



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

Reporting of Safety Incidents

Aircraft Operations & Airworthiness Module
External User Guide





This page is for internal document control.



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

Table of Contents

1. Overview	4
1.1 ROSI Welcome Message	4
1.2 ROSI Workflow	6
1.3 Who Can Use ROSI - AOAW	7
2. ROSI Access	8
2.1 GCAA Web URL	8
2.2 ROSI Access Points	9
2.2.1. ROSI Access from Main Navigation Menu	9
2.2.2. ROSI Access from Services Panel of Home Page:.....	10
2.2.3. ROSI Access from Main Navigation Menu Step 2 (ROSI Main Page)	11
2.3 ROSI Login Page	11
2.4 How to Register New External User	13
2.5 Selection of ROSI Type.....	17
2.6 Description of Parts/Sections of ROSI Incident Reporting Form.....	18
2.7 Headers of ROSI Incident Form	20
2.8 ROSI Incident Form Part II, III, IV,V	21
2.9 ROSI Incident Form Part VI	22
2.10 ROSI Incident Form Part VII,VIII.....	23
2.11 ROSI Incident Form Part IX	24
2.12 ROSI Categorization.....	25
2.13 ROSI Submission Confirmation Message	26
2.14 How to View ROSI Files.....	27
3. SRM Contact Details	33
4. References	34
5. Confidentiality and Copyright Terms	35

1. Overview

This document is a guide for external users who are required to report any aviation safety incident/event to GCAA.

ROSI is an online reporting system which was launched by GCAA on 1st January, 2010. Accordingly on 01 January 2010, the GCAA successfully launched the online system of Reporting of Safety Incidents (ROSI). ROSI is accessible through the GCAA web page and replaces all other forms of reporting of aviation safety related incidents like MODRs/ASRs.

On 01 September 2010, the ATS Occurrence Reporting (AOR) system was also replaced by online reporting system with the introduction of ROSI modules for Aerodrome Operations (AOP) and Air Traffic Control (ATC) for the reporting of aerodrome and ATC related safety incidents. Later in August 2011, Bird Strike and Wildlife Hazard Incidents (BWI) module was launched for reporting of bird and wildlife incidents. In January 2013, the Communications, Navigation and Surveillance (CNS) module for reporting of CNS related outages was introduced.

Safety Risk Management (SRM) Section manages the AOAW module, whereas the AOP, ATC, CNS and BWI modules are managed by the Air Navigation and Aerodromes (ANA) Department of Safety Affairs Sector.

This manual outlines the procedure for obtaining access to ROSI – AOAW and describes the steps to submit a report using the ROSI-AOAW module. This manual also describes other functions - available on the reporting form.

1.1 ROSI Welcome Message

Effective 01 January 2010, GCAA launched its safety incident reporting service, enabling online submission of ROSIs through the GCAA website.

- The objective of ROSI system is to support timely reporting of safety incidents to GCAA for technical inquiry or regulatory response and to provide effective risk management. ROSI also offers safety data collection, processing and analysis for practical safety promotion.



- Data collected through ROSI will assist identifying hazards and associated risks in the air transportation system, which require short term or long-term corrective measures depending on the level of risks.
- As part of centralized safety incident reporting, ROSI replaced previous ASR and MODR reports.
- Confidentiality of all data submitted through ROSI system is strictly maintained by GCAA.

1.2 ROSI Workflow

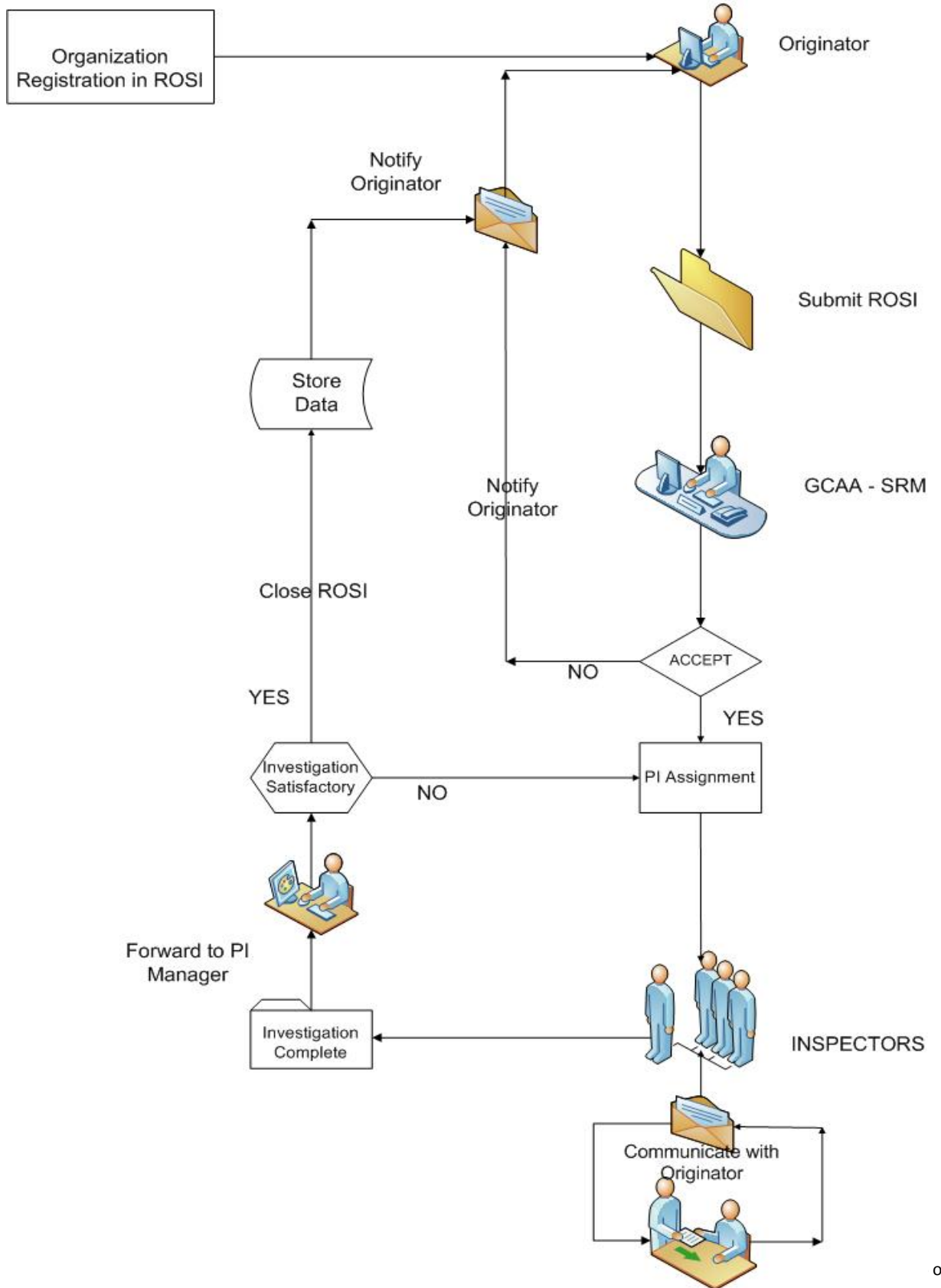


Figure 1: ROSI Workflow

1.3 Who Can Use ROSI - AOAW

This module is accessible by “Registered Users” only. There are three types of registered users who can use ROSI System for the reporting of an aviation related safety incident:

External User - All AOC holders, includes maintenance repair organizations and other aviation related service providers registered with and certified by GCAA or individuals working in aviation industry. Prior to submitting a report, they are required to register themselves and obtain user name/password for access through GCAA e-services.

Internal User - includes Inspectors from Safety Affairs Sectors, Security Affairs Sector and Aircraft Accident Investigation Sector.

SRM User - SRM staff which manages ROSI AOAW.

This manual provides guidance for external registered users only.



2. ROSI Access

2.1 GCAA Web URL

The GCAA portal can be accessed at <http://www.gcaa.ae/en/pages/default.aspx> (Figure 2).

