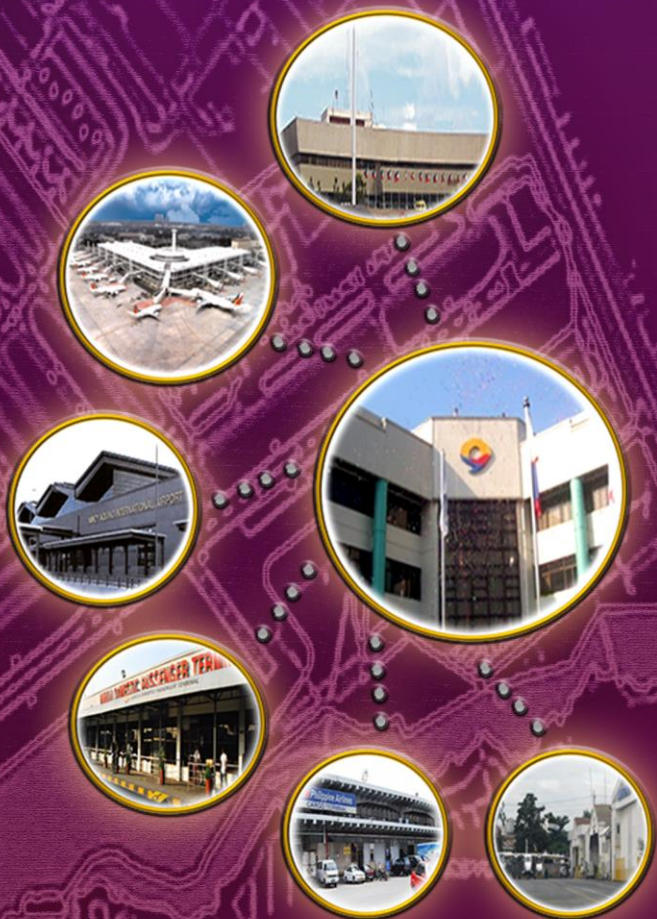




MANILA INTERNATIONAL
AIRPORT AUTHORITY

CITIZEN'S CHARTER

Republic Act 11032, Anti-Red Tape Act of 2018



MANILA INTERNATIONAL AIRPORT AUTHORITY

3rd Edition
2022



MANILA INTERNATIONAL AIRPORT AUTHORITY

CITIZEN'S CHARTER
2022 (3rd Edition)



MESSAGE

As enshrined in the state policy "to promote integrity, accountability, proper management of public affairs and public property as well as establish effective practices aimed at the prevention of graft and corruption in the Government," it is the state's responsibility to ensure accountability and transparency within its ranks. To realize this responsibility, Republic Act No. 9485, otherwise known as the Anti-Red Tape Act (ARTA) of 2007, was enacted which significantly increased the efficiency in the delivery of government service to the public by reducing the bureaucratic red tape and preventing graft and corruption.

The Manila International Airport Authority (MIAA) has always been an active partner in the implementation of ARTA in the bureaucracy. The publication of its very own Citizen's Charter on January 12, 2012 attests to its solid commitment to deliver high-caliber frontline services at the country's main gateway, the Ninoy Aquino International Airport.

As new processes and services emerge at the airport complex, the Authority saw the need to revise and update its Citizen's Charter to cover these additional processes. I have no doubt that this updated version will further ensure the unwavering commitment to the Authority in upholding the values of accountability and transparency in public service at the airport.

A blue ink signature of Eddie V. Monreal.

EDDIE V. MONREAL
General Manager
Manila International Airport Authority

I. Mandate

Executive Order No. 778, as amended by Executive Order No. 903 mandates the Manila International Airport Authority (MIAA) to:

- Formulate and adopt for application in the airport internationally acceptable standards of airport accommodation service;
- Upgrade and provide safe, efficient and reliable airport facilities for international and domestic air travel;
- Help encourage and promote international and domestic air traffic in the country as a means of making the Philippines a center of international and domestic air travel;
- Perform other functions as maybe provided by the law while maintaining financial viability as an autonomous government entity.

II. Vision

By 2022, NAIA, as managed and operated by MIAA, is recognized as among the best airports in ASIA.

III. Mission

Provide a safe, secure and efficient environment to enable stakeholders to deliver a seamless experience for passengers and all airport users, while contributing to economic development.

IV. Service Pledge

We commit to:

- Provide access to relevant, reliable and consistent information to enhance travel and passenger experience;
- Be courteous and professional in providing assistance at all points of contact with Airport clientele at all times;
- A well-organized passenger movement for maximum fluidity;
- Apply adequate safety and security measures and promptly respond to emergencies to effectively prevent any untoward incidents;
- Be responsive in handling customer complaints;
- A continuous improvement of people, processes and facilities that will inspire confidence, assure comfort, and strengthen the safety and security of Airport Users.

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Legal Office

External Services

1. CONTRACT PREPARATION THROUGH PROCUREMENT PROCESS

Brief Description: Post - Award Process for the winning bidder

Office or Division:	Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who May Avail:	Contractors/ Suppliers			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Approved RIS, TOR, BOQ, BOM, Plans, ABC 2. Complete Bid Documents (with attachments) a. Original Technical Documents of LCRB/HRRB or SCRB/SRRB b. Original Financial Documents of LCRB/HRRB or SCRB/SRRB 3. Bids and Awards Committee (BAC) Resolution with GM's approval 4. Authority to use alternative method of procurement, if applicable (Board of Directors or GM) 5. MIAA Board Resolution / Approved Memo to GM (for projects within the delineated authority) 6. Notice of Award			To be furnished by BAC Secretariat	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive complete documents as enumerated with the above checklist	None	45 Minutes	Legal Researcher Legal Office
2. None	2. Contract Preparation a. Draft	None	7 Days	Legal Researcher Legal Office
	b. Review			Assigned Attorney Legal Office
	c. Finalize			Legal Manager Legal Office
3. None	3. Notify and inform contractor/supplier to pick-up contract for their signature a. via phone thru text	None	1 Day	Legal Researcher Legal Office
	b. via letter (no action after 3 days)		2 Days	

4. Secure copy of contract with instructions to sign and return within three (3) days. Representative /s must present letter of authorization.	4.1. Release Contract	None	15 Minutes	Legal Researcher Legal Office
	4.2. Upon return of contract a. Prepare Memo Brief (MB) and Notice to Proceed b. Collate documents for routing • Accounting • Budget • Finance • AGMFA • SAGM	None	5 Days	Legal Researcher Legal Office
	4.3. For GM's signature	None	1 Day	Legal Researcher Legal Office
	4.4. Notarization	None	2 Hours	Legal Researcher Legal Office
	4.5. Notify and inform contractor/supplier to pick-up signed Contract and Notice to Proceed a. via phone	None	1 Day	Legal Researcher Legal Office
	b. via letter (no action after 3 days)		2 Days	
5. Post required Performance Bond	5.1. Release signed Contract and Notice to Proceed (NTP)	None	2 Hours	Legal Researcher Legal Office
	5.2. Disseminate remaining Original copies of the contract to the following: a. End-user; b. Contractor / Supplier c. Commission on Audit (COA); b. Two (2) copies Legal Office	None	3Hours	Legal Researcher Legal Office
Total		None	20 Days	

Refer to the document requirements under instructions to bidders (ITB) adopt the list given by the Commission on Audit (COA) in their requests for documents;
 Prepare and print seven (7) clear copies of contract;
 Leave one (1) original signed copy of contract
 Leave one (1) original signed copy of contract

Concessions Management Division

External Services

2. APPROVAL OF NOTICE OF CONDITIONAL AWARD (NOCA) / NOTICE OF AWARD (NOA) / LEASE AND CONCESSIONS CONTRACT

Brief Description: Preparation and approval of NOCA/NOA/Lease and Concessions Contract

Office or Division:	Concessions Management Division		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business		
Who May Avail:	Concessionaires		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1.	Letter to General Manager	1.	Concessionaires/Company
2.	Company Profile	2.	Concessionaires/Company
3.	Latest General Information Sheet (Updated)	3.	SEC
4.	Registration Certificate	4.	SEC/DTI
5.	Articles of Incorporation and By-Laws	5.	SEC
6.	SSS Clearance	6.	SSS
7.	DOLE Clearance	7.	DOLE
8.	Current and Valid Mayor's/Business Permit from Pasay City	8.	Local / City Government
9.	Sanitary Permit from the Bureau of Quarantine (food)	9.	Bureau of Quarantine
10.	Certificate of Registration from BIR	10.	BIR
11.	Latest Income and Business Tax Returns duly stamped and received by the BIR with Audited Financial Statements	11.	BIR
12.	Valid Tax Clearance from the BIR	12.	BIR
13.	Certification under oath, from the responsible officer of the applicant that it is free and clear of tax liabilities to the government (duly notarized).	13.	Concessionaires/Company
14.	Written authority of company's representative. It refers to the authority of the signing official solely intended for the contract, permit and accreditation: in the case of single proprietorship, there must be an affidavit of the owner or a Special Power of Attorney; for Partnership, a partnership resolution from the General Manager or President; for Corporation, a board resolution with Secretary's Certificate; and for joint-venture, a resolution signed by all the joint-venture partners (duly notarized).	14.	Concessionaires/Company

15. Certification from responsible officer of the applicant that the list of personnel under their employment has been background checked. (duly notarized) 16. Certification under oath that each of the documents submitted in satisfaction of the MIAA requirements is an authentic and original copy, or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and information provided therein are true and correct (duly notarized)			15. Concessionaires/Company 16. Concessionaires/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of acknowledgment receipt of letter for follow up	1.1. Receive written intent of the proponent with GM's instruction as endorsed by the BDCMD Manager to OIC – CMD to award by negotiation.	None	1 Hour	Secretary Concessions Management Division
	1.2. Evaluation/ Review of the document for action	None	1 Hour	Supervisor/ Concessions Monitoring Officer Concessions Management Division
	1.3. Prepare Notice of Award (NOA)/Notice of Conditional Award (NOCA) for conformity	None	1 Hour	Supervisor/ Concessions Monitoring Officer Concessions Management Division
	1.4. Prepare Transmittal letter of NOA/NOCA	None	1 Hour	OIC/Manager BDCMD
	1.5. Release copy of NOCA/NOA to concessionaire for conformity thru signed transmittal letter	None	10 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division

2. Submit of NOA/NOCA to BDCMD with transmittal letter	<p>2.1. Submit/Return to BDCMD's office the signed NOA/NOCA with conformity of the concessionaire to BDCMD office</p> <p>2.2. Prepare Memobrief for signature of OIC-TCD, Mngr. BDCMD & other officers concerned prior to GM's approval.</p>	None	2 days	<i>Supervisor/ Concessions Monitoring Officer Concessions Management Division</i>
3. Release of approved NOA/NOCA	3. Release of signed NOA/NOCA to concessionaire with instruction to submit documentary requirements for contract preparation	None	10 Minutes	<i>Supervisor/ Concessions Monitoring Officer Concessions Management Division</i>
4. Submit complete documentary requirements	4.1. Receive complete documentary requirements	None	1 Hour	<i>Supervisor/ Concessions Monitoring Officer Concessions Management Division</i>
	4.2. Prepare Contract of Lease & Concession with its transmittal to concessionaire and for BDCMD's Manager review.	None	3 Days	<i>Supervisor/ Concessions Monitoring Officer Concessions Management Division</i>

	4.3. Revise and finalize contract	None	1 Day	Supervisor/ Concessions Monitoring Officer Concessions Management Division
5. Pick-up contract for signature of authorized signatory and return within fifteen (15) days or earlier upon receipt of the contract	5. Release transmittal letter and contract to concessionaire	None	10 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
6. Return signed contract with transmittal letter	6. Prepare Memo Brief and forward contract to all concerned offices for signature / approval	None	1 Hour	Supervisor/ Concessions Monitoring Officer Concessions Management Division
	a. CMD			Officer-In-Charge Concessions Mgt. Div.
	b. BDCMD			Manager BDCMD
	c. Legal Office			Manager/OIC, Legal Office
	d. Office of SAGM			Senior Asst. General Manager SAGM Office
	e. Office of the GM			General Manager GM's Office
7. Pick-Up signed contract	7. Release signed contract upon full compliance with Article 3.05: a. Payment of one (1) month advance rental and other fixed charges b. Deposit in cash or manager's check equivalent to three (3)	<i>*fees may vary based on privileges pursuant to existing Administrative Order (AO) on Fees and Charges</i>	10 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division

	months rental and other fixed charges c. Delivery of post-dated checks covering the monthly rentals and fixed charges for the entire duration of the contract but not more than one (1) year d. Maintain File Copy			
Total		Preparation of Approval of NOCA/NOA	TCD/ BDCMD Office of the SAGM	6 Days, 6 Hours and 40 Minutes
		Preparation of Approval of Concession Contract	TCD	
			BDCMD	
			Legal	
			SAGM	
			GMO	

3. ISSUANCE OF AIRPORT PARKING CAR STICKER (EMPLOYEE'S PARKING CAR STICKER)

Brief Description: Airport parking car sticker as entry pass to parking areas at NAIA 1, 2, 3, 4 as privilege for all government and private entities' employees deployed at the Terminals

Office or Division:	Concessions Management Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	All MIAA Employees, Government and Private Companies and Individuals
CHECKLIST REQUIREMENTS	
WHERE TO SECURE	
1. Documentary Requirements: a) Application Form b) LTO Certificate of Registration (CR) of Vehicles c) LTO Official Receipt (OR) of Vehicles 2. Official Receipt	CMD Office LTO LTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished application form with photo, endorsed by superior and appended with vehicle OR and CR	1.1. Receive and review duly accomplished application form with complete documents	None	10 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
	1.2. Check availability of slot	None	10 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
	1.3. Issue Payment Order Slip	None	10 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
2. Proceed to Collection Division to pay parking fees	2.1. Receive payment of parking fee	<i>*refer to the table of fees below</i>	5 Minutes	Collection Representative Collection Division
	2.2. Prepare parking car sticker indicating car plate number and for initial of supervisor	None	15 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
3. Provide CMD copy of OR as proof of payment	3. Record Payment on client's payment history	None	5 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
4. Receive processed parking car sticker	4. Issue parking car sticker	PHP 56.00 (PARKING CAR STICKER)	5 Minutes	Supervisor/ Concessions Monitoring Officer Concessions Management Division
Total		Php 56.00 + corresponding fees in table below	1 Hour	

	PARTICULARS	RATE	TIME RANGE
Transport Group and Other Concessionaires	1. Sedan/Van and other 4-wheel vehicle	P 700.00	Month/Slot
	2. Damage/Lost Card	P 500.00	
Employees' Parking	1. Sedan/Van and other 4-wheel vehicle	P 350.00	Month/Slot
	2. Motorcycle	P 100.00	Month/Slot
	3. Damage/Lost Card	P 500.00	

Inclusive of 12% EVAT

4. APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR INDIVIDUAL CUSTOMS BROKERS, CUSTOMS BROKERAGE COMPANIES/CORPORATIONS AND CARGO/FREIGHT FORWARDERS AT THE AIRPORT

Brief Description: Preparation and Approval of Certificate of Accreditation

Office or Division:	Concessions Management Division	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who May Avail:	Customs Brokers, Brokerage Companies/Corporations and Cargo/Freight Forwarders	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
PROFESSIONAL CUSTOMS BROKER		
a. Accomplished application form (downloadable at the website and to be sent via email)		a. Downloadable at www.miaa.gov.ph
b. Company profile		b. Applicant
c. Valid Professional License (PRC)		c. BOC
d. Professional Tax Receipt (PTR)		d. BIR
e. Brokers Certificate		e. BOC
f. Customs Broker License or Clearance from the Bureau of Customs (BOC) of the preceding year		f. BOC
g. VAT (Value Added Tax) Registration		g. BIR
h. Latest Income Tax Return (ITR) duly received by the BIR		h. BIR
i. Tax Clearance from the BIR to prove full and timely payment of taxes		i. BIR
j. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients		j. Concessionaire/ Company
CUSTOMS BROKERAGE (Company/Corporation)		
a. Accomplished application form (downloadable at the website and to be sent via email)		a. Downloadable at www.miaa.gov.ph
b. Company profile		b. Applicant
c. Valid Professional License (PRC)		c. BOC
d. Professional Tax Receipt (PTR)		d. BIR
e. Customs Brokerage Permit or Clearance from the BOC of the current year		e. BOC
f. Mayor's Permit and Business Permit		f. Local Government
g. VAT (Value Added Tax) Registration		g. BIR
h. BIR Registration		h. BIR
i. Latest Income Tax Return (ITR) duly received by the BIR		i. BIR

j. Tax Clearance from the BIR to prove full and timely payment of taxes	j. BIR			
k. Audited Financial Statement of the preceding year	k. Concessionaire/ Company			
l. Board Resolution / Secretary's Certificate indicating the following facts: <ul style="list-style-type: none">• Appointment of the principal and Alternate Customs Broker as such and as officers of the applicant firm• Shareholding of the said principal and Alternate Customs Brokers	l. Concessionaire/ Company			
m.Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); Certificate of Compliance (Cooperative)	m. SEC/DTI			
n. List of representatives with personal details, photos and specimen signatures; if no representatives, submit affidavit of no representative/s	n. Concessionaire/ Company			
o. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients	o. Concessionaire / Company			
FREIGHT FORWARDER				
a. Accomplished application form (downloadable at the website and to be sent via email)	a. Downloadable at www.miaa.gov.ph			
b. Company profile	b. Applicant			
c. Mayor's Permit and Business Permit	c. Local Government			
d. VAT (Value Added Tax) Registration	d. BIR			
e. BIR Registration	e. BIR			
f. Latest Income Tax Return (ITR) duly received by the BIR	f. BIR			
g. Tax Clearance from the BIR to prove full and timely payment of taxes	g. BIR			
h. Audited Financial Statement of the preceding year	h. Concessionaire/ Company			
i. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); Certificate of Compliance (Cooperative)	i. SEC/DTI			
j. Certificate of Registration from the LTO of the Delivery vehicle together with the Official Receipts	j. LTO			
k. Insurance Policies if Delivery Vehicle Together with the Official Receipt of Premium Payment	k. Insurance Company			
l. List of representatives with personal details, photos and specimen signatures; if no representatives, submit affidavit of no representative/s	l. Concessionaire/ Company			
m. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients	m. Concessionaire/ Company			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits an application letter with complete documentary requirements at MIAA Central Receiving Office	1. Central Receiving Office receives the application letter with complete documentary requirements from the client	None	5 Minutes	Receiving Clerk Central Receiving Office Head - Records Management Section General Services Division

	and forwards to BDCMD.			
2. None	2. BDCMD receives and records documents forwarded by Central Receiving Office.	None	15 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
3. None	3. BDCMD Manager evaluates and instructs BDCMD Staff to endorse/forward documents to CMD	None	15 Minutes	<i>Manager</i> Business Development & Concession Management Department
4. None	4. CMD receives and records documents forwarded by BDCMD for disposition/ action of CMD OIC and endorses to Section Head for evaluation /action	None	15 Minutes	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division
5. None	5. Accreditation Section evaluates and prepares accreditation certificate with transmittal letter to be signed by BDCMD/ CMD Manager	None	50 Minutes	<i>Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
6. Receives and acknowledges the Accreditation Certificate from CMD for signature	6. CMD endorses to applicant the prepared Accreditation Certificate for signature	None	10 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
Total		None	1 Hour and 50 Minutes	

Brief Description: Upon receipt of the Signed Accreditation Certificate from Accredited Company(The document must be returned to BDCMD within 7 Days)

Office or Division:		Concessions Management Division		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business		
Who May Avail:		Customs Brokers, Brokerage Companies/Corporations and Cargo/Freight Forwarders		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the signed Accreditation Certificate to the Central Receiving Office	1. Central Receiving Office receives the signed Accreditation Certificate from the client and forwards to BDCMD.	None	5 Minutes	<i>Receiving Clerk</i> Central Receiving Office <i>Head - Records Management Section</i> General Services Division
2. None	2. BDCMD receives and records documents forwarded by Central Receiving Office and endorses to CMD.	None	15 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
3. None	3. CMD OIC/ Secretary receives signed Accreditation Certificate from BDCMD and endorses to CMD Accreditation Section	None	4 Hours	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division
4. None	4. CMD Accreditation Section Head receives the signed Accreditation Certificate from the CMD and prepares the Memo Brief.	None	30 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division

