

ANAC and society

Every citizen can participate in the development of air sector rules by sending their contributions through public consultations or directly to ANAC, which are analyzed and may be incorporated into new regulations. Citizens can also contribute by denouncing the violation of civil aviation rules. ANAC's headquarters are located in Brasília (DF), with regional offices in São Paulo (SP), São José dos Campos (SP) and Rio de Janeiro (RJ) and offices in the most important Brazilian airports.

ANAC and air passengers

ANAC works to ensure that good-quality air transportation services are provided. When purchasing air tickets passengers establish an air transportation contract with the airline. If passengers feel harmed or feel their rights have been disrespected, they must first contact the airline to claim their consumer rights. If this action doesn't bring positive results, passengers may contact ANAC and register a complaint against the airline. As a result, ANAC will assess the application of penalties to the air company, thus contributing to the improvement of services. Passengers may also contact the Brazilian Consumer Protection and Defense Authorities or the Judiciary Authorities.



Ombudsman

Ombudsman is the channel of communication with ANAC through which passengers may send complaints, allegations and suggestions. Passengers may access the Internet (www.anac.gov.br/faleanac), contact ANAC by phone (163 - calling from Brazil), go to one of ANAC's offices or send information by mail (Setor Comercial Sul, Quadra 9, Lote C, Edifício Parque Cidade Corporate – Torre A – Brasília/ DF – Brasil – CEP.: 70308-200).

Contact ANAC

To clarify doubts, express your opinions or register a complaint about services provided by ANAC, airlines or other entities (public or private) regulated and supervised by the Agency, please go through one of the service channels below:

- Internet: www.anac.gov.br/faleanac
- Call Center: 163 - calling from Brazil (available 24 hours a day, every day of the week, in Portuguese, English and Spanish)



Information here presented does not replace current legislation.

More about ANAC?
www.anac.gov.br



About ANAC

2nd Edition – Communications Office – 2015

ANAC

ANAC is a regulatory agency which was established to regulate and inspect civil aviation as well as aeronautical and airport infrastructure in Brazil. The agency was established in 2005, replacing the Department of Civil Aviation (DAC) as the new National Civil Aviation Authority. ANAC is a government agency subordinated to the Brazilian Civil Aviation Secretary of the Presidency of the Federative Republic of Brazil. ANAC's main activities involve certification, inspection, regulation and institutional representation. The Agency's mission is "To ensure all Brazilians safety and excellence in Civil Aviation."

Legislation for reference:

Law Nr. 11182 of September 27th, 2005.

Decree Nr. 5731 of March 20th, 2006.

ANAC's activities

ANAC develops rules to promote safety and a competitive civil aviation market. The Agency enforces compliance with rules aiming to prevent accidents and improving the quality of services provided by air companies, civil aviation personnel and airports. ANAC also certifies and inspects aircraft, aircraft operators, aircraft manufacturers, aircraft maintenance organizations, airports, training organizations and civil aviation personnel.



Certification

ANAC certifies civil aircraft, aircraft manufacturers and its components, aircraft operators, aerodromes, training organizations, civil aviation personnel and aircraft maintenance organizations in order to verify if they comply with safety rules. Certification is a systematic process involving follow-up and evaluation for ensuring trust and compliance with requirements established by rules and regulations for all civil aviation regulated entities. Certification processes follow the Chicago Convention (1944) and are recognized by many countries with which Brazil has celebrated aviation cooperation agreements, such as the United States of America, Canada, Australia and countries from the European Union, South America and Asia.

Regulation

ANAC develops and issues rules for the appropriate operation of the Brazilian civil aviation, taking into consideration potential regulatory impacts. Additionally, it evaluates contributions sent by the Brazilian society through public consultations. As a member of several international civil aviation organizations, Brazil takes into account regulations issued by these institutions when developing its technical rules.

Inspection

ANAC carries out surveillance activities and inspections. Continuous surveillance is a permanent follow-up for verifying performance patterns of products, companies, operations, processes or services and of professionals certified by ANAC in order to guarantee acceptable safety levels and to improve passenger services. Inspections are carried out along with other Brazilian authorities in order to identify and prevent violation of regulations and illegal acts.

Authorizations and concessions

ANAC is responsible for permissions, authorizations, grants and concessions for air transport operations carried out by air carriers, air taxi service companies, agricultural aviation and other specialized air services, aircraft maintenance organizations and training organizations. The Brazilian Government decided to grant airport concessions to the private sector in 2011 and ANAC is responsible for providing and managing concession contracts.

Civil Aviation Personnel

Air transportation involves pilots, flight attendants, flight dispatchers, aircraft maintenance mechanics, airport screeners and rescue and firefighting personnel. ANAC is responsible for issuing technical licenses and certificates for civil aviation professionals, as well as for performing medical assessments. The Agency inspects civil aviation personnel compliance with safety rules, standards and requirements.