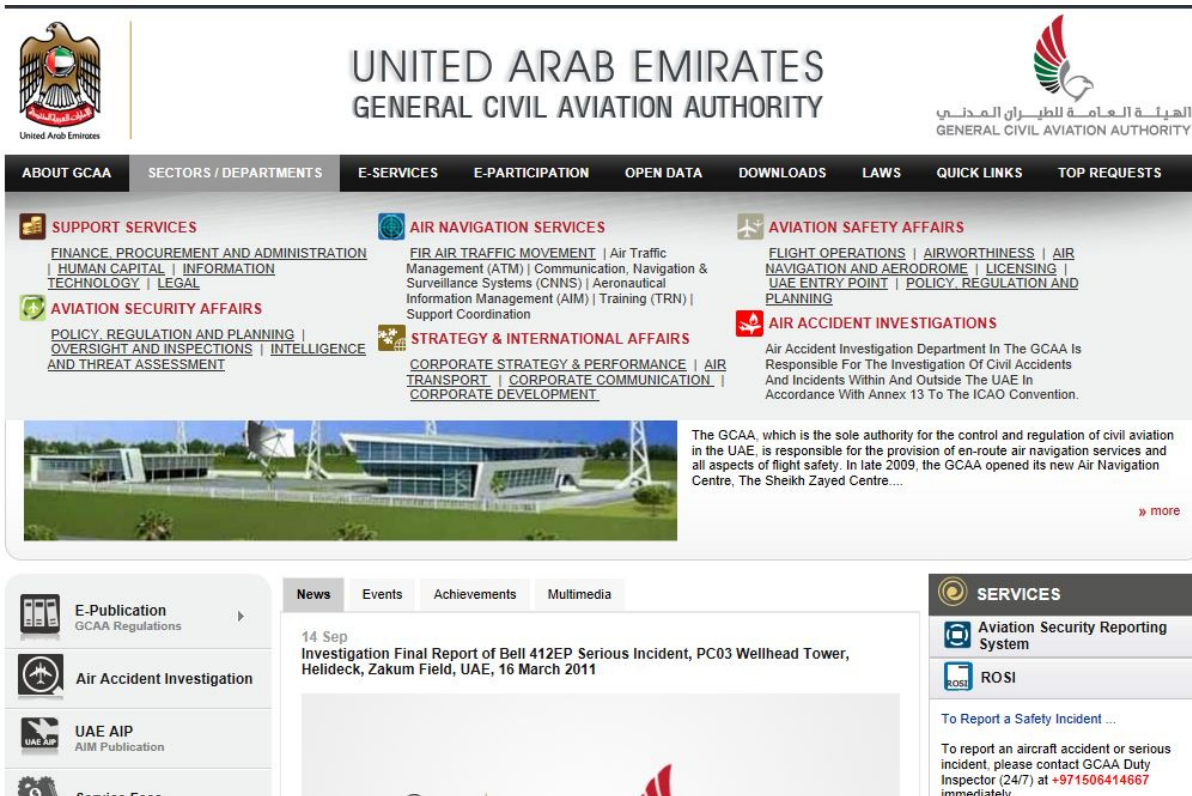


Figure 2: Screenshot of the GCAA Portal

2.2 ROSI Access Points

The ROSI System can be accessed through the understated entry points on the GCAA Portal.

2.2.1. ROSI Access from Main Navigation Menu

User can access ROSI from main navigation menu, pointing towards E-Services menu item.

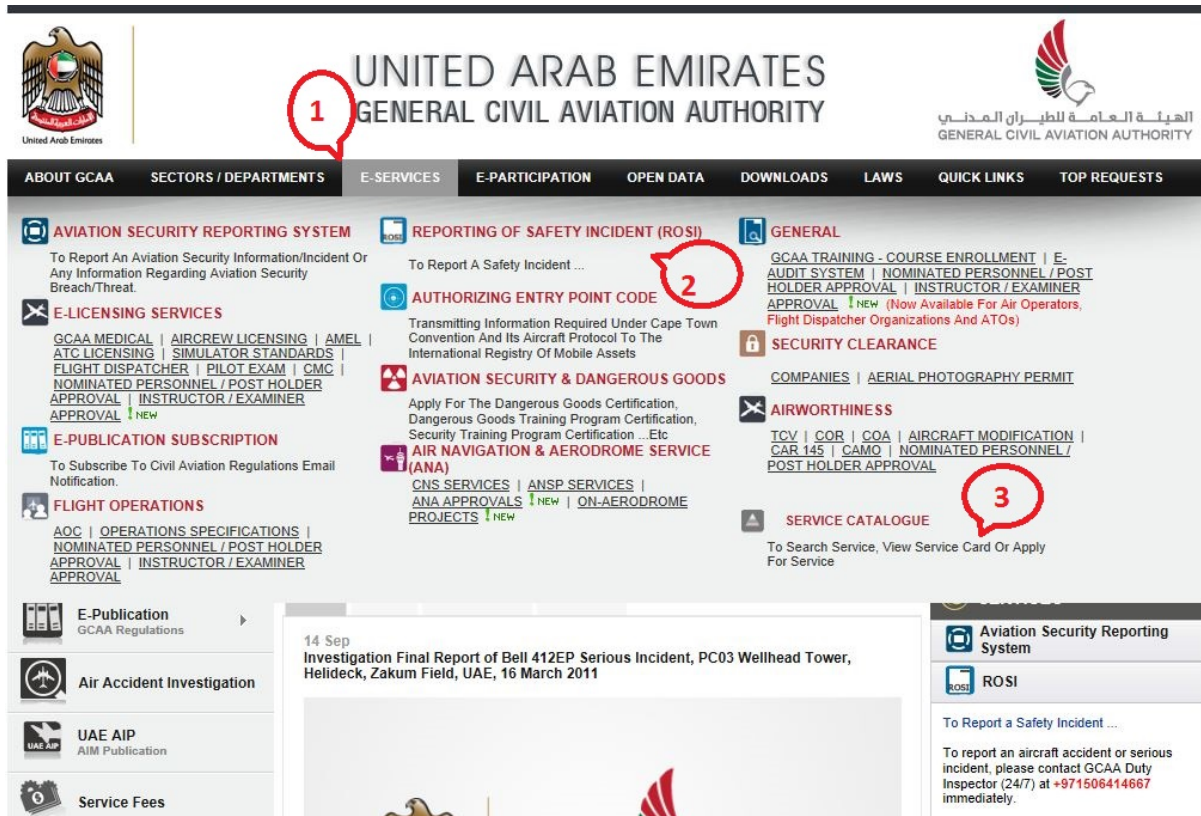
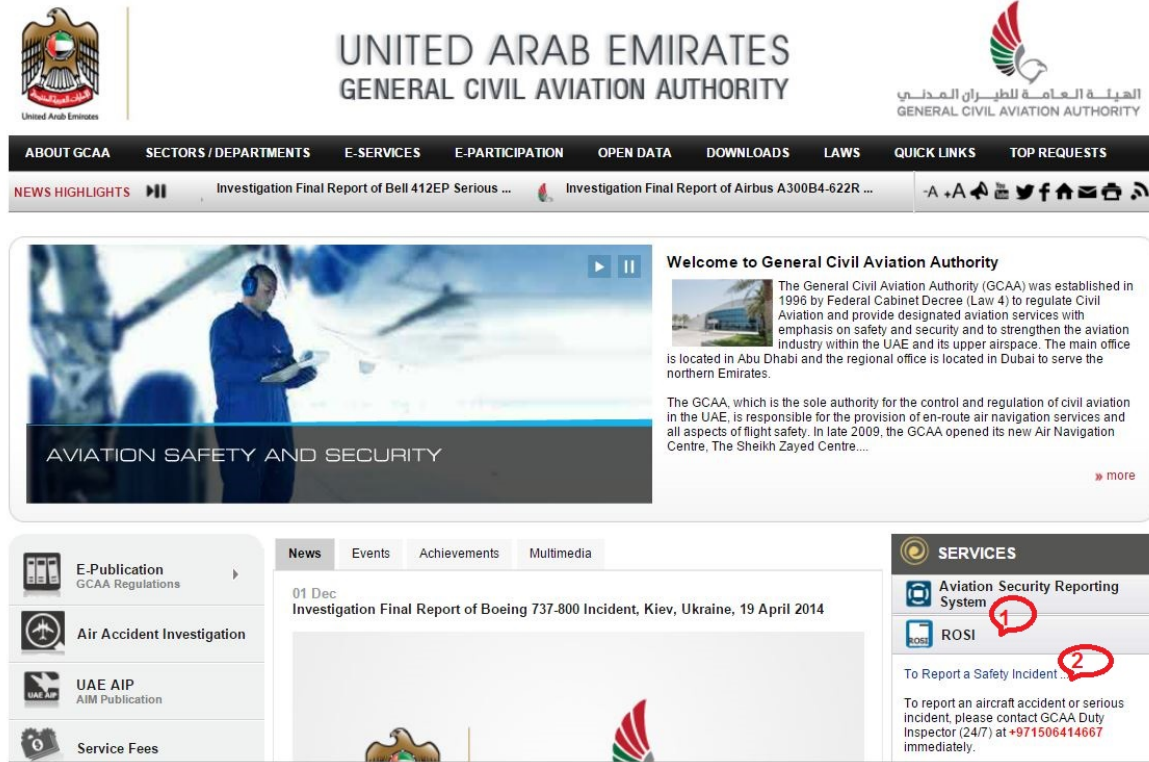