5. None	5. Endorses Accreditation Certificate with complete documentary requirements to OIC CMD for initial prior endorsement to Manager BDCMD	None	25 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
6. None	6.1. BDCMD receives the Accreditation Certificate with complete requirements for signature on Memo Brief and initial on the Accreditation Certificate prior endorsement to Legal Office.	None	4 Hours	<i>Business Development Officer A</i> Business Development & Concession Management Department <i>Manager</i> Business Development & Concession Management Department
	6.2. Legal Office receives the documents from CMD for evaluation and initial on the Accreditation Certificate and affixes signature in the Memo Brief and forwards the documents to SAGM.	None		<i>Clerk Processor</i> Legal Office <i>Officer-In-Charge</i> Legal Office
7. None	7.1. SAGM Office receives documents from Legal Office for evaluation.	None	1 Hour	<i>Office Assistant (Contracted Manpower)</i> SAGM Office <i>Researcher (Contracted Manpower)</i> SAGM Office
	7.2. For renewal, document is for approval by SAGM and forwards approved	None		<i>Technical Assistant B</i> SAGM Office

	documents to BDCMD.			
	7.3. For new applicants SAGM office forwards documents to GMO for approval.	None		
8. None	8. GMO receives the documents from SAGM Office for evaluation and recommend approval for new applicants	None	4 Hours	<i>Executive Secretary C</i> GM Office <i>Head Executive Assistant</i> GM Office
9. None	9. Approval of Accreditation Certificates and forwards to BDCMD.	None		<i>General Manager</i> GM's Office
10. None	10. BDCMD receives the approved Accreditation Certificate from SAGM (for renewal) and from GMO (for new applicants).	None	10 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
11. None	11. BDCMD endorses the approved Accreditation Certificate to CMD OIC and forwards it to Accreditation Section.	None	5 Minutes	<i>Secretary</i> Concession Management Division
12. None	12. Accreditation Section advises the concerned Accredited Company for payment of Accreditation Fee and prepares Order of	Refer to the schedule of fees and fines below	30 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division

	payment slip prior to release of Accreditation Certificate.			
13. Receives Order of Payment Slip from CMD and proceeds to Collection Division for payment	13. Collection Division requests client to present order of payment slip for payment of Accreditation Certificate and issues Official Receipt	Refer to the schedule of fees and fines below	5 Minutes	<i>Collection Representative</i>
14. Returns to CMD to present the proof of payment and claim the Accreditation Certificate	14. Receives the Official Receipt, maintains duplicate copy and releases the Accreditation Certificate with the Original Official Receipt.	None	15 Minutes	<i>Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division</i>
Total		Refer to the schedule of fees and fines below	1 Day, 7 Hours and 20 Minutes	

<u>SCHEDULE OF FEES AND FINES:</u>	
Application Fee	₱100.00
Accreditation Fee for the following categories:	
a. Professional Customs Brokers	₱200.00/month/license
b. Custom Brokerage Company/Corporation	₱500.00/month
c. Cargo/Freight Forwarders Company/Corporation	₱500.00/month
d. Customs Brokerage and Freight Forwarding Company/Corporation	₱500.00/month
Vehicle Sticker	₱700.00/vehicle/year
Temporary Vehicle Sticker for Unaccredited Individuals, Brokers, Freight Forwarders	₱35.00/day
Temporary Access Stick on Pass for Unaccredited Individuals, Brokers, Freight Forwarders	
Additional Access Pass for Accredited Brokers, Freight Forwarders not included in the list of authorized representatives	₱50.00/day (Inclusive of 12% R-VAT)
Fines for reinstatement	₱1,000.00
ALL FEES ARE EXCLUSIVE OF 12% R-VAT EXCEPT FOR TEMPORARY PASS AND ADDITIONAL ACCESS PASS	

5. APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR SECURITY

Brief Description: Preparation and Approval of Certificate of Accreditation

Office or Division:	Concessions Management Division	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business	
Who May Avail:	Companies Servicing the Concessionaires	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Documentary Requirements:		
a. Application for Accreditation two (2) copies		a. Downloadable at www.miaa.gov.ph or AGMSES
b. Company Profile		b. Applicant
c. Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC) Registration		c. DTI/SEC
d. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership);		d. Applicant
e. By-law /Agreement		e. Applicant
f. Contract with Airport – based business		f. Applicant
g. Mayor’s Permit		g. Local Government
h. License to operate from Philippine National Police – Supervisory Office of Security and Investigation Agency (PNP – SOSIA)		h. PNP
i. Membership Certificate with Philippine Association of Detective and Protective Agency Operators, Incorporated (PAD-PAO)		i. PAD/PAO
j. List of clients with complete addresses and contact details		j. Applicant
k. Certified true copy of audited financial statement, duly stamped and received by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing, among others, applicant’s total and current assets and liabilities		k. Applicant
l. Certified true copy of latest Income and business tax returns duly stamped and received by BIR and duly validated with tax payments thereon for the current year		l. BIR
m. Certified true copy of the current and valid Value Added Tax (VAT) Registration Certificate		m.BIR
n. Tax Clearance from BIR to prove full and timely payment of taxes		n. BIR
o. List of Security personnel indicating the actual strength of security guards of the Security Agency		o. Applicant
p. Certificate of Training for Pre – Licensing as required by the PNP-SOSIA , and Aviation Security (AVSEC) Training conducted by OTS or OTS accredited aviation security training school		p. OTS or OTS accredited aviation security training school
q. Security guards intended for specialized deployments at Security Screening Checkpoint, CCTV Monitoring System, and others as determined by the Authority shall submit a Certificate of Completion of Specialized Training conducted by an OTS or OTS accredited aviation training school		q. OTS
r. Additional Requirements for Accreditation Key Officers of Security		r. OTS or OTS

Agencies contracted by the Airlines, and other Concessionaires/Tenants for posting at the Landside and/or Airside area of the Airport must submit a Certificate of Completion of Aviation Security Management Course or any related Aviation Management Course from OTS or OTS accredited aviation training school				accredited aviation training school
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits an application letter with complete documentary requirements at MIAA Central receiving office	1. The Central receiving office receives the application letter with complete documentary requirements and forwards the complete documents to BDCMD	None	5 Minutes	<i>Receiving Clerk</i> Central Receiving Office <i>Head - Records Management Section</i> General Services Division
2. None	2. BDCMD receives and records the documents forwarded by the Central Receiving Office.	None	10 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
3. None	3. BDCMD Manager evaluates and instructs BDCMD Staff to endorse/forward documents to CMD	None	15 Minutes	<i>Manager</i> Business Development & Concession Management Department
4. None	4. CMD receives and records documents forwarded by BDCMD and prepares endorsement to AGMSES with the complete documentary requirements initialed by Supervisor and OIC, CMD and signed by BDCMD Manager	None	2 Hours	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division <i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division <i>Business Development Officer A</i> Business Development & Concession

				Management Department Manager Business Development & Concession Management Department
5. None	5. AGMSES receives and verifies the documents from BDCMD for signature. (except documents from Security Agencies)	None	4 Hours	<i>Application System Analysis (Contracted Manpower)</i> AGMSES Office Chief of Staff AGMSES Office
6. None	6. For documents received from Security Agencies, AGMSES forwards the documents to IID for validation.	None	10 Minutes	<i>Application System Analysis (Contracted Manpower)</i> AGMSES Office Chief of Staff AGMSES Office
7. None	7. IID receives the documents from AGMSES and contacts the Security Agency requiring them to submit the original copies of the submitted documents for validation.	None	1 Hour	<i>Officer-In-Charge</i> IID Countel Intel Section
Total		None	7 Hours and 40 Minutes	

Brief Description: Upon submission of original documents for validation
(Date of acceptance of original documents vary depending on courier used by agency)

Office or Division:	Concessions Management Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Companies Servicing the Concessionaires			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required original	1. Upon receipt of the original	None	1 Day	<i>Officer-In-Charge</i> IID Countel Intel

documents for validation	documents, IID prepares validation report and forwards it to AGMSES.			Section
2. None	2. AGMSES evaluates the report and affixes his signature and forwards the documents to BDCMD.	None	1 Hour	<i>Application System Analysis (Contracted Manpower)</i> AGMSES Office <i>Chief of Staff</i> AGMSES Office
3. None	3. BDCMD receives and records document forwarded by AGMSES and endorses documents to CMD.	None	10 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
4. None	4. CMD receives and records documents forwarded by BDCMD for preparation of Accreditation Certificate.	None	15 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division Project Management Officer B Concession Management Division
5. Receives the Accreditation Certificate from CMD for signature	5. CMD endorses to applicant the prepared Accreditation Certificate for signature	None	15 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division Project Management Officer B Concession Management Division
Total		None	1 Day, 1Hour and 40 Minutes	

Brief Description: Upon receipt of the Signed Accreditation Certificate from Accredited Company
(The document must be returned to BDCMD within 7 Days)

Office or Division:		Concessions Management Division		
Classification:		Complex		
Type of Transaction:		G2B - Government to Business		
Who May Avail:		Companies Servicing the Concessionaires		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the signed Accreditation Certificate to the Central Receiving office	1. Central Receiving Office receives the signed Accreditation Certificate from the client and forwards to BDCMD.	None	5 Minutes	<i>Receiving Clerk</i> Central Receiving Office <i>Head - Records Management Section</i> General Services Division
2. None	2. BDCMD receives and records the document forwarded by Central Receiving Office and endorses to CMD.	None	15 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
3. None	3. CMD Accreditation Section Head receives the signed Accreditation Certificate from the BDCMD and prepares the Memo Brief.	None	4 Hours	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
4. None	4. Processor endorses Accreditation Certificate with complete documentary requirements to OIC CMD for initial prior endorsement to Manager BDCMD	None	30 Minutes	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division
5. None	5. BDCMD receives the Accreditation	None	25 Minutes	<i>Business Development Officer A</i>

	Certificate with complete requirements for signature on Memo Brief and initial on the Accreditation Certificate prior endorsement to Legal Office.			Business Development & Concession Management Department <i>Manager</i> Business Development & Concession Management Department
6. None	6. Legal Office receives the documents from CMD for evaluation and initial on the Accreditation Certificate and affixes signature in the Memo Brief and forwards the documents to SAGM.	None	4 Hours	<i>Clerk Processor</i> Legal Office <i>Officer-In-Charge</i> Legal Office
7. None	7.1. SAGM Office receives documents from Legal Office for evaluation.	None	1 Hour	<i>Office Assistant (Contracted Manpower)</i> SAGM Office <i>Researcher (Contracted Manpower)</i> SAGM Office <i>Technical Assistant B</i> SAGM Office
	7.2. For renewal, document is for approval by SAGM and forwards approved documents to BDCMD.	None		
	7.3. For new applicants SAGM office forwards documents to GMO for approval.	None		
8. None	8. GMO receives the documents from SAGM Office for evaluation and recommend approval for new applicants	None	4 Hours	<i>Executive Secretary C</i> GM Office <i>Head Executive Assistant</i> GM Office
9. None	9. Approval of	None		<i>General Manager</i>

	Accreditation Certificates and forwards to BDCMD.			<i>GM Office</i>
10. None	10. BDCMD receives the approved Accreditation Certificate from SAGM (for renewal) and from GMO (for new applicants).	None	10 Minutes	<i>Business Development Officer A Business Development & Concession Management Department</i>
11. None	11. BDCMD endorses the approved Accreditation Certificate to CMD OIC and forwards it to Accreditation Section.	None	5 Minutes	<i>Secretary Concession Management Division</i>
12. None	12. Accreditation Section advises the concerned Accredited Company for payment of Accreditation Fee and prepares Order of payment slip prior to issuance of Accreditation Certificate.	Refer to the schedule of fees and fines below	30 Minutes	<i>Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division</i>
13. Receives order of payment slip and proceed to Collection Division for payment	13. Collection Division request client to present order of payment slip for payment of Accreditation Certificate and issues Official Receipt	Refer to the schedule of fees and fines below	5 Minutes	<i>Collection Representative</i>
14. Returns to CMD to present the proof of payment and claim the Accreditation Certificate	14. Receives the Official Receipt and maintains duplicate copy and releases the Accreditation Certificate with the Original	None	10 Minutes	<i>Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management</i>

	Official Receipt.			Officer B Concession Management Division
Total		Refer to the schedule of fees and fines below	1Day, 7 Hours and 12 Minutes	

<u>SCHEDULE OF FEES AND FINES:</u>	
Accreditation Fee	₱ 6,993.24 / quarter / area (exclusive of RVAT)
Processing Fee	₱ 1,000.00
Reinstatement Fee	₱ 1,000.00

6. APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR BUSINESS ENTITIES OPERATING AT THE AIRPORT COMPLEX AND SERVICING MIAA CONCESSIONAIRES

Brief Description: Preparation and Approval of Certificate of Accreditation

Office or Division:	Concessions Management Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	Various entities doing business at the NAIA Complex and servicing concessionaires
CHECKLIST REQUIREMENTS	
VARIOUS ENTITIES WHO ARE DOING BUSINESS AT THE NAIA COMPLEX AND SERVICING CONCESSIONAIRES (i.e., Suppliers, Manpower Services, GSA, On-board Courier, etc.)	
a. Duly accomplished application form	a. Downloadable at www.miaa.gov.ph
b. Company profile	b. Applicant
c. Certificate of Registration with the Securities & Exchange Commission (SEC), Articles of Incorporation and By-Laws (if created under the Philippine Corporation Law)	c. SEC
d. Certificate of Registration with the Department of Trade & Industry (for Single Proprietorship or Partnership)	d. DTI
e. Agreement or Contract with Airport – based businesses	e. Applicant
f. MIAA Accounting Clearance (for Renewal of Accreditation and Change of Ownership of the Company/Entity)	f. Accounting Division
Additional Requirements	
On- Board Courier Service and Delayed / Unaccompanied / Mishandled Luggage / Baggage	
a. License to Operate from the Bureau of Customs (BOC)	a. BOC
b. Personnel complement	b. Applicant
Private Operators and Users of NAIA Aircraft Movement Areas and Other Airside Facilities	
a. Valid CAAP Certificate of Registration	a. CAAP
b. CAAP License to Operate a Helicopter Charter Service	b. CAAP

Transport utility hotels travel agencies and airlines				a. LTO
a. Franchise from the Land Transportation and Franchising Regulatory Board (LTFRB)				
b. Certificate of Registration and Official Receipt of current year's registration. In case of mortgaged vehicle, copy of chattel mortgage or bank certificate.				b. LTO
c. Valid contract with hotel or travel agency vehicles indicating the number of units to be deployed				c. Applicant
d. Certificate of Accreditation from the DOT				d. DOT
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits an application letter with complete documentary requirements at MIAA Central receiving office	1. Central Receiving Office receives the application letter with complete documentary requirements from the client and forwards to BDCMD.	None	5 Minutes	<i>Receiving Clerk</i> Central Receiving Office <i>Head - Records Management Section</i> General Services Division
2. None	2. BDCMD receives and records the documents forwarded by the Central Receiving Office.	None	10 Minutes	<i>Business Development Officer A</i> Business Development & Concession Management Department
3. None	3. BDCMD Manager evaluates and instructs BDCMD Staff to endorse/forward documents to CMD	None	15 Minutes	<i>Manager</i> Business Development & Concession Management Department
4. None	4. CMD receives and records documents forwarded by BDCMD for disposition/action of CMD OIC and endorses to Section Head for evaluation /action.	None	15 Minutes	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division

5. None	5. Accreditation Section evaluates and prepares accreditation certificate with transmittal letter to be signed by BDCMD/ CMD Manager	None	50 Minutes	Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division
6. Receives and acknowledges the Accreditation Certificate from CMD for signature	6. CMD endorses to applicant the prepared Accreditation Certificate for signature	None	10 Minutes	Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division
Total		None	1 Hour and 45 Minutes	

Brief Description: Upon receipt of the Signed Accreditation Certificate from Accredited Company
(The document must be returned to BDCMD within 7 Days)

Office or Division:	Concessions Management Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Customs Brokers, Brokerage Companies/Corporations and Cargo/Freight Forwarders			
CHECKLIST REQUIREMENTS				WHERE TO SECURE
None				None
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the signed Accreditation Certificate to the Central Receiving Office	1. Central Receiving Office receives the signed Accreditation Certificate from the client and forwards to BDCMD.	None	5 Minutes	Receiving Clerk Central Receiving Office Head - Records Management Section General Services Division
2. None	2. BDCMD receives and records documents forwarded by Central Receiving Office and endorses to CMD.	None	15 Minutes	Business Development Officer A Business Development & Concession Management Department

3. None	3. CMD OIC/ Secretary receives signed Accreditation Certificate from BDCMD and endorses to CMD Accreditation Section	None	4 Hours	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division
4. None	4. CMD Accreditation Section Head receives the signed Accreditation Certificate from the CMD and prepares the Memo Brief.	None	30 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
5. None	5. Endorses Accreditation Certificate with complete documentary requirements to OIC CMD for initial prior endorsement to Manager BDCMD	None	25 Minutes	<i>Concession Monitoring Officer (Contracted Manpower)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
6. None	6.1. BDCMD receives the Accreditation Certificate with complete requirements for signature on Memo Brief and initial on the Accreditation Certificate prior endorsement to Legal Office.	None	4 Hours	<i>Business Development Officer A</i> Business Development & Concession Management Department <i>Manager</i> Business Development & Concession Management Department

	6.2. Legal Office receives the documents from CMD for evaluation and initial on the Accreditation Certificate and affixes signature in the Memo Brief and forwards the documents to SAGM.	None		Clerk Processor Legal Office Officer-In-Charge Legal Office
7. None	7.1. SAGM Office receives documents from Legal Office for evaluation.	None	1 Hour	Office Assistant (Contracted Manpower) SAGM Office Researcher (Contracted Manpower) SAGM Office Technical Assistant B SAGM Office
	7.2. For renewal, document is for approval by SAGM and forwards approved documents to BDCMD.	None		
	7.3. For new applicants SAGM office forwards documents to GMO for approval.	None		
8. None	8. GMO receives the documents from SAGM Office for evaluation and recommend approval for new applicants	None	4 Hours	Executive Secretary C GM Office Head Executive Assistant GM Office
9. None	9. Approval of Accreditation Certificates and forwards to BDCMD.	None		General Manager GM Office
10. None	10. BDCMD receives the approved Accreditation Certificate from SAGM (for	None	10 Minutes	Business Development Officer A Business Development & Concession Management

	renewal) and from GMO (for new applicants).			Department
11. None	11. BDCMD endorses the approved Accreditation Certificate to CMD OIC and forwards it to Accreditation Section.	None	1 Minute	<i>Secretary Concession Management Division</i>
12. None	12. Accreditation Section advises the concerned Accredited Company for payment of Accreditation Fee and prepares Order of payment slip prior to release of Accreditation Certificate.	Refer to the schedule of fees and fines below	30 Minutes	<i>Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division</i>
13. Receives Order of Payment Slip from CMD and proceeds to Collection Division for payment	13. Collection Division requests client to present order of payment slip for payment of Accreditation Certificate and issues Official Receipt	Refer to the schedule of fees and fines below	1 Minute	<i>Collection Representative</i>
14. Returns to CMD to present the proof of payment and claim the Accreditation Certificate	14. Receives the Official Receipt, maintains duplicate copy and releases the Accreditation Certificate with the Original Official Receipt.	None	15 Minutes	<i>Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division</i>
Total		Refer to the schedule of fees and fines below	1 Day, 7 Hours and 12 Minutes	

<u>SCHEDULE OF FEES AND FINES:</u>		
a. MIAA Lessee/Concessionaire	₱ 10,000.00 / annum	
Not MIAA Lessee/Concessionaire	₱ 5,000.00 / annum	
b. Transport/Utility/Hotel/Travel Agency vehicles		
• Bus	₱ 4,500.00 / unit / annum	
• Van, Mini-coaster	₱ 3,000.00 / unit / annum	
• Sedan	₱ 2,000.00 / unit / annum	
Vehicle Sticker	₱ 200.00 / sticker	
c. Additional Accreditation Fee for Dual Sticker (NAIA)		
• Bus	₱ 600.00 / unit / annum	
• Van, Mini-coaster	₱ 550.00 / unit / annum	
• Sedan	₱ 500.00 / unit / annum	
Vehicle Sticker	₱ 200.00 / sticker	
	Within Terminals (NAIA 1, 2, 3, 4, and ICT)	GAA and Other Areas
d. Janitorial, Companies Serving Airport Lessee/ Concessionaires	₱ 3,663.12/qtr.	₱ 6,993.24/qtr.
e. Refueller / distributors of aircraft fuel / parts	₱ 3,663.12/qtr.	₱ 6,993.24/qtr. plus, royalty fee
f. Other business activities	₱ 3,663.12/qtr.	₱ 6,993.24/qtr.
g. New Companies arising from change of ownership	As applicable	As applicable

