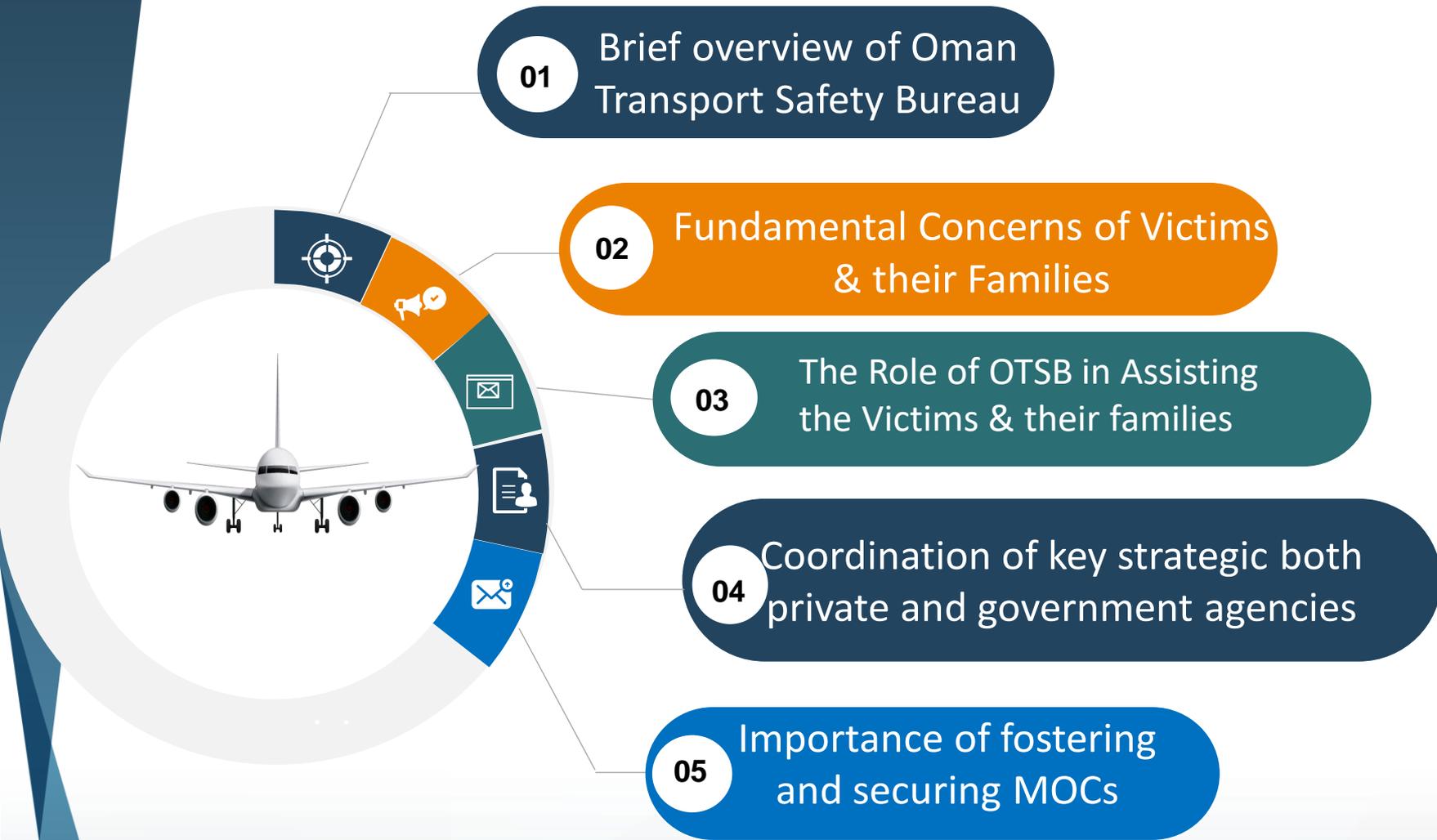


# Sultanate of Oman's Role in Establishing & Coordinating Resources to Assist Victims and their Families after an Accident

Presented By:  
**Oman Transport Safety Bureau**



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## Brief overview of Oman Transport Safety Bureau

Before  
2019

AIG was under Oman CAA

Since  
2019

OTSB has been totally independent from  
Oman CAA

His Excellency The Minister of MTCIT

DOTSB

Marine Accident Investigation Section



Air Accident Investigation Section



# OTSB Legal Framework

## Royal Decree 76/2019

“An independent administrative unit for aviation accidents and incidents investigation shall be established”

Article  
(46)

“The head of the Aircraft Accident and Incident Investigation Unit shall be responsible for forming the aircraft accident and incident investigation team and shall appoint the investigator in charge for conducting the investigation and approve their reports”.