Figure 3: Access from Main Navigation Menu

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Main Menu option E-Services	Click to open the dropdown sliding menu with more access points
2	Sub Menu option Reporting Of Safety Incident (ROSI)	Click to go to the ROSI main page
3	Sub Menu option Service Catalogue	Click to go to the online Services main page that describes in brief the requirements, procedure and provides access link to the ROSI login page.

2.2.2. ROSI Access from Services Panel of Home Page:



The screenshot shows the homepage of the General Civil Aviation Authority (GCAA). At the top, there are logos for the United Arab Emirates and the GCAA. Below the logos is a navigation menu with items like 'ABOUT GCAA', 'SECTORS / DEPARTMENTS', 'E-SERVICES', 'E-PARTICIPATION', 'OPEN DATA', 'DOWNLOADS', 'LAWS', 'QUICK LINKS', and 'TOP REQUESTS'. A 'NEWS HIGHLIGHTS' section features two news items: 'Investigation Final Report of Bell 412EP Serious ...' and 'Investigation Final Report of Airbus A300B4-622R ...'. A large banner for 'AVIATION SAFETY AND SECURITY' is present. Below the banner is a 'Welcome to General Civil Aviation Authority' section with a video player and text describing the GCAA's mission. On the left side, there is a 'SERVICES' panel with an accordion menu. The 'SERVICES' panel includes options for 'E-Publication', 'Air Accident Investigation', 'UAE AIP', and 'Service Fees'. The 'ROSI' option is highlighted with a red circle and the number '1'. Below the 'ROSI' option, there is a link 'To Report a Safety Incident' which is also highlighted with a red circle and the number '2'. The 'News' section shows a recent article titled 'Investigation Final Report of Boeing 737-800 Incident, Kiev, Ukraine, 19 April 2014'.

Figure 4: Access from Services Panel

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Services panel accordion option ROSI	Click to open the panel to show access link
2	Services panel accordion option For Reporting Of Safety Incident	Click to go to the ROSI login page

2.2.3. ROSI Access from Main Navigation Menu Step 2 (ROSI Main Page)



Figure 5: Access from Main Navigation Menu - Step 2

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Link Click here to submit a ROSI	This link is used to submit a new ROSI file.

2.3 ROSI Login Page

To access ROSI service page the registered user has to provide log in details. In case of new user, first a registration is required. Following describes the registration and log in process.

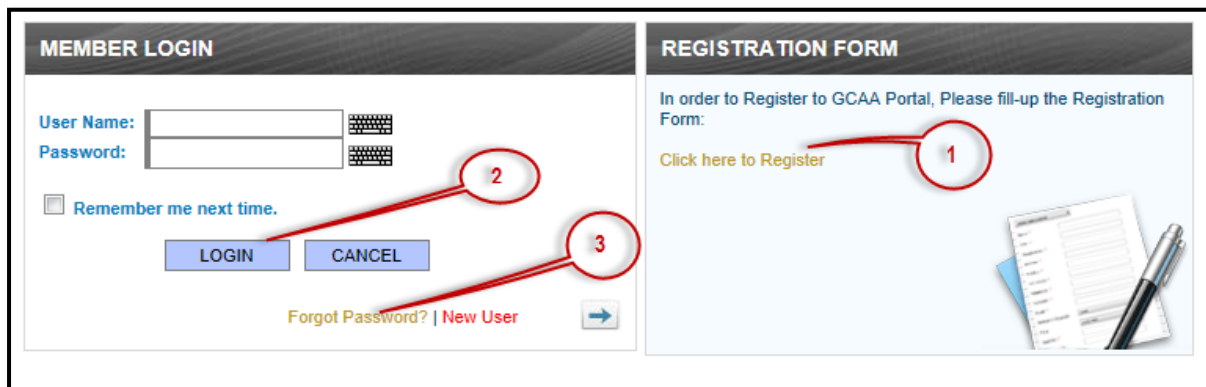


Figure 6: ROSI Login Page

The following table explains the callouts of the above screenshot:

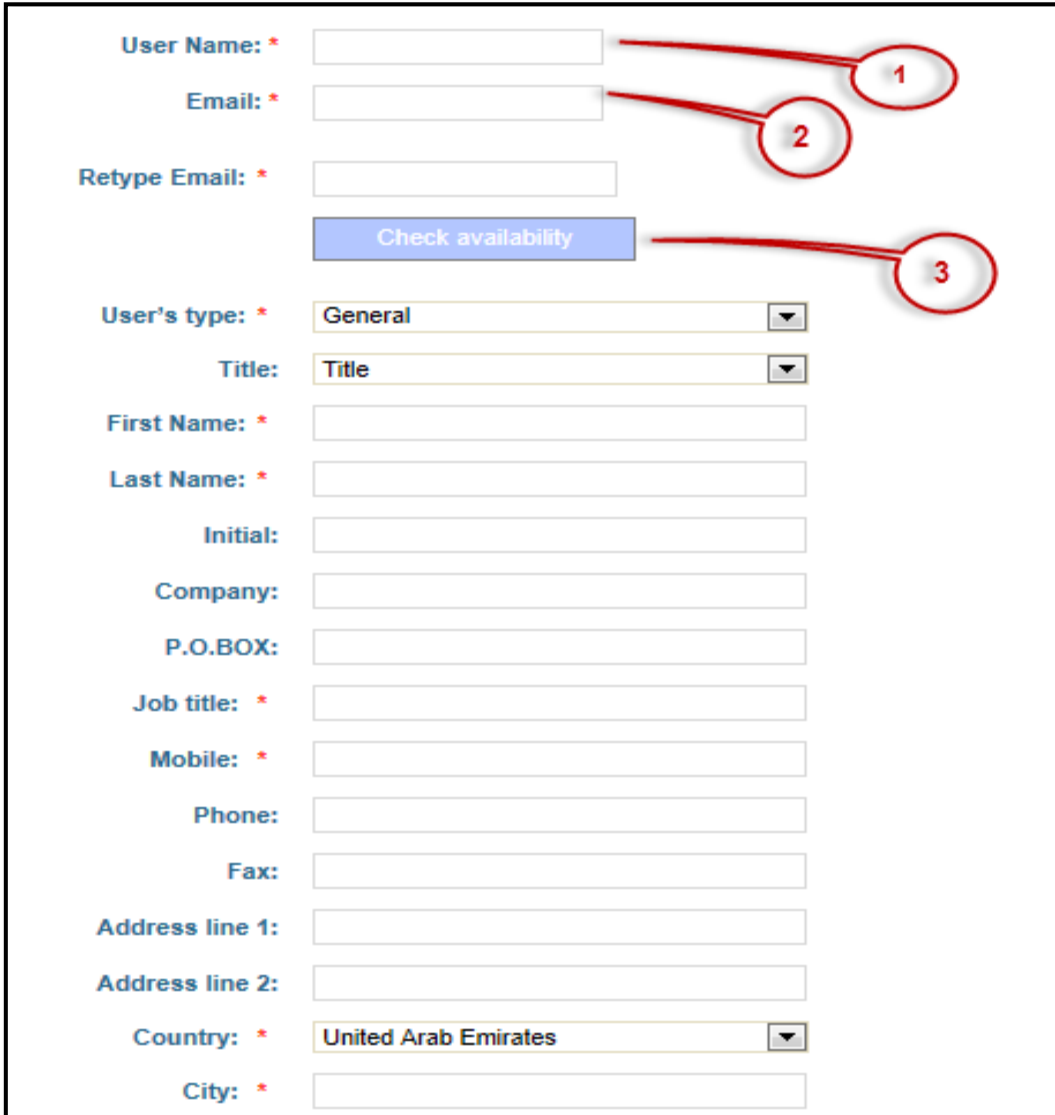
Callout No.	Link/Section	Description
1	Link Click here to register	Click to go to a page to register new external user for ROSI service of GCAA
2	Button LOGIN	If user is already registered on GCAA website, he needs to enter user name and password and then click Login button to access the ROSI service.
3	Link Forgot Password?	Click to go to a page to recover your forgotten user credentials

