WEST DARFUR
UNHAS USER GROUP COMMITTEE (UNHASUGC)
EXTRA-ORDINARY MEETING MINUTES
THURSDAY, 01 DECEMBER 2011 – OCHA CONFERENCE ROOM: 1100 HOURS

Agenda Item # 1

► **Review of previous minutes and action items**

- Meeting chaired by OCHA and kicked off with introductions.
- Minutes adopted with no changes.

Action Points

- **Electronic Flight Management Application** (EFMA): UNHAS confirmed that they had sent out an email to users with instructions on how to make the electronic bookings. Some UNHAS users advised that they had not received the email and it was agreed that UNHAS recirculates the email.

- **Updating of UNHAS mailing list:** LCU advised the forum that the UNHASUGC mailing list had been updated. A suggestion was made for the UNHAS manifest and minutes mailing list to be merged. LCU explained to the forum that the UNHAS manifest list is based on input / authorisation from the UN and NGO Head of Agencies whereas the minutes mailing list is for the UNHASUGC meeting attendees, other stakeholders and focal points. Participants decided that the two lists be kept separate.

- **Pilots' assessments of Helipads:** UNHAS requested that this agenda item be carried over to the next meeting as the assessments have not been completed.

- **Suspension of flights to Beida:** UNHAS highlighted that after flights to Beida were suspended, the FAR focal point visited UNHAS and highlighted that they did make an effort to communicate with UNHAS on the days the UNHAS flights were scheduled to travel to Beida but no one responded. UNHAS informed the forum that the Partner did not attend the meeting on two consecutive times. UNHAS further highlighted that it is important that focal points contact UNHAS before flights are despatched from EGN to provide an update on the security situation on ground. FAR in turn stated that they only have one UNHAS number.
  Action Item: FAR to get the other 3 UNHAS contact numbers for ease of communication
  LCU highlighted that another challenge which was mentioned previously was the language barrier and it was important to make every effort to ensure that the focal points can communicate and understand each other with the UNHAS staff / pilots calling the foal points

- **Flights to Um Tagook:** The Partner operating in this area requested for the UNHAS flights to b re-instated and UNHAS advised that flights to this located are still suspended due to insecurity.
  Action Item: OCHA to table issue of Security and flights to Um Tagook with the State Safety and Security Sub Committee.

Agenda Item # 2

► **Updating of user list**

- UNHAS advised the forum that it is time to update the Geneina UNHAS flight information mailing list (manifest).
  Action item: Users to advise UNHAS of any updates or changes in the mailing address information.

Agenda Item # 3

► **Updating of Focal points in Deep field locations**

- UNHAS reiterated the importance of having the correct contact details for UNHAS focal points in the deep field locations.

Action item: UNHAS to send focal points list to LCU and LCU to contact focal points to confirm if the contacts are the same and the details correct.

Agenda Item # 4

► **Updating of Contact numbers**

- UNHAS requested for updated contact numbers for all Agencies.

Agenda Item # 5

► **Charter flights vs. Scheduled flights criteria**

- UNHAS stated that Special flights no longer exist as these have been replaced by Charter flights. Furthermore, UNHAS highlighted that their SOPs make provision for each Agency to have a maximum of 5 seats per flight in order to give other Agencies the opportunity to get seats on the same flight. However, if there are extra seats available, one agency can have more than five people on one flight provided the extra space is available. Should an Agency require additional flights (outside the normal schedule), a Charter flight will need to be requested and this should be done at least 5 days in advance. The chartered flight will be on a full cost recovery basis and a quotation will be provided once this type of flight is requested. In addition, UNHAS highlighted that all flights to destinations outside the schedule shall be considered as Charter Flights.
  Action item: UNHAS to circulate chartered flight form to users.

- **INTERSOS** wanted to know if it is possible to schedule flights from Forobaranga to Garsilla direct as opposed to flying from Forobaranga to Geneina and then from El Geneina to Garsilla. UNHAS stated that it is possible as long as there is need.

