



MEMORANDUM CIRCULAR NO. 004-2025

TO : ALL CONCERNED

SUBJECT : ONLINE REPORTING SYSTEM FOR MANDATORY AND VOLUNTARY SAFETY REPORTS

DATE : 28 JAN 2025

REFERENCES:

1. ICAO Doc. 9859
2. Philippine Civil Aviation Regulations (PCAR) Part 13 -Accident & Incident Reporting and Investigation
3. Civil Aviation Regulations – Safety Management (CAR-SM)
4. Philippine Mandatory Safety Reporting Procedure (PMSRP)
5. Philippine Voluntary Safety Reporting System (PVSRS)
6. Safety Data Collection and Processing System (SDCPS) Memorandum dated 24 January 2018.

SECTION 1- GENERAL

1.1 PURPOSE

This Memorandum Circular (MC) introduces the Civil Aviation Authority of the Philippines (CAAP) Online Reporting System and outlines the guidelines governing its implementation. Developed to improve the efficiency, accuracy, and timeliness of safety reporting, the system ensures full compliance with aviation safety standards and regulatory obligations. Furthermore, this MC serves to complement and reinforce the reporting frameworks established under the Philippine Mandatory Safety Reporting Procedure (PMSRP) and the Philippine Voluntary Safety Reporting System (PVSRS).

1.2 APPLICABILITY

This MC applies to all aviation service providers, operators, personnel, and other persons or entities responsible for or involved in the submission of safety-related reports to CAAP. It encompasses the reporting of both mandatory and voluntary safety data, promoting a comprehensive and collaborative approach to aviation safety management.

As outlined in the Civil Air Regulations, stakeholders covered under this MC include certificated and approved aviation organizations, as well as independent licensed

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personnel and members of the public. These stakeholders include, but are not limited to:

- a. Air Operator Certificate holders
- b. Approved Maintenance Organizations
- c. Approved Training Organizations
- d. Aerodrome Operators
- e. Air Traffic Service providers
- f. Air Navigation Service providers (e.g., Communication Navigation Services)
- g. Licensed aviation personnel (e.g., pilots, cabin crew members, air traffic controllers, and maintenance personnel)
- h. Organizations or members of the public with knowledge or awareness of conditions affecting aviation safety

1.3 BACKGROUND

In alignment with the Civil Aviation Authority of the Philippines' (CAAP) unwavering commitment to enhancing safety management practices, the Online Reporting System has been established as the central platform for submitting both mandatory and voluntary safety reports. This system has been designed to optimize the reporting process by simplifying submission procedures, reducing redundancies, and fostering efficiency. Moreover, it enables CAAP to enhance aviation safety oversight through improved data collection and analysis, facilitating data-driven decision-making.

The Online Reporting System is structured to uphold the objectives of the Philippine Mandatory Safety Reporting Procedure (PMSRP) and the Philippine Voluntary Safety Reporting System (PVS RP). By ensuring comprehensive, timely, and transparent reporting, the system cultivates a proactive safety culture within the aviation industry, encouraging collaboration and accountability among stakeholders. This innovative approach underscores CAAP's dedication to advancing aviation safety standards while promoting an inclusive and efficient reporting mechanism.

SECTION 2 - SAFETY REPORTING

2.1. MANDATORY REPORTING

Mandatory reporting is a fundamental aspect of the aviation safety framework, requiring the submission of reports for occurrences that have a significant impact on or pose risks to aviation safety. As prescribed by relevant CAAP regulations and detailed in the Philippine Mandatory Safety Reporting Procedure (PMSRP) – accessible at <https://caap.gov.ph/wp-content/uploads/2023/09/Philippine-Mandatory-Safety-Reporting-Procedure.pdf> – all mandatory reports must be submitted through the Online Reporting System.

The following events must be reported:

- a. **Aviation accidents** involving fatalities, injuries, or significant aircraft damage.
- b. **Serious incidents** where the risk of an accident was high.
- c. **Incidents** that could affect the safe operation of aircraft.

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- d. **Other safety-related occurrences**, including defects, malfunctions, and service difficulties, which may compromise aviation safety.

Reports must be submitted within the timeframes specified under the MSRP to ensure timely action and compliance.

2.2. VOLUNTARY REPORTING

Voluntary reporting plays a vital role in proactively identifying and mitigating potential safety risks before they escalate. It enables stakeholders to report issues that may not yet meet the threshold for mandatory reporting, but which still pose a risk to aviation safety. Entities are strongly encouraged to submit reports on the following:

- a. Observations of latent conditions, such as outdated equipment or unclear signage.
- b. Insights into human factors, including communication breakdowns or procedural errors.
- c. Operational anomalies, such as unexpected trends in maintenance issues.
- d. Unsafe conditions that could jeopardize the safety of aviation operations.
- e. Suggestions for safety enhancements or improvements to existing practices.
- f. Self-disclosure of non-compliance.

