

Surveillance of Turkish Airlines Passenger and Cargo Flights — Findings from Surveillance of Foreign Aircraft (SOFA/RAMP) Inspection

Turkish Airlines directed to ensure full compliance with ICAO Standards and Recommended Practices as well as DGCA regulations

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In accordance with Article 16 of the Convention on International Civil Aviation (ICAO), the Directorate General of Civil Aviation (DGCA) conducted a Safety Oversight and Ramp (SOFA/RAMP) inspections of Turkish Airlines' passenger and cargo flights at Delhi, Hyderabad, Chennai, and Bengaluru from 29 May 2025 to 2 June 2025.

The inspections were carried out to ensure compliance with both international and national safety regulations.

Key Findings:

1. Marshaller Competency:

- At Bengaluru, the marshaller handling ground operations lacked proper authorization and a valid competency card for marshalling functions.

2. Aircraft Maintenance:

- During the arrival of the aircraft, Aircraft Maintenance Engineer (AME) was unavailable, and the arrival procedure was carried out by a technician instead. M/s Airworks is the authorized engineering service provider for Turkish Airlines.

3. Dangerous Goods Handling:

- The cargo contained Dangerous Goods for which permission required from DGCA for carriage of Explosives to/from over India. This was not found to be attached nor it was mentioned in the Dangerous Goods Declaration mentioned .

4 Ground Handling Agreement:

- No Service Level Agreement (SLA) was in place between Turkish Airlines and its Ground Handling Agent (GHA). Equipment such as ladders, step ladders, trolleys, and Ground Power Units (GPUs) lacked proper accountability and monitoring at Hyderabad and Bengaluru, where Globe Ground India was providing ground services without formal handover from Celebi.

Conclusion:

The DGCA emphasizes its unwavering commitment to ensuring the safety and regulatory compliance of all foreign operators within Indian airspace. Turkish Airlines has been directed to address these findings promptly and ensure full compliance with ICAO Standards and Recommended Practices as well as DGCA

regulations.

Further follow-up inspections will be conducted as necessary to ensure continuous safety oversight.

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