Accounting Division

External Services

7. ISSUANCE OF ACCOUNT CLEARANCE

Brief Description: Account Clearance is a document stating that a Concessionaire or an Accredited Company of the Authority **has no outstanding obligation as of cut-off date**

Office or Division:		Accounting Division		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who May Avail:		MIAA Concessionaires and Accredited Companies		
CHECKLIST REQUIREMENTS				WHERE TO SECURE
1. Written Request or Accomplished Account Clearance Request Slip 2. Order of Payment Slip				Accounting Division
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request for issuance of account clearance or sends a request thru email (miaa.acctg@gmail.com)	1.1 Check and updates the account of the Concessionaire / Accredited company	None	1 Day	Accounting Staff (Accounts Receivable Section) Accounting Division
	1.2 Assign and encode control number of the account clearance in the system	None	5 Minutes	Senior Corporate Accountant B (Section Head) Accounting Division
	1.3 Prepare copy of the account clearance of the Concessionaire	None	10 Minutes	Accounting Staff (Accounts Receivable Section) Accounting Division
	1.4 Verifies the copy of Account Clearance of the Concessionaire	None	5 Minutes	Senior Corporate Accountant B (Section Head) Accounting Division
	1.5 Approves the copy of Account Clearance of the Concessionaire	None	5 Minutes	Manager/OIC Accounting Division

2. Follow – up the status of the Account Clearance thru email or at telephone number 8877 – 1109 local 3185	2. Updates the concessionaire of the status of account clearance and advises them of when the account clearance should be pick up	None	10 Minutes	<i>Accounting Staff (Accounts Receivable Section) Accounting Division</i>
3. On the date of the release of the account clearance, secures the Order of Payment slip from Accounting Division	3.1. Issue Order of Payment Slip	None	5 Minutes	<i>Senior Corporate Accountant B (Section Head) Accounting Division Manager/OIC Accounting Division</i>
	3.2. Approves / concurs the issuance of Order of Payment Slip	None	5 Minutes	<i>Senior Corporate Accountant B (Section Head) Accounting Division Manager/OIC Accounting Division</i>
4. Present the Order of Payment slip and pays the corresponding fee at the collection office		$\begin{array}{r} \text{Php} \\ 100.00 \\ + (\text{Vat } 12\%) \\ \hline \text{Php} \\ 112.00 \end{array}$		
5. Present the official receipt to the Accounting Personnel	5. Indicates the official receipt number on the Account Clearance and issues two (2) copies to the Concessionaire	None	5 Minutes	<i>Accounting Staff (Accounts Receivable Section) Accounting Division</i>
6. Present/ submit the account clearance to the concerned office/s indicating the control number	6. None	None		

7. None	7. At the end of the month, prepares a memorandum showing the list of concessionaires with issued account clearance, forward on the following day	None		<i>Senior Corporate Accountant B (Section Head)</i> Accounting Division <i>Manager/OIC</i> Accounting Division
Total		Php 112.00	1 Day and 50 Minutes	

Accounting Division

Internal Services

8. PREPARATION OF DISBURSEMENT VOUCHERS FOR MIAA OBLIGATIONS

Brief Description: Payment of MIAA Obligation

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who May Avail:	Contractors, Suppliers, Individual Clients, Government, MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
As listed in COA Circular No. 2012-001			End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Billings / Invoices to End-users	1.1. Receive Request for Payment (RFP) and all supporting documents from the end-user, Receiving Clerk: a. Record the RFP	None	30 Minutes	<i>Sr. Corporate Accounts Analyst</i> Accounting Division
	b. Disseminate the RFP to designated Accounting personnel for preparation of Disbursement Voucher (DV), if in order			<i>Corporate Accounts Analyst</i> Accounting Division
	1.2. Receive RFP from the Receiving Clerk. The Accounting Processor/ Account Analyst: a. Review all documentary requirements b. Verify the nature and amount of claim	None	1 Day	<i>Sr. Accounting Processor</i> Accounting Division <i>Sr. Corporate Accounts Analyst</i> Accounting Division <i>Corporate Accounts Analyst</i> Accounting Division

	c. Determine / deductions required by the contract or law d. Compute the tax, if applicable e. Prepare DV f. Forward DV to the Receiving Clerk			
	1.3. Receiving Clerk informs and forwards DV to the End-user re: Box A	None	30 Minutes	<i>Sr. Corporate Accounts Analyst</i> Accounting Division <i>Corporate Accounts Analyst</i> Accounting Division
Total		None	1 Day and 1 Hour	

Brief Description: Payment of MIAA Obligation

Office or Division:	Accounting Division			
Classification:	Simple			
Type of transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who May Avail:	Contractors, Suppliers, Individual Clients, Government, MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
As listed in COA Circular No. 2012-001			End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive DV from Budget Division. Receiving Clerk logs the DV and forwards it to the Disbursement Section Supervisor	None	30 Minutes	<i>Sr. Corporate Accounts Analyst</i> Accounting Division <i>Corporate Accounts Analyst</i> Accounting Division
2. None	2. Verify the DV whether: a. Box A is signed by the end-user b. Funds are available as stamped by Budget Division c. Prepare Memo	None	4 Hours	<i>Chief Corporate Accountant</i> Accounting Division

	Brief for claims more than Php 1 million d. Forward DV to the Chief Accountant for signature of Box B of DV			
3. None	3. Verify and sign Box B of DV	None	3 Hours	<i>Officer-In-Charge</i> Accounting Division
4. None	4. Forward DV to the Cashiering Division for check preparation	None	30 Minutes	<i>Sr. Corporate Accounts Analyst</i> Accounting Division <i>Corporate Accounts Analyst</i> Accounting Division
Total		None	1 Day	

* Per transaction

Budget Division

Internal Services

9. PROCESSING OF DISBURSEMENT VOUCHERS FOR MIAA OBLIGATIONS

Brief Description: Verification of Payment within approved Budget

Office or Division:	Budget Division			
Classification:	Simple			
Type of transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who May Avail:	Contractors, Suppliers, Individual Clients, Government, MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Voucher 2. As listed in COA Circular No. 2012-001			Accounting Division Office End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive the Disbursement Voucher from end-user and forward to the Account Analyst.	None	1 Hour	<i>Corporate Budget Assistant</i> Budget Division
2. None	2. Check, review and verify the approved budget for disbursement	None	2 Hours	<i>Chief Corporate Budget Analyst</i> Budget Division
3. None	3. Review the Disbursement Voucher	None	2 Hours	<i>Chief Corporate Budget Officer</i> Budget Division
4. None	4. Approval of Disbursement Voucher	None	2 Hours	<i>Officer-In-Charge</i> Budget Division
5. None	5. Forward DV to Accounting Division	None	1 Hour	<i>Corporate Budget Assistant</i> Budget Division
Total		None	1 Day	

* Per Transaction

Cashiering Division

Internal Services

10. PREPARATION OF CHECK

Brief Description: Procedure of payment of MIAA operating expenses

Office or Division:		Cashiering Division		
Classification:		Simple		
Type of transaction:		G2G - Government to Government G2C - Government to Citizen G2B - Government to Business		
Who May Avail:		General Public, Contractor/Supplier and Personnel of MIAA		
CHECKLIST REQUIREMENTS				WHERE TO SECURE
None				None
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive from Accounting, voucher and verify cash position	None	1 Hour	<i>Cashiering Assistant</i> Cashiering Division
2. None	2. Prepare check	None	1 Hour	<i>Cashiering Assistant</i> Cashiering Division <i>Cashier A / C</i> Cashiering Division
3. None	3. Review prepared check and put initial in check voucher	None	1 Hour	<i>Head Cashier</i> Cashiering Division
4. None	4. Manager, Cashiering Division review and sign check register, initial voucher and sign check	None	4 Hours	<i>Manager</i> Cashiering Division
5. None	5. Forward to Finance Department	None	1 Hour	<i>Cashiering Assistant</i> Cashiering Division
Total		None	1 Day	

11. RELEASING OF CHECK

Brief Description: Receive signed check for release

Office or Division:	Cashiering Division			
Classification:	Simple			
Type of transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who May Avail:	General Public, Contractor/Supplier and Personnel of MIAA			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. If claimant is the owner: ID 2. Representative: Letter of Authorization, ID of the representative and authorizing party.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive from Finance Department, AGMFA, SAGM and GM Office	None	1 Hour	<i>Cashiering Assistant Cashiering Division</i>
2. None	2. Inform the client thru email, phone and text Signed Check for release	None	1 Hour	<i>Cashiering Assistant Cashiering Division Cashier A / C Cashiering Division</i>
Total		None	2 Hours	

Collection Division

External Services

12. ISSUANCE OF MIAA EXEMPTION CERTIFICATE (MEC) TO LOCALLY-RECOGNIZED EXEMPTED PASSENGERS

Brief Description: MEC issued to locally-recognized exempted passenger to avail Passenger Service Charge exemption.

Office or Division:		Collection Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Locally recognized exempted passengers (by law)		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter request for Passenger Service Charge (PSC) exemption			1. Philippine Sports Commission (PSC) 2. National Commission of Muslim Filipinos (NCMF) 3. Office of the President (OP)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the General Manager's Office 4 th Floor MIAA Admin Building	1.1. Receive and encode the letter request and submit to Head Executive Assistant	None	1 Hour	<i>Receiving Clerk</i> GM's Office
	1.2. Review and evaluate the request and recommend approval to GM	None	4 Hours	<i>Head Executive Assistant</i> GM's Office
	1.3. Approval of letter request	None	1 Day	<i>General Manager</i> GM's Office
	1.4. Encode and release approved letter to Collection Division	None	1 Hour	<i>Receiving Clerk</i> GM's Office
	1.5. Receive and prepare MIAA Exemption Certificate	None	4 Hours	<i>Supervising Credit Officer</i> Collection Division
	1.6. Notify client thru email, phone and text	None	30 Minutes	<i>Supervising Credit Officer</i> Collection Division
2. Pick-up signed MEC	2. Release signed MEC	None	30 Minutes	<i>Supervising Credit Officer</i> Collection Division
Total		None	2 Days and 3 Hours	

13. OVER THE COUNTER PAYMENT

Brief Description: Issuance of Official Receipt to airport concessionaires and Government Agencies for fees and charges due to MIAA Authority

Office or Division:		Collection Division		
Classification:		Complex		
Type of Transaction:		G2B - Government to Business		
Who May Avail:		Airport Concessionaires and Government Agencies		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment 2. MIAA Billing 3. International and Domestic Passenger Service Charge (IPSC / DPSC) Remittance Report 4. BIR Form 2307 (if payment is net of tax)			1. MIAA Offices 2. Collection Division / Accounting Division 3. Airlines 4. BIR / Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any of the following: a. Order of Payment b. MIAA Billing c. IPSC or DPSC Remittance report	1.1. Receive and review presented documents 1.2. Compute amount to be paid	a. Rental Utilities, CPF b. Other charges c. PSC Remittance (flown/unflown)	1 Minute	<i>Collection Representative</i> Collection Division
2. Pay appropriate fees a. Cash b. Check c. Submit BIR Form 2307 if payment is net of tax	2. Accept payment: a. Count and verify authenticity of the bills	None	1 Minute	<i>Collection Representative</i> Collection Division
	b. Verify details of check presented as to: • Date • Amount in words and figures • Payable to MIAA • Signature		2 Minutes	

	c. Verify on: <ul style="list-style-type: none"> • Signature • Appropriate details of bills to be paid 		1 Minute	
	d. Issue MIAA Official Receipt (OR) and give change if any		2 Minutes	
Total			7 Minutes	

14. REFUND OF PASSENGER SERVICE CHARGE (PSC)

Brief Description: Refund of PSC by locally-exempted passengers after departure.

Office or Division:	Collection Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Locally-Exempted Passengers			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Refund Declaration Form 2. Passenger ticket / Itinerary Receipt / Invoice showing payment of "LI" International 3. Original copy of Exemption Certificate 4. Photocopy of boarding pass 5. If boarding pass is not available: a. Photocopy of passport showing the name and date of departure b. Certificate from Air Carrier that the claimant was their passenger, including date and flight number 6. If through representative, Valid government issued ID with photograph and; 7. Board Resolution / Authority or any document if the payee is a corporation, Special Power of Attorney if payee is an individual or non-corporate entity authorizing refund Check pay-out 8. Summary of PSC refund 9. Request for payment to MIAA Accounting Division			1. Collection Division 2. Passenger 3. Issuing Agency (<i>see table below</i>) 4. Passenger 5. Passenger Air Carrier 6. Any issuing Government Agency 7. Corporate Board 8. Collection Division 9. Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for refund of PSC	1. If payee is an individual, receive required documents and check its completeness.	None	7 Minutes	<i>Collection Representative</i> Collection Division

2. Acknowledge receipt of PSC refund	2. Release of PSC refund	None	1 Minute	<i>Collection Representative</i> Collection Division
Total		None	8 Minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for refund of PSC	1. If payee is a corporation, receive required documents and check its completeness	None	1 Day	<i>Collection Representative</i> Collection Division
2. None	2. Advise the client to follow-up release of payment at the Cashiering Division	None	3 Minutes	<i>Collection Representative</i> Collection Division
Total		None	1 Day and 3 Minutes	

LOCALLY RECOGNIZED EXEMPTED PASSENGERS	WHERE TO SECURE
1. Overseas Filipino Workers	Philippine Overseas Employment Administration
2. Pilgrims (Haji)	National Commission on Muslim Filipinos
3. Philippine Sports Commission Delegates	Philippine Sports Commission
4. Other authorized by law	Office of the President

Personnel Division

External Services

15. HIRING OF OUTSOURCED EMPLOYEES

Brief Description: Applicants from contracted manpower services

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Contracted Manpower Applicants			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Personal Data Sheet 2. Resume 3. School Credentials - Transcript of Record / Diploma 4. Picture 5. NBI <u>For Managers/OICs :</u> 6. Signature on the endorsement for examination to LSERVC 7. Signature on the endorsement slip for interview to the End-User 8. Signature on the letter to LSERVC, memorandum to the End-User and endorsement to ID/PCD for hiring			1. Recruitment Section 2. Applicants 3. School 4. Applicants 5. NBI 6. Recruitment Section 7. Recruitment Section 8. Recruitment Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Recruitment Section Window 1	1.1. Receive all submitted documents 1.2. Review all submitted requirements 1.3. Issue endorsement slip for examination to LSERVC and advise the applicant to proceed at the LSERV main office	None	2 Hours	<i>Office Assistant</i> Personnel Division <i>Supervising IRM Officer B</i> Personnel Division
2. Accept the endorsement slip				
Total		None	2 Hours	

Brief Description: Initial interview for the contracted manpower

Office or Division:	Personnel Division			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen			
Who May Avail:	All Contracted Manpower Applicants			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Examination result and referral letter from LSERVC/ service provider			LSERVC/SERVICE PROVIDER	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the examination result and referral letter from LSERVC/ service provider.	1.1. Receive the examination result and referral letter 1.2. Prepare End-user's Interview Slip 1.3. Conduct initial interview to applicant 1.4. Interviewer evaluates the applicant.	None	1 Day	Office Assistant Personnel Division Researcher Personnel Division
2. Receives the interview/ assessment slip and applicant documents	2.1. If passed, Personnel Division issue an interview slip along with the applicant documents to under-go final interview/ assessment from the end-user 2.2. If not considered, applicant is advised regarding the result of his/her interview			Supervising IRM Officer B Personnel Division
Total				None

Brief Description: Process for the conduct of the on the job training of contracted manpower

Office or Division:		Personnel Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		All Contracted Manpower Applicants		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Interview/assessment form to the End-User.			Personnel Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-User submit the evaluated Interview/ assessment form	1.1. Receive the evaluated Interview/ assessment form from the End-User.	None	3 Days	Office Assistant Personnel Division
	1.2. Check / reviews the interview form	None		
	1.3. If passed, head of the recruitment section assigns staff for action of the Evaluated Interview slip.	None		
	1.4. Prepare memorandum to the End-User for the schedule of applicant OJT	None		
	1.5. Forwards the memorandum to the end-user.	None		
2. End-user receive the Memorandum for Applicant period of OJT		None	3 Days	Supervising IRM Officer B Personnel Division
3. None	3. Prepare request addressed to IDPCD, for issuance of daily pass for the trainee	None		
4. IDPCD receive the request for issuance of daily pass of the trainee		None		
5. None	5. Transmit contacts to LSERVC/ service provider to	None		

	notify the applicant for their schedule of OJT			
6. LSERV/ service provider receives contacts of considered Applicant for OJT	6. Transmit the pertinent documents of the applicant to the LSERV/service provider	None		
7. LSERV/ service provider receives the documents		None		
Total		None	3 Days	

Brief Description: Process on the conduct of On-the-Job training for Applicants

Office or Division:		Personnel Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		All Contracted Manpower Applicants		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Endorsement for on-duty pass 2. Endorsement to the End-user			1. Personnel Division 2. Personnel Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report at the Personnel Div on the scheduled date of training	1.1. Explains to the applicant the process of their OJT 1.2. Provide the trainee a copy of memorandum & Request for Daily pass pertaining to his/her schedule of Training	None	30 Minutes	Office Assistant Personnel Division
2. Receive the copy of memorandum & request for daily pass				Supervising IRM Officer B Personnel Division
3. Proceed to assigned office				
Total		None	30 Minutes	

Brief Description: Hiring of the qualified contracted manpower

Office or Division:		Personnel Division		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		All Contracted Manpower Applicants		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Memorandum/Evaluation Report from the End-User.			End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User submits the memorandum/ evaluation report of their applicant/s OJT.	1.1. Receives the memorandum/ evaluation report from the End-User.	None	7 Days	<i>Office Assistant</i> Personnel Division <i>Supervising IRM Officer B</i> Personnel Division
	1.2. Checks / reviews the memorandum/ evaluation report			
2. LSERVC/ service provider receives the letter.	2. If passed, process the hiring papers of the applicant, such as:			
	a. Letter addressed to LSERVC/ service provider, regarding the hiring of the qualified applicants, to be approved/signed by the OIC, OAGMFA. b. Once signed, transmit the letter to the LSERVC/ service provider c. Prepare and forward the memorandum addressed to the HRDD, informing them of the assumption date of the newly hired employees, as well as requesting the Human Resource Development Division for the			

	conduct of MIAA Basic Orientation.			
3. The Human Resource Development Division receive the memorandum regarding the conduct of MIAA basic orientation to the newly hired employees.				
	4. Prepare request addressed to ID and Pass Control Division (IDPCD), for issuance of on duty pass the newly hired employees.			
5. ID and Pass Control Division (IDPCD) receive the request for issuance of on duty pass of newly hired employees.				
	6. If not considered, the Personnel Division transmits the pertinent documents of the applicant to the LSERVC/service provider.			
7. LSERVC/ service provider receives the documents				
Total		None	7 Days	

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Contracted Manpower Applicants			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Memorandum/Evaluation Report from the End-User.			End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report at the personnel div on the scheduled date of assumption	1. Provide the newly hired employee a copy of memorandum & Request for on duty pass pertaining to his/her date of assumption.	None	30 Minutes	Office Assistant Personnel Division
2. Newly hired employee receive a copy of the memorandum & request for on duty pass				Supervising IRM Officer B Personnel Division
3. Proceed to his/her assigned office.				
Total		None	30 Minutes	

