedures, tool kit to ensure standardization for operators engaged in the transportation of passengers in India.
• Conduct technical and operational research of cabin safety requirements, analyze regulations from foreign regulatory authorities, and provide recommendations.
• Conduct inspections, surveillance, audits, evaluations and approvals in support of the Cabin Safety program.
• Represent Cabin Safety on national and international cabin safety advisory committees and Task groups to promote safety practices, awareness, and global harmonization. (If Required)
• Provide expert advice and technical guidance on cabin safety requirements and standards to other government departments, agencies, aviation industry, union representatives, and the general public. (If Required)
- To participate in international/national workshops and trainings in the field of cabin safety.

INSPECTOR, CABIN SAFETY DIVISION
The Cabin Safety Inspectors carry out all the duties of the division. Cabin Safety Inspectors ensure the national Cabin Safety Program is managed and implemented in accordance with DGCA requirements and standards. This is done by monitoring and periodically auditing different components of air operators training programs and manuals, safety and emergency equipment and procedures, minimum equipment lists and cabin emergency evacuation trainers. Oversight is achieved through various inspections. Cabin Safety Inspectors deal directly with individual operators. Cabin Safety Inspectors must be familiar with regulatory requirements and confirm compliance through the inspection process.

Qualifications
The entry requirements for a Cabin Safety Inspector include a requirement for operational and management experience with an operator, in addition to extensive knowledge and skills in their specialty area. Experience in training program development, design of procedures, instructional techniques and supervision are essential requirements for a credible inspector. The new inspector undergoes extensive formal training as well as guided on the job training. Cabin Safety Inspectors are not required to maintain Cabin Crew qualifications, nor do they act as operating Cabin Crew or Crew Members.

2.2 LINE & FUNCTIONAL MANAGEMENT
Air Safety Directorate implements line and functional relationships within and between Headquarters and the Regions. Regional Cabin Safety Inspectors report to their Regional DGCA Director-Air-safety for line authority. The Director Cabin Safety Division (Director-Air safety) provides functional authority and guidance. (For further details refer para 2.5)

Organizational Structure
The Cabin Safety Division consists of Safety Inspectors on secondment from various Scheduled/Non-Scheduled Operators within India, each specializing and overseeing their portion of the program.
2.3 CABIN SAFETY INSPECTOR CONDUCT
In view of the potentially antagonistic situations that Cabin Safety Inspectors may encounter, exemplary conduct must be emphasized. As representatives of DGCA, it is crucial that a professional image be projected at all times. When in doubt, consultation with an immediate Supervisor is recommended. At all times, the Cabin Safety Inspector must refrain from expressing disagreement with the regulations, standards and policies, which must be enforced. Cabin Safety Inspectors must be able to identify, through personal experience, ethics and values that play a significant role in the workplace. (For further details refer Enforcement Policy and Procedures Manual para 3.4)

2.4 CONFLICT OF INTEREST
If a Cabin Safety Inspector has any doubt as to whether or not a conflict of interest exists, he/she shall consult with his/her immediate superior. To avoid the perception or any potential of conflict of interest, it is policy to restrict the new Cabin Safety Inspector from activities involving the air operator from which the Inspector was hired immediately prior to joining Air Safety Directorate as a Cabin Safety Inspector. This restriction is usually imposed for a period of two months and it can be suitably altered with the approval of Joint Director General - Air Safety. (For further details refer Enforcement Policy and Procedures Manual para 3.5)

2.5 CABIN SAFETY INSPECTOR TRAINING
The Cabin Safety Inspector must be trained in every aspect of his/her duties. Minimum training requirements are set out in Chapter 6 Annex 2 in this manual. The duration as mentioned below:

1. An initial training (Classroom or On the Job or both) upon joining the Cabin Safety Division of the Air Safety Directorate.
2. An annual refresher every year as per the schedule decided.

Training of new Cabin Safety Inspectors is under the direction of the Joint Director General / Deputy Director General – Air safety. As a representative of DGCA, it is imperative that the Cabin Safety Inspector maintain the knowledge and skills required to fulfill his / her responsibilities and maintain qualifications. This is accomplished through attendance at appropriate technical and non-technical training courses. Required training is identified in an annual training plan approved by the Joint Director General or Deputy Director General Civil Aviation, Air Safety Directorate. A training record must be established and maintained for each Cabin Safety Inspector at Cabin safety Division.

*Note: The number of the days for training may vary as per the availability of the DGCA Officials.*

2.6 CABIN SAFETY INSPECTOR CREDENTIALS & DOCUMENTATION
**DGCA Official Credentials**
Official authorization is issued to DGCA officials pursuant to regulatory requirements. The cardholder is authorized to exercise or perform such power, duty or function set forth in the delegation of authority by the Director General Civil Aviation. These credentials also permit
access to airside and other restricted areas within an aerodrome when necessitated by work.

**Passport/VISA**
Cabin Safety Inspectors are required to obtain and maintain a valid Indian passport. Inspection activity may involve travel to a foreign country that imposes a visa requirement for entry and/or exit. It is the responsibility of the Cabin Safety Inspector to ascertain Visa requirements and obtain proper documents prior to international travel.

**Health Documents**
Inspection activity may involve travel to an area in which certain medical health precautions are recommended and/or required. It is the responsibility of the Cabin Safety Inspector to ascertain the need for and to obtain health precautions, vaccinations and/or medication, and to initiate action as necessary.

**Reimbursement for Travel Documents**
As applicable

**Loss or Theft of Documents**
It is the responsibility of the Cabin Safety Inspector to report the loss or theft of any credential or identification cards to his/her administrative officer.

**Renewal of Documents**
Cabin Safety Inspectors must be aware of the expiry dates of their various identification documents and travel documents (e.g. passport, visa, Authorisation), and must ensure to renew the applicable document(s) prior to its expiration date.

### 2.7 PUBLICATIONS
The Cabin Safety Division at the DGCA headquarters is responsible for ordering all publications/Manuals to be held by the Cabin Safety Inspector(s). Refer to Annex 1 for a list of publications. Each Cabin Safety Inspector is responsible for familiarizing themselves with the content of such publications and incorporating changes upon receipt of required amendments. The Cabin Safety Inspector should make every effort to ensure that any reference documentation is the most current available.

### 2.8 AIR OPERATOR PUBLICATIONS
Cabin Safety Inspectors may obtain copies of national air operators’ Cabin Crew Training Manuals, Safety emergency Procedures Hand book, Cabin Attendant Training Manuals, Cabin Attendant Administration Manuals and amendments thereto, by coordinating the request through the Cabin Safety Division for a particular air operator. Manuals and training programs published by the air operator are for the use of their personnel and are provided to DGCA for reference and approval purposes. No part of the content will be disseminated to any other organization or individual.

### 2.9 CABIN SAFETY INSPECTOR TRAVEL. (AIC 2 of 1978)
Cabin Safety Inspector Tickets and necessary facilitation will be used when, In-flight Cabin Safety inspections are conducted on domestic and international flights operated by air operators in accordance with the procedures outlined in chapter 5.

### 2.10 PROPOSED AUDIT SURVEILLANCE & STANDARDS
The Proposed Audit Surveillance & Standards works towards identifying the need for audit/surveillance, frequency of audit based on the workload of Cabin Safety Inspector. The other factors in consideration are the size of airline operations, fleet size and past records. See chapter 5, section 5.2 for more information on monthly inspection plan and frequency of inspections.
2.11 ORIGIN OF PROPOSED REGULATORY AMENDMENTS

Origin of Proposed Regulatory Amendment is the first step in the process to add, revoke or revise a rule in the Civil Aviation Requirements.

To recommend a change to a regulation or standard, Cabin Safety Inspectors should:

• Identify the issue and the recommended change;
• Include substantial justification to justify a change to a regulation or standard; and
• Forward the information to the Cabin Safety Division for review.

Cabin Safety Division will:

• Review the submitted information with Air Safety Directorate.
• Determine if an amendment is necessary. In the case of a regulatory amendment, determine the necessity by performing a Risk Assessment;
• Once approved, draft and submit amendment to the JDG, Air Safety.

2.12 TASK GROUPS

Task Groups or otherwise known as Working committees play a significant role in the decision and rule making process at DGCA. Working committee member’s responsibilities are decided on need basis by JDG and Director of Cabin Safety Division-Air safety Directorate.

Team members are responsible to keep key individuals within his/her respective committee fully and completely advised and informed of decisions reached, unresolved issues, and planned action to resolve issues. Therefore, a lead Cabin Safety Inspector should be chosen to manage the co-ordination of information when there is more than one Cabin Safety Inspector assigned to a working group/Task Group.

2.13 OCCUPATIONAL HEALTH & SAFETY

Inspectors shall tie loose clothing and long hair, and remove dangling accessories, rings or other jewellery that might become entangled with a machine, moving part of a machine, or come in contact with energized electrical equipment.

Inspectors, while conducting inspections or investigations, may be exposed to hazards such as: presence of dangerous goods and radiation, moving objects, equipment or equipment parts, electrical wire or extension cords, protruding edges, sharp objects, reduced visibility zones, stairs, wet environment, cluttered areas, manipulation of packages, working in a cold or hot natural or industrial environment, direct sunlight, noise and vibration, falling objects, poor lighting, adverse weather conditions, static electricity, or dusty environment.

Probability and frequency at which Inspectors may be exposed to those hazards vary depending on activity.

Inspectors are expected to take care of their own safety and the safety of the group involved while conducting inspections. Inspectors are required to wear reflective jackets while moving on the Air side.
CHAPTER 3 – APPROVAL OF AIR OPERATOR/s

3.1 APPROVAL PROCESSES
The Cabin Safety Division is responsible for Cabin Safety related Certification/ approval issues only.
The basic areas of involvement of cabin safety division in approval process are –
2. Cabin Safety Personnel assessments and approval
3. Cabin crew training facility approvals
4. Any other approval process as directed by the superiors
When recommended practices, as published by DGCA, are not adopted by an operator, the operator must provide an alternate means of compliance. This alternate means is to be thoroughly reviewed by the Cabin Safety Inspector to ensure that safety is not compromised. Any deviation from the recommended practice is to be documented on the operator’s file with supporting justification. DGCA may publish recommended practices in various formats, such as CAR or Advisory/Cabin Safety Circulars

3.2 APPROVAL PROCEDURES
During the approval process the Cabin Safety Inspector is responsible to complete the following steps:
- Brief the air operator on the approval process and requirements;
- Review submitted documents and recommend for approval as outlined in Chapter 4; and
- Conduct inspections as outlined in Annex.

3.3 APPROVAL PROCESS FOR CABIN SAFETY PERSONNEL
The approval process for Cabin safety personnel is described as below
3.3.a) Approval process for Cabin Crew
After following the training procedures mentioned in CAR, the operator shall approach the Cabin safety Division for the conduct of written examination and viva voce. A multiple choice question paper consisting of 50 questions shall be answered by the cabin crew under training. The exam shall be of a duration of 1 hour and 15 minutes. The pass percentage shall be 80%. Only successful cabin crew shall be called for an aircraft viva. The cabin crew must qualify in the viva voce by attaining 80% before they can be cleared for their observation flights. Trainee cabin crew failing to attain the pass percentage during their written/viva shall be subjected to a corrective training programme before being retested. The operator shall be responsible for the conduct of retest under intimation to the cabin safety division.

3.3.b) Approval process for SEP Instructor for Cabin Attendant
After following procedures mentioned in CAR an application has to be made to cabin safety division. A nominated official from Cabin safety Division will conduct the competency check on the SEP Instructor. On successful completion of competency check the SEP Instructor will be called to present before the board. The board shall consists of a minimum of three members including the Cabin Crew Nodal Officer of the respective airline and other officers from the DGCA, headed by an officer of rank not lesser than Deputy Director.

3.3.c) Acceptance process for Nodal officers
Nodal Officers are the representatives of the operators to implement requirements of DGCA in their respective airline and to liaise with cabin safety division. Acceptance of nodal officer is based on the application made by the operator and suitability check will be conducted by the cabin safety division. The representative found suitable will be accepted as nodal officer to liaise with DGCA and to implement the requirements. The approval request for various cabin safety personnel, Authorised Signatories etc, shall be sent through the Nodal officer of the operator to the Cabin Safety Division.

The approvals issued for the individuals shall be entered in suitable SEP records or log books incase of instructors. If the approved cabin safety personnel switch from one operator to another considering the changes in the equipments and SOP the personnel may need a fresh approval.

3.4 Approval of Training Facilities
All the SEP trainings shall be conducted only at an approved training facility. Whenever, an operator begins new operations or moves his training facility to a new location then, the operator must make an application seeking approval for the facility. The Cabin safety inspector shall inspect the facility as per the guidelines provided in the CAR and as per the training checklist. The report of the inspection will be shared with the concerned operator and approval shall be granted if all the requirements are fulfilled. Shoud the operator fail to meet the requirements, a letter shall be issued by the cabin safety division outlining the shortcomings. The operator may then act upon the recommendations/ findings and make a fresh application seeking approval.

