



FINAL REPORT

**Passenger sagged on the passenger step positioned for
UL 166, bearing Aircraft Registration 4R-MRE operated
by SriLankan Airlines during disembarkation at B-17,
Bandaranaike International Airport, Katunayake
on 01st June 2023**

Released by the Civil Aviation Authority of Sri Lanka

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TABLE OF CONTENTS

Contents

1. GLOSSARY OF ABBREVIATIONS AND ACRONYMS USED IN THIS REPORT	3
2. SYNOPSIS.....	4
3. FACTUAL INFORMATION	4
3.1 History of Flight.....	4
3.2 Injuries to persons	5
3.3 Aircraft information	5
3.4 Personal Information.....	5
4. ANALYSIS.....	6
4.1 Passenger Service Message.....	6
4.2 Passenger Information List	6
4.3 Passenger instructions on carrying hand luggage	7
4.4 Ground Service Equipment.....	7
4.4.1 Passenger Step UL 11-29	7
4.4.2 Ambulift.....	7
5. CONCLUSIONS.....	7
5.1 Findings.....	7
6. SAFETY RECOMMENDATIONS	8
7. APPENDICES	9





1. GLOSSARY OF ABBREVIATIONS AND ACRONYMS USED IN THIS REPORT

AASL	- Airport & Aviation Services (Sri Lanka) Limited
ASA	- Airport Service Agents
CAASL	- Civil Aviation Authority of Sri Lanka
CCMs	- Cabin Crew Members
C of A	- Certificate of Airworthiness
C of R	- Certificate of Registration
CPR	- Cardiopulmonary Resuscitation
DGCA	- Director General of Civil Aviation
Hrs	- Hours
LHR	- Heathrow Airport, London
LT	- Local Time
MSN	- Manufacturer's Serial Number
PAX	- Passenger
PIC	- Pilot in Command
PIL	- Passenger Information List
PSM	- Passenger Service Message
PSU	- Passenger Service Unit
SEP	- Safety & Emergency Procedures
SLA	- SriLankan Airlines
VCBI	- Bandaranaike International Airport, Katunayake, Sri Lanka
VOCI	- Cochin International Airport, India
VR	- Voyage Report
UTC	- Coordinated Universal Time
WCHS	- Wheel Chair Steps





2. SYNOPSIS

The incident of a passenger sagged on the positioned passenger steps UL 11-29 whilst disembarking and subsequent declaration of death at the Negombo Hospital was notified to the Director General of Civil Aviation (DGCA) on 1st June 2023 approximately at 1215 hrs (LT).

Following the notification of the incident, initial information had been gathered and the Ground Handler was assigned to conduct a preliminary investigation immediately and to submit an investigation report to the CAASL.

Pursuant to findings revealed in the preliminary investigation report of the Ground Handler, the DGCA, appointed a team from the CAASL to inquire into & investigate this incident.

3. FACTUAL INFORMATION

Operator	: SriLankan Airlines Ltd Airline Centre, Bandaranaike International Airport Katunayake, Sri Lanka
Registered Owner	: Aircraft 32A-2731Inc.
Aircraft Make and Model	: Airbus, A320 – 232 (MSN 2731)
Aircraft Nationality	: Sri Lanka (4R)
Aircraft Registration	: 4R-MRE
Passenger Step Number	: UL 11-29
Place of Incident	: B-17, Bandaranaike International Airport, Katunayake, Sri Lanka
Sector	: VOICI – VCBI
Date and Time	: 01 st June 2023
Time	: approx. 11:27 hrs (LT): 05:57UTC
Local time zone	: + 0530hrs

3.1 History of Flight

SriLankan Airlines flight UL166 arrived from Cochin International Airport, India (VOICI) to Bandaranaike International Airport, Katunayake (VCBI) on 01st June 2023 at 1118 hrs (LT).

A 65 years old elderly male passenger, who is an Indian national had arrived on board UL 166 operated from VOICI to VCBI on 01st June 2023, and had intended to travel to LHR on UL 503 on the same day. He was accompanied by his spouse who is an Indian National as well.