Personnel Division

Internal Services

16. PAYROLL (FOR THE PERIOD 1-15)

Brief Description: Payroll for salaries of employees excluding on-hold employees

Office or Division:		Personnel Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		MIAA Employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Signed Daily Time Records of the previous month Report of on hold Employees Salary Adjustments and Deductions			Wages & Compensation Section of Personnel Division	
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signed DTRs of the previous month	1.1. Receive the signed DTRs of the previous month	None	3 Days	Clerk Processor Personnel Division
	1.2. Check, verify and validate signed DTRs of the previous month	None		Clerk Processor Personnel Division Office Assistant Personnel Division Computer Operator Personnel Division Industrial Relations Development Officer B Personnel Division
	1.3. Prepare report of on-hold employees and/or salary adjustments	None		Clerk Processor Personnel Division Office Assistant Personnel Division Computer Operator Personnel Division Industrial Relations Development Officer B Personnel Division
	1.4. Payroll master tags personnel not included in payroll	None		Clerk Processor B Personnel Division
	1.5. Compute salary adjustments to be uploaded to the Payroll System	None		Clerk Processor B Personnel Division
	1.6. Process and generation of	None		Clerk Processor B Personnel Division

	payroll			
	1.7. Preparation of Request for Payment	None		Clerk Processor B Personnel Division
	1.8. Preparation of RFP of employees on separate vouchers	None		Clerk Processor B Personnel Division
	1.9. Check and verify prepared Request for Payment on Salaries	None		Industrial Relations Development Officer B Personnel Division Senior Industrial Relations Management Officer B Personnel Division
Total		None	3 Days	

17. PAYROLL (FOR THE PERIOD 16-31)

Brief Description: Payroll for salaries of employees including deduction of absences and exclusion of on-hold employees

Office or Division:		Personnel Division		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		MIAA Employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Signed Daily Time Records of the previous month Report of on hold Employees Report on Absences Salary Adjustments and Deductions			Wages & Compensation Section of Personnel Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signed DTRs of the previous month	1.1. Receive the signed DTRs of the previous month	None	7 Days	Clerk Processor Personnel Division
	1.2. Check, verify and validate signed DTRs of the previous month	None		Clerk Processor Personnel Division Office Assistant Personnel Division Computer Operator Personnel Division Industrial Relations Development Officer B Personnel Division
	1.3. Prepare summary report of absences	None		Clerk Processor Personnel Division Office Assistant

	based on the submitted DTRs to be forwarded to Leave Section for validation			Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.4. Receive final report of absences from Leave Section for encoding/adjustments of payroll master	None		<i>Clerk Processor</i> Personnel Division <i>Office Assistant</i> Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.5. Prepare report of on-hold employees and/or salary adjustments	None		<i>Clerk Processor</i> Personnel Division <i>Office Assistant</i> Personnel Division <i>Researcher</i> Personnel Division <i>Clerk Processor B</i> Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.6. Payroll master tags personnel not included in payroll	None		<i>Clerk Processor B</i> Personnel Division
	1.7. Compute salary adjustments to be uploaded to the Payroll System	None		<i>Clerk Processor B</i> Personnel Division
	1.8. Process and generation of payroll	None		<i>Clerk Processor B</i> Personnel Division
	1.9. Check generated report to determine personnel to be excluded in the	None		<i>Clerk Processor B</i> Personnel Division

	payroll			
	1.10. Payroll master tags additional personnel to be excluded in the payroll	None		Clerk Processor B Personnel Division
	1.11. Preparation of Request for Payment	None		Clerk Processor B Personnel Division
	1.12. Preparation of RFP of employees on separate vouchers	None		Clerk Processor B Personnel Division
	1.13. Check and verify prepared Request for Payment on Salaries	None		Industrial Relations Development Officer B Personnel Division Senior Industrial Relations Management Officer B Personnel Division
Total		None	7 Days	

18. OVERTIME PAY

Brief Description: Payment of overtime rendered by MIAA Officers and Employees subject to existing government rules and law.

Office or Division:		Personnel Division		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		MIAA Employees		
CHECKLIST REQUIREMENTS				WHERE TO SECURE
Signed Daily Time Records of the previous month Request for overtime and accomplishment forms Approved overtime requests during Saturdays, Sundays and Holidays Overtime Adjustments				Wages & Compensation Section (Personnel Division)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signed DTRs of the previous month	1.1. Receive the signed DTRs of the previous month, request for overtime and accomplishment forms and approved overtime request during Saturdays,	None	5 Days	Clerk Processor Personnel Division

	Sundays and Holidays			
	1.2. Check, verify and validate signed DTR's, request for overtime and accomplishment forms and approved overtime request during Saturdays, Sundays and Holidays of the previous month	None		<i>Clerk Processor</i> Personnel Division <i>Office Assistant</i> Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.3. Compute Overtime Services and Night Differentials Pay	None		<i>Clerk Processor</i> Personnel Division <i>Office Assistant</i> Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.4. Prepare overtime adjustments	None		<i>Clerk Processor</i> Personnel Division <i>Office Assistant</i> Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.5. Encoding of overtime and night differential hours and counter checking of the same	None	2 Days	<i>Clerk Processor B</i> Personnel Division <i>Clerk Processor</i> Personnel Division <i>Office Assistant</i> Personnel Division <i>Computer Operator</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.6. Upload encoded overtime and night differential	None	3 Days	<i>Clerk Processor B</i> Personnel Division

	hours to the payroll system			
	1.7. Process and generation of payroll	None		Clerk Processor B Personnel Division
	1.8. Monitoring of overtime of all employees based on the allowable overtime limit	None		Clerk Processor B Personnel Division
	1.9. Preparation of Request for Payment	None		Clerk Processor B Personnel Division
	1.10. Check and verify prepared Request for Payment on Overtime	None		Industrial Relations Development Officer B Personnel Division Senior Industrial Relations Management Officer B Personnel Division
Total		None	10 Days	

19. PAYROLL (FOR FIRST SALARY)

Brief Description: Payroll for Newly Hired Employees

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Daily Time Records 2. Assumption to Duty 3. Appointments 4. SALN 5. BIR 2305 or 1905 6. Oath of Office 7. Birth Certificate of children, if any			1. Personnel Division 2. Personnel Division 3. Personnel Division 4. Personnel Division 5. Personnel Division 6. Personnel Division 7. Philippine Statistics Authority	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1.1. Receive complete requirements	None	2 Days	Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division

	1.2. Check DTR for the computation of number of days rendered	None		Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.3. Preparation of Request for Payment	None		Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.4. Check and verify prepared Request for Payment on First Salary	None		Industrial Relations Development Officer B Personnel Division Senior Industrial Relations Management Officer B Personnel Division
Total		None	2 Days	

20. PAYROLL (FOR LAST SALARY)

Brief Description: Payment for terminal leave, last salary and withheld benefits

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	MIAA Employees
CHECKLIST REQUIREMENTS	
WHERE TO SECURE	
(Must be completely submitted to Wages & Compensation by the Leave Section)	
1. Last Daily Time Record (ROAF / OSAF) Letter Request for the release of withheld salary and benefits. a. Office Clearance b. GSIS Clearance c. Application for leave	Personnel Division Office Concern GSIS Personnel Division

d. SALN e. PAIC/SICOP f. Affidavit of Authority to deduct g. Waiver and Quit Claim h. Affidavit of no pending case i. Service Record j. Notice of Salary Adjustment (NOSA) k. Leave Card Matrix <u>If deceased:</u> l. Marriage Certificate if married (PSA copy) m. Death Certificate (PSA copy) n. Birth Certificate of children (if any PSA copy) The Requirements are collated and completed from the Leave Section to be submitted to Wages and Compensation Section			Personnel Division Legal Office Accounting Div/ Personnel Div Accounting Div Legal Office Personnel Division Personnel Division Personnel Division Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1.1. Receive complete requirements	None	3 Days	Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.2. Check in the payroll system the last received salary	None		Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.3. Check DTR for the last two (2) months (for salary, absences and overtime)	None		Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.4. Compute last salary, overtime and withheld claims.	None		Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.5. Preparation of Request for Payment.	None		Office Assistant Personnel Division Clerk Processor Personnel Division Clerk Processor B Personnel Division
	1.6. Check and verify prepared Request for Payment on Last Salary	None		Industrial Relations Development Officer B Personnel Division

				<i>Senior Industrial Relations Management Officer B</i> Personnel Division
	1.7. Submit documents to IASO	None		<i>Clerk Processor B</i> Personnel Division
Total		None	3 Days	

21. SPECIAL PAYROLL (PBB, CNA, MID-YEAR BONUS, YEAR-END BONUS and other benefits)

Brief Description: Payment of Employees benefits

Office or Division:	Personnel Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Approval on the release of benefits and other allowances/incentives			Personnel Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents per applicable guidelines	1.1. Receive required documents	None	7 Days	<i>Clerk Processor</i> Personnel Division
	1.2. Check and validate employees qualification to receive benefits	None		<i>Clerk Processor B</i> Personnel Division
	1.3. Payroll master tags personnel not entitled to receive benefits in the Payroll System	None		<i>Clerk Processor B</i> Personnel Division
	1.4. Process and generate special payroll	None		<i>Clerk Processor B</i> Personnel Division
	1.5. Preparation of Request for Payment	None		<i>Clerk Processor B</i> Personnel Division
	1.6. Check and verify prepared Request for Payment on Last Salary	None		<i>Industrial Relations Development Officer B</i> Personnel Division <i>Senior Industrial</i>

				<i>Relations Management Officer B Personnel Division</i>
Total		None	7 Days	

22. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)

Brief Description: Request for approval to travel outside the country for personal purposes

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter Request 2. CSC Leave Application Form 3. PAIC/SICOP Certificate 4. Certificate of no Pending Task 5. Clearance Form for Money & Property Accountability- if leave of absence is beyond 21 working days 6. Scanned MIAA ID (Colored) For Managers/OICs 7. Designation of Temporary OIC			End-user Personnel Division Legal Office End-User Personnel Division End-User End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Manager, Personnel Division	1.1. Receives complete requirements	None	1 Day	<i>Office Assistant Personnel Division Researcher Personnel Division Clerk Processor B Personnel Division Industrial Relation Development Assistant B Personnel Division Sr. Industrial Relation Management Officer A Head – Leave Section Personnel</i>

				Division
	1.2. Post detail to leave card.	None		<i>Office Assistant</i> Personnel Division <i>Researcher</i> Personnel Division <i>Clerk Processor B</i> Personnel Division <i>Industrial Relation Development Assistant B</i> Personnel Division <i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section</i> Personnel Division
	1.3. Prepare MB/Memo and endorse for initials of the Manager, Personnel Division (including corrections, if any)	None		<i>Office Assistant</i> Personnel Division <i>Researcher</i> Personnel Division <i>Clerk Processor B</i> Personnel Division <i>Industrial Relation Development Assistant B</i> Personnel Division <i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section</i> Personnel Division
	1.4. Endorse final MB to the Manager,	None	1 Day	<i>Sr. Industrial Relation Management Officer A</i>

	Personnel Division for signature.			Head – Leave Section Personnel Division
	1.5. Submit MB to Admin Department for initials	None		Sr. Industrial Relation Management Officer A Head – Leave Section Personnel Division (Leave Section)
Total		None	2 Days	

23. LEAVE OF ABSENCE WITHOUT PAY (LWOP) CERTIFICATE

Brief Description: LWOP is a requirement for GSIS Retirement and/or Step increment

Office or Division:	Personnel Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	MIAA Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Request Form - indicating the purpose of the request and contact number of requesting party			Request Form provided by the Leave Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form	1.1. Receive request form	None	Five (5) Leave Card Per Day 2 Days	Office Assistant Personnel Division
	1.2. Check ELWA and update Leave Card.	None		Researcher Personnel Division Clerk Processor B Personnel Division Industrial Relation Development Assistant B Personnel Division Sr. Industrial Relation Management Officer A Head – Leave Section Personnel Division
	1.3. Encode entries from the leave card to the leave matrix and reviews	None	Twenty (20)	Encoder Personnel Division Office Assistant

	<p>final leave matrix of subject employee</p> <p>NOTE: The processing time may vary depending on the volume/number of leave cards of the subject employee.</p>		Leave Card Per Day 8 Days	<p>Personnel Division</p> <p><i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section</i> Personnel Division</p>
	1.4. Prepares Certificate of Leave of Absence With or Without Pay (LAWOP).	None		<p><i>Office Assistant</i> Personnel Division</p> <p><i>Researcher</i> Personnel Division</p> <p><i>Clerk Processor B</i> Personnel Division</p> <p><i>Industrial Relation Development Assistant B</i> Personnel Division</p> <p><i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section</i> Personnel Division</p>
	1.5. Submits Leave card matrix and LAWOP Certificate to the Manager, Personnel Division for signature	None		<p><i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section</i> Personnel Division</p>
	1.6. Releases Certificate of LAWOP to the Statistics and Information Section (SIS).	None		<p><i>Office Assistant</i> Personnel Division</p> <p><i>Researcher</i> Personnel Division</p> <p><i>Clerk Processor B</i> Personnel Division</p> <p><i>Industrial Relation Development Assistant B</i></p>

				Personnel Division <i>Sr. Industrial Relation Management Officer A</i> Head – Leave Section Personnel Division
Total	Five (5) Leave Cards Per Day	None	2 Days	
	Ten (10) Leave Cards Per Day	None	4 Days	
	Fifteen (15) Leave Cards Per Day	None	6 Days	
	Twenty (20) Leave Cards Per Day	None	8 Days	

24. MONETIZATION OF LEAVE CREDITS (MOLC)

Brief Description: Monetization of available Leave Credits

Office or Division:		Personnel Division		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		MIAA Employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter request to monetize the available leave credits 2. Monetization Form 3. Billing Statement (as attachment)			Requester Personnel Division Requester	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Receives request form (Cut-off period every Wednesday)	None	Five (5) Leave Card Per Day 2 Days	<i>Office Assistant</i> Personnel Division <i>Researcher</i> Personnel Division
			Ten (10) Leave Card Per Day 4 Days	<i>Clerk Processor B</i> Personnel Division <i>Industrial Relation Development Assistant B</i> Personnel Division
			Fifteen (15) Leave Card Per Day 6 Days	<i>Sr. Industrial Relation Management Officer A</i>

			Twenty (20) Leave Card Per Day 8 Days	<i>Head – Leave Section Personnel Division</i>
	1.2. Check ELWA for last filed leave and update Leave Card	None		<i>Office Assistant Personnel Division</i> <i>Researcher Personnel Division</i> <i>Clerk Processor B Personnel Division</i> <i>Industrial Relation Development Assistant B Personnel Division</i> <i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section Personnel Division</i>
	1.3. Encodes entries from the leave card to the leave matrix and reviews final leave matrix of subject employee. NOTE: The processing time may vary depending on the volume/ number of leave cards of the subject employee.	None		<i>Encoder Personnel Division</i> <i>Office Assistant Personnel Division</i> <i>Sr. Industrial Relation Management Officer A</i> <i>Head – Leave Section Personnel Division</i>
	1.4. Submit leave card matrix for signature of the Manager, Personnel Division	None		<i>Clerk Processor B Personnel Division</i>
	1.5. Receive signed Leave Matrix from the Office Manager, Personnel Division	None		<i>Clerk Processor B Personnel Division</i>
	1.6. Prepares MOLC Summary for signature Head, Leave Section and the Manager, Personnel Division	None		<i>Clerk Processor B Personnel Division</i>

	1.7. Endorse Summary to Wages Section for RFP	None		<i>Clerk Processor B Personnel Division</i>
Total	Five (5) Leave Cards Per Day	None	2 Days	
	Ten (10) Leave Cards Per Day	None	4 Days	
	Fifteen (15) Leave Cards Per Day	None	6 Days	
	Twenty (20) Leave Cards Per Day	None	8 Days	

Procurement Division

External Services

25. PROCESSING OF REQUESTS FOR PROCUREMENT OF GOODS AND SERVICES (SMALL VALUE PROCUREMENT/SHOPPING)

Brief Description: This procedure is about the Procurement Activities for goods and services in compliance with R.A 9184.

Office or Division:	Procurement Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Suppliers			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Quotation from supplier			1. Forms may be secured from Procurement office or supplier may use their own header.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check PhilGEPS/ MIAA Website/ Bulletin Boards	1.1. Receive approved Request Issue Slip (RIS) with the following requirements: a. To be stated in the RIS: <ul style="list-style-type: none"> • Complete specification • Scope of Work if w/ labor • Delivery/ Completion Period • Warranty • Approved Budget for the contract (ABC) b. To be attached in the RIS: <ul style="list-style-type: none"> • Stock position for supplies • Pre-Inspection Report, if replacement 	None	1 Hour	Clerk Processor Procurement Division Analyst Procurement Division

	<ul style="list-style-type: none"> • Plan, if any • End-user's Terms & Conditions • Certification of exclusive distributorship from end-user, if items are exclusive • Certificate of Urgency, if needed ASAP 			
	1.2. Prepare Request for Quotation (RFQ) average of fifteen (15) RFQs per day	None	4 Hours	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement Division
	1.3. Posting to Philippine Government Electronic Procurement System (PhilGEPS) / MIAA Website / Bulletin Board	None	2 Hour	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement Division
	1.4. Issuance of RFQ's	None	3 Days	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement Division
2. Submit RFQ/Bid Proposal	2.1. Acceptance of RFQs/ Bid Proposal thru personal, fax or email	None	4 Hours	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement

				Division
	2.2. Opening of submitted RFQs/Proposals on scheduled date of opening	None	4 Hours	<i>Procurement Officer B</i> Procurement Division
	2.3. Prepare the following: a. Abstract of Price Quotation (APQ) (average of fifteen 15) APQs per day) b. Letter to Supplier/Contractor to submit sample, if needed to be submitted within three (3) days	None	1 Day	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement Division
3. Receive letter and submit sample, if needed	3.1. Receive sample, if needed	None	1 Hour	<i>Analyst</i> Procurement Division
	3.2. Prepare Notice to End-user for technical evaluation	None	3 Hours	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement Division
	3.3. Technical evaluation and recommendation to be forwarded to end-user	None	1 Hour	<i>End-User Staff /</i> <i>Procurement Staff</i> Procurement Division
	3.4. Prepare letter to recommended/ winning Supplier/Contract or to submit the following within three (3) days to be signed by the Manager/OIC, Procurement Division	None	3 Hours	<i>Office Assistant</i> Procurement Division <i>Analyst</i> Procurement Division <i>Procurement Officer B</i> Procurement Division

	a. Registered Supplier <ul style="list-style-type: none"> • Warranty Certificate • Original Copy of RFQ • Detailed Quotations (if with labor) b. Unregistered Supplier <ul style="list-style-type: none"> • Registration Documents for Submission stated in the Registration form as attachment • Warranty Certificate • Original Copy of RFQ • Detailed Quotation (if with Labor) 			
<u>UNREGISTERED SUPPLIER / CONTRACTOR</u>				
4. Proceed to Procurement Division to fill up/submit: <ul style="list-style-type: none"> a. Application form with complete documentary requirement for registration b. Warranty Certificate c. Original copy of RFQ detailed quotations (if with labor) 	4.1. Review submitted documents and issue order of payment per registrar	NONE	30 Minutes	Office Assistant Procurement Division
	4.2. Receive order of payment and issue MIAA official receipt (or)	500	5 Minutes	Collector- on duty Collection Division
	4.3. Prepare certificate of registration for signature of Manager/OIC, Procurement Division	None	1 Day	Office Assistant Procurement Division
5. Proceed to Collection Division to pay necessary fees				

