



CHARTER OF COMMITMENT

WHO ARE WE?

The **DIRECCION GENERAL DE AERONÁUTICA CIVIL (DGAC)** is a Government organization governed by Law N° 16.752, whose mission is to regulate and oversee aviation operations conducted in air space controlled by Chile and operations conducted in foreign countries by domestic users in order to allow for a safe, efficient and sustainable aviation activity thus contributing to national development.

WHAT WE DO?

THE FOLLOWING ARE THE SERVICES YOU CAN ACCESS:

- Airport Services
- Air Navigation Services
- Operational Safety Services
- Meteorological Services
- Aviation, Meteorology and Environmental Regulations
- Communication and Information Services for Users and Aviation Historical Heritage Dissemination Services

WHICH IS OUR COMMITMENT?

- Apply and maintain a continuous certification and overseeing system in order to guarantee high safety standards that allow air operations to be conducted within the required operational safety framework.
- Mitigate operational risks at each of the organization's management levels.
- Process requests with utmost zeal in an expeditious, efficient and proactive way and according to timeframes set forth in Law 19.880.
- Certify and authorize aerodromes, authorize domestic and international air operators; issue aeronautical licenses and certify repair stations, once the applicant complies with appropriate requirements.
- Inform, channel and process all citizens requests within DGAC competence (Law 19.880) within ten working days and requests for information on "Transparency of Public Function and of Access to State Administration Information" within 20 working days in a cordial and expeditious way, without distinction of race, gender, physical or social condition.

WHICH ARE YOUR RIGHTS REGARDING THE DGAC?

- Receive a respectful and cordial treatment.
- Identify personnel responsible for the processing.
- Access to information on the status of the processing and the service.
- Demand confidentiality and submit only necessary documentation.
- Demand compliance with timeframes.
- Express suggestions and complaints.

WHICH ARE YOUR OBLIGATIONS WITH THE DGAC?

- Treat DGAC staff with respect, courtesy and deference.
- Provide necessary background to process your request.
- Respect established office hours and procedures.
- Make specific, grounded and trustworthy requests.

WHEN CLAIM MECHANISMS DO NOT PROVIDE A SATISFACTORY ANSWER

- Through the Director of the Service, by means of a letter mailed to Miguel Claro N°1314, Providencia, Santiago.
- Through the Citizen Defense Committee.
- Through the Council for Transparency.

EL DIRECTOR GENERAL DE AERONÁUTICA CIVIL

INFORMATION, CLAIMS AND SUGGESTIONS OFFICE (OIRS)

The large national aerodromes network is made up of 359 aerodromes and 101 heliports, from Arica to Antarctica, including the insular territories. The DGAC manages 35 facilities directly, where it provides airport and air navigation services in addition to carrying out overseeing and control functions in the whole airport network.

Office hours : Monday thru Thursday from 8:30 to 17:30.
Friday from 8:30 to 16:30 hrs.

Except for:

Departamento de Aeródromos y Servicios Aeronáuticos - Aeropuerto Arturo Merino Benítez-Pudahuel-Santiago - Museo Nacional Aeronáutico y del Espacio - Aeródromo Desierto de Atacama, Atacama - Aeródromo Santo Domingo - Aeródromo Cañal Bajo, Osorno - Aeródromo Balmaceda, Balmaceda

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Portal WEB : www.dgac.cl