Article  
(47)

“The investigation conducted by the aircraft accident and incident investigation unit shall be independent from investigations conducted by other authorities including the competent authority and judicial authorities. This unit shall not receive any instructions from any entity in the conduct of the investigation”

Article  
(51)

What do we mean about Family Assistance?

FAMILY  
ASSISTANCE

## What do we mean about Family Assistance?

FAMILY  
ASSISTANCE

Family assistance is the provision of **services** and **information** to address the fundamental concerns and the needs of the aircraft accident victims and their families



03

## Fundamental Concerns of Victims & their Families

**Recovery and returning of belongings of victims (Including remains of the victims)**

**Where is our loved ones?, where can we go to see them? Why did this happen to our loved ones?**

**What happened?**



# Evolution Of Family Assistance

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01

**Guidance on  
Assistance to  
Aircraft Accident  
Victims and Their  
Families (2001:  
ICAO Circular 285)**

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**AIG Protocol Question PQ 6.371, PQ 6.381 & PQ6.383 (State Accident Investigation Authority obligation)**

02

## The Role of OTSB in Assisting Victims and their Families



**Conduct the investigation to establish the cause of the accident and issue safety recommendations**

**Provide the victims and their families with the progress of the Investigation**

**Make the accident investigation final report available to the families prior to publication of the report.**

**Coordinate resources to assist aircraft accident victims and their families.**

## Coordination With Key Strategic Private and Government Agencies in Ensuring Comprehensive Family Assistance Plan



## Importance of securing agreement and cooperation with strategic agencies

Storage of aircraft accident wreckage for layout of recovered aircraft parts, this will also facilitate viewing of the wreckage by the families and victims of the aircraft accident.

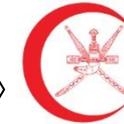


وزارة الدفاع  
Ministry of Defence



ROP Expedious full recovery of the remains of the victims of aircraft accident, identification of the remains by families of the victims and release of the remains to the families.

Expedious providing urgent medical treatment to the survivors of the aircraft accident.



وزارة الصحة  
Ministry of Health



Development of the surveillance plan that include oversight on both air operator and aerodrome operator's Family Assistance Plan, Periodic review and participation on planned simulation exercises of Family Assistance Plan

## Importance of securing agreement and cooperation with strategic agencies

Expeditious removal of the wreckage and flight data recorders in the event the aircraft accident occurs in the sea.



Clear defined roles and responsibilities of OTSB and Judicial Authorities to avoid delays in the conduct of aircraft accident investigation in terms of Annex 13 requirements. Custodianship of aircraft wreckage and Flight recorders by OTSB.

Pre-arranged transportation of families of aircraft accident victims within Oman, to afford the families to travel to the accident site. The Airline will provide family daily briefing Centre for all relevant updates to be provided to the families and victims.

Service  
Provider

## Entitlement of the State that Suffered Fatalities And Serious Injuries To Their Citizens

Receive a copy of Final Investigation Report



Visit the scene of the accident in Sultanate of Oman



Have access to the relevant factual information which is approved for public release

Assist in questioning surviving passengers who are citizens of the State, and

Participate in the identification of the victims

## CONCLUSION: FIVE KEY OBJECTIVES OF OTSB

### RELEASE OF THE FINAL REPORT

Release of the final report to the families and victims

### VICTIM IDENTIFICATION PROCESS

Expedite the victim identification process



### PERSONAL EFFECT

Collecting and returning personal effects of the victims

### FAMILY ASSISTANCE CENTER (BRIEFING CENTER):

Airline to establish briefing center for families

### FAMILY BRIEFINGS

Providing updates to families and friends of victims



**Thank you**