6. Return to Procurement Division to furnish a copy of official Receipt as proof of payment	6. Accept Copy of Official Receipt and Issue the approved certificate of registration and maintain a file copy	None	5 Minutes	Office Assistant Procurement Division
7. Claim the approved certificate of registration				
<u>REGISTERED SUPPLIER CONTRACTOR</u>				Office Assistant Procurement Division
8. Submit the following requirements : a. Warranty Certificate b. Original Copy of RDQ c. Detailed Quotations (if with labor)	8. Receive and review the following documents: • Warranty Certificate • Original Copy of RFQ • Detailed Quotations (if with labor)	None	15 Minutes	Analyst Procurement Division Procurement Officer B Procurement Division
9. None	9. Prepare Purchase Order (PO)/ Work Order (WO) (average of fifteen (15) Pos/ WOs per day)	None	4 Days	Office Assistant Procurement Division Analyst Procurement Division Procurement Officer B Procurement Division
10. None	10. Review PO/WO and required supporting documents	None	1 Day	Supervising Material Planning Officer Procurement Division
11. None	11. Review and sign the PO/WO	None	2 Days	Manager Procurement Division
12. None	12. Forward to Accounting Division	None		Analyst Procurement Division
13. None	13. Review and certify fund availability for the purchase of supplies	None		

	implementation of project (average of fifteen (15) Pos WOs per day)			
14. None	14. Prepare letter to notify the Supplier / Contractor of the approved PO/WO (Average of ten (10) letters per day)	None	4 Hours	<i>Analyst</i> Procurement Division
15. None	15. Sign the letter and send thru fax	None	4 Hours	<i>Analyst</i> Procurement Division <i>Manager</i> Procurement Division
16. Receive notification letter and proceed to Procurement Division to accept the approved PO/WO	16.1. Issue the approved PO/WO to the winning Supplier / Contractor	None	5 Minutes	<i>Analyst</i> Procurement Division
	16.2. Forward to Accounting Division the Original Copy of PO/WO and the complete supporting documents	None	5 Minutes	<i>Analyst</i> Procurement Division
TOTAL			Up to ₱250,000	Over ₱250,000 to ₱500,000
	Procurement Division	Existing Supplier	11 wd, 25 mins and 4 cd	11 wd, 25 mins and 4 cd
		Newly Registered	12 wd, 45 mins and 4 cd	12 wd, 45 mins and 4 cd
	End-User/Staff/Procurement Staff		1 working day	1 working day
	Collection Division (for newly registered)		5 minutes	5 minutes
	Accounting Division		2 working days	2 working days
	Administrative Department		1 working day	-
	Office of the AGMFA		1 working day	-
	Office of the SAGM		-	1 working day
	Office of the GM		-	1 working day
	Existing Supplier/ Contractor		16 Days and 25 Minutes	
	Newly Registered Supplier/ Contractor		17 Days and 50 Minutes	

* Per Transaction

Property Management Division

External Services

26. RECEIVING, INSPECTION, ACCEPTANCE OF GOODS AND SERVICES (FOR PURCHASE ORDER (P.O) AND CONTRACT (SUPPLY AND DELIVERY))

Brief Description: Delivery of goods and services

Office or Division:		Property Management Division		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business		
Who May Avail:		Contractors / Suppliers		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Original copy of the following documents:				
1. Purchase Order (P.O.) For Supply and Delivery of Spare-Parts, Supplies, Materials and Equipment				
a. Purchase Order			a. Procurement Division	
b. Delivery Receipt			b. Supplier	
c. Sales Invoice			c. Supplier	
d. Warranty Certificate			d. Supplier	
2. For Contract (Supply and Delivery) For Supply and Delivery of Spare-Parts, Supplies, Materials, Equipment and Purchase of Vehicles				
a. Contract			a. Legal Office	
b. Delivery Receipt			b. Supplier	
c. Sales Invoice			c. Supplier	
d. Warranty Certificate			d. Supplier	
e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference)			e. Legal Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of Spare-parts, Supplies, Materials and Equipment at the MIAA-PMD Warehouse	1. Verify if in accordance with the P.O. or Contract, if not, outright rejection of the delivery, else receive goods delivered.	None	4 Hours	Storekeeper Property Management Division
2. None	2. Prepare Receiving, Inspection, Acceptance Report (RIAR)	None	4 Hours	Storekeeper Property Management Division
3. None	3. Review RIAR, assign control number and designate PMD Inspector	None	4 Hours	Storekeeper Property Management Division Senior Property

				<i>Officer</i> Property Management Division
4. None	4. Forward RIAR to assigned PMD Inspector who shall coordinate with the End-user and Accounting Division	None	3 Hours	<i>Storekeeper</i> Property Management Division <i>Supply Officer</i> Property Management Division <i>Senior Property Officer</i> Property Management Division
5. None	5. Notice of Inspection to be signed by the Manager/OIC, Property Management Division for notification purposes.	None	3 Hours	<i>Manager/Officer-In-Charge</i> Property Management Division
6. None	6. Conduct inspection and testing (Warehouse)	None	2 Days	<i>Storekeeper</i> Property Management Division <i>Supply Officer</i> Property Management Division <i>Senior Property Officer</i> Property Management Division Accounting Division Inspectors and End-user
7. None	7. If complied with the Inspection checklist, sign RIAR.	None	2 Hours	Accounting Division Inspectors and End-user PMD Inspector
8. None	8. If not acceptable, notify the findings/report to End-user and	None	2 Hours	Accounting Division Inspectors and End-user

	Procurement Division for compliance.			PMD Inspector
Total		None	4 Days and 6 Hours	

27. RECEIVING, INSPECTION, ACCEPTANCE OF GOODS AND SERVICES (FOR WORK ORDER [SUPPLY AND DELIVERY WITH BULK QUANTITY] AND CONTRACT SUPPLY)

Brief Description: Delivery of goods and services

Office or Division:	Property Management Division	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who May Avail:	Contractors / Suppliers	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Original copy of the following documents:		
1. For Work Order (W.O.) Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation and Improvement		
a. Work Order		a. Procurement Division
b. Delivery Receipt		b. Supplier
c. Sales Invoice		c. Supplier
d. Warranty Certificate		d. Supplier
e. Certificate of Completion		e. End-user
f. Accomplishment Report		f. End-user
g. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)		g. End-user
2. For Contract with Labor Component Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation and Improvement.		
a. Contract		a. Legal Office
b. Delivery Receipt		b. Supplier
c. Sales Invoice		c. Supplier
d. Warranty Certificate		d. Supplier
e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference)		e. Legal Office
f. Notice to Proceed		f. End-user
g. Certificate of Completion		g. End-user
h. Accomplishment Report		h. End-user
i. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)		i. End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery on site of Capital Expenditures (CAPEX)— (Construction, Services and Consultancy), Repair, Renovation and Improvement for; a) Work Order b) Contract c) Including Supply and Delivery thru Contract with Bulk Quantity	1. Verify if in accordance with the P.O. or Contract; if yes receive goods delivered else outright rejection of the delivery.	None	4 Hours	<i>End-user or his/her authorized representative</i>
2. None	2. Initial/advance inspection to be conducted if requested by the end-user due to urgency in nature and/or as stated in the contract.	None	4 Hours	<i>End-user</i>
3. None	3. Initial inspection by Inspection Team	None	4 Hours	<i>Storekeeper</i> Property Management Division <i>Supply Officer</i> Property Management Division <i>Senior Property Officer</i> Property Management Division Accounting Division Inspectors and End-User
4. None	4. Forward necessary documents to PMD for preparation of RIAR (see item 1&2).	None	2 Hours	<i>End-user</i>
5. None	5. Prepare Receiving, Inspection, Acceptance Report (RIAR)	None	4 Hours	<i>Storekeeper</i> Property Management Division

6. None	6. Review RIAR, assign control number and designate PMD Inspector for final inspection	None	4 Hours	Senior Property Officer Property Management Division
7. None	7. Forward RIAR to assigned PMD Inspector who shall coordinate with the End-user and Accounting Division.	None	3 Hours	Storekeeper Property Management Division Supply Officer Property Management Division Senior Property Officer Property Management Division
8. None	8. Notice of Inspection to be signed by the Manager/OIC, Property Management Division for notification purposes.	None	3 Hours	Manager/OIC, PMD Property Management Division
9. None	9. Conduct onsite inspection & testing.	None	2 Days	Storekeeper Property Management Division Supply Officer Property Management Division Senior Property Officer Property Management Division Accounting Division Inspectors and End-User
10. None	10. If complied with the Inspection checklist, sign the RIAR.	None	2 Hours	Accounting Division Inspectors and End-user PMD Inspector

11. None	11. If not acceptable, notify the findings/report to End-user/ Bids and Awards Committee (BAC) for compliance.	None	2 Hours	Accounting Division Inspectors and End-user PMD Inspector
Total		None	6 Days	

General Services Division

External Services

28. PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/CONTRACTOR

Brief Description: Payment for services rendered by service provider/contractors

Office or Division:	General Services Division (GSD)			
Classification:	Simple			
Type of transaction:	G2B - Government to Business			
Who May Avail:	Service Provider of Trash Collection			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Statement of Account Affidavit/ Sworn Certification Copy of Notice of Award (Initial Billing) Copy of Signed Contract Copy of Notice to Proceed (Initial Billing) Copy of Wage Order from DOLE Copy of Performance Bond Copy of PAG-IBIG fund official receipt and contribution remittance report Copy of Philhealth official receipt and contribution remittance report Copy of SSS R-5 and remittance report Copy of BIR deposit slip and remittance return income taxes Delivery transmittal (Monthly, Quarterly and Annual) of Supplies Monthly Manpower Deployment Schedule Daily Time Cards Payroll with signatures 			<p>Service Provider</p> <p>Legal Office</p> <p>DOLE Insurance</p> <p>PAG-IBI</p> <p>Phil-health</p> <p>SSS</p> <p>BIR</p> <p>Service Provider</p>	
Trash Collection and Hauling Services				
<ol style="list-style-type: none"> Copy of Official Receipt of Fuel <ul style="list-style-type: none"> Gasoline of Pressure Washer Diesel of Water Tanker Diesel of Garbage Truck Hauling Service Reports Attendance Sheet Daily Deployment Sheet Schedule of Hauling Activity 			<p>Service Provider</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Receive the complete requirements	None	3 Minutes	Clerk Processor (Contracted Manpower) General Services Division

				<i>Records Management Section Head</i> General Services Division
2. None	2. Encode the same in the data base	None	5 Minutes	<i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Records Management Section Head</i> General Services Division
3. None	3. Forward to the Division Manager / OIC for information and instructions	None	5 Minutes	<i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Records Management Section Head</i> General Services Division
4. None	4. Turn over the documents to the Supervisor of Trash Collection Services for initial assessment	None	3 Minutes	<i>Officer-In-Charge</i> General Services Division
5. None	5. Turn-over the documents to inspectors to determine the correctness, veracity and validity of documents	None	3 Minutes	<i>Office Assistant (Contracted Manpower)</i> General Services Division <i>Supervisor Trash Collection Services</i> General Services Division
6. None	6. Evaluation and verification of complete requirements	None	2 Days	<i>Office Assistant (Contracted Manpower)</i> General Services Division <i>Supervisor Trash Collection Services</i> General Services Division
7. None	7. A Report and certification on	None	1 Hour	<i>Office Assistant (Contracted Manpower)</i>

	<p>veracity of attendance, delivery of supplies, materials and equipment is issued and equipment is issued and Request for Payment (RFP) is prepared</p>			<p>General Services Division <i>Supervisor Trash Collection Services</i> General Services Division</p>
8. None	8. Forward the Certification, RFP including complete documents to Section Head for review and signature/initial	None	30 Minutes	<p><i>Office Assistant (Contracted Manpower)</i> General Services Division <i>Supervisor Trash Collection Services</i> General Services Division</p>
9. None	9. Forward the complete documents to OIC/Manager for signature of certification/report and Request for Payment	None		<p><i>Officer-In-Charge</i> General Services Division</p>
10. None	10. Documents are forwarded to Releasing Clerk for photocopying, encoding and releasing to Administrative Department	None	3 Hours	<p><i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Records Management Section Head</i> General Services Division</p>
Total		None	2 Days 4 Hours and 49 Minutes	

Brief Description: Payment for services rendered by service provider/ contractor

Office or Division:	General Services Division (GSD)			
Classification:	Simple			
Type of transaction:	G2B - Government to Business			
Who May Avail:	Service Provider of Pest Control Services			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Statement of Account Affidavit/ Sworn Certification Copy of Notice of Award (Initial Billing) Copy of Signed Contract Copy of Notice to Proceed (Initial Billing) Copy of Wage Order from DOLE Copy of Performance Bond Copy of PAG-IBIG fund official receipt and contribution remittance report Copy of Philhealth official receipt and contribution remittance report Copy of SSS R-5 and remittance report Copy of BIR deposit slip and remittance return income taxes Delivery transmittal (Monthly, Quarterly and Annual) of Supplies Monthly Manpower Deployment Schedule Daily Time Cards Payroll with signatures 			Service Provider Legal Office DOLE Insurance PAG-IBIG Phil-health SSS BIR Service Provider Service Provider	
Pest Control Service <ol style="list-style-type: none"> Copy of Official Receipt of Fuel <ul style="list-style-type: none"> Gasoline of ULV Machine Gasoline of Fogging Machine Diesel of Service Vehicle (If applicable) Schedule of Pest Control Activity GPC Service Reports 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Receive the complete requirements	None	3 Minutes	Clerk Processor (Contracted Manpower) General Services Division Records Management Section Head General Services Division
2. None	2. Encode the same in the data base	None	5 Minutes	Clerk Processor (Contracted Manpower) General Services Division Records Management

				<i>Section Head</i> General Services Division
3. None	3. Forward to the Division Manager / OIC for information and instructions	None	5 Minutes	<i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Records Management</i> <i>Section Head</i> General Services Division
4. None	4. Turn over the documents to the Utilities and Maintenance Section Head	None	3 Minutes	<i>Officer-In-Charge</i> General Services Division
5. None	5. Turn-over the documents to inspectors to determine correctness, veracity and validity of documents	None	3 Minutes	<i>Office Assistant (Contracted Manpower)</i> General Services Division <i>Utilities and Maintenance</i> <i>Section Head</i> General Services Division
6. None	6. Evaluation and verification of complete requirements	None	2 Days	<i>Office Assistant (Contracted Manpower)</i> General Services Division <i>Utilities and Maintenance</i> <i>Section Head</i> General Services Division
7. None	7. A Report and certification on veracity attendance, delivery of supplies, materials and equipment is issued and Request for Payment (RFP) is prepared	None	1 Hour	<i>Office Assistant (Contracted Manpower)</i> General Services Division <i>Utilities and Maintenance</i> <i>Section Head</i> General Services Division
8. None	8. Forward the Certification, RFP including complete documents to	None	30 Minutes	<i>Office Assistant (Contracted Manpower)</i> General Services Division

	Section Head for review and signature/initial			<i>Utilities and Maintenance Section Head General Services Division</i>
9. None	9. Forward the complete documents to OIC/Manager for signature of certification/ report and Request for Payment			<i>Officer-In-Charge General Services Division</i>
10. None	10. Documents are forwarded to Releasing Clerk for photocopying, encoding and releasing to Administrative Department	None	3 Hours	<i>Clerk Processor (Contracted Manpower) General Services Division Records Management Section Head General Services Division</i>
Total		None	2 Days 4 Hours and 49 Minutes	

Brief Description: Payment for services rendered by service provider/ contractor

Office or Division:	General Services Division (GSD)
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who May Avail:	Service Provider of Housekeeping Services
CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	Service Provider
2. Affidavit/ Sworn Certification	
3. Copy of Notice of Award (Initial Billing)	
4. Copy of Signed Contract	Legal Office
5. Copy of Notice to Proceed (Initial Billing)	
6. Copy of Wage Order from DOLE	DOLE
7. Copy of Performance Bond	Insurance
8. Copy of PAG-IBIG fund official receipt and contribution remittance report	PAG-IBIG
9. Copy of Philhealth official receipt and contribution remittance report	Phil-health
10. Copy of SSS R-5 and remittance report	SSS

11. Copy of BIR deposit slip and remittance return income taxes 12. Delivery transmittal (Monthly, Quarterly and Annual) of Supplies 13. Monthly Manpower Deployment Schedule 14. Daily Time Cards 15. Payroll with signatures 16. Daily Deployment Sheet			BIR Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Receive the complete requirements	None	3 Minutes	Clerk Processor (Contracted Manpower) General Services Division Records Management Section Head General Services Division
2. None	2. Encode the same in the data base	None	5 Minutes	Clerk Processor (Contracted Manpower) General Services Division Records Management Section Head General Services Division
3. None	3. Forward to the Division Manager/ OIC for information and instructions	None	5 Minutes	Clerk Processor (Contracted Manpower) General Services Division Records Management Section Head General Services Division
4. None	4. Turnover the documents to the Utilities and Maintenance Section Head	None	3 Minutes	Officer-In-Charge General Services Division
5. None	5. Turn-over the documents to inspectors to determine correctness, veracity and validity of documents	None	3 Minutes	Office Assistant (Contracted Manpower) General Services Division Utilities and Maintenance Section Head General Services

				Division
6. None	6. Evaluation and verification of complete requirements	None	4 Days	Office Assistant (Contracted Manpower) General Services Division Utilities and Maintenance Section Head General Services Division
7. None	7. A Report and certification on veracity attendance, delivery of supplies, materials and equipment is issued and Request for Payment (RFP) is prepared	None	1 Hour	Office Assistant (Contracted Manpower) General Services Division Utilities and Maintenance Section Head General Services Division
8. None	8. Forward the Certification, RFP including complete documents to Section Head for review and signature/initial	None	1 Day	Office Assistant (Contracted Manpower) General Services Division Utilities and Maintenance Section Head General Services Division
9. None	9. Forward the complete documents to OIC/Manager/ OIC – ICT/ TA Chief/ TM for signature of certification/ report and Request for Payment	None		Officer-In-Charge General Services Division Officer-In-Charge International Cargo Operations Division Chief – Terminal Administration T4 Terminal Administration Office Terminal Manager Terminal Manager Office T4
10. None	10. Documents are forwarded to Releasing Clerk for	None	3 Hours	Clerk Processor (Contracted Manpower) General Services Division

	photocopying, encoding and releasing to Administrative Department			<i>Records Management Section Head General Services Division</i>
Total		None	5 Days 4 Hours and 19 Minutes	

General Services Division

Internal Services

29. REPRODUCTION OF DOCUMENTS

Brief Description: Certification to Reproduce documents

Office:		General Services Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who May Avail:		Various MIAA offices / Personnel / Organic, LSERV, OJT		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Original Copy of the documents			Office / Personnel / Concerned / Availing the Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy with request form for photocopy reproduction	1.1. Evaluate / Check the document	None	1 Minute	<i>Equipment Machine Operator General Services Division</i>
	1.2. Return documents to the client after reproduction	None	1 Minute	<i>Equipment Machine Operator General Services Division</i>
2. Receive documents and proceeds to Record Custodian	2. Certify true Copy the document	None	1 Minute	<i>Reproduction Machine Operator General Services Division Administrative Service Aid General Services Division</i>
Total		None	3 Minutes	

30. DISSEMINATION OF OFFICE ORDER, MEMORANDUM CIRCULAR AND OTHER MEMORANDA

Brief Description: To disseminate office order, memorandum circular and other memoranda

Office Division		General Services Division		
Classification		Simple		
Type of Transaction		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who May Avail:		Government / Concessionaires / Airlines		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Original copy of the Documents			Office Concerned / End-User	

			availing the service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original copy of the documents for evaluation and dissemination	1.1. Receives & records document details to Google Sheets (GSD Incoming/ Outgoing Docs.)	None	5 Minutes	<i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.2. Attaches form for evaluation (approval for dissemination)	None	5 Minutes	<i>Machine Operator</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.3. Checks and evaluates document for GSD Manager approval	None	10 Minutes	<i>Head - Records Management Section</i> General Services Division
	1.4. Determines recipients (concerned office)	None	5 Minutes	<i>Clerk Processor</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.5. Scans document for record safekeeping/ preservation	None	20 Minutes	<i>Machine Operator</i> General Services Division <i>Office Assistant</i> General Services Division <i>Head - Records Management Section</i> General Services Division

	1.6. Disseminates thru electronic mail	None	10 Minutes	<i>Machine Operator</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Office Assistant</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.7. Prints list of recipients	None		<i>Machine Operator</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Office Assistant</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.8. Files original copy of document	None	5 Minutes	<i>Clerk Processor</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
Total	Office Order, MC and Memoranda	None	1 Hour	

31. TRANSFER OF RECORDS

Brief Description: To transfer custody to GSD records for storage

Office Division	General Services Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail:	MIAA Offices

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter of request for transfer			Office concerned / End-User availing the Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of transfer with complete listing of documents for transfer/turn-over	1.1. Receive letter for turn-over and log	None	3 Minutes	<i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.2. Evaluate documents	None	1 Hour	<i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.3. Prepare letter for the approval of transfer	None	30 Minutes	<i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Head - Records Management Section</i> General Services Division
2. Receive letter of approval	2. Schedule the transfer	None	30 Minutes	<i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Head - Records Management Section</i> General Services Division
3. Transport documents to Records Center	3. Physical inspection of records based on the submitted listing	None	3 Hours	<i>Office Assistant</i> General Services Division <i>Record Assistant</i> General

				Services Division <i>Head - Records Management Section</i> General Services Division
Total		None	5 Hours and 3 Minutes	

32. DELIVERY AND MAILING OF LETTERS/ DOCUMENTS

Brief Description: To deliver letters/documents to government offices, concessionaires, airlines and employees.