Agenda Item # 6

► **Responsibilities of focal points**

- UNHAS reiterated that the focal point's responsibilities were as follows:
  - To keep the landing zones / runways operational by making sure that animals such as goats and donkeys are kept off the runway
  - Making sure that rocks, bushes and trees do not obstruct the runways
  - Proving UNHAS with a weather update and security confirmation before 0830 hours. Visibility, rain and condition of airstrip should be reported to UNHAS during the rainy season for the fixed wing airstrips and it is important that the information is reported accurately.

- **Concern** wanted to know if the focal points' communication with UNHAS can be after 0830 hours since their offices only open at that time. UNHAS confirmed that communication can be after the stipulated time but should be made as close to 0830 hours as possible.
- **FAR** requested UNHAS to advise focal points if the flights will be delayed so they are aware and can also inform the security personal / police who secure the landing zones during landing and take-off. Agencies stated at times there are delays which are not communicated by UNHAS. The humanitarian carrier advised that they will endeavour to inform the focal points of any delays and also requested focal points to contact UNHAS at least fifteen minutes after the scheduled take off to confirm if the flights have taken off.

Agenda Item # 7

► **Reminder on Basic UNHAS procedures**

- UNHAS informed the user group committee that check in closes forty minutes before departure. NTERSOS highlighted that previously check in closed one and half hours before departure and they wanted to know if that has changed? UNHAS confirmed that the new regulation is forty minutes before departure and if Agencies have problems related to their flights and check in, they should inform UNHAS please tell UNHAS

- UNHAS also reminded the forum that the luggage allowance is 20 kilogrammes including hand luggage. Extra luggage up to 10 kilogrammes could be requested from UNHAS in advance. Any weight above 10 kilogrammes would be considered as cargo and UNHAS will charge US$3 per extra kilogramme. UNHCR wanted to know if cargo should be brought in 24 hours before check in or on the day of travel. UNHAS stated that it might be better to have the Agencies keep the cargo at their offices overnight but it is important that cargo is verified and booking done 24 hours before travelling.

Agenda Item # 8

► **New booking deadlines for pax traveling on Sundays**

- Booking deadlines: Sunday flights are now being planned on Thursday because security agents we complaining that they are being disturbed over the weekend for UNHAS approvals when they should be resting. All bookings should be submitted to UNHAS before 0930 hours.Medair wanted to know is the manifest for Sunday can be sent on Thursday afternoon. UNHAS stated that it might be difficult to send out on Thursday afternoon but every effort will be made to ensure that the manifest is released as early as possible.

Agenda Item # 9

► **Updating on "go-show" requests - 24 hour deadline**

- UNHAS informed the forum that Go show request has to be submitted 24 hours before travel because National Security is no longer allowing UNHAS to add names "by hand" on the manifest.

Agenda Item # 10

► **Schedule requests**

- UNHAS requested Agencies to review their plans for next year's activities and advise UNHAS if there are programmatic changes that would require a change in flight schedules so UNHAS can plan and schedule accordingly.

Agenda Item # 11

► **Staff ceilings for deep field locations**

- UNHAS wanted to know if Agencies can provide details of staff ceilings in their field locations for planning purposes in the event of an emergency. Medair stated that there is no staff ceiling in the field but UNHAS can contact UNDSS for weekly / staff ceilings.
  Action item: UNHAS to liaise with the UNDSS Humanitarian Liaison (Sonja) on the number of staff deployed to the field on a weekly / monthly basis.

AOB

- **OCHA** commented that there has been an improvement in the attendance in this meeting in comparison to the previous meetings.
- **Concern** highlighted that at times communication with their field teams can be a challenge. In the event that UNHAS cannot get the focal points in the deep field, UNHAS should contact the Concern focal point in EGN and they will use other communication channels to contact their people in the field.
- **Air Movement Officer Reassignment:** Miguel Cussoca highlighted that he has been reassigned to South Sudan and that that Gerhard "Gerry" Bezuidenhout will be taking over as the new OiC for UNHAS. OCHA thanked Miguel for his service to the humanitarian community during his tenure in West Darfur.

Contact information of attendees:

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