2.4 How to Register New External User

Following description is the new user registration form.

All fields with * are mandatory in this form.

Register New User Form



The screenshot shows a registration form with the following fields and annotations:

- User Name: *** (Mandatory): Text input field. An annotation '1' in a red circle points to this field.
- Email: *** (Mandatory): Text input field. An annotation '2' in a red circle points to this field.
- Retype Email: *** (Mandatory): Text input field.
- Check availability**: A blue button located below the 'Retype Email' field. An annotation '3' in a red circle points to this button.
- User's type: *** (Mandatory): Dropdown menu with 'General' selected.
- Title:** Dropdown menu with 'Title' selected.
- First Name: *** (Mandatory): Text input field.
- Last Name: *** (Mandatory): Text input field.
- Initial:** Text input field.
- Company:** Text input field.
- P.O.BOX:** Text input field.
- Job title: *** (Mandatory): Text input field.
- Mobile: *** (Mandatory): Text input field.
- Phone:** Text input field.
- Fax:** Text input field.
- Address line 1:** Text input field.
- Address line 2:** Text input field.
- Country: *** (Mandatory): Dropdown menu with 'United Arab Emirates' selected.
- City: *** (Mandatory): Text input field.

Figure 7: ROSI New User Form - Screenshot 1

ROSI New User Form Screenshot Part 2

In order to Subscribe for GCAA E-Services please check / uncheck available E-Services from the Grid Below.

*Note: Please expand the Grid to view E-services.

<input type="checkbox"/>	eService: Airworthiness
<input type="checkbox"/>	eService: eLicensing
<input type="checkbox"/>	eService: e-Training
<input type="checkbox"/>	eService: Flight Operations
<input type="checkbox"/>	eService: Licensing
<input type="checkbox"/>	eService: ROSI
<input checked="" type="checkbox"/>	Reporting Of Safety Incidents (ROSI)
<input type="checkbox"/>	eService: Safety & Security
<input type="checkbox"/>	eService: Security Clearance
<input type="checkbox"/>	Send me updates

Figure 8: ROSI New User Form - Screenshot 2

ROSI New User Form Screenshot Part 3



Figure 9: ROSI New User Form - Screenshot 3

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Text box to enter user name	Enter user name you want to use for ROSI service
2	Text box to enter Email	Enter email address to get confirmation and notifications from ROSI service
3	Command button Check availability	Click to check in the system if entered username is available for use.
4	Text box Characters	Click to enter the above auto generated alpha numeric code
5	Command button Create User	Click to submit user registration request

ROSI New User Form Screenshot Part 4 (Thank You Message)

The following screenshot will appear after successful submission of registration form.

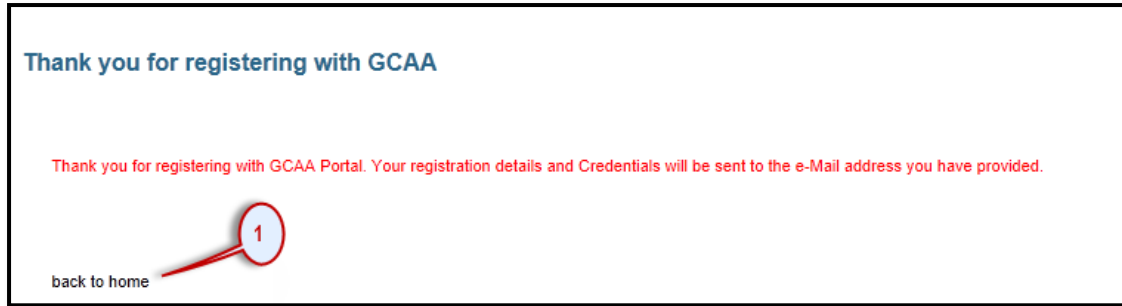


Figure 10: ROSI New User Form - Screenshot 4

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Link back to home	Click to go the registration form; this page shows the thank you message after successful registration of new external user

Now you have registered with ROSI Service successfully. [Your username and password will be automatically sent on your email address provided on the registration form.](#) You can use your username/password to access ROSI Service online. Go to [Where to access ROSI](#) section of this document.

2.5 Selection of ROSI Type

After logging in, you will be directed to the page shown below where access to the various ROSI modules is available. In our case, Aircraft Operations & Airworthiness module is applicable as shown below

Please select the type of ROSI

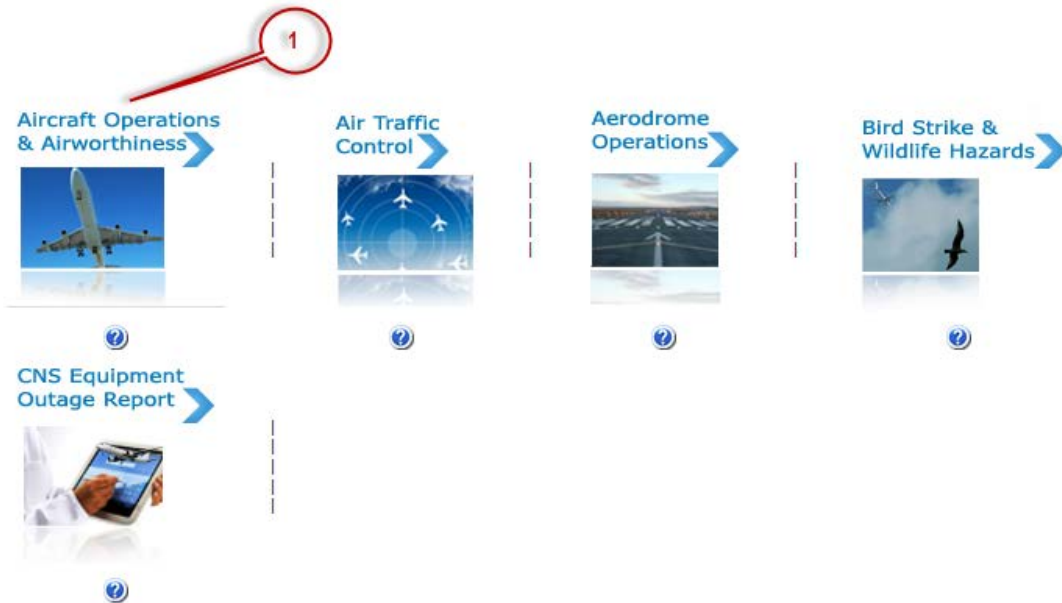


Figure 11: Selection of ROSI Type

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Link Aircraft Operation & Airworthiness	Clicking on the link will open the incident reporting form.

