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Our Ref: AIC 23-R03/21-1002

Safety recommendation: AIC 23-R03/21-1002

Addressed to: Hevilift (PNG) Aviation Limited

Date issued: 8 March 2023

Investigation link: AIC 21-1002

Action status: Issued

Introduction

The AIC was informed at 12:14 local time (02:14 UTC) on 15 May 2021, through a phone call by Hevilift PNG Aviation Limited (HPAL) of an accident involving a Mil-8 helicopter, registered P2-MHM, owned by Captston Aviation PTE Limited and operated by HPAL. The AIC immediately commenced an investigation.

Occurrence

On 15 May 2021, at 11:14:21 local time (01:14:21 UTC¹), a MIL Mil-8 MTV-1 (MI-8²) helicopter, registered P2-MHM (MHM), owned by Captston Aviation PTE LTD³ and operated by Hevilift (PNG) Aviation Limited, impacted terrain following loss of control after take-off at Gobo, Jiwaka Province.

The VFR⁴ charter flight was carrying 75 bags of coffee to Mt. Hagen, Western Highlands Province, Papua New Guinea. Gobo is 30 NM (55.4 Km) from Mt. Hagen on a track of 073°M. The helicopter was destroyed by impact forces.

There were four persons onboard: two pilots, one flight engineer and one passenger. The flight crew sustained minor injuries and the passenger sustained serious injuries and was hospitalised for 54 days.

¹ The 24-hour clock, in Coordinated Universal Time (UTC), is used in this report to describe the local time as specific events occurred. Local time in the area of the accident, Papua New Guinea Time (Pacific/Port Moresby Time) is UTC + 10 hours.

² Abbreviation MI-8 used based on the PNG CofA details, unless quoting a reference from an official document.

³ Private Limited company.

⁴ Visual flight rules: as prescribed by national authority for visual flight, with corresponding relaxed requirements for flight instruments (Source: *The Cambridge Aerospace Dictionary*)

Safety deficiency description

The operator's *Quality Assurance System* is integrated within the *Safety Management System* in accordance with the *PNG Civil Aviation Rules. CAR 119.73* requires an applicant for the grant of an *Air Operator Certificate* to establish an internal quality assurance system to ensure compliance with, and the adequacy of, the procedures required by *CAR Part 100*.

The investigation found that the operator did not appropriately implement safety management and quality assurance processes to ensure operational, maintenance and safety related documents are correctly completed and retained. The AIC reviewed the *Flight Manifest* and identified that it was partially completed for the flight from Mt. Hagen to Gobo and Gobo to Mt. Hagen (the accident flight).

Recommendation number AIC 23-R03/21-1002 to Hevilift (PNG) Aviation Limited

The PNG Accident Investigation Commission (AIC) recommends that Hevilift (PNG) Aviation Limited should ensure that its *Quality Assurance System* and any other relevant organisational systems, processes and procedures identify deviations from the requirements of the Ground Operations, Flight Operations, and Training and Competency.

Action requested

The AIC requests that Hevilift (PNG) Aviation Limited note recommendation *AIC 23-R03/21-1002* and provide a response to the AIC within 90 days of the issue date and explain (including with evidence) how Hevilift (PNG) Aviation Limited has addressed the safety deficiency identified in the safety recommendation.



Captain Aria Bouraga, MBE

Acting Chief Commissioner

Hevilift (PNG) Aviation Limited response

On 25 April 2023, Hevilift (PNG) Aviation Limited (HL) provided a response to *Safety Recommendation AIC 23-R03/21-1002*, stating;

There are two specific processes to assist in monitoring deviations from the required standard.

1. Flight Data Monitoring (FDM) program. The FDM program assists us in monitoring high risk trends in the operation of company aircraft through the monitoring and analysis of various ground and flight parameters as applicable to the aircraft type. A monthly report is provided detailing the various events and risks, and any high risk “red” events are immediately investigated through our QAS SMM system. Actions are then taken through additional training / procedures to prevent future occurrences.
2. The second monitoring system we have in place is reviewing trends associated with crew member’s annual exams. All exams are completed through our online Air Maestro system, which also provides statistical analysis of where knowledge deficiencies exist amongst our pilots and crew members. The statistics are reviewed, and additional training is provided to respective individuals to rectify such deficiencies. See below for an example of exam statistical analysis.

Hevilift also provided copies of two recent notices sent to crews as evidence of the FDM program, and a copy of *Results per Question Category Group* for their Bell 212 fleet, as evidence for annual exam statistical analysis.

PNG Accident Investigation Commission assessment

The AIC reviewed the HL response and evidence to address *Safety Recommendation AIC 23-R03/21-1002* and notes that the safety actions address the safety deficiencies identified in the *Safety Recommendation AIC 23-R03/21-1002* relating to flight data monitoring of Flight Operations and annual exam statistical analysis of the Training and Competency aspects.

The AIC notes that the response does not address the safety deficiencies identified in *Safety Recommendation AIC 23-R03/21-1002* relating to Ground Operations, including maintenance.

The AIC assigned this response as *satisfactory in parts* rating.

The AIC recorded the **Status of the AIC Recommendation: CLOSED**



Captain Aria Bouraga, MBE
Acting Chief Commissioner

5 May 2023