3.5 Approval of Training Manual
All operators shall submit their training manuals for approval with the cabin safety division as warranted under the CAR. The training manual shall contain all the trainings, processes regarding the cabin crew. It shall also list all the procedures that will be followed in the event of a failiure of the trainee cabin crew to attain the minimum prescribed proficiency levels. The cabin safety division shall scuritinitize the document and approve the manual after ensuring compliance with the CAR. All trainings for the operator shall be conducted as per the training manual. Cabin safety inspectors of the division may conduct periodic surveillance of the training to ensure compliance.
CHAPTER 4 – REGULATORY APPROVALS

4.1 DELEGATION OF AUTHORITY
The Director General of Civil Aviation is empowered to delegate authority for specified duties, powers and functions to be exercised on his behalf. This delegation authorizes persons employed in the positions set out in the specified Schedules of the Delegation of Authority. Only the person assigned to a schedule and the person designated to act for him/her in his/her absence may exercise the powers set forth in the Schedule.

Cabin Safety Inspectors are designated as Civil Aviation Safety Inspectors and delegated to exercise the duties, powers and functions contained in the CAR.

All persons with delegated authority are required to:
• be trained on the delegated powers and limited only to the particular items of the schedule authorized by Joint Director General of Civil Aviation;
• be conversant with the CAR and associated standards; and
• be issued with a letter of authorization indicating the items of the schedule listed on the official format that he or she is authorized to exercise.

4.2 DISPENSATION
If any request for dispensation is made by the operator the same shall be forwarded with comments through proper channel to DG since DG only is vested with powers to approve dispensation.

4.3 AIR OPERATOR MERGER OR TAKE-OVER
In case of Merger or take over Cabin Safety Inspector should ensure the Standard and suitability of Safety and Emergency Procedure Training, DGR, AVSEC training, CRM, Joint CRM etc for the crew member is conducted properly as required. An exemption may be considered for a modified initial training program. This exemption must be co-ordinated with Cabin Safety Division to ensure a national standard is maintained.

4.4 CABIN SAFETY INSPECTOR RESPONSIBILITIES
The following Cabin Safety items require regulatory approval:
Nodal Officer acceptance
Cabin Crew Training Program
Cabin Emergency Evacuation Trainer
Cabin Crew Training Manual
SEP Instructors approval
SEP Training Facility approval
The Cabin Safety Inspector should review the following Cabin Safety items during initial certification, audits and inspections. These items do not require approval; however, the air operator must establish procedures in accordance with the regulations.
Safety Information Briefing Cards
Passenger and Cabin Safety Procedures
Training and Line operation Record Keeping System
Briefing of Passengers
System for Dissemination of Operational Information
Cabin Safety Inspectors have a shared responsibility with other Civil Aviation Safety Officers in many areas. Co-ordination of duties is necessary to ensure if operators are in compliance with regulatory requirements. The areas of overlap are: Company Operations Manuals for all operators as they include the following cabin safety information:
• Briefing of passengers
• Passenger and cabin safety procedures
• Carry-on baggage procedures
• Safety and emergency equipment location and procedures Training Programs
• Joint Crew Resource Management for airline operations
• Safety Emergency procedures training for pilots
• Ground handling and passenger agent staff
• AVSEC, DGR, First Aid, SMS Training.

4.5 AVIATION OCCUPATIONAL HEALTH & SAFETY
Cabin Safety Inspectors are not responsible for the review of Aviation Occupational Health and Safety (AOHS) or First Aid portions of the Cabin Crew Manual and Training Program. However as a shared responsibility Cabin safety Division after reviewing the procedures laid by various operator, may coordinate with medical cell for standardization.

4.6 SECURITY
Cabin Safety Inspectors are not responsible for the review of AVSEC portions of the Cabin Crew Manual and Training Program. Operator shall be advised to seek approval of the same through appropriate authorities.

4.7 FIRST AID
The steps to obtain regulatory approval of the first aid component to the Cabin Crew Training Program and the Cabin Crew Manual, or a revision, are:
1. The air operator must submit the program/manual component to the Air Safety Directorate, as applicable, who will verify that all applicable points have been addressed. The Inspector will review the program/manual contents against the CAR for:
   • the appropriate standards, and
   • other applicable manuals to ensure consistency

4.8 DANGEROUS GOODS
Cabin Safety Inspectors are not responsible for the review of DANGEROUS GOODS portions of the Cabin Crew Manual and Training Program. Operator shall be advised to seek approval of the same through appropriate authorities.

4.9 DOCUMENTATION REVIEW
Documentation is submitted by the air operator to be evaluated and recommended for approval by the Cabin Safety Inspector to verify the content meets the CAR of DGCA. Due to the nature of the air operator's operation, information regarding procedures or equipment may be provided in more than one publication or document (e.g. Company Operations Manual, Aircraft Operating Manual, Cabin Crew Manual, SOPs, MELs, etc.). The operator's established procedures in each publication must be compatible, feasible and they must not conflict. For this reason, it is important to co-ordinate internal approval procedures with other Civil Aviation Safety Inspectors when there are overlapping responsibilities.

It is the responsibility of the Cabin Safety Inspector to verify that all parts of applicable manuals are consistent and compatible in accordance with regulatory requirements. When reviewing the Cabin Crew Manual and Training Programs, Company Operations Manual and Standard Operating Procedures, the Cabin Safety Inspector should be familiar with the aircraft type(s) in the air operator's fleet.
A preliminary review should be performed prior to a comprehensive review of any Cabin Safety documents and should be conducted promptly after receipt of the operator's submission. If after preliminary review, the submission appears to be complete and of acceptable quality, or if the deficiencies are minor and can be quickly resolved, then a comprehensive review of the submission may begin. If the submission is incomplete, unacceptable or obviously cannot be approved, the process is terminated and the Cabin Safety Inspector should return the submission with an explanation of the deficiencies. This should be completed promptly to alleviate any misconceptions the air operator may have on the progress of the submission.

During the review process it may be necessary for the Cabin Safety Inspector to terminate the review process where the air operator does not take any action on the material within 30 days. The document should be returned to the air operator with a letter explaining the reason for termination of the review.

Each approval will be formally communicated by letter to the air operator, with prior internal coordination through the Cabin Safety Inspector and other interested parties as required. Printing and distribution costs can be substantial. Cabin Safety Inspectors are advised to encourage their air operators to first discuss any proposed changes and to refrain from printing/distribution until they have received the formal letter of approval or acceptance. This is done to avoid unnecessary costs to the air operator.

4.10 EMERGENCY EVACUATION TRAINER APPROVALS

The approval process should begin once documentation is submitted by the air operator advising that an emergency evacuation trainer is to be added to their training program. Prior to granting approval, the emergency evacuation trainer is to be inspected to ensure that the aeroplane type is accurately represented and the requirements of DGCA are met. Approval is contingent on the compatibility of the device to the related components of the training program.

Free standing exit trainers are also to be inspected for the safety aspects when it is used. This procedure also applies to submissions for the use of evacuation trainers previously approved for another air operator.

4.11 APPROVAL LETTERS

Approval letters are issued when it has been determined that all applicable regulatory requirements and standards have been met.

Recommended items to be included in a letter of final approval:
(a) Identify the subject of the submission;
(b) Reference the date submission was sent or received;
(c) Identify the regulatory reference(s) for the requirement(s);
(d) Inform the applicant of the standard(s) used for the evaluation;
(e) Confirm the submission has been evaluated and meets all regulatory requirements and standards;
(f) Identify the approval(s) being granted; and
(g) Contain signature of person delegated approval authority.

Recommended items to be included in a letter of conditional approval:
(a) Identify the subject of the submission;
(b) Reference the date submission was sent or received;
(c) Identify the regulatory reference(s) for the requirement(s);
(d) Inform the applicant of the standard(s) used for the evaluation;
(e) Confirm the submission has been evaluated to receive conditional approval;
(f) Identify that final approval(s) will be issued following a satisfactory inspection of the training program or specify other condition(s);
(g) Identify that, upon completion of an inspection, prove to be unsatisfactory, all further training using the conditionally approved program must be suspended until identified deficiencies have been amended; and
(h) Contain signature of person delegated approval authority.

4.12 ACCEPTANCE LETTERS
Where an air operator requests documentation, a letter of acceptance can be issued for items that must meet a standard but are not required to be approved (e.g. Cabin Crew SEP manual).
Recommended items to be included in a letter of acceptance:
(a) Identify the subject of the submission;
(b) Reference the date submission was sent or received;
(c) Identify the regulatory reference(s) for the requirement(s);
(d) Inform the applicant of the standard(s) used for the evaluation;
(e) Confirm the submission has been evaluated and meets the requirements of the standard(s); and
(f) May contain signature of the Other CSI instead of the person delegated approval authority.

4.13 NON-COMPLIANCE LETTERS
Where the Cabin Safety Inspector determines that an item in a submission (original or subsequent amendment) does not meet the applicable regulatory requirements and/or standards, the air operator shall be so informed by letter.
Recommended items to be included in a letter of non-compliance:
(a) Identify the subject of the submission;
(b) Reference to the date submission was sent or received;
(c) A statement that the submission does not meet regulatory requirements/standards and identify the specific regulatory requirements/standard;
(d) Identify deficiencies (this can be an attachment to letter); and
(e) Notification of any impact this will have on the air operator's Operating Certificate or application for same, if applicable.
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CHAPTER 5 - INSPECTIONS

5.1 CABIN SAFETY INSPECTION PROGRAM
The Air Safety Directorate is authorised to conduct inspections as it deems necessary. To meet this responsibility, DGCA has implemented a National/International Inspection Program to evaluate each air operator's ability to comply with regulatory requirements. The schedule for the programme is available on the DGCA website.

5.2 MONTHLY INSPECTION PLAN & FREQUENCY OF INSPECTION
Air safety Directorate provides guidance in planning and executing inspection and surveillance activities. A high priority is placed on adherence to the inspection and audit frequency. Normally monthly inspections are carried out as per annual surveillance program for cabin safety division. The Proposed Audit Surveillance & Standards records the number of Inspections planned and reports on the number of inspections completed. Corrective action taken by the respective operator based on such Inspection reports are obtained. To further inspect on the implementation of corrective measures taken by the operator the frequency of inspection and related course of action will be generated.

If all operators presented the same safety risk in the same operational areas at the same time, all the time, then a task group will be formed to study the problem. Based on Task group report the frequency of inspection policy and Standards Improvement would take place.

If only few operators are found not adhering to the requirements, number of Inspection of that operator may be increased to collect more data, which will be used for taking corrective measure.

Deviations from the Frequency of Inspection Policy, therefore, are inevitable. Reasons for the deviations must be documented.

A monthly inspection plan shall be prepared by the Cabin Safety Division of the Air Safety Directorate and sent to individual Cabin Safety Inspector. Sufficient inspections as directed must be carried out to enable a fair evaluation of each air operator's operation and to determine continued compliance.

The following inspections are to be included in this plan:
1. Inflight Inspections; Pre Flight Inspections; Post Flight Inspections
2. Base Inspections;
3. Training facility Inspections
4. SEP Instructors training inspections
5. Cabin Crew Initial Training Inspections;
6. Cabin Crew Recurrent Training Inspections;
7. Cabin Crew Training Inspections other than Initial (e.g. CRM, aircraft type, first aid, AED etc.)

Inspection feedback should reach the Air Safety Directorate by the 25th of each month. The inspection feedback and corrective measures provide the Cabin Safety Inspector with sufficient exposure to the air operator's operation to enable an informed determination of continued compliance with regulatory requirements.

The monthly inspection plan is the minimum deemed necessary. It is recognized that additional inspections may be required due to unforeseen changes to the air operator's operation, e.g. leasing of foreign aircraft, merger/demerger, risk management indicators dictate need for a higher inspection frequency, etc.

An outline of the proposed monthly inspection plan is to be provided to the Joint Director General of Civil Aviation
The criteria to be considered when applying risk management principles to inspection planning should be similar to those used in establishing audit frequency, and should take into account the following factors:

Risk Indicators
• financial, labour, management difficulties;
• poor internal audit, Quality Assurance Program;
• change in operational scope or additional authority;
• large change in contracting;
• high turnover in personnel;
• loss of key personnel;
• addition to or change in product line;
• poor accident or safety record;
• merger/take-over;
• previous audit history
• new operator; and
• trends from previous inspection activity.

Regardless of planned inspection activity, where a problem becomes evident, when hazards, deficiencies and trends are identified or the Cabin Safety Inspector has reason for concern regarding an air operator's operation, future inspection activity of the operator should be adjusted accordingly to increase surveillance. The Cabin Safety Inspector shall take whatever steps necessary to ensure compliance with regulatory requirements.

5.3 INSPECTION RESPONSIBILITIES
All the inspections will be coordinated with the Air Safety Directorate. The Air Safety Directorate is responsible to inform the air operator of any non-compliance and/or take appropriate action after the inspection.

In circumstances where it is not practical to contact the Air Safety Directorate prior to the inspection, he/she must be informed of the inspection as soon as possible thereafter. Correspondence or operational issues which come to the attention of a Cabin Safety Inspector that pertain to an air operator which is assigned to another Inspector, will be directed to the appropriate Cabin Safety Inspector.