2.6 Description of Parts/Sections of ROSI Incident Reporting Form

Due to the longevity of the form, the screen shot cannot be displayed here. Following table explains the form by sections, parts by titles and their description:*. Means the field is mandatory. Without filling this field ROSI will not be accepted.

Parts/ Section	Title	Explanation
PART I	General	In this part user will select/enter the general information with regards to the incident.
PART II	Phase of flight at time of incident / irregularity	User will select/enter the information about the phase of flight, its location at the time of occurrence and the country where the incident occurred. Also provide information if any emergency was declared.
PART III	Aircraft configuration at time of incident / irregularity	User will select/enter the information about the configuration of the aircraft at the time of incident.
PART IV	Meteorological conditions at time of incident / irregularity	User will select/enter meteorological conditions prevailing at the time of the incident.
PART V	Aerodrome conditions at time of incident / irregularity	User will select/enter aerodrome/airfield conditions prevailing at the time of the incident.
PART VI	Incident / safety issue (check all items as appropriate)	User will select/check one/multiple items from this section which relate to the nature of the occurrence. Explanation is provided with each item.
PART VII	Aircraft maintenance incidents	The user will select and fill information regarding any maintenance related safety issue.
PART VIII	Suspected Unapproved Parts	Provide details if the incident involves an un-



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

		approved part.
PART IX	Description of the incident	User should provide narrative of the incident. This should cover details as it will form the basis of ROSI notification.

2.7 Headers of ROSI Incident Submit Form

Following are the explanation about the form and its parts in detail and user will learn about the types of data to enter in optional and mandatory fields:

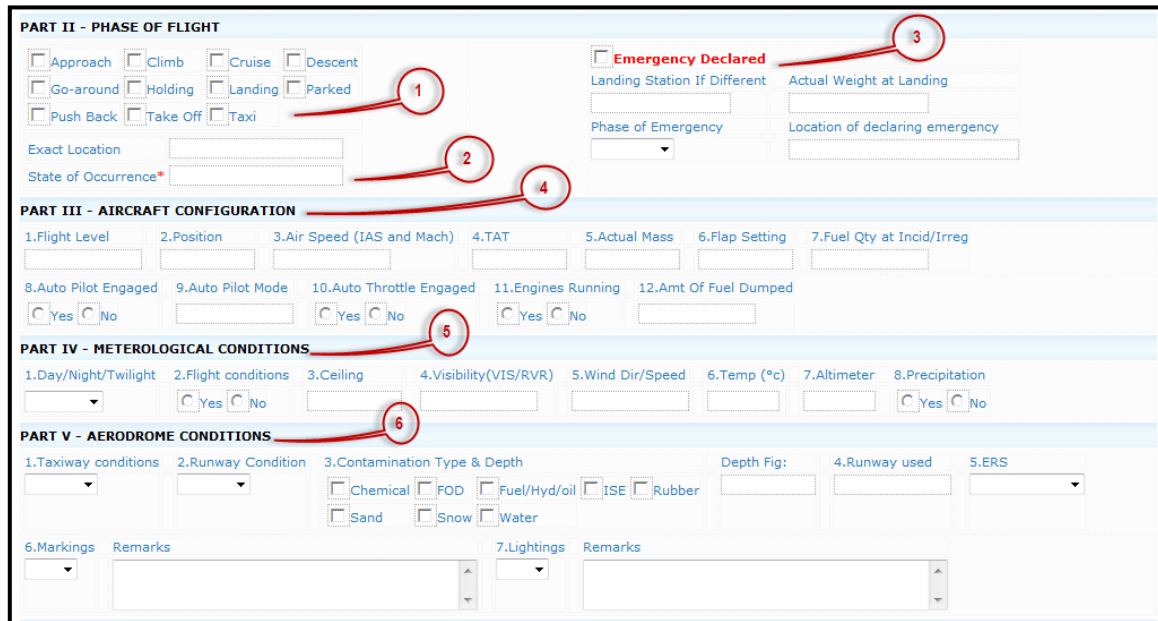


Figure 12: Headers of ROSI Incident Submit Form

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Label 72 hours	User has to submit ROSI report within 72 hours of the time the incident occurred.
2	Phone +971506414667	To report an accident or serious incident, please call GCAA Duty Investigator (DI) at +971506414667 immediately, followed by ROSI submission.
3	ROSI No	System generated ROSI Incident number for user. This number is not confirmed until ROSI form is submitted successfully.
4	Login ID	The Login ID appears with which the ROSI was accessed.

2.8 ROSI Incident Submit Form Part II, III, IV,V



The screenshot shows the ROSI Incident Submit Form with the following sections and callouts:

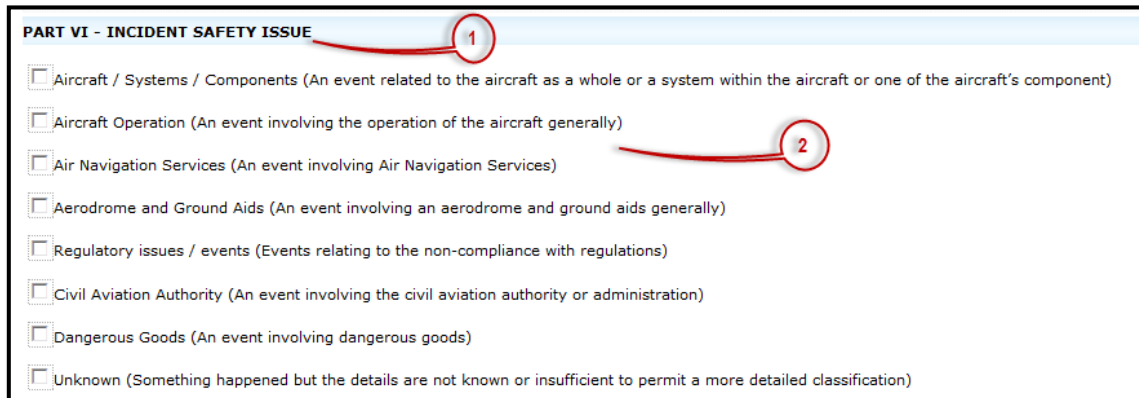
- Callout 1:** Points to the 'Phase of Flight' section (PART II) where users select the phase of the flight (e.g., Approach, Climb, Cruise, Descent, etc.).
- Callout 2:** Points to the 'State of Occurrence' text box in the 'Phase of Flight' section.
- Callout 3:** Points to the 'Emergency Declared' checkbox in the 'Phase of Flight' section.
- Callout 4:** Points to the 'PART III - AIRCRAFT CONFIGURATION' section, which includes fields for flight level, position, air speed, TAT, actual mass, flap setting, fuel quantity, auto pilot engaged, auto pilot mode, auto throttle engaged, engines running, and amount of fuel dumped.
- Callout 5:** Points to the 'PART IV - METEOROLOGICAL CONDITIONS' section, which includes fields for day/night/twilight, flight conditions, ceiling, visibility, wind direction/speed, temperature, altimeter, and precipitation.
- Callout 6:** Points to the 'PART V - AERODROME CONDITIONS' section, which includes fields for taxiway conditions, runway condition, contamination type & depth, depth figure, runway used, ERS, markings, and lightings.

