



# DIRECTORATE GENERAL OF CIVIL AVIATION – CHILE

## COMMITMENT LETTER

### WHO WE ARE

THE GENERAL DIRECTORATE OF CIVIL AERONAUTICS (DGAC) IS A PUBLIC ORGANISM GOVERNED BY LAW NO. 16.752, WHOSE MISSION IS TO REGULATE AND MONITOR THE AIR ACTIVITY THAT TAKES PLACE WITHIN THE AIRSPACE CONTROLLED BY CHILE AND THOSE RUN ABROAD BY DOMESTIC AIRLINES; TO DEVELOP AERONAUTICAL INFRASTRUCTURE WITHIN ITS COMPETENCE AND PROVIDE EXCELLENT AIR NAVIGATION, METEOROLOGY, AIRPORT AND OPERATIONAL SECURITY SERVICES, WITH THE PURPOSE OF ENSURING THE SAFE AND EFFICIENT OPERATION OF THE AERONAUTICAL SYSTEM.

### ACCESS TO SERVICES

WE HAVE A VIRTUAL OIRS OFFICE, LOCATED ON THE WEBSITE [WWW.DGAC.GOB.CL](http://WWW.DGAC.GOB.CL), AS WELL AS ONSITE OIRS OFFICES SITUATED IN THE MAIN AIRPORTS AND AIRFIELDS IN THE COUNTRY.

YOU MAY ALSO COMMUNICATE WITH US BY WRITING TO: DGAC – CLASIFICADOR 3 – CORREO 9 – PROVIDENCIA – SANTIAGO.

### WE ARE COMMITTED TO:

- ENSURING THE CONTINUOUS IMPROVEMENT OF OUR PROCESSES, AS WELL AS ENSURING THE COMPETENCE AND SUITABILITY OF OUR STAFF, MAINTAINING AN OPTIMAL INFRASTRUCTURE AND MANAGING THE IMPROVEMENT OF WORK ENVIRONMENTS, IN ORDER TO PROVIDE QUALITY AERONAUTICAL SERVICES.
- THE ENVIRONMENT, REDUCING SIGNIFICANT ENVIRONMENTAL IMPACT FROM AERONAUTICAL ACTIVITY AND CARRYING OUT A RATIONAL MANAGEMENT OF RESOURCES.
- SECURITY AND HEALTH AT WORK, DETECTING UNSAFE ACTIONS AND CONDITIONS THAT PUT PHYSICAL AND PSYCHOLOGICAL HEALTH AT RISK, IN ORDER TO MINIMIZE RISKS AND AVOID OCCUPATIONAL ILLNESSES AND ACCIDENTS.
- INFORMATION SECURITY, REACHING ADEQUATE LEVELS OF INTEGRITY, CONFIDENTIALITY, AND AVAILABILITY OF ALL INSTITUTIONAL INFORMATION, IN ORDER TO ENSURE OPERATIONAL CONTINUITY FOR PROCESSES AND SERVICES, VIA A SYSTEM OF INFORMATION SECURITY MANAGEMENT, WHICH ENABLES THE INSTITUTION TO IDENTIFY POTENTIAL THREATS AND VULNERABILITIES THAT AFFECT INFORMATION ASSETS LINKED TO BUSINESS PROCESSES AND SUPPORT.
- AN OPERATIONAL SAFETY MANAGEMENT SYSTEM, WITH THE GOAL OF MANAGING RISKS TO OPERATIONAL SAFETY, ENSURING THAT THE NECESSARY CORRECTIVE AND PREVENTATIVE MEASURES TO MITIGATE RISKS AND HAZARDS ARE IMPLEMENTED, ACHIEVING A PERMANENT MONITORING AND REGULAR EVALUATION OF ACCEPTABLE OPERATIONAL SAFETY LEVELS.
- RISK MANAGEMENT, TO ADDRESS THE MITIGATION OF STRATEGIC AND OPERATIONAL RISK AT EACH LEVEL OF INSTITUTIONAL MANAGEMENT, SO THAT THESE RISKS DO NOT INTERFERE WITH ACHIEVING THE STRATEGIC OBJECTIVES AND THE MISSION OF THE INSTITUTION.

### OUR STRATEGIC SERVICES ARE:

- AERONAUTICAL AND METEOROLOGICAL REGULATIONS.
- OPERATIONAL SAFETY SERVICES.
- AIRPORT SERVICES.
- AIR NAVIGATION SERVICES.
- METEOROLOGICAL SERVICES.
- INTERNAL MANAGEMENT SERVICE.

### YOUR RIGHTS WITH THE DGAC

- RIGHT TO TIMELY AND QUALITY SERVICE.
- RIGHT TO RECEIVE A RESPONSE WITHIN A REASONABLE AMOUNT OF TIME.
- RIGHT TO OBTAIN REDRESS FROM THE GOVERNMENT.
- RIGHT TO REPORT A LACK OF ENTHUSIASTIC INVESTIGATION.
- RIGHT TO CORRECT ERRORS OR OMISSIONS.
- RIGHT TO INFORMATION FROM THE AUTHORITY.
- RIGHT TO REASONABLENESS OF ADMINISTRATIVE DECISIONS.
- RIGHT TO PETITION.
- RIGHT TO CHALLENGE POSSIBLE ABUSES OF POWER.
- RIGHT TO NON-DISCRIMINATION.
- RIGHT TO BE ACCORDED DECENT TREATMENT.

### YOUR OBLIGATIONS TO THE DGAC

- PROVIDE YOUR FIRST NAME, LAST NAME, AND ADDRESS TO RECEIVE AN ADEQUATE RESPONSE.
- MAKE YOUR REQUESTS IN RESPECTFUL AND SUITABLE TERMS.
- MAKE CONCRETE, WELL-FOUNDED, AND CREDIBLE REQUESTS.
- PROVIDE THE NECESSARY DOCUMENTATION FOR THE MANAGEMENT OF YOUR REQUEST OR CLAIM.
- RESPECT THE SERVICE HOURS AND PROCESSING TIME, DEPENDING ON THE ROUTE OF ENTRY USED.

### LAST RESORT CLAIM MECHANISMS

- A LETTER TO THE SUPERIOR CHIEF OF SERVICE, SENT TO MIGUEL CLARO N° 1314, PROVIDENCIA, SANTIAGO.
- CONTACT THE TRANSPARENCY COUNCIL.

  
Victor Villalobos Collao  
General de Aviación  
Director General  
Director General de Aeronáutica Civil