Inspections of operations are conducted in the following order of priority:
1. Scheduled Air Operators
2. Non Scheduled/Charter flights
3. Private Air Operators with Cabin Crews

While engaged in inspection duty, a Cabin Safety Inspector shall not consume any alcoholic beverages for the entire duration of any flights, flight sectors or any associated inspection activities.

It is not necessary to conduct a formal inspection where a Cabin Safety Inspector is traveling on a purchased ticket for the purpose of business, e.g. attendance at workshops/meeting. Should the Inspector notice any threat to the safety of flight, then the Inspector is required to exercise due diligence and bring the condition to the attention of the crew. Any other observations about the flight should be noted and sent to the Safety Department of the air operator through Air Safety Directorate-DGCA.

5.4 INSPECTOR IDENTIFICATION
While engaged in inspection activity, the Cabin Safety Inspector will carry:
Commercial airline tickets (where applicable);
DGCA Official Credentials;
Inspection forms appropriate for assignment;
Personal ID documents, medical card, Visa, Passport, etc.; 
Baggage as required anticipating diversions/ unexpected delay etc. 
The Cabin Safety Inspector shall identify him/herself to air operator personnel by means of 
his/her DGCA Official identity card. 
Cabin Safety Inspectors will use tact and diplomacy when exercising their delegated 
authority to conduct inspections. When conducting inspections, inquiries, or audits, Cabin 
Safety Inspectors shall identify themselves to the person in charge, state their intentions 
and request access to the applicable aircraft, facilities, and/or documents. 
If, after presentation of the appropriate credentials, the Cabin Safety Inspector is refused 
access to aircraft, facilities or documents, the Cabin Safety Inspector shall ensure that the 
person denying the access is aware of the regulatory requirement. It should be made clear 
that such denial is contrary to the regulatory requirements. If access is still denied, the 
Cabin Safety Inspector will obtain the name of the person denying access and 
substantiating data if available, leave the premises and contact Joint Director General of 
Civil Aviation for further direction. 
When visiting an air operator at their facilities, the Cabin Safety Inspector will follow the air 
operator’s procedures pertaining to security passes. 

5.5 ROUTINE INSPECTIONS
Routine inspections are conducted either in an open manner as an identified inspection or 
as an unidentified inspection when deemed necessary by the Inspector. When conducting 
an unidentified inspection, the following procedures should be followed: 
• The Cabin Safety Inspector does not introduce him/herself to the crew prior to or during 
boarding (unless a threat to safety is observed); 
• At the termination of the flight, the CSI may identify him/herself to the cabin crew and 
debrief on any findings. When time does not permit a debrief with the cabin crew, forward 
all observations to the Air Safety Directorate. 
If the Cabin Safety Inspector identifies him/herself prior to deplaning then he/she should 
obtain the basic data required for completion of inspection report, debrief the crew and 
complete the appropriate report. The report is to reflect at what point the Cabin Safety 
Inspector identified him/herself (i.e. during the flight, upon termination of flight). 
Regardless of whether the Cabin Safety Inspector identifies him/herself prior to deplaning, 
the report is to reflect the reason for this special purpose inspection. 

5.6 SPECIAL PURPOSE INFLIGHT INSPECTIONS
A Cabin Safety Inspector may be tasked to conduct a special purpose inspection. Such 
special purpose inspections may be required where a serious safety deficiency exists or 
documented information indicates that part or parts of an air operator’s operation are 
routinely conducted in a manner that is not in accordance with regulatory requirements. 

5.7 GENERAL ON-BOARD INSPECTION PROCEDURES
The main objective of on-board inspections is to observe equipment and procedures to 
isolate possible system faults. The system fault may be a result of misinterpretations of 
regulatory requirements, air operator procedures, aircraft equipment or a combination of 
these factors. A secondary objective is to identify where a Cabin Crew acted in non-
compliance that resulted from a system fault such as inadequate training. System faults will 
often be identified after a series of flights and may involve one or more air operator. 
To avoid the risk of being accused of theft or vandalism, it is strongly recommended that a 
Cabin Safety Inspector not board an aircraft unless an air operator employee is on board. 
The inspection of the aircraft and equipment, and related discussions with crew members
are important elements of the inspection but must not disrupt any phase of the operation. Tact and diplomacy must be exercised at all times and the Cabin Safety Inspector actions should not divert crew member attention from assigned duties. Because of the nature of their duties, Cabin Safety Inspectors are always within sight of the passengers. Cabin Safety Inspectors to be as professional and discrete as possible in performing their duties. Cabin Safety Inspectors will bear in mind that they are representing DGCA and will use good judgement and refrain from any action that could embarrass DGCA.

At times, crew members will wish to discuss issues with the Cabin Safety Inspector. Cabin Safety Inspectors are to suggest that such discussions take place in a location where passengers cannot hear the conversation.

The Cabin Safety Inspector should exercise discretion when responding to crew member questions. Where the questions pertain to procedures, refer the crew member to the approved procedures contained in the air operator's Cabin Crew Manual.

Items or procedures that are not within the crew member's jurisdiction to amend should not be discussed with crew members (e.g. system faults, training, procedures, assigned location of equipment, etc.). Such findings are to be directed to the air operator in writing. Where any discrepancy is noted and is within the crew member's capability to adjust or report, or is the result of Cabin Crew failure to follow procedure, the discrepancy will be discussed with the in-charge Cabin Crew and, where considered necessary, with the pilot-in-command. Crew members often make constructive comments concerning their company's operational procedures. Advise them to submit comments to their air operator.

Air operator check-in procedures are inspected as part of the carry-on baggage inspection. The following additional areas may require observation:

(i) control of carry-on baggage;
(ii) emergency exit row seating;
(iii) seat assignments for:
   • persons with special needs,
   • person in charge of infants,
   • persons occupying child restraint systems,
   • persons travelling with service animals;
(iv) weight and balance controls; and
(v) verification of accepted child restraint systems.

The Cabin Safety Inspector shall identify him/herself to Security personnel and proceed through the normal security check point process. Security bypass doors may be used when available. Inspector credentials must be presented to be verified and Inspector’s belongings may be searched.

The Cabin Safety Inspector shall identify him/herself to air operator personnel at passenger boarding areas. The Cabin Safety Inspector will observe passenger handling procedures including boarding, ramp safety and deplaning while waiting to board the aircraft.

The Cabin Safety Inspector shall identify him/herself to crew members through the CCIC and will ensure the pilot-in-command is made aware of the Cabin Safety Inspector's presence and the purpose of the inspection.

If circumstances are such that the Cabin Safety Inspector needs to remove an item (e.g. crew member advises that equipment is excessively difficult to remove and Cabin Safety Inspector needs to assess this statement), should be accompanied by a crew member or other air operator employee while removing the item, or request the company crew member/employee to remove it.
5.8 INFLIGHT INSPECTIONS – PREPARATION
If possible, prior to conducting an inspection, the air operator's Cabin Crew Manual should be reviewed to ensure Cabin Safety Inspector familiarity with current company policy and procedures. The content, number and issue date of the latest amendment should also be determined.

The Cabin Safety Inspector is not required to advise an air operator in advance of ramp or inflight inspections. However, when an inflight inspection is planned on a chartered flight, prior contact with the air operator may be required to ensure that space is available. In this case, continued liaison up to flight time is appropriate in order to monitor changes in seat availability.

5.9 PRE-FLIGHT INSPECTIONS

Purpose
Preflight inspections are conducted to evaluate compliance with regulatory requirements, to determine conformity with safety related operational procedures prior to departure and to verify that the required safety and emergency equipment is present, serviceable and properly stowed. Preflight inspections are also completed prior to conducting an inflight cabin inspection except where precluded by exceptional circumstances.

5.9.1 Preflight Inspection Procedures
The Cabin Safety Inspector shall:
(a) identify him/herself to crew members as outlined in section 5.4;
(b) advise the CCIC that he/she will be debriefed on the findings prior to deplaning the aircraft, and that the inspection is on safety-related procedures only;
(c) observe the pre-flight crew safety briefing (when possible/applicable) and inform the crew of how the inspection will be conducted (e.g. where the Cabin Safety Inspector will be positioned during boarding, when he/she will be deplaning, etc.);
(d) verify Cabin Crew qualification for the aircraft type, if the air operator requires Cabin Crews to carry proof of qualification;
(e) check cabin crew Manuals to ensure that they are carried, up to date, amendments are properly inserted and the record of amendment page is duly completed;
(f) after reviewing the Cabin Crew Manuals and SEP cards, record the names and employee numbers (if available) of those Cabin Crews in noncompliance on the inspection report;
(g) observe the crew members safety and emergency equipment checks and verify their findings;
(h) review the cabin defect log book (where carried) and confirm that appropriate cabin safety items have been carried forward to the Pilot Defeciency report/log. Check that corrective action has been taken regarding logged items. Be alert for indications of recurring defects.

Note: If significant safety deficiencies are observed, Cabin Safety Inspectors shall record the book number in their report

(i) advise the pilot-in-command of any deficiencies, such as:
   • required emergency and safety equipment which does not meet the requirements or is not adequate for the operation;
   • any Cabin Crew with a significantly out-of-date Manual/Hand book or amendments that have not been inserted;
• any Cabin Crew who is not qualified on the aircraft type; and
• insufficient number of Cabin Crew for the flight.
(j) where possible, confirm that Minimum Equipment List (MEL) procedures have been implemented;
(k) during the boarding process, stand in a location where procedures can be observed without interference;
(l) observe crew implementation of required safety procedures during pre-flight safety checks and passenger boarding and note the content of any announcements made prior to door closing;
Where applicable, observe the briefings provided by the cabin crew member(s) to preboarding passengers, passengers with special needs and passengers seated at window exits.
(m) carry out a visual cabin check prior to leaving the aircraft. Particular attention should be given to:
• door mode;
• galley security;
• stowage of carry-on baggage and
• air operator's compliance with procedures concerning emergency exit row seating restrictions.
(n) if possible debrief the CCIC on findings prior to leaving the aircraft. If the pilot-in-command has requested a debriefing ensure that it is provided subject to time available.
(o) complete the “Preflight Inspection Report” form.

5.10 INFLIGHT INSPECTIONS

Purpose
Inflight inspections are conducted to evaluate compliance with regulatory requirements and determine conformity with safety related operational procedures inflight on various aircraft types and routes.

Inflight Inspection Frequency
Inflight inspections are conducted on an monthly basis as decided by air safety Directorate. Inspections should be divided among:

• the various routes, such as, domestic and transborder, International, regional and frontier routes,
• scheduled service and charter operations, passenger only operations and passenger/cargo combi operations, etc.; and
• the various aircraft types with each air operator.

Note: An inflight inspection must be conducted regularly on each aircraft type in the operator’s fleet.

5.10.1 Travel Authority Procedures
The AIC if required, is used when in-flight inspections are conducted on domestic and international flights operated by air operators. The AIC shall not be used to provide transportation for personal business or pleasure. All complaints regarding abuse, or perceived abuse, of AIC use and the regulatory requirement for an air operator to provide a confirmed passenger seat in the passenger compartment will be investigated. Disciplinary action, up to and including discharge, may be taken against any Inspector who has been found guilty of such abuse.
5.10.2 Seat Selection Procedures
Cabin Safety Inspectors will determine the inspection route based on the operator’s schedule and using AIC request for ticket. If possible while issuing Boarding Pass the Operator may be requested to allocate aisle seat nearer to the exit (over wing if possible) so that the Cabin Safety Inspector can observe the proceedings without hinderances. When an inaccurate load forecast for a multi-sector flight results in the displacement of the Inspector by a revenue passenger or a deadheading crew member, or in extenuating circumstances when the completion of the in-flight inspection is mandatory and alternate seating is not available, a Cabin Safety Inspector shall occupy an observer seat in the cockpit if:
(a) The Air Operator has been issued Operations Specification authorizing a Cabin Safety Inspector to occupy an observer seat in flight deck;
(b) The Inspector has been briefed.
(c) The Inspector displays his/her DGCA Official Credentials in a conspicuous location; and
(d) The Inspector does not distract the crew members from their duties, except where warranted for safety reasons.

When the Cabin Safety Inspector, conducting an in-flight inspection, occupies a passenger seat he/she is included in the passenger head count as a passenger. When the Inspector occupies flight deck observer seat, he/she is added to the crew manifest and identified on the crew manifest as “DGCA Safety Official”.

5.10.3 Flight Deck Protocol
In this era of heightened awareness for the importance of flight deck access control, it is highly unlikely flight crew will invite a Cabin Safety Inspector, other than those whose duties require their presence on the flight deck for take-off, landing and during flight, to occupy a flight deck seat.
An invitation to occupy a flight deck seat for take-off or landing should be politely refused. Requests by the flight crew for the Cabin Safety Inspector to go to the flight deck during the cruise phase of flight, should be only for safety related purposes and in accordance with the air operator’s approved procedures. Should the Cabin Safety Inspector be required to occupy a flight deck seat for the purpose of continuing an inflight inspection, the Cabin Safety Inspector shall refrain from conversation while the flight crew are monitoring radio transmissions or occupied with other flight deck duties and should be briefed on:
(i) Operation and use of the seat and restraint system;
(ii) Location and use of oxygen system, if applicable;
(iii) Location and use of life preservers, if applicable; and
(iv) Inspector responsibilities and actions during an emergency.
The Cabin Safety Inspector must observe the sterile flight deck procedures when assigned the flight deck observer seat. The Inspector must remain in the seat until the aircraft is at 10,000 feet and must return to the seat at the top of descent or by 10,000 feet.