During disembarkation from the L1 door, via passenger step UL11-29, he had reportedly sagged and was taken to the passenger coach with the assistance of Aviation Security staff together with a few ramp servicemen. Then he was taken to the airport medical centre from parking bay B 17 accompanied by Airport Security staff and Airport Service Agent (PAX) and was given CPR by another female Passenger in the passenger coach. Subsequently, the passenger was dispatched to Negombo General Hospital under the attention of the AASL





Medical Staff and accompanied by a staff member of the Passenger Service Unit of SLA after initial medical examination and treatment by the Airport Medical Centre.

The Airport Service Manager of SLA had been informed of the death of the elderly male passenger on the same day, after the passenger was admitted to the Negombo General Hospital to the Ground Handler approximately at 1215hrs (LT).

3.2 Injuries to persons

Nil injuries.

The elderly male passenger sagged whilst disembarkation without falling down.

3.3 Aircraft information

Aircraft Type : A320-200
Registration : 4R- MRE
Flight number : UL 166
Manufacturer Serial No : 2731
C of A : No 206 and valid till 25th Nov 223
C or R : No. 250, Registered in Sri Lanka Civil Aircraft Register.

3.4 Personal Information

Gender : Male
Age : 65 years
Passport Number : V6601014





4. ANALYSIS

4.1 Passenger Service Message

Passenger Service Message (PSM) is received by the Passenger Service Unit (PSU) prior to the arrival of the flight. It is the responsibility of the Airport Service Officer On Duty to forward the same email to the Ramp Duty Room to allocate, the required wheelchair/ ambulift depending on the PSM requests.

The head of PSU in the given roster is Airport Service Officer. He was on leave on 01st June 2023 and therefore Senior ASA was acting on his behalf of him. As per the statement given by the Senior ASA, the PSM for this particular flight UL 166 had been received by the PSU prior to landing at VCBI on the same day morning, but WCHS requests were not communicated to the Ramp Duty Room by either Senior ASA or the two ASA at the PSU, prior to the arrival of UL 166. However, it was noted that they had communicated this request after the incident occurred.

After perusing the JDs of Airport Service Officer, Senior ASA & ASA it was evident that the above staff has responsibilities in handling special needs passengers.

4.2 Passenger Information List

The PIL is handed over to the Purser prior to the doors being closed. The PIL contains all the details including wheelchair passengers requests, infants, special meal requirements etc.

During the investigation, it was revealed that it was a practice of a purser of an aircraft to inform PIC and Ramp Coordinator when special passengers are on board immediately after the door is open when the ambulift is not in the vicinity and the aircraft is parked at the remote bay.

According to Chapter 2, Section 2.1.3.18 of SriLankan Airlines Inflight Service Administration Manual, it is the responsibility of a purser to monitor passengers with special needs and ensure their expectations are met. Furthermore, as per Chapter 2, Section 2.8.3(9), Purser is held responsible for the safety of operating CCMs and passengers.

Furthermore, the statement given by the Purser concern and the statement from the Cochin Station dedicated person in charge of flight meet and special handling were in contradiction. According to the Cochin Station SLA dedicated person statement he had handed over the concerned male passenger to the Purser. However, as per the Purser's statement, Purser refused to accept the fact that this special handling person was handed over and informed to him by the Cochin Station staff.

In the Statement, the Purser stated that he was informed that there were no special handling pax on UL 166 by the Cochin Ground Staff and hence, he stated that he did not peruse the PIL for any further information.

During the interview, the Purser accepted that he did not go through the PIL to check and verify for passengers with the special assistance list.





4.3 Passenger instructions on carrying hand luggage

During the interviews, it was found that the passenger concerned was carrying hand luggage in both hands, even though the passenger announcement had been made to prevent them from disembarking with luggage in both hands. Following on-board announcement is made, only in English, after landing, before the seat belt signs are switched off.

Announcement when aircraft is scheduled to park in a remote bay”

*...., we advise you to be cautious when disembarking the aircraft using the provided steps. Please be mindful of the person in front of you whilst using the steps. We recommend that you grip and use the hand railing **with your free hand**, on the mobile steps, to assist you in disembarking safely.*

In addition to the above passenger announcement, CCMs are required to instruct ”mind your steps and hold on to the railing” at passenger disembarkation doors.

