

Service Charter 2022 - 2024





About us

ENAIRE, a Public Business Entity attached to the Ministry of Transport, Mobility and Urban Agenda, is entrusted with the planning, management, coordination, operation, preservation and administration of air traffic, aeronautical telecommunications and information services, as well as the infrastructure, facilities and communications networks of the air navigation system, with the objective of providing safe, effective, continuous and sustainable services.

ENAIRE is one of the main Air Navigation Service Providers in the European Union, and participates outstandingly and actively in the implementation of SESAR and the development of the Single European Sky.



Regulatory Framework¹

The main regulations that establish requirements applicable to the provision of services are:

- Regulation (EU) N° 2017/373, laying down common requirements for providers of air traffic management/air navigation services.
- Regulation (EU) N° 2015/340, laying down technical requirements and administrative procedures relating to air traffic controllers' licences and certificates.
- Regulation (EU) N° 2019/317, laying down a performance and charging scheme in the single European sky.

¹Detailed information on the regulatory framework, services provided, commitments and indicators can be found in the service charter full document, available on the web.





Principal services provided

The main services, certified by the Spanish Aviation Safety Agency (AESA), are:

- **Air Traffic Service (ATS)**
- **Air Traffic Flow Management Service (ATFM)**
- **Communications, Navigation and Surveillance Service (CNS)**
- **Aeronautical Information Service (AIS)**
- **Flight Procedure Design Services (FPD)**



Commitment and indicators

The main commitments established for the services provided by ENAIRE are as follows:

Safety

- Giving the highest priority to safety, evaluating and minimising the risks in aviation. (Weighted safety incident rate ≤ 13 in 2022; ≤ 11 in 2023 and ≤ 10 in 2024).

Punctuality

- Improve the quality by reducing the delay associated to Air Traffic Flow Management Service (Delay $\leq 0,19$ min/flight) and Air Traffic Service (90% of flights shall comply with their Slot Tolerance Window).

Availability

- Plan, coordinate and carry out the maintenance tasks for the Air Navigation System equipment to ensure the availability and continuity of the CNS service. (>99% of the Air Navigation System services have availability of at least 95% and >97% of the Air Navigation System services have continuity of at least 1,000 hours).



- Ensure quality of Aeronautical Information Service by providing updated AIP information. (100% of amendments to the AIP by the dates established internationally by ICAO).

Satisfaction

- Improve our customers perceived quality index. (Perceived quality index \geq 72%).
- Increase consensus in the consultation phase of airspace projects (FPD). (Average number of dissenting answers per project \leq 3).
- Guarantee the answer to communications, inquiries and complaints within a maximum period, depending on their complexity (85% in a maximum of 20 days).

Sustainability

- Reduce greenhouse gas (CO₂) emissions from managed air traffic (50 ktn/year).
- Contribute to the climate strategy (100% of electricity produced from renewable sources with guarantee of origin).



Rights of users and citizens

ENAIRE provides open and transparent air navigation services, and does not discriminate for reasons of nationality, identity of the user or category of the users, in accordance with the applicable regulations; it publishes the conditions of access to its services and their changes and has established a periodic formal consultation process with the users of its services, or when necessary due to specific changes.

Citizens have the following rights²: to interact by electronic means; to be treated with respect and deference by public employees; to have access to public information, files and records; etc. Likewise, they have the right to the protection of personal data, its rectification and deletion.

The Ministry's Transparency Website provides access to public information on good governance and the rest of the legal system. It also allows citizens to know at any time the status of the processing of the procedures in which they have the status of interested parties and to make allegations.

² Law 39/2015, on Legal Procedure of Public Administration and the Common Administrative Process; Law 19/2013 of transparency, access to public information and good governance.





Electronic services

The main electronic services provided, and online medias are as follows:

- Website: <http://www.enaire.es>
- Electronic Administration: <https://enaire.sede.gob.es>
- AIP (Aeronautical Information): <https://aip.enaire.es/AIP>
- INSIGNIA (Aeronautical Information in graphic form): <https://insignia.enaire.es>
- Visual Flight (VFR): <https://insigniavfr.enaire.es>; <https://guiavfr.enaire.es>
- Drones (UAS): <https://drones.enaire.es>
- Other uses of Airspace: https://www.enaire.es/enaire_planea
- ICARO: <https://notampib.enaire.es/icaro>
- Electronic Flight Plan:
https://www.enaire.es/servicios/otros_servicios/plan_de_vuelo_online
- Fee Calculation:
https://www.enaire.es/servicios/otros_servicios/calculo_de_tasas
- Customer Portal: <https://clientes.enaire.es>
- E-mail: información@enaire.es
- Social media: [ENAIRES \(@ENAIRES\) / Twitter](#); [ENAIRES \(@enaire\) Instagram](#); [ENAIRES - YouTube](#); [ENAIRES | Facebook](#); <https://www.linkedin.com/company/enaire>

Electronic Services Commitments and Indicators:

- Ensure the availability of electronic services, giving advance notice (24h) of interruptions for technical maintenance (100%).





Remedial measures

Complaints about failures to comply with the commitments declared in this Charter may be directed to the unit responsible for the Charter, by any of the existing communication channels. ENAIRE will answer within a maximum period of 20 days, informing of the analysis of causes and the measures adopted.

Failures to comply with the declared commitments in this Charter shall under no circumstances entail financial liability by the public authorities.



Participation, inquiries, suggestions, complaints and claims

ENAIRE facilitates communication with citizens by means of its Electronic Administration service, accessible from its home page at <https://sede.enaire.gob.es>. In addition, any citizen can convey their communications to us by emailing us to informacion@enaire.es, by ordinary mail or in person. (See Contact Address).

ENAIRE convenes periodical Committees and Working Groups with clients and other operators of the aeronautical sector (airlines, airport managers, pilots and associations) to monitor and exchange information on the provision of their services. Participation can be requested through the mailbox clientes@enaire.es, for specific use in customer service in the aeronautical sector.





Unit responsible for the Service Chart Customer and Corporate Social Responsibility Division

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