5.10.4 Inflight Inspection Procedures
The Inflight Inspection may be preceded by a Pre-flight inspection whenever possible. When an inflight inspection is conducted in isolation of a Pre-flight inspection, every effort should be made to complete the steps in the Pre-flight inspection.
Following door closure, the Cabin Safety Inspector will observe crew activities for compliance with regulatory requirements and standards, and air operator procedures such as:

(a) carry-on baggage;
(b) door secured, slide arming, cross check procedures (as applicable);
(c) Cabin Crew procedures during aircraft movement on the ground (safety related procedures only);
(d) individual safety briefing;
(e) standard safety briefings (prior to take-off), safety demonstrations and audio visual presentations;
(f) Cabin Crew pre-flight visual checks, cabin/galley secure check;
(g) crew communication including communication of concerns regarding aircraft surface contamination; (as applicable)
(h) Cabin Crews seated and secured in assigned stations once all safety related duties are complete and prior to commencement of take-off roll;
(i) pre-take-off signal from flight deck;
(j) Cabin Crew attention (Brace position and silent review);
(k) locking flight deck doors; and
(l) sterile flight deck procedures.

The Cabin Safety Inspector may at his/her discretion, conduct a visual cabin check prior to takeoff to verify that the cabin, galley and lavatory areas are secured and that procedures concerning emergency exit row seating restrictions and Carry-on Baggage stowage have been complied with.

This visual cabin check should be co-ordinated with the CCIC to ensure crew is aware and to ensure the Cabin Safety Inspector is not in the cabin aisle during the preflight safety briefing. Ensure to be seated at or prior to the final signal for take-off.

Although this cabin check is conducted while the seat belt sign is illuminated, this action shall be permitted by regulations.

After take-off, the Cabin Safety Inspector may observe crew member procedures such as:
- adherence to ordinance signs, commencement of service procedures;
- standard safety briefings (after take-off & turbulence); and
- crew communication.

During the cruise phase of flight, and when applicable, the Cabin Safety Inspector may observe Cabin Crew adherence to safety regulations, standards, and procedures, such as:
- turbulence;
- use of trolleys/serving carts;
- use of service lifts/elevators;
- service to flight deck;
- circuit breaker procedures;
- cabin/galley supervision;
- flight deck access procedures; and
- crew communication.

During descent and preparation for landing observe crew adherence to safety regulations, standards, procedures such as:
- preparation of galley, cabin and passengers;
- standard safety briefing (prior to landing);
- securing and checking cabin, lavatory and galley(s);
- crew communication;
- Cabin Crew occupancy of assigned stations when safety related procedures are completed, and in time for landing;
The Cabin Safety Inspector may conduct a pre-landing visual cabin check to ensure cabin, galley and lavatory areas are secure following illumination of the fasten seat belt sign, unless turbulence is such that the Cabin Safety Inspector deems it unsafe to be standing at that time. This check should be coordinated with the CCIC.

Following landing and during aircraft movement on the ground prior to reaching the gate, observe Cabin Crew actions and adherence to procedures such as:

- occupancy of assigned stations with seatbelts, shoulder harnesses fastened and compliance with ordinance signs until aircraft reaches the gate;
- completion of safety-related duties during aircraft movement on the surface after aircraft leaves the active runway;
- control of passenger compliance with ordinance signs; and
- provision of safety announcements.

As the aircraft arrives at the gate observe crew member compliance with procedures respecting:

- slide disarming /cross check procedures (as applicable);
- passenger deplaning; and
- ramp safety.

Following passenger deplanement, the Cabin Safety Inspector debriefs the CCIC, Cabin Crew(s), pilot-in-command (as applicable).

The Cabin Safety Inspector will complete the “In flight Inspection Report” form and submit to Cabin Safety Division.

5.11 INFLIGHT INSPECTIONS – DEBRIEFING

The Cabin Safety Inspector may conduct a debriefing upon termination of an inspection. Unsatisfactory results of the inspection that are within the in-charge’s control and responsibility are to be addressed with him/her. Time permitting, satisfactory results may also be addressed with the CCIC.

If debriefing has been conducted the same may be reflected in the report. The Cabin Safety Inspector may ask the CCIC what their company procedure is on the item in question, or, if circumstances permit, may ask to review the Safety and Emergency Procedures Manual/Hand Book during the flight to review the operator’s procedure. If still unsure of a procedure, do not debrief on that item. The item in question is to be detailed on the inspection report and include why the debriefing did not take place.

Inspection findings and subsequent debriefing are to be based on regulatory requirements and applicable company procedures. The inspection report should specify the regulatory reference or the applicable company procedure that was not adhered to.

Where the inspection identifies a non-compliance with regulatory requirements, the pilot-in-command may need to be advised.

Where there is a finding respecting actions of a particular crew member, that crew member may also be so advised.
5.12 CABIN CREW TRAINING PROGRAM INSPECTIONS

Purpose
Training inspections are conducted to evaluate compliance with regulatory requirements, to determine conformity with safety related procedures, to determine the air operator's adherence to a previously approved training program and to determine recommendation for final approval, through the evaluation of:
(i) initial Cabin Crew training;
(ii) annual Cabin Crew Recurrent training;
(iii) aircraft type/conversion training;
(iv) CCIC training etc.,

Cabin Crew Training Frequency
Components of an air operator's approved initial training program will be inspected. Recommended components to inspect would be classes pertaining to emergency equipment, emergency procedures, hands-on training, aircraft practicals and evacuation drills.
Cabin Crew training program inspection to be carried out as per the operator’s Cabin Crew Training Manual and CAR.
Training inspections are to be conducted:
• During initial certification (this includes an air operator that is adding a passenger carrying aircraft to their fleet that requires a Cabin Crew for the first time);
• When the operator has submitted a totally revised training program (if multiple classes of a training program are being conducted, the evaluation of the training program is achieved by spot checking different classes within that program);
• A newly inducted safety and emergency procedure instructor seeks approval.
• To check the Knowledge and delivery status of existing safety and emergency procedure instructors
• With high risk air operators (if previous training inspections have identified significant deficiencies in the delivery of the approved training program)

5.12.1 Training Inspections – General
The training inspections will evaluate the scope, quality, accuracy and effectiveness of the training programs. The inspection includes, but is not limited to, verifying:
• that the instructor demonstrates a proficient level of practical teaching techniques and theoretical knowledge of subject matter;
• the adequacy of training facilities, aids, equipment and material (note: Equipment used for practical training must be the same type as installed in the air operator’s aircraft. If air operator is using an emergency/safety equipment board, the brackets must be the same as those installed in the operator’s aircraft.);
• that the training is delivered in accordance with the approved program and is not modified by individual instructors to support a personal opinion or preferred presentation style; and
• that the training aids, equipment and material referenced in the approved training program are actually used for such training.
Standardisation of training by all instructors of that operator.

The Cabin Crew Training Program can obtain conditional approval when all submitted documentation is deemed to meet the regulatory requirements. Final approval will only be granted once the program has been inspected and meets all regulatory requirements and standards. It is important for the Cabin Safety Inspector to ensure that the inspection for...
final approval is conducted during the first delivery of the training program or amendment thereto. Where an air operator amends a previously approved training program, only those parts of the program that have been changed, require an inspection.

5.12.2 Training Inspections – Procedures
Where the Cabin Safety Inspector is inspecting training by an air operator for which he/she is the assigned Cabin Safety Inspector and finds minor deficiencies in the delivery of the training program, discuss these items with the instructor during a break in the training or at the end of the training day.

If the Cabin Safety Inspector is convinced that the Instructor’s Knowledge and delivery of Lecture is not satisfactory it should be conveyed to the Instructor and to the Training incharge of the said Operator. Such instructors should not be used to conduct classes till fresh approval is sanctioned. Where the deficiency pertains to program content or is considered a major deficiency, discuss the matter with the air operator employee having overall responsibility for Cabin Crew Training Programs. (Nodal Officers)

If deficiencies are noted in a training program that has only received conditional approval, the Cabin Safety Inspector will advise the air operator in writing that amendments are required before final approval can be granted and that training may not be conducted until the training program has been amended and final approval granted.

If deficiencies are noted in a training program that has received final approval, (e.g. as a result of new operational requirements, regulatory changes, not identified during the approval process), or the training program no longer reflects the air operator’s operation, the Cabin Safety Inspector will advise the air operator in writing of the required amendments and due date by which the amendment(s) must be submitted for approval. In all cases, formal contact with the air operator regarding the air operator’s training program rests with the assigned Cabin Safety Inspector.

The Cabin Safety Inspector will complete the “Cabin Safety Training Inspection Report” form. The findings, discussion and corrective action taken/not taken is documented in the training inspection report.

5.13 INSPECTION REPORTS
Reports are a standardized method of documenting information and findings during inspection activity. The effectiveness of a report depends on the flow of timely, accurate, concise, factual and relevant information formatted so that matters requiring attention can be easily identified and acted upon. Refer to Annex 3 for inspection reports/forms.

All inspection forms must be thoroughly completed and submitted immediately (maximum by 25th of each month) after each inspection using the appropriate form. Where, for any reason, part of the inspection was not or could not be completed, this should be noted on the form along with the reason for it. Where a Cabin Safety Inspector is out of town, inspection reports may be submitted immediately through email.

Where the report form is insufficient to document all inspection findings, the additional information is to be provided in an attachment to the report. The attachment should also identify the air operator, flight number, aircraft number and/or registration, and date.

It is recommended that the “Cabin Safety Inspection Report” form be completed during the ramp/inflight inspection process or immediately after the flight.

In regard to the “Cabin Safety Training Inspection Report”, it is recommended that this form be completed on a daily basis rather than at the end of the training course to avoid the possibility of omitting information.
The “Cabin Safety Inspection Report” is to be used when conducting an aircraft inspection. Provide comments for each item marked "Unsatisfactory", or "Not Checked". If an item was initially marked "Unsatisfactory" and subsequent follow-up results in the item becoming "Satisfactory", this is reflected on the report with the date and time of the second entry together with the Cabin Safety Inspector's initials.

Completed inspection reports and any attachments thereto, are to be submitted to Air Safety Directorate in accordance with directions given.

When a regulatory violation or non-conformance to the operator's approved procedures is observed, the Cabin Safety Inspector shall document all the facts on the inspection form and include supporting information and references. Steps to effect immediate corrective action and subsequent follow-up with the air operator will be initiated by the Cabin Safety Division.

When discrepancies or non-conformances are noted on report forms, the air operator is to be advised of the findings in writing. The correspondence must be thorough and accurate, and include the following recommended items:

(a) the date and type of inspection;
(b) identification of aircraft, crew, equipment involved, flight leg if relevant, etc.;
(c) description of the findings;
(d) specific regulatory references or approved procedure, where applicable;
(e) statement regarding any action taken or debriefing conducted by the Cabin Safety Inspector at the time of the inspection, if applicable;
(f) details as to the requirement for corrective action and when that corrective action is anticipated; and
(g) request for confirmation of the corrective action taken by the air operator.

When completing an inspection report on an air operator that is the responsibility of another Department, the Inspector shall conduct necessary research to verify that comments respecting any non-conformities are justified and where justified are provided in detail. This procedure will help ensure that all comments relate back to a regulatory requirement or an approved company procedure. This will also eliminate comments submitted without detail which requires the Air Safety Directorate to contact the other departments (Air worthiness, DGR) to clarify comments.

When an observation is made relating to a security issue, the information should be sent to the relevant Security agency (BCAS) for follow-up.

Correspondence regarding an inspection should be actioned promptly to enable the air operator to investigate and take appropriate corrective action.
Feedback from various operators will be collected for study/research/analisis.

5.14 BASE INSPECTIONS

**Purpose**
Base inspections are conducted in order to obtain an overall picture of the air operator's facilities, personnel and infrastructure. The depth of a base inspection will depend on the complexity of the air operator's operation and will take into account the reason for the base inspection, e.g. an inspection during an audit or an inspection of a long established operator.

Base inspections are conducted at Cabin Crew bases and training bases.

**Base Inspection Frequency**
Base inspections are conducted at each Cabin Crew base during air operator audits.
5.14.1 Base Inspection Procedures

Base inspections will entail inspection of any number of the following areas, as applicable to the air operator.

(a) INTERVIEWS - Key personnel are to be interviewed to get an overall picture of the air operators' operation and determine their knowledge of regulatory requirements. Be sure to explain the purpose of the interview and the Base inspection to the person being interviewed.

(b) Although titles will change from one air operator to another, the personnel indicated on the operations/training manual or a person of an equivalent title should be interviewed.

