



DIRECTORATE GENERAL OF CIVIL AVIATION - CHILE

CHARTER OF COMMITMENT

ABOUT US

The **Dirección General de Aeronáutica Civil (DGAC)** is a public organization governed by Act N° 16.752 of the Chilean Law, whose mission is to regulate, certify and oversee aviation activities conducted within the air space controlled by Chile and aviation activities conducted by national users abroad, and provide air navigation, airport and meteorological services, aiming to allow a safe, efficient and sustainable activity.

ACCESS TO SERVICE

We have a virtual office for Information, Claims and Suggestions in our web site www.dgac.gob.cl. Besides, we have 21 offices at the main airports and aerodromes along the country.

Opening hours:

Monday to Thursday: 8:30 to 17:30

Friday: 8:30 to 16:30

Except for the following units that open Monday to Thursday from 8:00 to 17:00, and Friday from 8:00 to 16:00:

Departamento Servicios Aéreos y Aeródromos – Arturo Merino Benitez Airport, Pudahuel, Santiago – Museo Nacional Aeronáutico y del Espacio – Desierto de Atacama Aerodrome, Atacama – Santo Domingo Aerodrome, Santo Domingo - Cañal Bajo Aerodrome, Osorno – Balmaceda Aerodrome, Balmaceda.

Or else, write to DGAC , Clasificador 3 - Correo 9 - Providencia – Santiago.

WE ARE COMMITTED TO:

- Ensuring the continuous improvement of our processes and guaranteeing the competence of our personnel, maintaining an optimal infrastructure and managing the improvement of the working environment in order to provide quality aeronautical services.
- The Environment - by reducing the significant environmental impact involved in the activity of the business, and by the rational management of resources.
- Personnel Safety and Health - by identifying unsafe actions and conditions that could jeopardize physical and psychological health, in order to reduce risks and prevent occupational diseases and accidents.
- The Security of the information - achieving the appropriate levels of integrity, confidentiality and availability to all the institutional information in order to ensure the operational continuity of the processes and services through a management system of information security, which enable the institution to identify possible threats and vulnerabilities affecting the information assets associated to business processes and support.
- The Safety Management System - to manage the risks to operational safety, ensuring the application of the appropriate corrective and preventive measures to reduce the risks and hazards, achieving a continuous monitoring and regular evaluation of an acceptable operational safety level.
- Risk Management – for strategic and operational risks mitigation on each of the institutional management levels, so that these risks do not interfere with the compliance of the strategic objectives and mission of the institution.

WE PROVIDE THE FOLLOWING SERVICES:

- Airport Services.
- Air Navigation Services.
- Operational Safety Services.
- Meteorological Services.
- Aeronautical, Meteorological and Environmental Regulations Services.

RIGHTS GRANTED BY THE DGAC

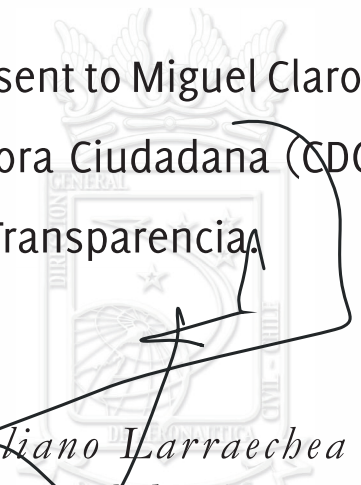
- To receive good, equal and impartial treatment.
- Confidentiality of the information and of your personal data, as appropriate.
- To know the inquiring, claiming, complaining and responding mechanisms of the institution.
- To request information and guidance on the functioning of the DGAC.
- To require clarity in the procedures and to receive information about your personal case.
- To obtain an answer to requests within 10 business days from the day of application, or within 20 business days from the moment that the DGAC certifies, as requested by the interested party, that the request is in the process of being resolved.
- To access to public information of the DGAC through our web site www.dgac.gob.cl in the 'Gobierno Transparente' link.
- It is mandatory for the DGAC to provide requested public information within 20 business days, extendable by 10 business days (Act N° 20.285, Access to public information), unless it affects the appropriate performance of our functions, the rights of the people, safety and/or the interests of the nation.

YOUR DUTIES TO THE DGAC

- To provide your name, last name and address where to send you an answer.
- To make your requests respectfully and properly.
- To make specific, justified and trustworthy requests.
- To provide the necessary documents for processing your request or claim.
- To respect opening hours and corresponding processing times.

LAST RESORT FOR CLAIMS

- Letter to the Director General, sent to Miguel Claro N°1314, Providencia, Santiago.
- Contact the Comisión Defensora Ciudadana (CDC).
- Contact the Consejo para la Transparencia.


Maximiliano Larraechea Loeser
General de Aviación
Director General