Figure 13: ROSI Incident Submit Form Part II, III, IV, V

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Phase of Flight	Click to select the phase of the flight when incident happened.
2	Text box State of Occurrence	Click to enter the name of the country where the incident took place. In case the state of occurrence is Cruise Then put Cruise.
3	Check box Emergency Declared	Click to select if an emergency was declared. Provide further details in the boxes given in the section.
4	PART III - AIRCRAFT CONFIGURATION	Enter any information pertaining aircraft configuration.
5	PART IV - METROLOGICAL CONDITIONS	Enter any information pertaining Metrological Condition
6	PART V - AERODROME CONDITIONS	Enter any information pertaining Aerodrome Conditions

2.9 ROSI Incident Submit Form Part VI



PART VI - INCIDENT SAFETY ISSUE 1

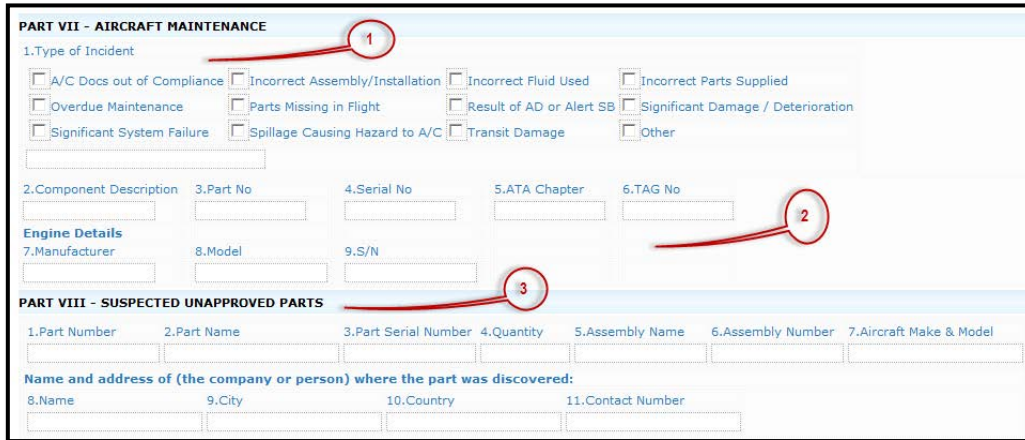
- Aircraft / Systems / Components (An event related to the aircraft as a whole or a system within the aircraft or one of the aircraft's component)
- Aircraft Operation (An event involving the operation of the aircraft generally) 2
- Air Navigation Services (An event involving Air Navigation Services)
- Aerodrome and Ground Aids (An event involving an aerodrome and ground aids generally)
- Regulatory issues / events (Events relating to the non-compliance with regulations)
- Civil Aviation Authority (An event involving the civil aviation authority or administration)
- Dangerous Goods (An event involving dangerous goods)
- Unknown (Something happened but the details are not known or insufficient to permit a more detailed classification)

Figure 14: ROSI Incident Submit Form Part VI

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Part VI - Incident Safety Issue	Selection of safety issue(s)
2	Safety Issue(s)	Select incident safety issue(s). One or more than one may be selected as appropriate to the nature of incident.

2.10 ROSI Incident Submit Form Part VII, VIII



PART VII - AIRCRAFT MAINTENANCE

1.Type of Incident

A/C Docs out of Compliance Incorrect Assembly/Installation Incorrect Fluid Used Incorrect Parts Supplied

Overdue Maintenance Parts Missing in Flight Result of AD or Alert SB Significant Damage / Deterioration

Significant System Failure Spillage Causing Hazard to A/C Transit Damage Other

2.Component Description 3.Part No 4.Serial No 5.ATA Chapter 6.TAG No

Engine Details

7.Manufacturer 8.Model 9.S/N

PART VIII - SUSPECTED UNAPPROVED PARTS

1.Part Number 2.Part Name 3.Part Serial Number 4.Quantity 5.Assembly Name 6.Assembly Number 7.Aircraft Make & Model

Name and address of (the company or person) where the part was discovered:

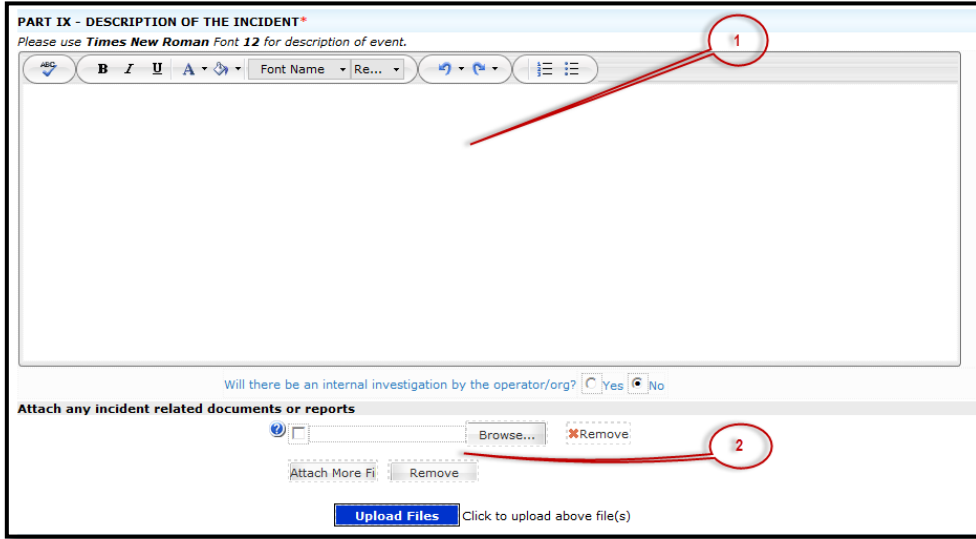
8.Name 9.City 10.Country 11.Contact Number

Figure 15: ROSI Incident Submit Form Part VII, VIII

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Type of Incident	User will select a type of incident from given types.
2	Engine Details	User should provide engine details for all incidents involving engines
3	Suspected Unapproved Parts	User will provide a detail about suspected unapproved parts.

2.11 ROSI Incident Submit Form Part IX



PART IX - DESCRIPTION OF THE INCIDENT*
Please use **Times New Roman Font 12** for description of event.

Will there be an internal investigation by the operator/org? Yes No

Attach any incident related documents or reports

Browse...

Click to upload above file(s)

Figure 16: ROSI Incident Submit Form Part IX

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	Description of the Incident	User will provide a narration of the events as they occurred in the incident.
2	Attachment	User can attach documents / pictures related to incident

2.12 ROSI Categorization

This portion is for the user to fill.

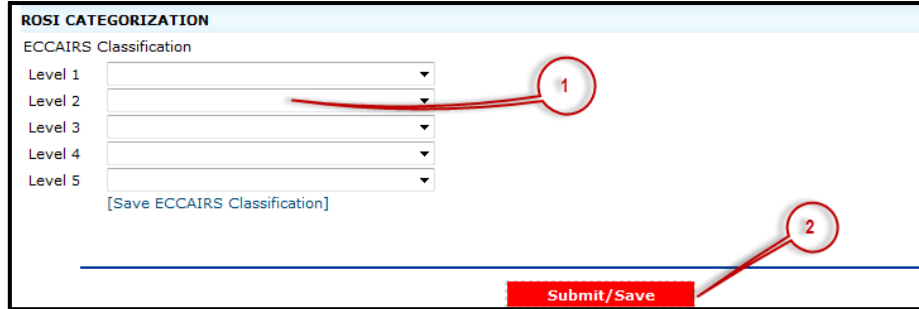


Figure 17: ROSI Categorization

Following table explains the callouts of the above screenshot

Callout No.	Link/Section	Description
1	ROSI Categorization	User must classify the incident based on the given ECCAIRS event classification.
2	Submit/Save	User can submit the incident by pressing this button.

2.13 ROSI Submit Thank You Message

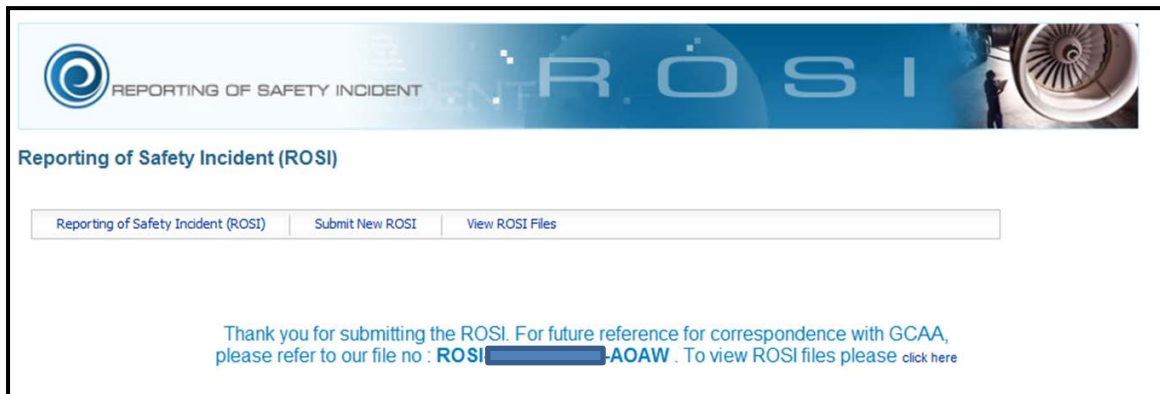


Figure 18: ROSI Submit Thank You Message

The following table explains the above screenshot:

Callout No.	Link/Section	Description
	Thank you message	User will see this screenshot with ROSI Incident number in bold . If user is unable to see this message then submission was not successful.