(c) JOB DESCRIPTIONS - Obtain a copy and review job descriptions to determine whether the job descriptions are in line with current work being done.

(d) ORGANIZATION CHART - Obtain a copy of the organization chart and discuss it with personnel being interviewed to ensure that it is still representative of the current organizational structure.

(e) PUBLICATIONS - Determine if air operator has the necessary publications and that these documents are available for Cabin Crew office use, and are up-to-date (e.g. applicable regulatory manuals, standards manuals, etc.). Where copies of the applicable Regulations and Standards are not kept at the base, determine how the information can be quickly accessed when required.

(f) HOURS - Check the hours the base office is staffed and availability of base supervisory personnel for Cabin Crew during and after office hours.

(g) SAFETY EMERGENCY PROCEDURE MANUALS & SAFETY BULLETINS - Check information pertaining to issuance of Safety Emergency Procedure Manuals and amendments, Cabin Crew Safety Bulletins, how these documents are issued to Cabin Crews, and the availability of extra Safety Emergency Procedure Manuals and amendments at the base.

(h) CABIN CREW INFLIGHT REPORTS – Randomly check how Cabin Crew inflight reports are dealt with and whether copies are available at the base. Only record those reports that contain a problem. Record pertinent data.

(i) CABIN CREW BASE COMPLEMENT - Check number of Cabin Crew and number of scheduled departure and arrival at each base. Check roaster system with FDTL.

(j) CABIN CREW MEDICAL/INJURY REPORTS – Check pre flight medical reports and action taken based on these reports. If available, check Cabin Crew injury reports to determine if there are safety-related trends.

(k) AIRCRAFT JOURNEY LOGS/CABIN LOG BOOKS - Spot check closed aircraft journey log books and cabin log books to verify any safety/emergency equipment snagged and the associated repair information. The aircraft journey logs can also be used to verify Cabin Crew complement verses passenger load and Cabin Crew duty times.

(l) TRAINING - If the base is also a training base, assess training facility, classroom, training aids, serviceability of equipment (always do so under the supervision of an air operator employee), snagging procedures, training records, trend analysis on failures and corrective measures etc.

(i) When reviewing training records, select records at random and only document those records that contain a discrepancy.

(ii) When reviewing training and qualification records for instructors (who are maintaining their Cabin Crew qualifications) ensure that all subjects/courses that they teach are indicated as it requalifies them in that particular topic. If the instructors participate as trainees, it should also be indicated. Instructors are exempt from writing the exams or completing workbooks for the subject they presently teach or lesson plans they develop.
(m) COMPANY DEBRIEFING - At the end of each base inspection, the base manager/supervisor is to be debriefed of findings. The air operator is also to be notified of findings in writing.

5.14.2 Base Inspection Summary Report
The Base Inspection Summary should be a clear, concise and factual report of the findings at the air operator's base. The following items are recommended to be included in the Base Inspection Summary:
- Name of air operator;
- Aircraft type(s);
- Location and date of base inspection;
- Cabin Safety Inspector's name;
- Name and general background of the base manager/supervisors, and other persons that were interviewed during base inspection;
- Base hours and availability of supervisory personnel;
- Number of Cabin Crews at each base inspected;
- Inflight report maintenance and follow-up procedures;
- Dissemination of safety information (e.g. mail room, crew room, etc.);
- Emergency equipment inspected; and
- All findings.

If the inspected base includes a training base:
- Number of instructors;
- Description of facility, classroom, training aids;
- Results of training record spot checks;
- Record type and numbers of equipment (e.g. present, serviceable); and
- Serviceability of equipment and snagging procedures.

5.15 AUDITS
DGCA’s policy is to conduct periodic evaluations of operations involving all commercial air operators operating in India. An audit is normally conducted by a team of Inspectors representing all components of the Civil Aviation Inspection System and involves an in-depth examination of the organization, assigned responsibilities, manual procedures and actual practices of an air operator.

5.16 REGULATORY SERVICES – ENFORCEMENT OF CABIN SAFETY REQUIREMENTS
Cabin Safety Inspectors cannot work in isolation of the Air Worthiness, Regulatory Services Departments where noncompliance has been identified and will liaise with their Directorate before seeking regulatory compliance action.
When a Cabin Safety Inspector detects a violation of a regulation, he/she must carry out a preliminary investigation and gather appropriate evidence to submit for a possible comprehensive investigation.
The purpose of the preliminary investigation is to preserve evidence and to determine whether or not the alleged violation warrants further investigation.
It is carried out as follows:
(i) preserve perishable evidence and documents. Where possible, take photographs of all objects that cannot be secured or moved;
(ii) record all possible violations, even borderline offences;
(iii) record the names of all witnesses that were present or may have information;
(iv) record date, time and location of offence;
(v) take notes immediately preceding and following the offence;
(vi) all witnesses on hand should be interviewed and statements obtained;
(vii) keep an accurate set of notes in chronological order.
Submit findings to the Air Safety Directorate who will determine whether findings should be directed to other departments for a comprehensive investigation.
ANNEX 1

PUBLICATIONS
The Cabin Safety Inspector will be provided with a copy of the Cabin Safety Inspector HandBook and its associated amendments. Cabin Safety Inspector(s) will have a copy of the Cabin Crew Manual and Training Programs for each air operator.

Cabin Safety Inspector may work with the following documents and should be readily available:
- CAR
- AIC
- Cabin Safety Circulars

OPERATOR MANUALS
- Cabin Crew Training Manual
- Standard Operating Procedures Manual (SOPs) If Applicable
- DGR/First Aid/Security Manual (If issued separately)
- Quick reference handbook
ANNEX 2

CABIN SAFETY INSPECTOR – INITIAL / ON THE JOB TRAINING REQUIREMENTS

Part A – Core Training Program

DATE & SIGNATURE

1.0 Welcome
- Introduction to immediate workgroup and other employees
- Expectations – hours of work

1.1 Module One – ADMINISTRATIVE DUTIES
- Making of Notes / Approvals;
- Maintance of Documentation / Files

1.2 Inspector identification
- Complete form for Photo Identity Card
- Head quarters building security requirements and procedures
- Complete form for airport entry pass, if applicable
- Photo taken for building pass, if applicable

1.3 Computer Setup and Literacy
- Complete User ID applications if applicable (internet access, e-mail, remote access,)

1.4 Travel Documentation/Information
- Procedure to obtain tickets based on AIC

1.5 Correspondence procedures
- The language requirements for documents, correspondence and e-mails to the public and regional offices
- The internal and external correspondence system – file numbers, signature blocks, due dates, coordination procedures
- The procedures for protected documents
- The procedures for executive correspondence (Ministerials, Briefing notes, Question Period notes)
- The procedure to finalize correspondence and documents

2.0 Module Two – DGCA ORGANIZATION

Objective: At the completion of this section the inspector will be able to:
Explain Cabin Safety’s relationship with other divisions within DGCA and Airline operators operating in India.

2.1 General organization
- Departmental organization chart

2.2 Office of DGCA structure
- Priorities and mandate
- Protocols
- Directives

2.3 Cabin Safety
- Interfacing with other Inspectors, divisions, branches, directorates (protocols)
- Communicating with Air Operator Personnel (protocols)
- Role of Cabin Safety Standards – including relationships with national and international associations
- Role of the Inspector including line and functional authority
- General and Acting responsibilities / Documentation / Work Description
- Annual training plan

3.0 Module Three – AVIATION REGULATORY DOCUMENTS
Objective: At the completion of this section the trainee will be able to:
Recognize the different regulatory documents that may be useful or necessary for an Inspector

3.1 Regulatory documents
- The Aircraft Act
- Aircraft rule
- Civil Aviation Requirements (CAR)
- Air Operators Certificates
- Exemptions
- Certificate of Registration
- Certificate of Airworthiness
- Aeronautical Information Circulars
- The International Civil Aviation Organization Documents
- The International Air Transport Association Dangerous Goods Regulations

4.0 Module Four – FAMILIARISATION WITH CABIN SAFETY

Objective: At the completion of this section the Inspector will be able to:
Recognize the major differences between industry and DGCA;
Locate and utilize the various documents necessary to effectively do his/her work.

4.1 Introduction
- Transition from industry to government

4.2 Required Documents
- Cabin Safety Inspector Hand book
- Aircraft Act (or overview booklet, whichever is available)

OPERATOR MANUALS
- Standard Operating Procedures Manual (SOPs)
- Cabin Crew Training Manual

5.0 Module Five – HUMAN RESOURCES

Objective: At the completion of this section the inspector will be able to:
Effectively communicate

5.1 Human Resources
- Communication Skills
- Leadership skills
- Time Management
- Stress Management
- Conflict Management
- Safety Management System

6.0 Module Six – CORRESPONDENCE

Objective: At the completion of this section the Inspector trainee will be able to:
Identify and describe the purpose of and process to the creation of correspondence and documentation pertinent to the Cabin Safety Division;
Distinguish between internal and external correspondence;
Develop various documents required by a Cabin Safety Inspector.

6.1 Inspection Reports
- Review purpose
- Review procedural information
6.2 All Circulars (AICs, ASCs, etc)
- Review purpose
- Review and provide procedural information
- Review co-ordination procedure
- Review interaction with Issues Coordination

7.0 Module Seven – INSPECTOR TASKS
Objective: At the completion of this section the Inspector will be able to:
- Identify the purpose and function of the policy of inspection frequency and the PROPOSED AUDIT SURVEILLANCE & STANDARDS IMPROVEMENT SYSTEM (PASSI SYSTEM)
- Understand how the various inspections are planned.

7.1 Frequency of Inspection
- The purpose of system and who uses it
- Provide overview of how system works
- Development of annual inspection program and its relationship to PASSI SYSTEM

8.0 Module Eight – INSPECTIONS
Objective: At the completion of this section the Inspector will:
- Be familiar with the way DGCA exercises safety oversight through the conduct of inspections.

8.1 Inspection Process
- Review use of AIC to obtain tickets
- Review protocol when communicating with management personnel, training personnel and crew members
- Review purpose and conduct, including inspection criteria, and pre-inspection activities (scheduling, coordination and communication), of:
  - base inspections
  - aircraft inspections
  - inflight inspections
  - training inspections
- Review completion of inspection forms and routing process
- Review completion of correspondence to operators respecting deficiencies observed during inspections, including follow-up
- Provide trainee with Inspector Notebook (if available) and copy of Inspection Report

8.2 Practical Training
- Observe inspections under the supervision of a qualified inspector/supervisor
- Inflight/Pre flight/Post flight
  - base inspections
  - aircraft inspections
  - training inspections
- Carry-on baggage inspections
- Conduct above inspections successfully …

9.0 Module Nine – CERTIFICATION
Objective: At the completion of this section the Inspector trainee will be familiar with:
- The procedures pertaining to operator certification; and
- The various documents to be used during certification.

9.1 Cabin Safety/Informatory Circulars
Review the purpose of Cabin Safety/Informatory Circulars
Review location of Cabin Safety/Informatory Circulars
Review items on which Cabin Safety/Informatory Circulars to be issued

CABIN SAFETY INSPECTOR – RECURRENT / REFRESHER TRAINING REQUIREMENTS
Part B – Annual Recurrent

1.0 Welcome
   - Introduction to immediate workgroup and other employees, Attendance sheet (Date and Signature)
   - Opening address

1.0 Module One – CSI Functions
   - Duties and Responsibilities
   - Review of previous annual data and analysis

2.2 Module Two – CAR
   - Discussion on amended CAR circulars
   - Review of previous circulars and feedback

3.3 Module Three – CSI Handbook
   - Data Analysis
   - Review of CSI Handbook

4.0 Module Four – Safety Management System
   - SMS Application to cabin crew training and operations

5.0 Module Five – DGCA Functions
   - Safety foresight and responsibilities
   - Enforcement policies and review on amendments in rules and regulations

6.0 Module Six – Case Studies
Objective: At the completion of this section the inspector will be able to:
   - Case study on cabin safety
   - Review of annual surveillance reports and repeated occurrences

7.0 Module Seven – Guest Lecture
   - Personal invited from various organizations for delivering a lecture to the CSI on a particular subject.
   - Closing Address
ANNEX 3

INSPECTION FORMS
The following is a list of current Cabin Safety Inspection Report forms and Cabin Safety Audit Forms

- CABIN INSPECTION CHECKLIST – Pre Flight
- CABIN INSPECTION CHECKLIST – Post Flight
- CABIN INSPECTION CHECKLIST – In Flight
- BASE INSPECTION CHECKLIST
- TRAINING CENTRE INSPECTION CHECKLIST
- TRAINING CENTRE APPROVAL CHECKLIST
- TRAINING MANUAL ASSESSMENT CHECKLIST
- SEP INSTRUCTOR EVALUATION - AIRCRAFT VIVA CHECKLIST
- SEP INSTRUCTOR PRESENTATION ASSESSMENT FORM
- NON SCHEDULE OPERATOR CABIN CREW EVALUATION CHECKLIST
## CABIN SAFETY INSPECTORS HANDBOOK

**OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION**

**AIRCRAFT CABIN INSPECTION CHECKLIST**

**PRE FLIGHT (BASE / AIRCRAFT)**

### 1. FACTUAL DETAILS

<table>
<thead>
<tr>
<th>Operator:</th>
<th>Flight Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft type:</td>
<td>Aircraft Registration:</td>
</tr>
<tr>
<td>Pilot-in-command:</td>
<td>Senior Cabin Attendant:</td>
</tr>
<tr>
<td>Departure Station:</td>
<td>Destination Station:</td>
</tr>
<tr>
<td>Date of Inspection:</td>
<td></td>
</tr>
</tbody>
</table>

### 2. BRIEFING (As applicable):

<table>
<thead>
<tr>
<th>S.No</th>
<th>Items</th>
<th>CAR references</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Carried out appropriately</td>
<td>CAR Section 7 Series M Annex B point 3</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Review of C/A knowledge – SEP, First Aid and SOP’s.</td>
<td>CAR Section 7 Series M</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Validity of SEP Card.</td>
<td>CAR Section 7 Series M Annex C</td>
<td></td>
</tr>
</tbody>
</table>

### 3. EMERGENCY CABIN EQUIPMENT - As per Aircraft LOPA

<table>
<thead>
<tr>
<th>S.No</th>
<th>Items</th>
<th>CAR references</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>LOPA displayed at a prominent place</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Fire Extinguishers (For correct type/loc/Serviceability etc.)</td>
<td>CAR Section 8 Series ‘O’ Part 2 para 6.2.2 (b)</td>
<td></td>
</tr>
</tbody>
</table>
| 3.3   | First aid kits/Physician kits  
(For loc/seal/valid Certification, etc.) | CAR Section 2 Series ‘X’  
Part 3, para 5.7,5.8 |  |
|-------|----------------------------------|------------------------|---|
| 3.4   | Portable oxygen Bottles/masks  
(For loc/nos./ Serviceability status etc.) | Manufacturer/ operator document / CAR Section 8, Series O, part II |  |
| 3.5   | Megaphones  
(For loc/nos./ Serviceability) | Manufacturer/ operator document / CAR Section 8, Series O, part II |  |
| 3.6   | Exits including emergency exits  
(For placarding, controls, seal Condition etc) | Manufacturer/ operator document |  |
| 3.7   | Evacuation slides  
(For general condition/ gauge indication) | Manufacturer/ operator document |  |
| 3.8   | Life jackets  
(For adequate nos./Loc/random check of general Condition) | Section 8 Series O part 2  
Para6.5.2.2 |  |
| 3.9   | Life Rafts  
(For loc/general condition including lanyards) | Section 8 Series O part 2  
Para6.5.3.1 |  |
| 3.10  | Electric Torches / Flashlights  
(For nos./loc/Serviceability) | CAR section 8 series I part II para 13.3 (e) |  |
| 3.11  | Lavatory smoke Detection, alarm and extinguish system  
(For Serviceability) | Manufacturer/ operator document |  |
| 3.12  | Pax Oxygen Service Units  
(For operational status/service pins etc.) | Manufacturer/ operator document |  |
| 3.13  | Floor escape path Lighting/ Emergency exits lighting | Manufacturer/ operator document |  |
### 3. CABIN SAFETY EQUIPMENT:

<table>
<thead>
<tr>
<th>3.14</th>
<th>PBE/Smoke Hood</th>
<th>Manufacturer/ operator document</th>
</tr>
</thead>
</table>
| 3.15 | Infant Life jackets  
(For adequate nos./Loc/random check of general Condition) | Manufacturer/ operator document |
| 3.16 | Life Line (As applicable)  
(For general condition) | Manufacturer/ operator document |
| 3.17 | Emergency Locator Transmitter  
(For nos./loc/Serviceability) | Section 8 Series O part 2 para6.17 |

### 4. CABIN EQUIPMENT:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Items</th>
<th>CAR references</th>
<th>Observations</th>
</tr>
</thead>
</table>
| 4.1  | Cabin attendant seats /Harnesses  
(For general condition including retract mechanism, inertia locks) | Section 8 Series O part 2 para6.16 | |
| 4.2  | Passenger Safety Briefing cards  
(For required information /availability in each seat) | Section 2 Series X Part 7 para3 | |
| 4.3  | Passenger seats including seat belts & tray tables  
(For general condition/serviceability with emphasis on seats at Emergency exits for non extending type) | Manufacturer/ operator document | |
| 4.4  | Extension seat belt  
(For general condition/serviceability) | Manufacturer/ operator document | |
| 4.5  | Lavatory “No Smoking” signs/decals | Aircraft Rule 25 | |
## 4.6 Intercom and PA system
(For serviceability)
Manufacturer/ operator document

## 4.7 Signage (For arm/disarm doors)
Manufacturer/ operator document

### 5 AIRCRAFT GALLEY

Check for condition and serviceability of:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Items</th>
<th>CAR references</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Storage Compartments &amp; restraints including latch mechanisms</td>
<td>Manufacturer/ operator document</td>
<td></td>
</tr>
<tr>
<td>5.2</td>
<td>Stationary cart tie downs</td>
<td>Manufacturer/ operator document</td>
<td></td>
</tr>
<tr>
<td>5.3</td>
<td>Lower deck equipment (if applicable)</td>
<td>Manufacturer/ operator document</td>
<td></td>
</tr>
<tr>
<td>5.4</td>
<td>Elevators/lifts (if applicable)</td>
<td>Manufacturer/ operator document</td>
<td></td>
</tr>
<tr>
<td>5.5</td>
<td>Ovens/Boilers (Check CBs)</td>
<td>Manufacturer/ operator document</td>
<td></td>
</tr>
</tbody>
</table>

### Any other observation/remarks:

PLACE: 

SIGNATURE OF INSPECTOR:

DATE: 

NAME:

CABIN SAFETY DIVISION, DGCA, INDIA
**OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION**  
**AIRCRAFT CABIN INSPECTION CHECKLIST**

**POST FLIGHT**

1. **FACTUAL DETAILS**

<table>
<thead>
<tr>
<th>S.No</th>
<th>Operator</th>
<th>Flight No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Aircraft type</td>
<td>Aircraft Registration:</td>
</tr>
<tr>
<td></td>
<td>Pilot-in-command</td>
<td>Cabin Crew Incharge:</td>
</tr>
<tr>
<td></td>
<td>Departure Station</td>
<td>Destination Station:</td>
</tr>
<tr>
<td></td>
<td>Date of Inspection</td>
<td></td>
</tr>
</tbody>
</table>

2 **POST DEBRIEFING:**

<table>
<thead>
<tr>
<th>S.No</th>
<th>Item</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Carried out appropriately</td>
<td>Standard operating procedure/operations manual</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Review of Flight Report</td>
<td>Standard operating procedure/operations manual</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Specific debrief (If any)</td>
<td>Standard operating procedure/operations manual</td>
<td></td>
</tr>
</tbody>
</table>

3. **CABIN ATTENDANT KNOWLEDGE/PROFICIENCY:**

<table>
<thead>
<tr>
<th>S.No</th>
<th>Item</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
</table>
| 3.1  | Currency of last recurrent /Safety Emergency Procedures Course (SEP). | Aircraft Rule 38(B), Para 5  
CAR Section 7, Series M, Part I, Para 6 | |
| 3.2  | Emergency equipment – Cabin / Cockpit (Handling and use) | CAR Section 7, Series M, Part I, Appendix-A, Para A-2.0 | |
| 3.3  | Emergency procedures | CAR Section 7, Series M, Part I, Appendix-A, Para A-1.0 and 2.0 | |
### 3.4 First aid
(Knowledge/proficiency)
CAR Section 7, Series M, Part I, Appendix-A, Para A- 1.0

### 3.5 Dangerous goods Carriage in cabin by passengers
(Knowledge)
CAR Section 11, Series C, Part I, Para 2

### 4. CABIN ATTENDANT FLIGHT BAG:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Item</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Required personal equipment bag (Overnight Kit) including carriage of relevant Handbook.</td>
<td>CAR Section 7, Series M, Part I, Para 5, Sub-para 5.3</td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>Safety Circulars</td>
<td>Appendix-B, Part Ten of CAR Section 7, series M, Part I</td>
<td></td>
</tr>
</tbody>
</table>

Any other observation/remarks:

PLACE:                                                                                       SIGNATURE OF INSPECTOR:
DATE:                                                                                        NAME:
## OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
### AIRCRAFT CABIN INSPECTION CHECKLIST

#### IN FLIGHT

### 1. FACTUAL DETAILS

<table>
<thead>
<tr>
<th>Operator:</th>
<th>Flight No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft type:</td>
<td>Aircraft Registration:</td>
</tr>
<tr>
<td>Pilot-in-command:</td>
<td>Cabin Crew In charge:</td>
</tr>
<tr>
<td>Departure Station:</td>
<td>Destination Station:</td>
</tr>
<tr>
<td>Date of Inspection:</td>
<td>Minimum Crew reqd./ no. of crew carried:</td>
</tr>
</tbody>
</table>

### 2. PASSENGER BRIEFING- PRE DEPARTURE

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Items</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Life Jacket/Floatation Device demonstration.</td>
<td>CAR Section 8 Series O part II (para 4.2.12)</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Emergency exit instructions.</td>
<td>CAR Section 8 Series O part II (para 4.2.12)</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Oxygen demonstration.</td>
<td>CAR Section 8 Series O part II (para 4.2.12)</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>No Smoking, Seat belt signs, consumption of alcohol, Electronic Devices (e.g.) laptop computers, cell phones etc., photography</td>
<td>CAR Section 8 Series O part II (for info para 4.2.12); rule 25, rule 29B, ASC 7 of 2004, section 5 series X part I.</td>
<td></td>
</tr>
<tr>
<td>2.5</td>
<td>Use of seat belts</td>
<td>CAR Section 8 Series O part II (para 4.2.12); ASC 3 of 2006</td>
<td></td>
</tr>
<tr>
<td>2.6</td>
<td>Seating of passengers near emergency exit &amp; their briefing.</td>
<td>CAR Section 8 Series O part II (para 4.2.12.1)</td>
<td></td>
</tr>
<tr>
<td>2.7</td>
<td>Briefing for handicap/blind/mothers with infants (if applicable).</td>
<td>CAR Section 3 Series M part I (para 7.3)</td>
<td></td>
</tr>
<tr>
<td>2.8</td>
<td>Clarity of PA System Announcements.</td>
<td>CAR Section 2 Series O part II (para 4.2.12)</td>
<td></td>
</tr>
</tbody>
</table>
2.9 Use of video (if provided) | CAR Section 2 Series O part II

2.11 Stowage of cabin baggage in the designated area only | CAR Section 2 Series O part II (para 4.8)

3. CABIN ATTENDANT

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Items</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Closing of door in coordination with cockpit instructions.</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Arming/disarming of evacuation slides at door stations.</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>Occupation of Designated seats prior to take off/Landing.</td>
<td>CAR Section 8 Series O part II (para 12.2)</td>
<td></td>
</tr>
<tr>
<td>3.4</td>
<td>Use of safety harness.</td>
<td>CAR Section 8 Series O part II (para 12.2); ASC 3 of 2006</td>
<td></td>
</tr>
<tr>
<td>3.5</td>
<td>Cabin security check &amp; reporting to cockpit</td>
<td>Operations circular 2 of 2009</td>
<td></td>
</tr>
<tr>
<td>3.6</td>
<td>Physical verification of pax seat belt fastening-pre-takeoff/pre-landing.</td>
<td>CAR Section 8 Series O part II (para 4.2.12.4)</td>
<td></td>
</tr>
<tr>
<td>3.7</td>
<td>Actions during turbulence in flight</td>
<td>Cabin safety circular no. 1 of 2008</td>
<td></td>
</tr>
</tbody>
</table>

4. RESTRAINTS

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Items</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Serving carts/ Galley/equipment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>Use of child Restraint (if carried) – Mother with Infant Briefing</td>
<td>CAR Section 3 Series M part I</td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>Monitoring safety belt fastening by pax on seat belt sign coming ‘ON’.</td>
<td>CAR Section 8 Series O part II</td>
<td></td>
</tr>
<tr>
<td>4.4</td>
<td>Occupation of designated seat/secured safety harness in flight, during turbulence &amp; other emergencies on instructions of cockpit</td>
<td>CAR Section 8 Series O part II (para 12.2)</td>
<td></td>
</tr>
</tbody>
</table>
5. **CABIN CREW CO-ORDINATION**

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Items</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Response to flight deck calls – Appropriate procedure followed.</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>5.2</td>
<td>Cabin occurrences / difficulties – If any.</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>5.3</td>
<td>Handling Emergencies.</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>5.4</td>
<td>Arm/disarm evacuation slides (Crosscheck &amp; report)</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
</tbody>
</table>