4.4 Ground Service Equipment

4.4.1 Passenger Step UL 11-29

An inspection on pax step UL 11-29 was carried out by the Investigation Team. GSE scheduled maintenance checks (02 months / 200Hrs) which had been carried out as per the manufacturer’s recommendations were checked. It was found that there were no defects which contributed to the said incident.

4.4.2 Ambulift

As per the records obtained from the Ground Handler, it was confirmed that both Ambulift (UL 18-4 and UL 18-5) were serviceable and available on the date of the incident. UL 18-5 was allocated for UL 403 and UL 122 and UL 18-4 was available for the said flight.

5. CONCLUSIONS

5.1 Findings

The investigation revealed the following:

1. The Purser had failed to check the PIL to verify the presence of Special Handling Passengers on this particular flight.
2. The Purser had failed to ensure the safety of passengers of this particular flight.
3. Cabin Crew members had allowed the passenger to disembark with luggage in both hands.
4. Passenger announcements to caution passengers on using passenger steps had only been made in the English Language.
5. The ambulift request message had not been sent by the Passenger Service Unit to the Ramp Duty Office on time.
6. There was no written down procedure at PSU for requesting an ambulift from Ramp Duty Room.





7. There was no proper written down procedure for the acting arrangements in the absence of the Airport Service Officer at PSU.
8. There was no system to determine actual staff requirements at PSU based on the demand.
9. It was found that there was no adequate staff to perform assigned duties at PSU at the concerned time period.
10. Senior Airport Service Agent was delegated to perform the tasks of Airport Service Officer in his absence without proper guidance.
11. There were no defects or abnormalities found on the pax step UL 11-29.

6. SAFETY RECOMMENDATIONS

1. The SEP Manual of the Airline shall be amended to include the requirement of the Purser to go through the PIL to check and verify the availability of Special Handling Passengers and to brief Cabin Crew Members & inform PIC and Ramp Coordinator.
2. Cabin Crew members shall advise passengers with luggage in both hands to mind their steps and hold on to the railing while disembarking and the SEP Manual shall be amended accordingly.
3. Passenger announcement on caution passengers using passenger steps to be made in all three languages and the SEP Manual shall be amended accordingly.
4. Passenger announcement to be made requesting passengers with special needs /assistance to remain seated until being escorted by the Ground Staff and the SEP Manual shall be amended accordingly.
5. Both Ground Handler and the Airline shall revisit the existing procedure on special handling passengers and amend responsibilities for conveying & receiving confirmation about special handling passengers contained in PIL.
6. Ground Handling agencies at all stations shall be advised to ensure that the passengers will only carry allowed carry-on weight limits.
7. A Procedure to be developed on handing over special information to the Purser by the station staff.
8. A written down procedure to be in place at PSU when requesting ambulift.
9. A written procedure to be in place for the acting arrangements at PSU.
10. A system shall be established to determine actual staff requirements at PSU based on the demand.
11. The Ground Handler shall maintain the minimum staff requirement at all the operational areas.
12. Senior Airport Service Agents shall be trained to perform Airport Service Officer's tasks in his absence.





7. APPENDICES

Publication of Appendices 1, 2, 3,4,5 and 6 withheld in compliance with Chapter 5.12 of ICAO Annex 13 to the convention.

Appendix 7 – Confirmation email of the availability of ambulift





Appendix 7 – Confirmation email of the availability of ambulift

From: Thilan Ranatunga <thilan.ranatunga@srilankan.com>
Sent: Thursday, July 6, 2023 3:13 PM
To: Priyantha Senadeera <priyantha.senadeera@srilankan.com>
Cc: Arjuna Samarasinghe <arjuna.samarasinghe@srilankan.com>; Sudath Madapatha - SMGS&OQ <sudath.madapatha@srilankan.com>; Deepal Pallegangoda - SMA&GS <deepal.pallegangoda@srilankan.com>; Rukmal Fernando <rukmal.fernando@srilankan.com>
Subject: RE: UL 166 / 1 June Fatal Ground Incident at CMB.

Dear Senadeera,

UL18-4 and 18-5 ambulift's were serviceable on said date.

Below are the allocation.

	ATA	BAY	AMBU	No of PAX
UL403	1043	A3	18-5	2
UL122	1223	C22	18-5	6

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