Office Division		General Services Division		
Classification		Simple		
Type of Transaction		G2B – Government to Business G2C - Government to Citizen G2G – Government to Government		
Who May Avail:		MIAA Offices		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter / Document for Delivery			Office concerned / End-User availing the Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/ document for delivery or mailing	1.1. Receive letter / documents and reproduce as receiving copy	None	3 Minutes	<i>Clerk Processor (Contracted Manpower)</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.2. Verify/locate documents addresses and zip code	None	30 Minutes	<i>Clerk Processor</i> General Services Division <i>Reproduction Machine Operator</i> General Services Division <i>Liaison Aid</i> General Services Division

				<i>Head - Records Management Section General Services Division</i>
	1.3. Deliver letters /documents by Liaison officer or by mail	None	Admin Building 30 Minutes MIAA Complex 1 Hour Outside MIAA Complex 3 Hours	<i>Equipment Machine Operator General Services Division</i> <i>Clerk Processor General Services Division</i> <i>Head - Records Management Section General Services Division</i>
	Admin Building	None	1 Hour and 3 Minutes	
	MIAA Complex	None	1 Hour and 33 Minutes	
Total	Outside MIAA Complex	None	3 Hours and 33 Minutes	

Human Resource Development Division

External Services

33. APPLICATION FOR DATA GATHERING / SURVEY / INTERVIEW / ETC. AS SCHOOL REQUIREMENT

Brief Description: All applications for students requesting to conduct Data Gathering / Survey / Interview / Etc as School Requirement at the MIA Authority shall be received by the Office of the General Manager (OGM) and forwarded to the HRDD for processing

Office or Division:		Human Resource Development Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who May Avail:		Students		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter – request noted by the Professor or thesis adviser addressed to the General Manager, MIAA 2. Objectives of the Study 3. Target respondents /terminal / office / facility 4. Topics to be covered 5. Target date of data gathering not earlier than 15 working days upon receipt of documents 6. Relevance of the study 7. Specific data to be gathered 8. Other related document such as sample data gathering tools/survey forms/list of interview questions/ 9. Contact details			School/ Personal Files	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete documentary requirements to the OGM	1.1. Receive letter request with complete requirements from Office of the GM	None	15 Minutes	Office Assistant Human Resource Development Division
	1.2. Evaluate request letter and identify concerned office	None	1 Hour	Office Assistant Human Resource Development Division
2. None	2. Prepare memorandum addressed to concerned office signed by the Manager/	None	1 Hour	Office Assistant Human Resource Development Division

	Officer-In-Charge Human Resource Development Division			
Total		None	2 Hours and 15 Minutes	

34. APPLICATION OF SCHOOL ACCREDITATION FOR STUDENT ON-THE-JOB TRAINING

Brief Description: All applications of School Accreditation for student on-the-job training at the MIA Authority are received by the AGMFA and forwarded to the HRDD

Office or Division:	Human Resource Development Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business		
Who May Avail:	Public and Private Colleges and State Universities		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Cover Letter		School/ Personal Files	
2. Accomplished Application Form			
3. School Profile			
4. Business Permit issued by the city or municipality where the principal place of business of the prospective school is located			
5. Government Permit from the Commission on Higher Education (CHED)			
6. For private Institutions, registration Certificate from the Securities and Exchange Commission (SEC) Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives, or any such proof such as registration and;			
7. For private institutions, audited financial statements, stamped “received” by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing among others the total and current assets and liabilities.			
8. Contact Details			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents for school accreditation for evaluation	1. Receive requirements presented for evaluation	None	1 Hour	<i>Researcher</i> Human Resource Development Division
2. None	2. Advise school coordinator/representative to submit complete requirements for submission to AGMFA	None		<i>Researcher</i> Human Resource Development Division
3. Submit all complete requirements evaluated to AGMFA for preparation of documents for approval	3. None	None		
4. None	4. Accept endorsement from AGMFA for appropriate action	None	10 Minutes	<i>Office Assistant</i> Human Resource Development Division
5. None	5. Advise the client to return after one (1) day for the copy of the Memorandum of Agreement (MOA) to be signed first by the school's authorized signatory	None	10 Minutes	<i>Researcher</i> Human Resource Development Division
6. Follow-up Memorandum of Agreement (MOA)	6. Give the Memorandum of Agreement (MOA) and inform the school coordinator to have it signed	None	30 Minutes	<i>Researcher</i> Human Resource Development Division

	by the school's authorized signatory			
7. Forward memorandum of agreement to school's authorized signatory for signature	7. Receive the signed Memorandum of Agreement (MOA)	None	1 Hour	Researcher Human Resource Development Division
8. None	8. Prepare letter of partnership approval and Memorandum of Agreement (MOA) to be signed by the AGMFA	None		Researcher Human Resource Development Division
9. None	9. Give a copy of the signed letter of partnership and original copy of the MOA and inform the school representative that can already endorse students for on-the-job training.	None	1 Hour	Researcher Human Resource Development Division
10. Receive the signed Letter of Partnership and copy of MOA	10. None			
Total		None	3 Hours and 50 Minutes	

35. APPLICATION FOR STUDENT ON-THE-JOB TRAINING

Brief Description: Process for application of students from accredited schools to apply for On-the-job- training

Office or Division:	Human Resource Development Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Second Year to Graduating College Students

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. School recommendation signed by the Dean/Head of School			School/ Personal Files	
2. Application letter stating the objectives and the areas of interest				
3. Resume/Personal Data Sheet				
4. 2 pcs. (2 x 2) size recent ID picture with white background				
5. 1 pc. Half body picture (attire: uniform/corporate 2R size)				
6. Waiver duly notarized				
7. NBI clearance 1 original copy and 2 photocopies				
8. Certification of Good Moral Character from the School				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Receive complete requirements and inform the student for a final interview	None	15 Minutes	Researcher Human Resource Development Division
2. Final Interview	2. Conduct Final Interview	None	30 Minutes	Researcher Human Resource Development Division
3. Receive result form of interview with advise to call HRDD Office after three working days for the date of orientation.	3. None			
4. None	4. Prepare approval of student OJT deployment to be signed by the approving Authority	None	1 Hour	Researcher Human Resource Development Division
5. None	5. Forward to Manager/OIC, Administrative Dept. for signature			Researcher Human Resource Development Division
6. None	6. Prepare Memorandum, and submit to ID and Pass Control Division •Names of student	None	2 Hours	Researcher Human Resource Development Division

	trainee/s to attend Airport Security Awareness Seminar (ASAS) • Request for issuance of monthly pass to student trainees			
Total		None	3 Hours and 45 Minutes	

36. DEPLOYMENT OF APPROVED STUDENT TRAINEE

Brief Description: Process of deployment of student trainee to various MIAA offices.

Office or Division:		Human Resource Development Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Second Year to Graduating College Students		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend MIAA Basic Orientation (MBO)	1.1. Conduct MIAA Basic Orientation (MBO)	None	4 Hours	Researcher Human Resource Development Division
	1.2. Advise student/s of their date of deployment to office assignment.			
2. Deploy to MIAA office assignment	2. Endorse student OJT by HRDD staff to respective office assignment	None	30 Minutes	Researcher Human Resource Development Division
Total		None	4 Hours and 30 Minutes	

NOTE:

The above process time does not include provision for the mandatory attendance to the Airport Security Awareness Seminar (ASAS) which is conducted by the Office of the AGMSES.

37. APPLICATION FOR USE OF MIAA AUDIO-VISUAL LEARNING AND DEVELOPMENT ROOM WITH DISCOUNT / WAIVER

Brief Description: Client requests the use of the 4th Floor Audio-visual room at the MIAA Administration Building.

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	External Clients			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter request addressed to the General Manager with complete details			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive endorsement letter from GM Office	None	10 Minutes	Office Assistant Human Resource Development Division
2. None	2. Check availability of the requested venue and calculate fees to be charged	None	15 Minutes	Office Assistant Human Resource Development Division
3. None	3. Prepare letter of approval to be signed by the General Manager.	None	1 Hour	Office Assistant Human Resource Development Division
4. Pick up letter of approval and order of payment (if applicable) from the HRDD and fill up MLDR form.	4. Release letter of approval and prepare order of payment (if applicable) and MLDR form to the client.	None	15 Minutes	Office Assistant Human Resource Development Division
5. Proceed to the Collection Division to pay Rental Fee	5. None	*refer to the table of fees below*		

6. Present the MLDR Form, original Official Receipt and submit 2 photocopies of receipt for authentication to the HRDD	6. Receive photocopy of Official Receipt (if applicable) and MLDR Form.	None	5 Minutes	Office Assistant Human Resource Development Division
Total		None	1 Hour and 45 Minutes	

FEES TO BE PAID	
Php 200.00 per day	Sound system
Php 400.00 per day	Laptop and Projector
Php 300.00 per hour or fraction thereof or maximum rate of Php 3,000.00 per day)	

38. APPLICATION FOR USE OF MIAA AUDIO-VISUAL LEARNING AND DEVELOPMENT ROOM WITH FEES

Brief Description: Client requests the use of the 4th Floor Audio-visual room at the MIAA Administration Building.

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	External Clients			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter request addressed to the HRDD with complete details			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the HRDD at least 5 working days prior to date of activity	1. Receive letter	None	10 Minutes	Office Assistant Human Resource Development Division
2. None	2. Check availability of the venue and calculate fees to be charged	None	10 Minutes	Office Assistant Human Resource Development Division
3. None	3. Prepare letter of approval to be signed by the Manager/ Officer-In-Charge, Administrative	None	1 Hour	Office Assistant Human Resource Development Division

	Department			
4. None	4. Advise the client to Pick up the approved letter after one (1) day	None	15 Minutes	Office Assistant Human Resource Development Division
5. Pick up letter of approval and order of payment from the HRDD and fill up MLDR form.	5. None	None	15 Minutes	Office Assistant Human Resource Development Division
6. Proceed to Collection Division to pay Rental Fee		<i>*refer to the table of fees below</i>	10 Minutes	Collection Representative Collection Division
7. Present the MLDR Form, original Official Receipt and submit 2 photocopies of receipt for authentication to the HRDD	7. Receive photocopy of Official Receipt (if applicable) and MLDR Form.	None	5 Minutes	Office Assistant Human Resource Development Division
Total		None	2 Hours and 5 Minutes	

FEES TO BE PAID	
Php 200.00 per day	Sound system
Php 400.00 per day	Laptop and Projector
Php 300.00 per hour or fraction thereof or maximum rate of Php 3,000.00 per day)	

International Cargo Operations Division

External Services

39. UTILIZATION OF MIAA LEARNING AND DEVELOPMENT ROOM (ICT TRAINING ROOM)

Brief Description: Process in availing of MIAA Learning and Development Room (ICT Training Room)

Office Division	International Cargo Operations Division			
Classification	Simple			
Type of Transaction	G2B - Government to Business G2G - Government to Government			
Who May Avail:	Government Agencies and Private Agencies/Concessionaires			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for the use of MIAA Learning Development Room (ICT Training Room) 2. Letter of Approval 3. Order of payment 4. Official Receipt			1. Requesting Party 2. Airport Operations Department 3. International Cargo Operations Division 4. Collection Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Manager/OIC, International Cargo Operations Division (ICOD)	1. Administrative Support Services (ASS) personnel shall receive request letter and check the availability of MLDR for requested date	None	5 Minutes	Operations Assistant (Contracted Manpower) Administrative Support Services ICOD
2. Follow-up thru phone call	2.1. If date is available, ASS personnel shall inform the requesting party via phone	None	5 Minutes	Operations Assistant (Contracted Manpower) Administrative Support Services ICOD
	2.2. If MLDR is not available for requested date, ASS personnel shall notify the requesting party via phone call and provide possible dates when MLDR is available			

3. Obtain approval of Request	3 . ASS personnel shall prepare and forward a reply/memo letter for review and initial of the Manager/OIC, ICOD and approval of the Manager/OIC, Airport Operations Department	None	20 Minutes	<i>Manager/OIC ICOD</i> <i>Manager/OIC AOD</i>
4. Secure Order of Payment	4.1. ASS personnel shall prepare the Order of Payment to be signed by the OIC, ICOD	None	5 Minutes	<i>Operations Assistant (Contracted Manpower)</i> Administrative Support Services ICOD
	4.2. ASS personnel shall give instruction and direction to the requesting party for payment at the Collection Division, MIAA Administrative Bldg.			
5. Payment for the request to use of MLDR (ICT Training Room)	5. Collection Teller shall receive Order of Payment and rental fee, and issue Official Receipt (Collection Division)	Refer to the Fees and Charges listed below	5 Minutes	<i>Collection Teller</i> Collection Division
6. Submit copy of Official Receipt to ICOD Office	6. ASS personnel shall receive, record, and file the copy of Official Receipt and other documents of transaction	None	5 Minutes	<i>Operations Assistant (Contracted Manpower)</i> Administrative Support Services ICOD

7. Request for change or cancellation of approved schedule (at least three (3) days before the date of commitment)	7.1 For change of schedule, ASS personnel shall receive the request and check availability of other possible dates for a new schedule in concurrence with the requesting party	None	15 Minutes	Operations Assistant (Contracted Manpower) Administrative Support Services, ICOD
	7.2 For cancellation of schedule and refund, ASS personnel shall advise the requesting party to proceed to Accounting Division for the refund process.	None	5 Minutes	Operations Assistant (Contracted Manpower) Administrative Support Services ICOD
Total		Refer to the schedule of Fees and Charges below	1 Hour and 5 Minutes	

FEES TO BE PAID	
a. MLDR (ICT Training Room)	Php 2,000.00/day Php 200.00/hour
b. Sound System	Php 200.00/day
c. Computer (Php.200.00/day)	Php 400.00/day
d. Projector with Projector Screen (Php.200.00/day)	

Airport Ground Operations & Safety Division

External Services

40. ISSUANCE OF AIRSIDE DRIVER'S PERMIT (ADP)

Brief Description: Process for Application of Airside Driver's Permit (ADP)

Office or Division:	Airport Grounds Operations and Safety Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Authorized Employees and Vehicles of MIAA, Tenants and Concessionaires			
CHECKLIST REQUIREMENTS				WHERE TO SECURE
	New	Renew	Replacement	
1. Duly accomplished Application form	√	√	√	Downloadable at www.miaa.gov.ph or AGOSD
2. Letter of Endorsement from the Company	√	√	√	COMPANY
3. Photocopy of LTO Driver's License and Official Receipt (OR)	√	√	√	LTO
4. 2 pcs. of 1x1 ID picture (Latest)	√	√	√	APPLICANT
5. Colored Photocopy of Company ID	√	√	√	COMPANY
6. Colored Photocopy of Access Pass		√		IDPCD
7. Photocopy of ADP (for renewal)	√			APPLICANT
8. Certificate of Attendance to Airside	√	√	√	AGOSD
9. Driving Seminar (for new applicant)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application forms with complete requirements/attachments (<i>bulk applications</i>)	1.1. Receive and check accomplished application form with all necessary requirements/attachments	None	5 Days	AGOSD Staff Airport Ground Operations Division
	1.2. Evaluate submitted applications and attachments	None		AGOSD Staff Airport Ground Operations Division
	1.3. Record and encode the application with the complete	None		AGOSD Staff Airport Ground Operations Division

	attachments			
	1.4. Prepare transmittal to AOD	None		AGOSD Staff Airport Ground Operations Division
	1.5. Review application and recommend to AGMO for approval/disapproval	None		Manager Airport Operation Division
	1.6. Approve/disapprove application	None		AGM for Operations AGMO Office
	1.7. Return applications to AGOSD	None		Officer-In-Charge AGM for Operations AGMO Office
	1.8. Inform applicant of the approved/disapproved ADPs	None		AGOSD Staff Airport Ground Operations Division
	1.9. Transmit approved application to IDPCD for preparation and releasing of the ADPs	None		AGOSD Staff Airport Ground Operations Division
2. Obtain Order of Payment	2. Receive transmittal, issue order of payment	None	1 Day	IDPCD Staff ID & Pass Control Division
3. Pay corresponding fee	3. Accept payment, issue Official Receipt	P300 + VAT		Collection Representative Collection Division
4. Collect the ADP	4. Check the OR, release the ADP	None		IDPCD Staff ID & Pass Control Division
Total		P336.00	6 Days	

41. ISSUANCE OF AIRSIDE VEHICLE PERMIT (AVP)

Brief Description: Process for applying for Airside Vehicle Permit (AVP)

Office or Division:	Airport Grounds Operations Safety Division
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who May Avail:	Authorized Employees and Vehicles of MIAA, Tenants and Concessionaires

CHECKLIST REQUIREMENTS				WHERE TO SECURE
	New	Renewal	Replacement	
1. Accomplished Application Form	√	√	√	Downloadable at www.miaa.gov.ph or AGOSD
2. Endorsement Letter from Company/Agency Authorized Official	√	√	√	Company
3. Chauffeur/Authorized Driver's Information Sheet	√	√	√	Company
4. Colored photocopy of MIAA ID/Access Pass of Owner and Authorized Driver	√	√		IDPCD
5. Photocopy of Owner and Authorized Driver's LTO Driver's License and Official Receipts and ADP/TDP	√	√		LTO
6. Photocopy of Company Identification Card for non-MIAA employee	√	√	√	Company
7. Photocopy of CAAP License for Pilots and Aircraft Mechanics	√	√		CAAP
8. Photocopy of Vehicles LTO Certificate of Registration and Official Receipt	√	√		LTO
9. Photocopy of Company's latest MIAA Accounting Clearance	√	√		MIAA Accounting Office
10. Photocopy of Company's Accreditation Permit with MIAA	√	√		MIAA Concessions Office
11. Vehicle is equipped with rotating beacon light	√	√		Company
12. Vehicle is equipped with permanent/magnetic company logo	√	√		Company
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application with complete requirements /attachments (<i>bulk applications</i>)	1. Receive and check the accomplished application from with all necessary requirements / attachments	None	10 Days	AGOSD Staff Airport Ground Operations Division
2. None	2. Sort applicants according to areas	None		AGOSD Staff Airport Ground Operations Division
3. None	3. Forward applications to GAOD for evaluation of parking slots availability and other concerns	None		AGOSD Staff Airport Ground Operations Division
4. None	4. Recommend	None		Officer-In-Charge

	approval / disapproval of application to AGOSD			General Aviation Operations Division
5. None	5. Transmit application to AGOSD for processing	None		<i>GAOD Staff</i> General Aviation Operations Division
6. None	6. Record applications on AGOSD's AVP/ADVP logbook	None		<i>AGOSD Staff</i> Airport Ground Operations Division
7. None	7. Evaluate and recommend appropriate color restriction to applicant	None		<i>AGOSD Supervisor</i> Airport Ground Operations Division
8. None	8. Forward summary of applications to AOD for evaluation	None		<i>AGOSD Staff</i> Airport Ground Operations Division
9. None	9. Evaluate applications and recommend to AGMO for approval	None		<i>Officer-In-Charge</i> Airport Operations Department
10. None	10. Summary of applications to be forwarded to AGMO	None		<i>AOD Staff</i> Airport Operations Department
11. None	11. Sign summary of approved / disapproved applications	None		<i>Officer-In-Charge</i> <i>AGM for</i> <i>Operations</i> AGMO Office
12. None	12. Signed summary of applications is returned to AGOSD for endorsement to AGMSES	None		<i>AGMO Staff</i> AGMO Office
13. None	13. Upon receipt prepare approved permit	None		<i>AGMSES Staff</i> AGMSES Office
14. None	14. Inform applicants of their approved permits	None		<i>AGMSES Staff</i> AGMSES Office
15. None	15. Transmit approved applications to IDPCD for preparation and releasing of the	None		<i>AGMSES Staff</i> AGMSES Office

	AVPs			
16. Obtain Order of Payment	16. Receive transmittal, issue order of payment	None	1 Day	<i>IDPCD Staff ID & Pass Control Division</i>
17. Pay corresponding fee	17. Accept payment, issue Official Receipt	P500 + Vat		<i>Collection Representative Collection Division</i>
18. Collect AVP	18. Check OR, release the ADP	None		<i>IDPCD Staff ID & Pass Control Division</i>
Total		P560.00	11 Days	