2.14 View ROSI Files

Users can view their ROSI files and reported incidents after submission.

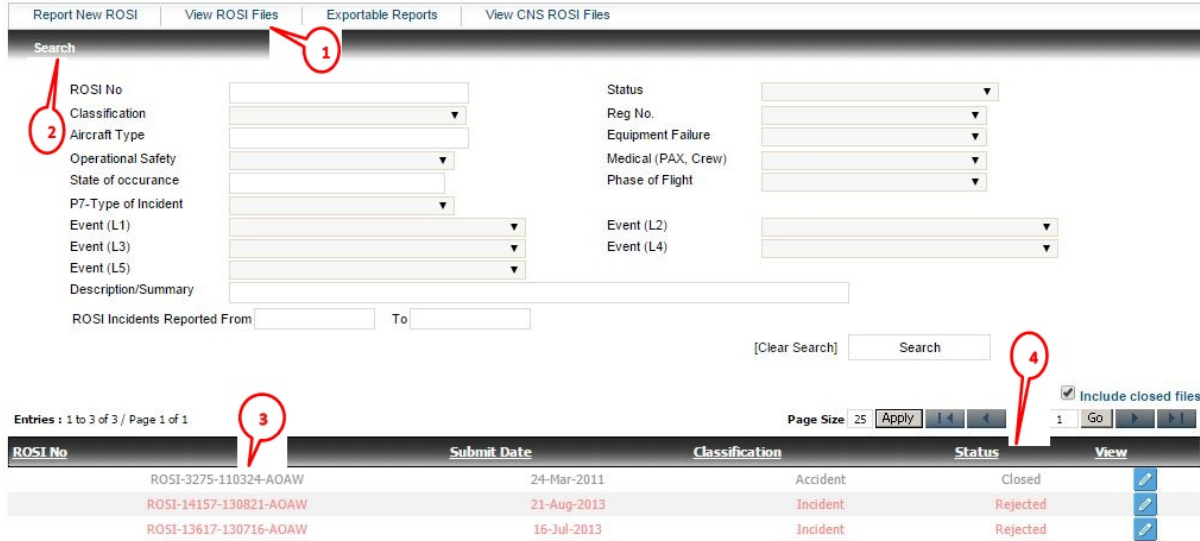


Figure 19: View ROSI files

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	View ROSI Files	User can view list of submitted ROSI incidents and their status.
2	Search	User can search submitted ROSI incidents as per given search criteria.
3	ROSI No	Unique number assigned to every ROSI incident
4	Status	Status of ROSI incident Rejected, forwarded (meaning under investigation at GCAA) or closed

User and GCAA Inspector Communication Message

Email from GCAA Inspector

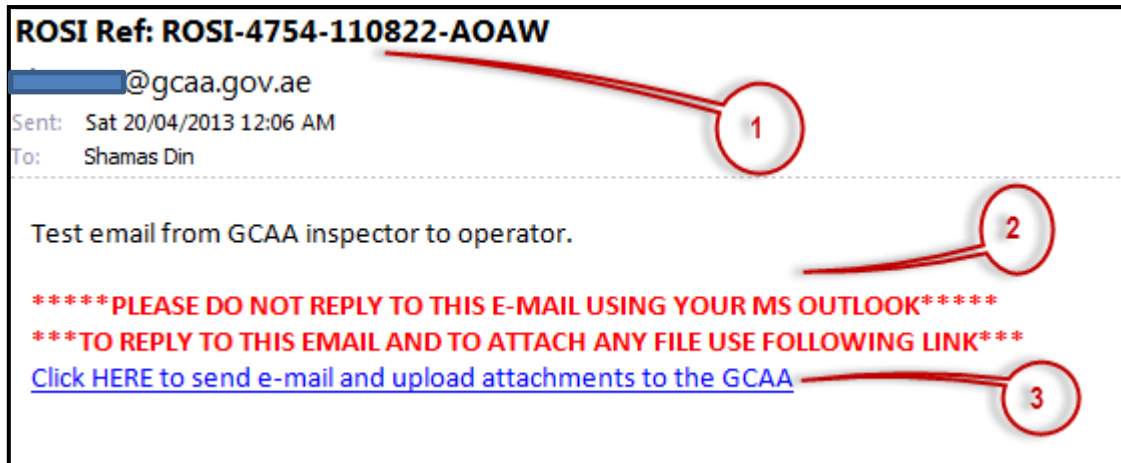
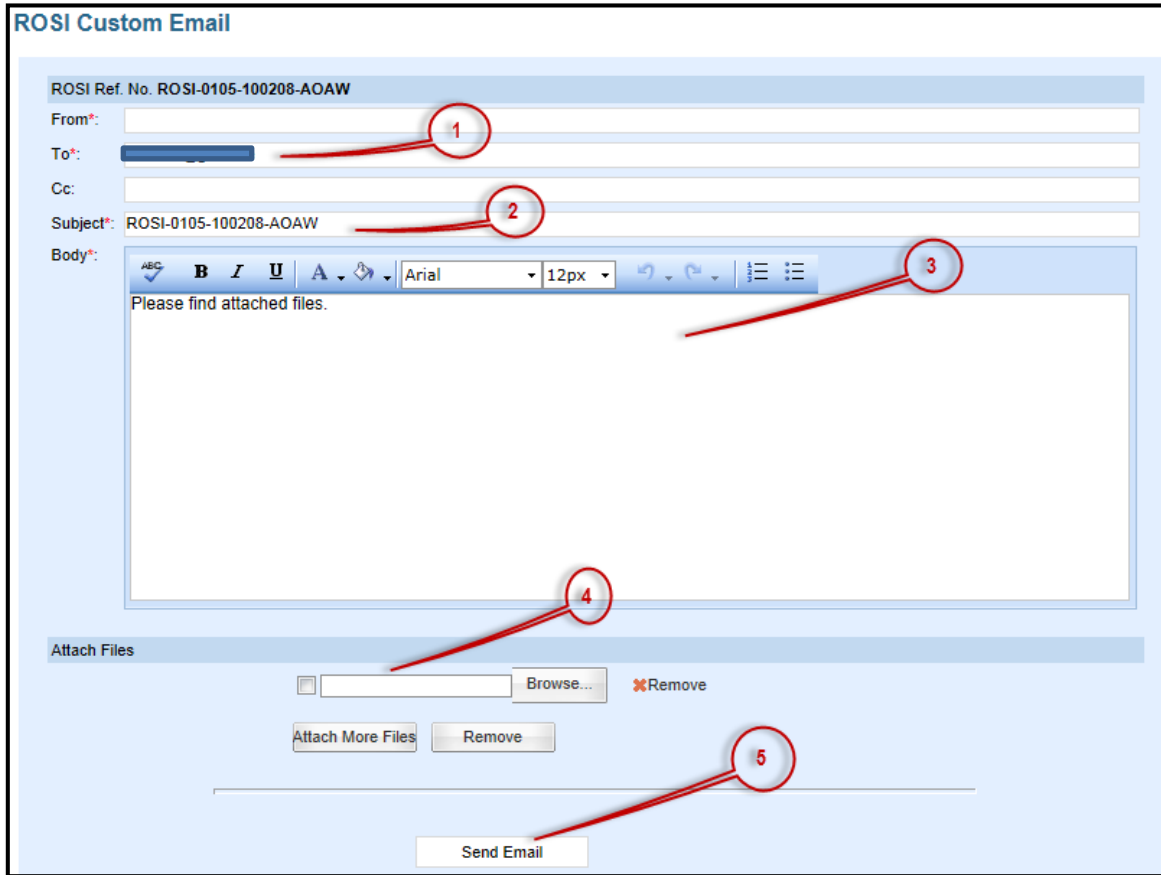


Figure 20: Email from GCAA Inspector

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	ROSI Ref:	Reference number of submitted incident
2	Instructions	Instructions for user
3	Link	User can click this link to send email to GCAA inspector and to upload attachments. Please use the above link for all communication and response to GCAA Inspector inquiries for mentioned ROSI.