By encouraging the submission of voluntary reports, CAAP aims to identify hidden risks and promote a culture of openness, collaboration, and continuous safety improvement. A more comprehensive list of reportable items can be found in the Philippine Voluntary Safety Reporting System (PVSRS), accessible through the CAAP website at <https://caap.gov.ph/wp-content/uploads/2023/09/Philippine-Voluntary-Safety-Reporting-System.pdf>.

2.3. REPORTABLE INCIDENTS AND OCCURRENCES

PCAR Part 13 Subpart G: Mandatory & Voluntary Incident/Occurrence Reporting outlines a detailed, though non-exhaustive, list of incidents and occurrences that are subject to mandatory and voluntary reporting. This serves as a guide for stakeholders to ensure clarity and compliance in fulfilling their obligations under the reporting framework.

2.4. CONFIDENTIALITY IN REPORTING

All reports submitted are treated with the utmost confidentiality. Safeguards are in place to protect the identity of submitters, and the integrity of the information provided. This approach fosters an environment of trust, enabling stakeholders to contribute candidly to the shared objective of enhancing aviation safety, without apprehension of reprisal or unwarranted exposure.

SECTION 3 - PROCEDURE FOR SUBMISSION OF REPORTS

3.1. ACCESSING THE ONLINE REPORTING SYSTEM

The Online Reporting System is designed to streamline the submission process for reporting incidents, observations, or concerns. Users can access the system through the provided link on the CAAP website under the Aviation Reporting System Section.

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Additionally, a QR code is available on the website for quick and convenient access using mobile devices.

3.2. STEPS FOR SUBMISSION

To ensure proper processing of reports, follow these steps:

- a. Fill out the form: Complete all required fields in the online form with accurate and detailed information. Ensure that all mandatory fields are filled before submission.
- b. Attach supporting documentation: Upload any relevant files, such as photographs, diagrams, reports, or other materials that substantiate the report or provide additional context.
- c. Review and submit: Carefully review all inputs and attachments before submitting the form electronically.

3.3. ACKNOWLEDGMENT OF SUBMISSION

Once the form is successfully submitted, an acknowledgment receipt will be automatically generated by the system. This receipt serves as confirmation of your submission.

- a. Submitters are encouraged to save or print the receipt for their records.
- b. CAAP will review the submission and notify the submitter if additional information, clarification, or follow-up actions are required.

For assistance or technical difficulties with the Online Reporting System, users may contact the support team through the contact information provided below.


SECTION 4 - DATA PRIVACY AND GOVERNANCE

4.1. DATA PRIVACY

CAAP is committed to safeguarding the confidentiality, integrity, and availability of all data submitted through the Online Reporting System. All safety reports and associated documentation are managed in compliance with the Data Privacy Act of 2012 (RA 10173) and other applicable laws and regulations.

- a. Confidentiality: Submitted reports are treated with strict confidentiality to protect the identity of the submitter and the integrity of the information provided. Access to the data is restricted to authorized personnel only.
- b. Data Usage: Information collected is used solely for the purposes of aviation safety oversight, risk assessment, and safety improvement. No personal data will be disclosed to unauthorized third parties without explicit consent unless required by law.
- c. Data Retention: Reports and related documentation are stored securely and retained only for as long as necessary to fulfill safety and regulatory obligations.

By using the Online Reporting System, submitters acknowledge and consent to the processing of their data in accordance with these practices.

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4.2. DATA GOVERNANCE

CAAP continuously evaluates its data management practices to ensure compliance with evolving regulatory requirements and to maintain high standards of transparency and accountability.

SECTION 5 - IMPLEMENTATION

5.1. EFFECTIVITY DATE

This Memorandum Circular shall take effect on 31 January 2025.

5.2. TRANSITION TO THE ONLINE REPORTING SYSTEM

Effective 31 January 2025, the Online Reporting System will serve as the principal platform for the submission of both mandatory and voluntary safety reports. This transition marks a significant step in enhancing the efficiency, accuracy, and timeliness of safety data management. All stakeholders covered under this Memorandum Circular are required to fully transition to the Online Reporting System to ensure compliance with established reporting protocols. Adherence to this directive is essential for fostering a standardized approach to aviation safety reporting, promoting accountability, and supporting data-driven decision-making within the aviation industry.

5.3. TEMPORARY BACKUP REPORTING METHOD

The existing manual reporting method will remain available as a supplementary option until June 30, 2025, to facilitate a seamless transition to the new system. Beginning July 1, 2025, the Online Reporting System will be the exclusive platform for submitting all safety reports covered under this MC.

SECTION 6 - ASSISTANCE OR INQUIRIES

6.1. CONTACT INFORMATION

The Aviation Safety Analysis Division (ASAD) is available to provide assistance or address inquiries regarding report submissions. Contact can be made during office hours, Monday to Friday, through the following:

Telephone No.: +02 8246 - 4988 (local 2135)

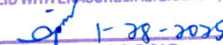
Email address: asad@caap.gov.ph

This Memorandum Circular shall take effect on the date specified herein and shall remain in force unless amended or revoked.

All Orders/Memorandum in conflict herewith are hereby rescinded.

For information and compliance.


CAPTAIN MANUEL ANTONIO L. TAMAYO
Director General

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