Public Affairs Department

External Services

42. APPLICATION FOR MEET AND ASSIST SERVICE (FACE TO FACE / E-PAYMENT TRANSACTION)

Brief Description: Application in requesting airport courtesy and accommodation under the Meet and Assist Service of the Public Assistance Division – MIAA **thru face to face transaction**

Office Division	Public Affairs Department/Public Assistance Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who May Avail:	Government and Private Companies and Individuals			
Checklist Requirements			Where to Secure	
<ol style="list-style-type: none"> Documentary Requirements <ol style="list-style-type: none"> Letter Request for Meet and Assist Service(MAS) with the following information: <ul style="list-style-type: none"> Requesting party(name, office, designation) Passenger (name, designation, if there is any) Flight details(airline, date, flight number, estimated time of departure/arrival) Name of person to be issued access pass In the absence of letter request, a walk-in client may file a request by accomplishing the MAS Request Form(PAD Form No. 8) Submission of requirements at least three (3) days before the actual flight Payment of fees (see table below) 			Public Affairs Department	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<ol style="list-style-type: none"> Submit written request for Meet and Assist Service (MAS) thru the following communication channels: <ul style="list-style-type: none"> Electronic mail Facsimile/ face to face/ personal appearance 	<ol style="list-style-type: none"> 1.1. Acknowledge receipt of request, check completeness of data 1.2. Receive request letter and check completeness of data 	None	2 Minutes	PAD Staff

2. None	2. Review request and make appropriate approval	None	4 Minutes	PAD Approving Officer
3. None	3. Issue receipt control slip for Paying Clients and encode the request in the Reservation system (VPIIS)	Refer to the schedule of Fees and Charges below	3 Minutes	PAD Staff
4. None	4. Notify Collection Division to proceed to PAD to receive payment	None	1 Minute	PAD Staff
5. Pay appropriate fees and charges	5. Proceed to PAD to receive payment and issue MIAA Official receipt (OR) to client	Refer to the schedule of Fees and Charges below		Collection Division Representative
6. None	6. Process the request and print the meet and assist slip	None	5 Minutes	PAD Staff
Total			15 Minutes	

Brief Description: Application in requesting airport courtesy and accommodation under the Meet and Assist Service of the Public Assistance Division – MIAA thru e-payment transaction

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit written request for Meet and Assist Service (MAS) thru the following communication channels: <ul style="list-style-type: none"> • Electronic mail • Facsimile/ face to face/ personal appearance 	1.1. Acknowledge receipt of request, check completeness of data 1.2. Receive request letter and check completeness of data	None	2 Minutes	PAD Staff

2. None	2. Review request and make appropriate approval	None	4 Minutes	PAD Approving Officer
3. None	3. Issue receipt control slip for Paying Clients and encode the request in the Reservation system (VPIIS)	Refer to the schedule of Fees and Charges below	3 Minutes	PAD Staff
4. Acknowledge total cost of service and pay thru MIAA e-payment channel	4.1. Advise client thru email on the total cost of service requested	Refer to the schedule of Fees and Charges below	5 Minutes	PAD Staff
	4.2. Request client to send proof of payment thru email.		2 Minutes	PAD Staff
5. Send proof of payment via email	5. Endorse to Collection Division thru e-mail the following: a. Filled-out Receipt Control b. Proof of payment	None	7 Minutes	PAD Staff
6. None	6. Issue Official Receipt upon confirmation of proof of payment against MIAA depository bank account	None		Collection Division Representative
7. None	7. Process the request and print the meet and assist slip	None	5 Minutes	PAD Staff
Total			28 Minutes	

Use of Lounge with Guide Service	
A. International Flights for 1 to 10 passengers *In excess of 10 passengers	₱ 4,032. 00 ₱ 201.60/head <i>Inclusive of 12% EVAT</i>
B. Domestic Flights for 1 to 10 passengers *In excess of 10 passengers	₱ 1,120. 00 ₱ 112.00/head <i>Inclusive of 12% EVAT</i>

Guide Service	
Meet and Assist service fee for 1 to 5 passengers *In excess of 5 passengers	₱ 800.00 /head ₱ 500.00/head <i>Inclusive of 12% EVAT</i>

Media Affairs Division

External Services

43. APPLICATION AND ISSUANCE OF SPECIAL PERMIT FOR MOVIE, TELEVISION, ADVERTISEMENT, DOCUMENTARY FILMING AND PHOTOGRAPHY AT THE NAIA COMPLEX

Brief Description: Application process for Government Entities, Private Companies and Individuals who wishes to photo/video film within the NAIA Complex.

Office or Division:	Media Affairs Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Government and Private Companies and Individuals.			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Documentary Requirements a. Written request b. List of staff/crew/artist c. Detailed scenario or synopsis/story board/script d. Detailed list of equipment, props and vehicles including generator sets			Media Affairs Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request for Movie, Television, Advertisement, Documentary Filming and Photography	1. Receive and review complete documentary requirements.	None	4 Hours	<i>Artist-Illustrator A</i> Media Affairs Division <i>Information Officer A</i> Media Affairs Division
2. None	2. Prepare special filming permit and forward with documentary requirements to the Office of the Manager/OIC, Media Affairs Division (MAD) for signature	None	4 Hours	<i>Artist-Illustrator A</i> Media Affairs Division <i>Information Officer A</i> Media Affairs Division

3. None	3. Coordinate with the following offices for approval: a. Office of the concerned Terminal Manager (TM) or Assistant General Manager Security and Emergency Services (AGMSES) b. Office of the Senior Assistant General Manager (SAGM)	None	1 Day	<i>Artist-Illustrator A</i> Media Affairs Division <i>Information Officer A</i> Media Affairs Division
4. Attend coordination meeting for Conduct of Filming Activity	4. Coordination meeting with the following: a. Client b. Terminal Operation c. APD	None	1 Day	<i>Artist-Illustrator A</i> Media Affairs Division <i>Information Officer A</i> Media Affairs Division
Total		None	3 Days	

44. CONDUCT OF CLIENT ACTIVITY

Brief Description: Assist and supervise the activity to ensure that airport regulations are being followed.

Office or Division:	Media Affairs Division		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who May Avail:	Government and Private Companies and Individuals.		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
None		None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set-up for the actual film activity	1.1 Assist client with the setup and make sure that airport regulations are being followed. 1.2 Prepare Order of Payment; coordinate with Cashiering Division		4 Hours	<i>Artist-Illustrator A</i> Media Affairs Division <i>Information Officer</i> Media Affairs Division
2. Receive order of payment and pay appropriate fees		Refer to the schedule of Fees and Charges below	4 Hours	<i>Collection Representative</i> Collection Division
Total			1 Day	

FEES TO BE PAID	
a. Documentary Filming, Advertising Filming, TV Filming and Photo shoot	Php 10, 614 / 2 hours
b. Movie Filming	Php 26,500 / 3 hours

(Inclusive of 12% EVAT)

Office of the AGM for Engineering

External Services

45. ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/REPAIR AND UTILITY SERVICE PERMITS

Brief Description: Issuance of Inspection Report and Checklist of Requirements

Office or Division:		Business Dev't & Concessions Management Department (BDCMD)		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business		
Who May Avail:		MIAA Concessionaires/Lessee & Other Government Agencies Operating at the Airport		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
PRELIMINARY DOCUMENTS				
1. Three (3) copies initial plans (A3 size), Scope of Work, timetable/timeframe, project cost and vicinity/location map			Applicant/Contractor	
2. One (1) Copy of Notice of Award/Contract			BDCMD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a Letter of Intent/Request to the BDCMD including the above preliminary documents	1. Receive Letter of Intent/Request, checks completeness of preliminary documents and verifies if bonafide proponent. Schedule the Joint Actual Site Inspection with the Representatives from the Office of the AGME, Head - Area of Responsibility and Technical Representative of Applicant/ Lessee. Representative from BDCMD if necessary.	None	1 Day	Receiving Clerk BDCMD Office

2. None	2. Conduct Joint Actual Site Inspection. Determination of applicable type of permit (new construction, major or minor repair) and advise/ notify the applicant to follow-up Inspection Report after two (2) working days	None	1 Day	<i>Representatives from BDCMD, OAGME, HEAD AOR</i>
3. None	3. Preparation of Inspection Report by representative of AGME. Validation of Checklist of Final Requirements. Issuance of Inspection Report to Applicant.	None	2 Days	<i>T1, T2, T3 and T4 - Head Engineering Terminal Engineering Office</i> <i>Officer-In-Charge Design and Planning Division</i> <i>Officer-In-Charge Pavements and Grounds Division</i> <i>Manager Electrical Division</i> <i>Manager Electronic and Communication Division</i> <i>Officer-In-Charge Mechanical Division</i>
4. Receive and concur the Inspection Report	4. Endorsement to AGME of the letter from Concessionaire together with the requirements and Inspection Report	None	1 Day	<i>Representative from BDCMD</i>
Total		None	5 Days	

Brief Description: Evaluation of Final Requirements for the Issuance of New Construction or Major Renovation/Repair Permits

Office or Division:	Office of the AGM for Engineering (AGME)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who May Avail:	MIAA CONCESSIONAIRES/LESSEE & OTHER GOVERNMENT AGENCIES OPERATING AT THE AIRPORT
CHECKLIST REQUIREMENTS	WHERE TO SECURE
FINAL REQUIREMENTS	
1. Duly accomplished Application Form (2 copies) E-AEN-F-002 – for new construction, major renovation, or excavation	Downloadable at www.miaa.gov.ph or OAGME
2. Detailed Engineering Drawings (5 sets) in 20" x 30" Blue Print plans for major construction/renovation that includes: (Note: All plans must be signed and sealed by Lessees Engineer/Architect and concurred by the Lessee. Copy of PRC & PTR of professionals included.)	Applicant
a. Detailed Architectural and Civil Works plans	Applicant
b. Detailed Plumbing & Sanitary Plans	Applicant
c. Detailed Structural Plan (as applicable)	Applicant
d. Structural Design/Analysis (as applicable)	Applicant
e. Electrical Plan	Applicant
f. Mechanical Plan including Air-conditioning System, Exhaust System, FDAS and Gasline (as applicable)	Applicant
g. Electronics & Communication Plans including cabling for LAN connections, CCTV and POS (as applicable)	Applicant
h. Bill of materials, specification and Bar Chart/Project duration	Applicant
3. Duly accomplished Utility Service Application Form (for temporary connection for water and power supply)	OAGME
4. Height Clearance, as applicable (for new construction or vertical improvements)	CAAP
5. Environmental Clearance Certificate (for projects identified under Presidential Proclamation 2146) as applicable	DENR
6. Laguna Lake Development Authority (LLDA) (as applicable)	LLDA
7. Building Permit/Excavation Permit (as applicable)	LGU/CITY HALL
8. Clearance Certificate and Traffic Management Plan (for excavation)	MMDA and DPWH

9. Notarized Letter of Undertaking			Applicant	
10. Payment of Construction/Renovation/Excavation Permit Fee (upon approval of MIAA Permit)			Applicant	
11. Posting of Construction Bond (upon approval of MIAA Permit)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete final requirements to the OAGME	1. Receive and check completeness of submittals based on the Checklist for the Final Requirements.	None	3 Hours	<i>AGME Receiving Clerk;</i>
2. None	2. Forward to Design and Planning for preparation of Memo Brief.	None	4 Hours	<i>Engineering Designs Specialist (Contracted Manpower)</i> Design and Planning Division <i>Civil Engineer (Contracted Manpower)</i> Design and Planning Division <i>Officer-In-Charge</i> Design and Planning Division
3. None	3. Return documents to AGME for dissemination of documents to concerned Engineering offices	None	1 Hour	<i>Engineering Designs Specialist (Contracted Manpower)</i> Design and Planning Division <i>Civil Engineer (Contracted Manpower)</i> Design and Planning Division <i>Officer-In-Charge</i> Design and

				Planning Division
4. None	4. Review/ evaluate plans and other submittals. Prepare result of review and inform Applicant in writing. <i>(In case of noted deficiencies- recommended correction will be reflected on submitted plans without returning the same to Applicant. Likewise, all plans will be returned to the Applicant in case of major deficiency)</i>	None	4 Days	Concerned Engineering Offices/ Representatives AGME Representative
5. Prepare revision of submitted plans, if necessary. Informs AGME in writing within 48 hours upon receipt of the comments. If not acceptable, a technical meeting shall be conducted.				
6. None	6. Routes Memo Brief w/ corresponding attachments for signature of the SAGM, in coordination w/ Head, AOR and Terminal		10 Days	OAGME HEAD, AOR SAGM GM

	Managers for approval of the GM. Upon approval, advises Applicant to pay/post necessary fees and bonds thru Order of Payment			
7. Pays corresponding fees/post bond and forwards	7. Receives Order of Payment / Posting of Bonds and issue necessary documents (Official Receipt)	Php 1,218.00/ application for New Construction/ Major Renovation	5 Minutes	Collection Representative Collection Division
8. None	8. Receives documents and issues MIAA Permit.		4 Hours	OAGME Representative
Total		Php 1,218.00	15 Days 4 Hours and 5 Minutes	

Brief Description: Evaluation of Final Requirements for the Issuance of MINOR Renovation/Repair Permit

Office or Division:	Office of the AGM for Engineering (AGME)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who May Avail:	MIAA Concessionaires/Lessee & other Government Agencies operating at the Airport
CHECKLIST REQUIREMENTS	WHERE TO SECURE
FINAL REQUIREMENTS	
1. Duly accomplished Application Form (2 copies) E-AEN-F-003 – for minor renovation/repair	www.miaa.gov.ph or OAGME
2. Detailed Drawings of work to be done (3 sets) in A3 Size for minor renovation/repair that includes material specifications and Location Plan, signed by the Owner and their Architect/Engineer (as applicable)	Applicant/Lessee
3. Duly accomplished Utility Service Application Form (for temporary connection for water and power supply and communication services)	Applicant/Lessee

4. Payment of Minor Renovation Permit Fee (upon approval)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete final requirements to the OAGME	1. Check completeness of submittals based on the Checklist for the Final Requirements. Disseminates documents to concerned Engineering offices	None	4 Hours	Receiving Clerk AGME Office
2. None	2. Review/evaluate plans and other submittals. Prepares result of review and informs Applicant in writing. <i>(In case of noted deficiencies recommended correction will be reflected on submitted plans without returning the same to Applicant. Likewise, all plans will be returned to the Applicant in case of major deficiency)</i>	None	4 Days	Concerned Engineering Offices/ Representatives/ OAGME Representative
3. None	3. Prepare Order of payment and MIAA Permit	None	4 Hours	AGME Representative
4. Pays corresponding fees/post bond and forwards	4. Receive Order of Payment/Posting of Bonds and issue necessary documents (Official Receipt)	Php 365.40/ application Minor Renovation	5 Minutes	Collection Representative
	5. Receive documents and issues MIAA Permit and NTP.	None	4 Hours	OAGME Representative
Total		Php 365.40	5 Days, 4 Hours and 5 Minutes	

Brief Description: Evaluation of Application and Final Requirements for Utility Service Permit

Office or Division:	Office of the AGM for Engineering (AGME)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	MIAA CONCESSIONAIRES/LESSEE & OTHER GOVERNMENT AGENCIES OPERATING AT THE AIRPORT			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
FINAL REQUIREMENTS				
1. Duly accomplished Application Form (2 copies) E-AEN-F-004 – for each specified utility service installation			www.miaa.gov.ph or OAGME	
2. Utility layout or Engineering Plan in A3 size with load schedule duly signed by a licensed Engineer			Applicant/Lessee	
3. For CCTV, cabling, antenna, and network installation, layout plans and single line diagram			Applicant/Lessee	
4. Minor Renovation/Repair or Excavation Permit, if needed			OAGME	
5. Payment of Utility Service Permit Fee (upon approval)			Applicant/Lessee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a Letter of Intent/ Request to the BDCMD	1. Receive Letter of Intent/Request, verifies if bonafide proponent. Endorse application to OAGME	None	4 Hours	<i>Receiving Clerk BDCMD Office</i>
2. None	2. Check and receive completeness of submittals. Disseminate documents to concerned Engineering office.	None	4 Hours	<i>Receiving Clerk AGME Office</i>
3. None	3. Review/evaluate plans and other submittals. Prepare result of review and informs Applicant in writing. <i>(In case of noted deficiencies-recommended correction will be reflected on submitted plans without returning the same to</i>	None	3 Days	<i>Concerned Engineering Offices/ Representatives/ OAGME Representative</i>

	<i>Applicant. Likewise, all plans will be returned to the Applicant in case of major deficiency)</i>			
4. Prepare revision as per comment from OAGME, if necessary. <i>(Informs AGME in writing within 48 hours upon receipt of the comments. If not acceptable, a technical meeting shall be conducted.)</i>				
5. None	5. Prepares Order of payment and MIAA Permit	None	2 Days	<i>AGME Representative</i>
6. Receive approved Order of Payment and pays corresponding fees/post bond and forwards	6.1. Receive Order of Payment and issue necessary documents (Official Receipt)	Php 365.40/ application/ Utility Service	5 Minutes	<i>Collection Representative Collection Division</i>
	6.2. Receive photocopy of Official Receipt as proof of payment, issues MIAA Permit copy furnished BDCMD.		4 Hours	<i>OAGME Representative</i>
Total		Php 365.40	6 Days 4 Hours and 5 Minutes	

Office of the AGM for Security and Emergency Services

External Services

46. APPROVAL FOR OB CARD

Brief Description: Approval of Request for OB Card

Office Division		Assistant General Manager - Security and Emergency Services		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who May Avail:		AFP and Other Law Enforcement Agencies		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter Request			End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter from the agency	1.1. Receive the letter request/open office email	None	1 Day	(1 st Shift) Shift in Charge AGMSES Office
	1.2. Review the contents of the letter request to determine if the details are complete (e.g. name of passenger/s flight details, purpose of the request and name of the person/s, to be issued OB Cards and contact number of the requesting party)	None		
2. None	2. Forward the request to the Chief of Staff to affix initial	None		Chief of Staff AGMSES Office
3. None	3. Forward the initialed request to the AGMSES	None		AGMSES AGMSES Office
4. None	4. Once signed, endorse to the GMO or signing authority during holidays, and weekends for approval	None		Office of the General Manager
Total		None	1 Day	

* Urgent Request

47. APPROVAL FOR VEHICLE ENTRY

Brief Description: Request Coordination for Vehicle Entry

Office Division		Assistant General Manager - Security and Emergency Services		
Classification		Simple		
Type of Transaction		G2G – Government to Government G2B - Government to Business		
Who May Avail:		Law Enforcement Agencies, Stakeholders, Company with DL/VIP Accommodation		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter Request			End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter from the agency	1.1 Receive letter request/ open office email	None	1 Day	(1 st Shift) Shift in Charge AGMSES Office (2 nd Shift) Shift in Charge Office of AGMSES Office
	1.2 Review the letter request if with complete details (e.g. name of passenger/s, flight details, purpose of the request and driver's name, plate no. and make of vehicle (for passing thru at T1); purpose of visit, name of person/s to enter, plate no. and make of vehicle (for Airside entry) and contact number of the requesting party	None		(1 st Shift) Shift in Charge AGMSES Office (2 nd Shift) Shift in Charge Office of AGMSES Office
	1.3. If not complete,	None		Chief of Staff

	notify the client to complete to furnish details or thru email			AGMSES Office
	1.4. Forward to the Chief of Staff for initial			
2. None	2. Forward to AGMSES for approval			Chief of Staff AGMSES Office
3. None	3. Approval by the AGMSES			AGMSES AGMSES Office
4. None	4. Forward to PCO and APD for coordination			(1 st Shift) Shift in Charge AGMSES Office (2 nd Shift) Shift in Charge Office of AGMSES Office
Total		None	1 Day	