6. **OTHER**

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Items</th>
<th>Non Compliance with</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Compliance with operating regulations and rules (e.g. Cockpit entry etc.)</td>
<td>AIC 3 of 1997; Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>6.2</td>
<td>Compliance with operator’s policy/procedures.</td>
<td>Standard Operating Procedure/ Operations manual</td>
<td></td>
</tr>
<tr>
<td>6.3</td>
<td>Cabin log book entries (for proper recording/authentication by PIC)</td>
<td>Standard Operating Procedure</td>
<td></td>
</tr>
<tr>
<td>6.4</td>
<td>Handling of Handicapped passengers</td>
<td>CAR Section 3 Series M part I</td>
<td></td>
</tr>
</tbody>
</table>

Any other observation/remarks:

PLACE:                                                                 SIGNATURE OF INSPECTOR:

DATE:                                                                 NAME:
### OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
#### BASE INSPECTION CHECKLIST

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>CAR references</th>
<th>OBSERVATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STAFFING &amp; ORGANIZATION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management structure</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Department staffing</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Systems for provision of information</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td><strong>BASE FACILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequacy of office services</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Briefing Rooms:</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Seating</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Lighting</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Notice Boards</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Operations library</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Circulars displayed</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Circular distribution (Procedure &amp;</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Monitoring)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roster information</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Procedure/Follow up of Flight Reports</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td>Availability of Various forms</td>
<td>As per company policy</td>
<td></td>
</tr>
<tr>
<td><strong>BUILDING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exit Signs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Extinguishers</td>
<td>General Safety requirements</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------</td>
<td></td>
</tr>
</tbody>
</table>

**CREW RECORDS**

<table>
<thead>
<tr>
<th>Records of flying duty, duty and rest periods</th>
<th>Sec3 Series C part2 para 6.5 ; Section 7 Series J part1, para 6.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records of periodic Refresher/safety emergency course (SEP)</td>
<td>Section 7 Series M Part1, issue 2 Para 11.0</td>
</tr>
<tr>
<td>Line checks</td>
<td>Section 7 Series M Part1, issue 2, para 9.0</td>
</tr>
<tr>
<td>Recency checks (if applicable)</td>
<td>Section 7 Series M Part 1, issue 2, Para 9.0</td>
</tr>
<tr>
<td>Records of Drills</td>
<td>Section 7 Series M Part1, issue 2 Para 11.0</td>
</tr>
</tbody>
</table>

**OPERATIONS MANUAL**

<table>
<thead>
<tr>
<th>Purpose and scope of manuals</th>
<th>Section 7 Series M Part1, issue 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>List of manuals comprising operations manual</td>
<td>Section 7 Series M Part1, issue 2 Para 5.1, 5.2, 5.3</td>
</tr>
<tr>
<td>Manuals to be carried on aircraft</td>
<td>Section 7 Series M Part1, issue 2 Para 5.4</td>
</tr>
<tr>
<td>Responsibility for manual amendment/revisions issued</td>
<td></td>
</tr>
</tbody>
</table>

**MANAGEMENT ORGANIZATION / LINE OPERATIONS**

<table>
<thead>
<tr>
<th>Base-In-Charge, Asst. Base-In-Charge, In-flight Co-ordinator / — duties and responsibilities</th>
<th>As per company policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duty roster, Is the position being manned 24 X 7?</td>
<td>As per company policy</td>
</tr>
<tr>
<td>Flying hours/ Recency for management personnel</td>
<td>As per company policy</td>
</tr>
<tr>
<td>Does operator ensure that each flight is appropriately manned?</td>
<td></td>
</tr>
<tr>
<td>Does the operator ensure that the required comprehensive flight briefing are carried out</td>
<td>As per CSC 4 of</td>
</tr>
</tbody>
</table>
### Reporting System

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a cabin crew reporting system regarding any Safety / Any other issue occurred on flight?</td>
<td></td>
</tr>
<tr>
<td>Are these reports distributed to concerned departments / managers</td>
<td></td>
</tr>
<tr>
<td>Is there a formal feedback process and are actions taken without delay to eliminate detected non compliances and ensure corrective and preventive actions are carried out.</td>
<td></td>
</tr>
<tr>
<td>How is this recorded and controlled</td>
<td></td>
</tr>
</tbody>
</table>

### Operations Control & Supervision

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there regular documented flight operations meetings and reviews?</td>
<td></td>
</tr>
<tr>
<td>Is cabin safety included in these meetings and reviews?</td>
<td></td>
</tr>
<tr>
<td>Are minutes kept and is there a control/feedback system enabling concerns to be addressed to Senior management and to ensure corrective and preventive actions are carried out as necessary?</td>
<td></td>
</tr>
<tr>
<td>Are cabin safety / operation personnel receiving safety/operational information in a timely manner</td>
<td></td>
</tr>
</tbody>
</table>

### Cabin Crew Scheduling

(The checklist to be carried when checking centralized rostering)

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the operator have in place a system which can develop or modify flight and Cabin Crew schedules, taking into consideration the following constraints</td>
<td></td>
</tr>
<tr>
<td>Days off implications</td>
<td></td>
</tr>
<tr>
<td>Weekly, monthly hours</td>
<td></td>
</tr>
<tr>
<td>Minimum rest calculation</td>
<td></td>
</tr>
<tr>
<td>Warning for 07 days OFF requirement</td>
<td></td>
</tr>
<tr>
<td>Does the Schedulers understand the legal implication associated with Crew rostering</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Is the system capable for generating following reports</td>
<td></td>
</tr>
<tr>
<td>a. Violation reports</td>
<td></td>
</tr>
<tr>
<td>b. Legality reports</td>
<td></td>
</tr>
<tr>
<td>c. Roster override reports</td>
<td></td>
</tr>
<tr>
<td>Does the Schedulers have access to all operating Crew records</td>
<td></td>
</tr>
<tr>
<td>Does the use of these records in the Crew Scheduling system practicable</td>
<td></td>
</tr>
<tr>
<td>What are the means of advising schedulers of the need for schedule change?</td>
<td></td>
</tr>
<tr>
<td>What are the means of advising Crew members of a Schedule change? When and how?</td>
<td></td>
</tr>
</tbody>
</table>

Any other observation/remarks:
### OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
### TRAINING CENTRE INSPECTION CHECKLIST

<table>
<thead>
<tr>
<th>Operator:</th>
<th>Location:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of the Nodal Officer:</th>
<th>Name of Alternate Nodal Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of the Training Manager:</th>
<th>Date of Inspection:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. **PRE-AUDIT – GENERAL REVIEW**

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>Yes/NO</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>List any outstanding cabin safety audit findings respecting the previous audit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Process exists for addressing findings that result from audits of cabin crew operations functions that ensures: i) identification of root cause; ii) development of corrective or preventive action as appropriate to address findings; iii) implementation of corrective or preventive action in appropriate operational area(s); iv) Evaluation of corrective or preventive action to determine effectiveness.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. **CABIN CREW MANUAL & INSPECTION REVIEW**

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>Yes/NO</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Is there a cabin crew SEP manual on board and located in a manner that provides unobstructed access by the cabin crew. The onboard Cabin Crew SEP Manual shall include:</td>
<td>CAR Section 7 Series M Part I, issue 2, para 5.4</td>
<td></td>
<td></td>
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<tr>
<td></td>
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<td>---</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
| i) a minimum of one complete manual in the cockpit;  
ii) a minimum of one manual that is immediately accessible to each cabin crew member |   |   |
| 2.2 | Is there a Training Manual, Cabin Crew SEP Manual and Quick Reference Handbook that contain the policies, procedures and other guidance or information necessary for cabin crew members to perform their duties and be in compliance with applicable regulations, rules and operator standards. | CAR Section 7 Series M Part I, issue 2, para 5.0 |
| 2.3 | Are the Cabin Crew Manuals (Training Manual, Cabin Crew SEP Manual and QRH), including updates and revisions, submitted for acceptance or approval to DGCA. Indicate the approval date where applicable. | CAR Section 7 Series M Part I, issue 2, para 5.1 & 5.4 |
| 2.4 | Is there a system for documentation and/or data used directly in the conduct or support of cabin operations, to include:  
i) a means of identifying the version of operational documents;  
ii) a distribution process that ensures availability of the current version of Cabin Crew Manuals to appropriate operations personnel and cabin crew members;  
iii) review and revision as necessary, to maintain the currency of information contained in documents;  
iv) retention of documents that permits easy reference and | CAR section 8, series A part II, para 3.5 & 3.8 |
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>accessibility;</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v) identification and disposal of obsolete documents;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi) reception of documentation and/or data from external sources to ensure information is received in time to satisfy operational requirements;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>vii) retention and dissemination of documentation received from external sources.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.5</strong></td>
<td><strong>Is the Cabin Crew SEP Manual and QRH content in accordance with Appendix B of Section 7 Series M Part I</strong></td>
<td><strong>CAR Section 7 Series M Part I, issue 2, para 5.5</strong></td>
</tr>
<tr>
<td><strong>2.6</strong></td>
<td><strong>Is the Cabin Crew SEP Manual maintained up to date. Process to ensure holders of the Cabin Crew Manuals enter the most current amendments or revisions into the manual.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>2.7</strong></td>
<td><strong>Do cabin crews carry a SEP card, prepared in accordance with Appendix C of Section 7 Series M Part I.</strong></td>
<td><strong>CAR Section 7 Series M Part I, issue 2, para 15.0</strong></td>
</tr>
<tr>
<td><strong>2.8</strong></td>
<td><strong>Indicate whether the cabin crew SEP manual is procedurally consistent with the operations manual and other company manuals? (Such as the manufacturer’s cabin crew operations manual, the standard operating procedures manual, etc)</strong></td>
<td><strong>CAR Section 7 Series M Part I, issue 2, para 5.2</strong></td>
</tr>
<tr>
<td><strong>2.9</strong></td>
<td><strong>Is the cabin crew training program consistent with the Training Manual and other company manuals?</strong></td>
<td><strong>CAR Section 7 Series M Part I, issue 2, para 5.1</strong></td>
</tr>
</tbody>
</table>
2.10 Are the emergency procedures and signals for flight & cabin crew compatible (is similar terminology used) -

### 3. CABIN CREW TRAINING PROGRAMME

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>Yes / No</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Is the cabin crew training program, approved by DGCA and in accordance with the training manual?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 6.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Are the cabin crew instructor’s qualifications in accordance with CAR?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 4.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>The Operator shall have a cabin crew instructor training course, which shall be completed by instructors to ensure an adequate level of knowledge and standardisation among individuals that provide instruction in the cabin crew training programme.</td>
<td>CAR Section 7 Series M Part I, issue 2, para 14.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.4</td>
<td>Are the instructors qualifications maintained and recorded (record of training)?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 14.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.5</td>
<td>Are the cabin crew training facilities adequate?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 13.0</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.6</strong></td>
<td>Are the emergency evacuation trainers used (doors, slide, etc) in accordance with the CAR?</td>
<td>CAR section 7 series M part I, issue 2, para 13.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.7</strong></td>
<td>Is there adequate portable emergency equipment available for training purposes?</td>
<td>CAR section 7 series M part I, issue 2, para 13.4 (d)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.8</strong></td>
<td>Is the equipment for training representative of the equipment onboard the air operator’s aircraft?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 13.4.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.9</strong></td>
<td>If the Operator has external service providers for conducting practical trainings (such as Water survival training, Fire Fighting Training), the Operator shall have a process to ensure a contract or agreement is executed with such external service providers, and ensure that external facilities are as per the CAR.</td>
<td>CAR Section 7 Series M Part I, issue 2, para 13.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.10</strong></td>
<td>Do cabin crew members complete supervised line flight experience as part of the cabin crew initial qualification process and prior to being assigned duties as minimum cabin crew member.</td>
<td>CAR Section 7 Series M Part I, issue 2, para 6.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.11</strong></td>
<td>If the Operator utilises aircraft that require more than one cabin crew member, what is the process for designating and training a Cabin Crew In-charge.</td>
<td>CAR Section 7 Series M Part I, issue 2, para 4.2 &amp; 7.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.12</strong></td>
<td>Do cabin crew training courses include assessment by written, oral or practical means to</td>
<td>CAR Section 7 Series M Part I, issue 2,</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
satisfy requirements for cabin crew members to demonstrate adequate knowledge, competency or proficiency to perform duties, execute procedures or operate emergency and life-saving equipment?