Reply to GCAA Screen



ROSI Custom Email

ROSI Ref. No. ROSI-0105-100208-AOAW

From*:

To*:

Cc:

Subject*: ROSI-0105-100208-AOAW

Body*:

ABC **B** *I* U A Arial 12px

Please find attached files.

Attach Files

Figure 21: ROSI Custom Email

The following table explains the callouts of the above screenshot:

Callout No.	Link/Section	Description
1	To	GCAA inspector's email address, You can add additional email addresses in To: and Cc: separated by (,)
2	Subject	ROSI reference
3	Email Body	User can provide details
4	Browse	Upload attachments
5	Send Email	User can press this button to send email.

ROSI confirmation message

After successful ROSI submission, user will receive the following email notification:

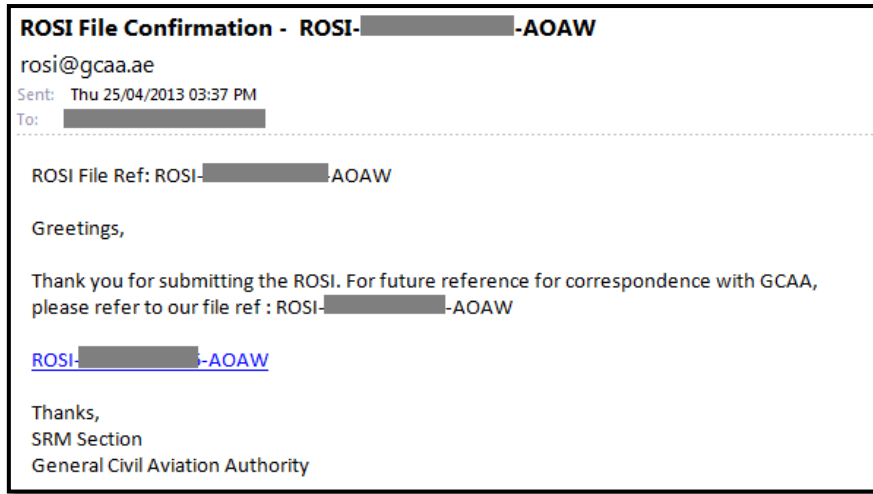


Figure 22: ROSI confirmation message

The following table explains the above screenshot:

Callout No.	Link/Section	Description
	ROSI File Confirmation	After successful ROSI submission, user will receive auto generated email notification, with ROSI file reference.

ROSI Closing Message

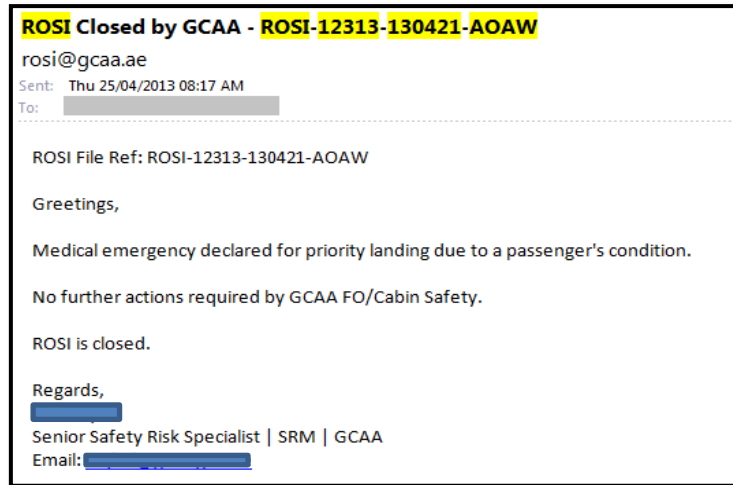


Figure 23: GCAA to Originator Message

The following table explains the above screenshot:

Callout No.	Link/Section	Description
	GCAA Inspector to Operator Message	Email from GCAA to originator, with ROSI incident closing message.

ROSI Rejection Message

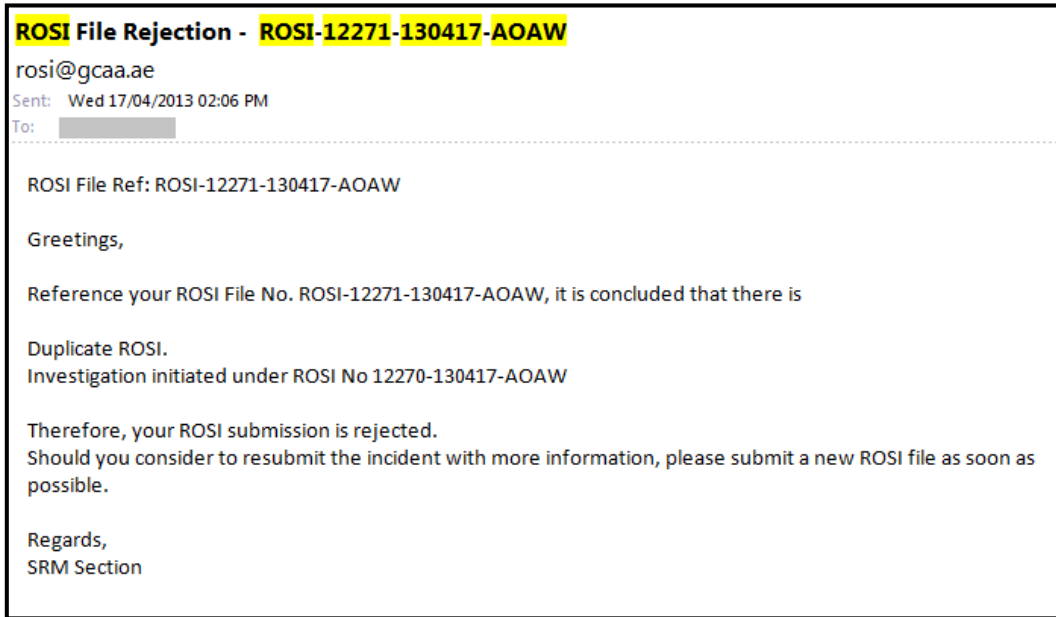


Figure 24: ROSI Rejection Message

The following table explains the above screenshot:

Callout No.	Link/Section	Description
	ROSI Rejection Message	ROSI Rejection message from GCAA inspector to operator, describing the rejection reason with particular ROSI registration reference and further guidelines to solve rejected request.



3. SRM Contact Details

User can contact the SRM section of GCAA with help of following ways:

Email: rosi@gcaa.gov.ae

Tel: +971 42111614



4. References

- ❖ UAE Civil Aviation Regulations (CARs)
- ❖ UAE Civil Aviation Advisory Publications No 22 & 50



5. Confidentiality and Copyright Terms

Every effort has been made to ensure that the information in this manual is accurate.

All rights reserved.

Use of the GCAA logo for commercial purpose without the prior written consent of GCAA may constitute trademark infringement and unfair competition in violation of federal and state laws.

Other company and product names if mentioned herein are trademarks of their respective companies. Mention of third-party products is for informational purpose only and constitutes neither an endorsement nor a recommendation.

GCAA assumes no responsibility with regards to the performance or use of this web application.

Distribution of this guide should only be for promotion of safety and incident reporting. GCAA does not assume any liability for its misuse and misrepresentation.

5.1 Document Author

SRM Section
