



International Civil Aviation Organization

South American Regional Office

**Fifth Virtual Meeting of Civil Aviation General Directors of the South American Region on the Response to COVID-19**

(Lima, Peru, 11 August 2021)

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**Agenda Item 5: Other business**

**REPORTING THE DEFICIENT OPERATION OF AIR NAVIGATION SERVICE PROVISION CENTRES**

(Presented by the Secretariat)

**SUMMARY**

The objective of this paper is to inform the Civil Aviation General Directors of SAM States on some communication recurrent failures between some adjacent air navigation service provision centres related to situations that compromise service provision (total or partial), as a result of technical failures or other not technical reasons.

**1. INTRODUCTION**

1.1 Air navigation service provision centres (AIM, ATFM, ATM, COM, MET and SAR) provide services that effectively contribute to the regularity and safety of air operations, and it is essential that situations causing limitations (total or partial) in the operation of these centres are immediately communicated to their counterparts in adjacent centres, internal or external to a State.

1.2 Situations affecting the operation of an air navigation service provision centre can be of various types, the most common being technical failures and those of an operational nature (personnel, procedures, security of facilities, etc.)

1.3 It is the responsibility of those in charge of air navigation service centres to communicate, if possible, in advance, situations affecting the operation and coordination with other centres.

**2. DISCUSSION**

2.1 There have been situations in which the operation of an air navigation service provision centre has been affected and the necessary communication was not made on time, causing discomforts to adjacent centres.

2.2 Even though most cases of deficient operation are caused by technical factors, there are situations that are not related to technical failures, but to operational aspects of the affected centre.

2.3 During the pandemic, States adopted measures to sanitise air navigation service provision centres, which prevented operation from facilities where such sanitary procedures were being applied.

2.4 Failing notification on the temporary unavailability of the facilities at the sanitised centre and on how to contact the operators who would be away from their usual operating positions, the staff at the adjacent centres assume that it is a technical problem and, naturally, activate the technical maintenance structure.

2.5 When this happens, the first thing the technicians assume is that there is a failure in the regional network (REDDIG II), and contact the Manaus NCC, which is also not informed of the occurrence, and has to take several steps to find out the internal situation in the State that did not make the proper communication.

2.6 It should be noted that even in the case of a technical failure, the most effective communication that adjacent centres can receive is from the affected air navigation service provision centre, which does not necessarily have to inform the reason for the inoperability, but just the operational status and, when possible, an estimated time for resumption of the service.

2.7 All appropriate means should be used so that those responsible for air navigation service provision centres/sectors may communicate the operational status of the affected centre to their counterparts (NOTAM, telephone, e-mail, instant messaging, etc.).

2.8 Another important aspect is to maintain close coordination with the technical team and to update information constantly when briefing shift workers.

2.9 It is a fact that in many administrations the number of technical staff has greatly diminished and systems have become more complex, requiring more knowledge and time to resolve issues. It is therefore essential that operational sectors communicate the lack of service to their air navigation service provision counterparts (internal and external to the State).

### 3. CONCLUSION

3.1 In conclusion, the Fifth Virtual Meeting of Civil Aviation General Directors of SAM States is invited to take note of the information presented in this paper; and direct air navigation service provision sectors/centres (AIM, ATFM, ATM, COM, MET and SAR) to communicate/coordinate those situations affecting the provision of services using the appropriate means and as quickly as possible.

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