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>OK</th>
<th>FINDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Are cabin crew training records maintained as per CAR?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 11.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>The Operator shall have a system for the retention of records that document the fulfilment of cabin crew operations requirements, to include, but not limited to, the training and qualification requirements for cabin crew members. Such system shall be in accordance with Civil Aviation Requirements, as applicable.</td>
<td>CAR Section 7 Series M Part I, issue 2, para 11.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>If the Operator utilises an electronic system for management and control of records, the system shall provide for a scheduled generation of back-up files for the records.</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.4</td>
<td>Does the training performed show the following:</td>
<td>CAR Section 7 Series M Part I, issue 2, para 11.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td>---</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>i) Name of cabin crew? – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii) Types of aircraft qualified – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii) Date of Assessment – [YES/NO]</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>iv) Result – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v) Date of Approval – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi) Date of Practical Training – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vii) Date of Recurrent Training – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>viii) Date of other applicable trainings (CRM, Joint CRM, DGR, AVSEC, CCIC, differences etc.) – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ix) Date of In flight Proficiency Check – [YES/NO]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.5</td>
<td>How long are the training records retained?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 11.2</td>
<td></td>
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</tr>
<tr>
<td>4.6</td>
<td>Does the training file contain a copy of the most recent written exam for each aircraft type on the cabin crew is qualified?</td>
<td>CAR Section 7 Series M Part I, issue 2, para 11.1</td>
<td></td>
<td></td>
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</table>

**Any other observation/remarks:**

**PLACE:**

**SIGNATURE OF INSPECTOR:**

**DATE:**

**NAME:**
### GENERAL REVIEW

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>Yes/NO</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Training schedule (including dates and types of training are provided for)</td>
<td>Section 7 Series m Part I, issue II; Para 5.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Lesson plans for initial, annual, refresher and type and difference training</td>
<td>CAR Section 7 Series M Part I, issue II; Para 5.0</td>
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<td></td>
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<tr>
<td>1.3</td>
<td>Manuals – Training manual, SEP &amp; QRH</td>
<td>Section 7 Series M Part I, issue II; Para 5.0</td>
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<tr>
<td>1.4</td>
<td>Examination knowledge questions and answers, including practical assessments</td>
<td>Section 7 Series m Part I, issue II; Para 9.0</td>
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</table>

### CABIN CREW TRAINING ROOM INSPECTION

<table>
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<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>Yes/ NO</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Is the Training Room large enough to accommodate the number of planned trainees</td>
<td>Section 7 Series m Part I, issue II; Para 13.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Is the Training Room equipped with a white board</td>
<td>Section 7 Series m Part I, issue II; Para</td>
<td></td>
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</tr>
</tbody>
</table>
### 13.2

#### 2.3
**Is the Training Room equipped with an OHP or equivalent**
- **Section 7 Series m Part I, issue II; Para 13.2**

#### 2.4
**Is the Training Room equipped with a table/desk and a suitable chair for each individual**
- **Section 7 Series m Part I, issue II; Para 13.2**

### 3. TRAINING PORTABLE EMERGENCY EQUIPMENTS INSPECTION

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>CAR REFERENCE</th>
<th>Yes / No</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Is the centre equipped with all the portable emergency equipments carried on board (list the equipments with their numbers)</td>
<td>Section 7 Series m Part I, issue II; Para 13.2</td>
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</tbody>
</table>

| 1    |      |               |          |              |
| 2    |      |               |          |              |
| 3    |      |               |          |              |
| 4    |      |               |          |              |
| 5    |      |               |          |              |
| 6    |      |               |          |              |
| 7    |      |               |          |              |
| 8    |      |               |          |              |
| 9    |      |               |          |              |
| 10   |      |               |          |              |
| 11   |      |               |          |              |

### 4. CABIN CREW TRAINING RECORDS

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<tr>
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<th>FINDING</th>
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<tr>
<td>4.1</td>
<td>Are cabin crew training records</td>
<td>CAR Section 7 Series</td>
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5. CABIN CREW PRACTICAL TRAINING

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<th>ITEM</th>
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<th>FINDING</th>
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<tbody>
<tr>
<td>5.1</td>
<td>Is the operator equipped to carry out training in its own facility</td>
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<tr>
<td>5.2</td>
<td>Is the operator carrying out the training at an outside facility</td>
<td></td>
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<tr>
<td>5.3</td>
<td>If yes (5.2) is the facility approved by the DGCA</td>
<td></td>
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<tr>
<td>5.4</td>
<td>Fire Drill - venue confirms with the CAR requirements</td>
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<tr>
<td>5.5</td>
<td>Ditching Drill - venue confirms with the CAR requirements</td>
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<tr>
<td>5.6</td>
<td>Slide Drill – Comparable to aircraft type</td>
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</table>

6. CABIN CREW INSTRUCTOR

<table>
<thead>
<tr>
<th>S.NO</th>
<th>ITEM</th>
<th>YES/ NO</th>
<th>FINDING</th>
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<tbody>
<tr>
<td>6.1</td>
<td>Are the instructors approved to carry out instructions for the aircraft type</td>
<td></td>
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</table>

Any other observation/remarks:

Approval Granted : YES / NO

If No; Reasons:

PLACE: SIGNATURE OF INSPECTOR(s):

DATE: NAME(S):
# Checklist – Assessment of the Cabin Crew Training Manual

<table>
<thead>
<tr>
<th>Operator:</th>
<th>Location:</th>
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<tbody>
<tr>
<td>Date Submitted:</td>
<td>Manual Issue Number:</td>
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## Item 1  Does the manual contain information on the following items?

1.1 The structure of the training Organization

- [ ] Satisfactory
- [ ] Unsatisfactory

<table>
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<th>Comments</th>
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1.2 Method of Promulgation

- [ ] Satisfactory
- [ ] Unsatisfactory

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## Item 2  For each cabin crew course:

2.1 Training Program Outline

- [ ] Satisfactory
- [ ] Unsatisfactory

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2.2 Duration

- [ ] Satisfactory
- [ ] Unsatisfactory

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2.3 Syllabus as per CAR Section 7

Series M Part I, Appendix I & II

- [ ] Satisfactory
- [ ] Unsatisfactory

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2.4 Completion Standards

- [ ] Satisfactory
- [ ] Unsatisfactory

<table>
<thead>
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<th>Comments</th>
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<tr>
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</table>
Item 3 For Aircraft Visit, Familiarization flight and Proficiency Check:

3.1 **Aircraft Visit**

3.1.1 Course Outline

☐ Satisfactory ☐ Unsatisfactory

3.1.2 Syllabus as per CAR Section 7

Series M Part I, Appendix I & II ☐ Yes ☐ No ____________

3.2 **Familiarization Flight and Proficiency Check**

3.2.1 Procedure

☐ Satisfactory ☐ Unsatisfactory ____________

3.2.2 Completion Standards

☐ Satisfactory ☐ Unsatisfactory ____________

3.2.3 At least one check of Competency in each calendar year

☐ Yes ☐ NO
**Item 4** For each type of Instructor (as appropriate):

4.1 Minimum Requirements

☐ Satisfactory ☐ Unsatisfactory

4.2 Qualification Process

☐ Satisfactory ☐ Unsatisfactory

4.3 Completion Standards

☐ Satisfactory ☐ Unsatisfactory

4.4 DGCA approval process

☐ Satisfactory ☐ Unsatisfactory

**Item 5**

5.1 Minimum crew requirements/
Qualification for specified types of
Trainings

☐ Satisfactory ☐ Unsatisfactory

**Item 6** Methods of conducting following practical training and standards to be achieved:

6.1 Aircraft Exit Operation Drills

☐ Satisfactory ☐ Unsatisfactory
6.2 Ditching Drill   □ Satisfactory   □ Unsatisfactory  ________________

6.3 Aircraft Slide Drill   □ Satisfactory   □ Unsatisfactory  ________________

6.4 Live Fire Fighting Drill   □ Satisfactory   □ Unsatisfactory  ________________

6.5 All drills conducted once every three years,
   In accordance with CAR Section 7 Series M
   Part I   □ Yes   □ No  ________________

Item 7

7.1 Procedure to be followed in case of
   Failures   □ Satisfactory   □ Unsatisfactory  ________________

Item 8 Training Facilities:

8.1 Classroom size as per CAR
   requirements   □ Yes   □ No  ________________
8.2 Emergency Equipment as per Aircraft type  □ Yes  □ No  _____________

8.3 Adequate number and type of training aids  □ Satisfactory  □ Unsatisfactory ___________

Manuals initial Issue and Amendments; copies distributed to, or arrangements in place for distribution to:

DGCA  □ Yes  □ No  ________________

All Cabin safety Personnel  □ Yes  □ No  ________________

Completion Record

All contents are in accordance with CAR Section 7 Series M Part I and approval of the Training Manual is recommended  □

All required corrections or additions have been included and approval of the Training Manual is recommended  □
Any Other Comments:

_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

____________________________________________
Name & Signature of the Cabin safety Inspector

_________________________________________
Date

General:

1. To be filled up while assessment of the training manual submitted.
2. For every Sat/Unsat selection, a brief comment must be recorded.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Remarks</th>
<th>Marks obtained (Pass %age is 90 %)</th>
<th>Total %age / Marks</th>
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<tr>
<td>Introduction to Cockpit:</td>
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<tr>
<td>– Knowledge about the systems relevant to cabin crew.</td>
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<tr>
<td>Emergency Equipments:</td>
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<td></td>
<td>20</td>
</tr>
<tr>
<td>– Location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Pre-Flight</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>– Operation</td>
<td></td>
<td></td>
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<tr>
<td>– Procedures specific to each operator for use of equipments in coordination with other crew members in an emergency (like Cabin fires).</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Planned Emergency:</td>
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<td></td>
<td>10</td>
</tr>
<tr>
<td>– Knowledge</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>– Procedure</td>
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<td></td>
<td></td>
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<tr>
<td>Unplanned Emergency:</td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>– Knowledge</td>
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<td></td>
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<tr>
<td>– Procedure</td>
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<td></td>
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<tr>
<td>Communication:</td>
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<td>10</td>
</tr>
<tr>
<td>– With cockpit (normal &amp; emergency)</td>
<td></td>
<td></td>
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<tr>
<td>– With other crew members</td>
<td></td>
<td></td>
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<tr>
<td>– With able bodied passengers (in an emergency)</td>
<td></td>
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</tbody>
</table>
### Crowd Control:
- Importance
- Technique (to be demonstrated) 10

### In-flight Emergencies:
- Pilot Incapacitation
- Decompression
- Hi-jack
- Disruptive passenger
- Turbulence 30

**Satisfactory**

**Unsatisfactory**

**If Unsatisfactory, comments of the evaluator on the areas to be improved** -
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

**Can the approval be accorded?**

**Yes**

**No**
NAME & SIGNATURE OF THE SEP INSTRUCTOR EVALUATED __________________________

NAME & SIGNATURE OF THE NODAL OFFICER ________________________________

NAME & SIGNATURE OF THE DGCA EVALUATOR _______________________________
## Presentation

<table>
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<td>Course introduction</td>
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<tr>
<td>Content Flow well structured</td>
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<tr>
<td>Concise matter on each slide</td>
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<tr>
<td>Illustrations used</td>
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<tr>
<td>Consistent format used</td>
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<tr>
<td>Appropriate use of animations(not overused)</td>
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<tr>
<td>Matter relevant to the topic</td>
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<tr>
<td>Appropriate Conclusion</td>
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<td><strong>Presenter Skills</strong></td>
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<tr>
<td>Properly attired for the occasion</td>
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<tr>
<td>Knows the Subject well</td>
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<tr>
<td>Knows the Content well</td>
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<tr>
<td>Does not read from the slides</td>
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<tr>
<td>Maintains eye contact with the participants</td>
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</tbody>
</table>

Operator: 

Instructor to be evaluated: 

Aircraft Type: 

DGCA evaluator: 

Date of evaluation: 

CABIN SAFETY DIVISION, DGCA, INDIA
Maintains a positive body language
Promotes a positive learning environment
Good Listener
Answers queries diligently
Able to use relevant /appropriate examples
Able to diffuse tough situations (unruly participant)
Courtesies extended at the opportune moment (welcome/ Thank you)

Any Other Comments:
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
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_______________________________________________________________________
_______________________________________________________________________
Satisfactory
 Unsatisfactory

If Unsatisfactory, comments of the evaluator on the areas to be improved -
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

Can the approval be accorded:

Yes
 No

SIGNATURE OF THE DGCA EVALUATOR ____________________________
### CABIN SAFETY INSPECTORS HANDBOOK

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<td>Door Opening/Closing</td>
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<tr>
<td>Other Exits (Opening/Closing as applicable)</td>
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<tr>
<td>Emergency Equipments:</td>
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<tr>
<td> Location</td>
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<tr>
<td> Pre-Flight</td>
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<td> Operation</td>
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<td>Planned Emergency:</td>
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<tr>
<td> Knowledge</td>
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<td> Procedure</td>
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<tr>
<td> Knowledge</td>
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<tr>
<td> Procedure</td>
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<td>Smoke/Fire:</td>
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<td> Cabin</td>
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<td>Communication:</td>
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<td> With cockpit (normal &amp; emergency)</td>
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<td> With able bodied passengers (in an emergency)</td>
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<td>Crowd Control:</td>
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<td> Importance</td>
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<td> Technique (to be demonstrated)</td>
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<tr>
<td> Pilot Incapacitation</td>
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<td> Decompression</td>
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CABIN SAFETY DIVISION, DGCA, INDIA

Rev3 Oct’2012 77
Total 100

Satisfactory □

Unsatisfactory □

If Unsatisfactory, comments of the evaluator on the areas to be improved -
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

Can the approval be accorded?

Yes □

No □

NAME & SIGNATURE OF THE CABIN CREW EVALUATED__________________________

NAME & SIGNATURE OF THE INSTRUCTOR ________________________________

NAME & SIGNATURE OF THE DGCA EVALUATOR ________________________________