48. APPROVAL FOR VISITORS PASS

Brief Description: Approval of Request for Visitors Pass for Official Purpose

Office Division		Assistant General Manager - Security and Emergency Services		
Classification		Simple		
Type of Transaction		G2G – Government to Government G2B - Government to Business		
Who May Avail:		Government and Stakeholders		
Checklist Requirements			Where to Secure	
Letter Request			End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request for access	1.1. Check the letter if with complete details (e.g. name/s of person to enter, date and purpose of entry and contact number). The purpose stated	None	1 Day	(1 st Shift) Shift in Charge AGMSES Office (2 nd Shift) Shift in Charge Office of AGMSES Office

	in the request should be official in nature (e.g. site inspection, familiarization tour, airline concerns, office visit etc, other than meeting or sending off passenger)			
	1.2. If the purpose is not valid, return the letter request to the requesting party			(1 st Shift) Shift in Charge AGMSES Office
2. Receive the letter request indicating that the purpose is not valid	2. None			(2 nd Shift) Shift in Charge Office of AGMSES Office
3. None	3. If valid, forward to the Chief of Staff for initial	None		Chief of Staff AGMSES Office
4. None	4. Inform the client to follow-up request	None		(1 st Shift) Shift in Charge AGMSES Office
5. None	5. Forward request to the AGMSES for approval			AGMSES AGMSES Office
6. None	6. Forward approved request to PCO and APD (for Airside entry)	None		(1 st Shift) Shift in Charge AGMSES Office
				(2 nd Shift) Shift in Charge Office of AGMSES Office
Total		None	1 Day	

Landside Police Division

External Services

49. REQUEST FOR ISSUANCE OF POLICE REPORT

Brief Description: Reported/ Walk-In Complaint/s of Traffic Vehicular Accident/s

Office or Division:	Landside Police Division			
Classification:	Complex			
Type of transaction:	G2C - Government to Citizen			
Who May Avail:	Airport Passengers, Users, Authorized Person/ Representative			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Estimated of Damages 2. Photocopy of Policy Insurance, Photos of Damage Portions, Photocopy of MVR/ OR/CR, Pencil Stencil of Motor and Chassis No. 3. Sworn Statement/ Affidavit			1. Official Dealership Service Centers (CASA) 2. Owner of Vehicle 3. Owner of the vehicle	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up Sworn Statement with attached complete requirements	1. Receive the filled-up sworn statement with the complete requirements.	None	3 Days (if injured) 1 Hour (for normal conditions)	1 st , 2 nd and 3 rd Duty Traffic Accident Investigator
2. None	2. Check if the documents are complete	None	1 Hour	1 st , 2 nd and 3 rd Duty Traffic Accident Investigator
3. None	3. Traffic Investigator will inform the clients if willing to settle.	None	1 Hour	1 st , 2 nd and 3 rd Duty Traffic Accident Investigator
4. None	4. If not willing to settle, proceed to the conduct of investigation and request for additional documentation (e.g insurance policy)	None	1 Hour	1 st , 2 nd and 3 rd Duty Traffic Accident Investigator
5. Secured necessary documents/ requirements	5. Validation of pertinent documents submitted by requesting party for evaluation	None	1 Hour	1 st , 2 nd and 3 rd Duty Traffic Accident Investigator

6. Reviews the draft Police Report for concurrence	6.1. Prepare draft of Police Report/ Certification for concurrence of both parties and signature of the investigating officer	None	1Hour	<i>1st, 2nd and 3rd Duty Traffic Accident Investigator</i>
	6.2. Investigation officer submits the signed documents to OIC Traffic Police Section or Landside Police Division	None	5 Minutes	<i>1st, 2nd and 3rd Duty Traffic Accident Investigator</i>
	6.3. Receives, Approves, and forwards the reports for signature of OIC/AOIC Traffic Police Section or by OIC Landside Police Division if the former is not available.	None	5 Minutes	<i>OIC/ AOIC Traffic Police Section</i> <i>OIC/ AOIC Landside Police Division</i>
Total		None	3 Days, 6 Hours and 10 Minutes (If Injured) 6 Hours and 10 Minutes (Normal Condition)	

Terminal Police Division

External Services

50. FILING OF COMPLAINTS FOR ADMINISTRATIVE CHARGES

Brief Description: Filing of Administrative complaint

Office or Division:		Terminal Police Division - Terminal 1, 2, 3 and 4		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen G2G- Government to Government G2B - Government to Business		
Who May Avail:		Airport users and Airport employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Two (2) Valid Identification 2. Complaint Form 3. Dispatch slip in case of Transport complaint			1. Any issuing Government ID 2. Terminal Police Division/ Section 3. Curbside Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance of formal complainant	1.1. Interview by attending officer	None	1 Hour	Desk / Attending Officer Terminal Police Section
	1.2. Provide Complaint Form	None		
2. Fill up Complaint Form and submit to attending officer	2.1. Receive and evaluate the complaint	None	3 Hours	
	2.2. Notify and advise the client by providing a copy of Complaint Form and endorse to concerned office	None		
3. Receive copy of Complaint Form	3. Give instruction to the complainant to proceed to office concerned	None		
Total		None	4 Hours	

51. FILING OF COMPLAINTS FOR CRIMINAL CHARGES

Brief Description: Filing of Criminal Complaint

Office or Division:		Terminal Police Division - Terminal 1, 2, 3 and 4		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen G2G- Government to Government G2B - Government to Business		
Who May Avail:		All		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification 2. Complaint Form 3. Dispatch slip in case of Transport complaint 4. Warrant of Arrest 5. Hold departure order			1. Any issuing Government ID 2. Terminal Police Division/ Section 3. Terminal Curbside Management 4. Regional Trial Court 5. DOJ	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance of formal complainant	1.1. Interview by attending officer	None	1 Hour	Desk / Attending Officer Terminal Police Section
	1.2. Provide complaint Form	None		
2. Fill up the complaint form and submit to attending officer	2. Receive and evaluate the complaint	None	3 Hours	
3. None	3. Notify and advise the client by providing the copy of complaint form and endorse to concerned office	None		
4. Receive the copy of the complaint form	4. Assist/ escort the complainant and/or suspect to the office concerned	None	2 Hours	
Total		None	6 Hours	

Police Intelligence and Investigation Division

External Services

52. REQUEST FOR ISSUANCE OF PIID DETENTION CERTIFICATE

Brief Description: Issuance for Certificate of Detention – Requirement to Post Bail

Office or Division:	Police Intelligence and Investigation Division			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen			
Who May Avail:	Relatives of detainees or any authorized persons/representatives			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request Form 2. Inquest Resolution 3. Authorization Letter (If requested thru a representative) 4. Barangay Clearance with residence location sketch 5. Valid Government Identification Card			1. PIID Office 2. Prosecutors Office (Pasay or Parañaque City) 3. Requester 4. Barangay where the guest currently resides 5. Any issuing Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit a request form with attached complete requirements	1.1. Accept Request Form and validate the submitted requirements	None	1 Day	1 st Shift-in-Charge Police Investigation Section
	1.2. Submit Request Form with requirements to the AOIC, PIID or OIC, IIS for approval.	None		2 nd Shift-in-Charge Police Investigation Section
2. None	2. Prepare the Certification for signature of the AOIC, PIID or OIC, IIS.	None		3 rd Shift-in-Charge Police Investigation Section
3. None	3. Issue the signed Certification to the requesting client.	None		OIC / Assistant Officer-In-Charge Police Intelligence and Investigation Division
4. None	4. Approval and signature to the Certification by	None		Officer –In-Charge Police Investigation Section

	the AOIC, PIID or the OIC, Intel & Invest Section, or his authorized representative			
Total		None	1 Day	

53. REQUEST FOR ISSUANCE OF CERTIFICATION FOR LOST ITEM/S

Brief Description: Issuance of Certification for Lost/Missing/Stolen Item/s

Office or Division:	Police Intelligence and Investigation Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Airport Passengers, Users, and Authorized Persons/Representatives			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request Form 2. Complaint Form 3. Authorization Letter (If requested thru a representative) 4. Valid Government Identification Card			1. PIID Office 2. APD Police Section 3. Requestee 4. Any issuing Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit a Request Form with attached complete requirements	1.1. Accept the Request Form and validate the submitted requirements	None	1 day	1 st Shift-in-Charge Police Investigation Section
	1.2. Submit the Request Form with requirements to the AOIC, PIID or OIC, IIS for approval.	None		2 nd Shift-in-Charge Police Investigation Section
	1.3. Once approved, return the Request Form to the client for claiming purposes.	None		3 rd Shift-in-Charge Police Investigation Section
2. None	2. Validate the veracity of the complaint/ incident reported.	None		

3. None	3. Prepare the Certification (based on the result of validation) for signature of the AOIC, PIID or OIC, IIS, or his authorized representative.	None	1 day	
4. Return on the following day and present the approved Request Form to claim the Certification.	4. Issue the signed Certification to the requesting client or his/her authorized representative.	None		
5. None	5. Approval and signature to the Certification by the AOIC, PIID or the OIC, Intel & Invest Section, or his authorized representative	None		
Total		None	2 Days	

54. REQUEST FOR ISSUANCE OF POLICE REPORT

Brief Description: Reported/ Walk-in Complaints/s of incident/s

Office or Division:	Police Intelligence and Investigation Division			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen			
Who May Avail:	Airport Passengers, Users and Authorized Persons/Representatives			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request Form 2. Complaint Form 3. Notarized Affidavit of Loss (e.g. Passport and Lost Items) 4. Authorization Letter (If requested thru a representative) 5. Valid Government Identification			1. PIID Office 2. APD Police Section 3. Notary Public 4. Requester 5. Any issuing Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit a	1.1. Accept request and Form	None	1 Day	1 st Shift-in-Charge

Request Form with attached complete requirements	validate submitted requirements			Police Investigation Section 2 nd Shift-in-Charge Police Investigation Section 3 rd Shift-in-Charge Police Investigation Section OIC/ Assistant Officer-In-Charge Police Intelligence and Investigation Division Officer –In-Charge Police Investigation Section
	1.2. Submit Request Form with requirements to the AOIC, PIID or OIC, IIS for approval.	None		
2. None	2. Once approved, return the Request Form to the client for claiming purposes.	None		
3. None	3. Validate the veracity of the complaint/ incident reported.	None		
4. None	4. If verified, prepare the Police Report for signature of the AOIC, PIID or OIC, IIS.	None		
5. None	5. If not verified, prepare a Certification indicating the result of verification, for signature of the AOIC, PIID or OIC, IIS.	None	1 Day	
6. Return on the following day and present the approved Request Form to claim the Police Report.	6.1. Issue the signed Police Report or Certification to the requesting client or his/her authorized representative.	None		
	6.2. Approval and signature to the Police Report or Certification by the AOIC, PIID or the OIC, Intel & Invest Section, or his Authorized Representative.	None		
Total		None	2 Days	

Intelligence and Investigation Division (Lost and Found Section)

External Services

55. REQUEST AND CLAIMS OF SAFEGUARDED LOST AND FOUND ITEMS

Brief Description: Releasing of lost and found items
(Note: Within the 6 months retention period)

Office or Division:		Intelligence and Investigation Division - Lost and Found Section		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen / G2G - Government to Government		
Who May Avail:		Airport user		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Proof of ownership <ul style="list-style-type: none"> a. Official Receipt b. Memorandum Receipt c. Picture of items 2. Photocopy of passport / valid ID of the owner 3. If representative <ul style="list-style-type: none"> a. Authorization letter b. Photocopy of passport or valid id of the owner c. Photocopy of valid id of claimant/representative 			Airport Users	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry thru phone or walk in	1.1. Check blotter if lost item matches with the incident reported.	None	15 Minutes	Officer-In-Charge Lost and Found Section Intelligence and Investigation Division
	1.2. Request documents listed above	None		Civil Security Officer (2 nd Shift) Intelligence and Investigation Division Assistant Officer-In-Charge (3 rd Shift) Lost And Found Section Intelligence and Investigation Division

2. Submit requirements	2. Check if complete requirement	None	15 Minutes	<i>Officer-In-Charge Lost and Found Section Intelligence and Investigation Division</i> <i>Civil Security Officer (2nd Shift) Intelligence and Investigation Division</i> <i>Assistant Officer- In-Charge (3rd Shift) Lost And Found Section Intelligence and Investigation Division</i>
3. None	3. Release, if documents are in order (per item) with acknowledgement receipt	None	30 Minutes	<i>Officer-In-Charge Lost and Found Section Intelligence and Investigation Division</i> <i>Civil Security Officer (2nd Shift) Intelligence and Investigation Division</i> <i>Assistant Officer- In-Charge (3rd Shift) Lost And Found Section Intelligence and Investigation Division</i>
Total		None	1 Hour	

Intelligence and Investigation Division (Counter Intel Section)

Internal Services

56. APPLICATION FOR AND RELEASING OF MIAA CLEARANCE

Brief Description: MIAA Clearance is one of the primary requirements for the issuance of NAIA ID/ Access Permit.

Office or Division:	IID – Counter Intel Section			
Classification:	Highly Technical			
Type of transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who May Avail:	Airport Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter Request/Endorsement from Head of Office			1. Applicant's Company	
2. Certificate of Background Check Investigation from Head of Office			2. Applicant's Company	
3. Encoded database format (Hard and Soft copy)			3. IID-CI/ IAMD Office or https://bit.ly/2XxfgtV (Downloadable)	
4. Original NBI Clearance (extra or personal copy)			4. NBI Office or NBI Satellite Offices/branches	
5. Court Resolution/ Clearance/Certification and/or Other Documentary Information pertaining to the remarks/ findings stated on the NBI Clearances (As maybe determined by IAMD-IID)			5. Respective courts where the case may be filed as stated/reflected on the remarks on the NBI Clearance and/or Other Government Law Enforcement Agency (LEA).	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application: 1. Proceed to IAMD-IID Office for filing of application with complete documentary requirements	1.1. Receive, evaluate and assess as to category/ classification and Status of application (Old or New) review of the document and attachments (e.g. Authenticity and Validity of the NBI Clearance, correctness of other attached documents)	None	20 Minutes	Receiving Clerk Counter Intel Section

	<p>1.2. If Complete and without discrepancy was check, returns Receiving Copy of complete documents and stamp "Received" with notation when to claim MIAA Clearance.</p> <p>1.3. If not complete and with discrepancy observed, returns to client with an advice to submit additional requirements. (e.g. Barangay Clearance, Police Clearance, Court Resolution/ Clearance/Certification and/or Other Documentary Information pertaining to the remarks/ findings stated on the NBI Clearances)</p>			
2. None	2. Request is recorded on Official Logbook per category (MIAA Organic, MIAA Contracted, MIAA Stakeholders and MIAA Concessionaire		3 Days	Receiving Clerk Counter Intel Section
3. None	3. Request is forwarded to the Investigation Section-IID for			Duty Admin Officer/ Personnel Investigation Section -IID

	data/ record check and verification. (Violation of MIAA Rules and Regulations)			
4. None	<p>4.1. Approval/ Disapproval (Based on the MC on the Conduct of Background Check Policies and Procedure if the applicant is Qualified and /or Disqualified for the Issuance of MIAA Clearance and not included/stated in the provisions under the Grounds for Non-Issuance and Revocation of MIAA Clearance.)</p> <p>4.2. If approved, application is forwarded for encoding in to the Database for the Issuance of the MIAA Clearance</p> <p>4.3. If disapproved, client or authorized representative of the company will be notified/ informed of the said disqualification/ disapproval and no MIAA Clearance will be issued</p>		3 Days	<i>Supervisor</i> Counter Intel Section

5. None	<p>5. Encoding to Database:</p> <p>a. Review/Comparison of Data based on existing/collected files, information and documents (e.g. Filtering of applicants information if the same is Old or New Employee, Transferred or Rehired employee, with or without NICA and NBI coordination)</p> <p>b. Migration/consolidation of encoded Data/Information to the Main Database</p> <p>c. Inclusion to the Main Database</p>		3 Days	<i>Duty Counter Intel Personnel (Processing Officer/Data Controller) Counter Intel Section</i>
6. None	<p>6. Processing of request:</p> <p>a. Printing of MIAA Clearance</p> <p>b. Review Printed MIAA Clearance as to the Correctness of the following:</p> <ul style="list-style-type: none"> • File number • Name • company <p>c. Signatory/ies and Initials.</p>		2 Days	<i>Duty Counter Intel Personnel (Processing Officer/Data Controller) Counter Intel Section</i> <i>Supervisor Counter Intel Section</i>
7. None	7. Approval/		2 Days	<i>Manager Intelligence</i>

	Signature on Printed MIAA Clearance			Access Management Department
RELEASING: 8. Proceed to IAMD-IID Office and Present Receiving Copy	8. Check Database (e.g. Name, Company and File Number) a. MIAA Clearance is Photo Copied b. Release copy of the MIAA Clearance to the Client/ Authorized Representative of the company c. Stamp Released (File Copy)		20 Minutes	<i>Receiving Clerk</i> Counter Intel Section
<p>NOTE: Enhancement Procedure on the conduct of background check requires additional coordination with other Government Law Enforcement Agency (LEA) (e.g. NICA, NBI, PDEA, PNP, Etc.) and processing time may vary depending on the action of the concerned Agency.</p> <p>1. As to 15 days Consolidation of Data/ Information for coordination. 2. Positive result- Cleared 3. Negative result- Subject for further evaluation of IAMD-IID 3.1. Revocation of MIAA Clearance 3.2. Put on Stop List/ Confiscation of Issued ID/ Access Passes</p>				
Total			13 Days and 40 Minutes	

ID & Pass Control Division

External Services

57. ISSUANCE OF VISITOR STICK-ON PASS (WELL-WISHERS)

Brief Description: The Visitor Stick-on Pass is by the IDPCD issued to individuals with approved requests to assist passengers inside the terminals.

Office or Division:		ID & Pass Control Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business		
Who May Avail:		All		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request for Visitor pass / Letter Request 2. Valid ID of applicant 3. Visitor Pass Fee (Php50.00)			IDPCD Pass Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On day of use, present valid ID to IDPCD Counter Staff	1.1. Check valid ID against ID submitted upon application	Php 50.00 (VAT inclusive)	2 Minutes	Counter Staff ID & Pass Control Division
	1.2. Print and release Visitor Pass		2 Minutes	Counter Staff ID & Pass Control Division
2. Surrender Visitor Pass	2. Retrieve Visitor Pass; Release deposited ID		1 Minute	Counter Staff ID & Pass Control Division
Total		Php 50.00	5 Minutes	

ID & Pass Control Division

Internal Services

58. ISSUANCE OF DAILY ON DUTY PASS

Brief Description: The Daily on Duty Pass is issued to airport workers who are new and awaiting issuance of the Monthly, Quarterly, Semi-Annual and Annual ID.

Office or Division:		ID & Pass Control Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2B – Government to Business		
Who May avail:		Airport Employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
DOCUMENTARY REQUIREMENTS				
1. Endorsement Letter for Daily On Duty Pass signed by company signatory			1. Applicant's company	
2. Valid company ID			2. Applicant's company	
3. NAIA ID Application Form			3. IDPCD or maaa.gov.ph	
4. Attendance to Security Awareness			4. OAGMSES	
5. MIAA Security Clearance			5. MIAA-IID	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for daily On Duty Pass	1. Issue Order of Payment		2 Minutes	Counter Staff ID & Pass Control Division
2. Proceed to Collection Division, MIAA Admin Bldg.	2. Receive Order of Payment and issue Official Receipt	Php 5.60 / pass (incl. VAT)	7 Minutes	Duty Collector Collection Division
3. Present OR to IDPCD	3. Receive and record payment		3 Minutes	Counter Staff ID & Pass Control Division
4. On day of duty, present company ID	4. Issue daily On Duty pass		1 Minute	Counter Staff ID & Pass Control Division
Total		Php 5.60	13 Minutes	

59. ISSUANCE OF ON DUTY CARD

Brief Description: The On Duty Card (ODC) is granted to authorized personnel of MIAA, NAIA-based government agencies, airlines and allied companies directly involved in airport management, government regulations, flight operations, ground handling and aerodrome security.

Office or Division:		ID & Pass Control Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2B – Government to Business		
Who May avail:		All		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter Request for use of On Duty Card (ODC) with ff. information: a. Name of applicant/user of ODC b. Date when ODC will be used c. Reason/Justification for use of ODC d. Signed by company authorized signatory			1. Pass Applicant	
2. Valid ID of applicant			2. Pass Applicant	
3. Letter of authority (if applicant is unable to claim ODC)			3. Pass Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for ODC	1.1. Receive letter request	None	1 Minute	Counter Staff ID & Pass Control Division
	1.2. Check information in request			
2. Present company ID	2. Check company ID	None	1 Minute	Counter Staff ID & Pass Control Division
3. Submit letter of authority to authorized personnel (if applicant is unable to claim ODC)	3.1. Check letter of authority and ID of authorized personnel	None	1 Minute	Counter Staff ID & Pass Control Division
	3.2. Fill out ODC Slip	None	1 Minute	Counter Staff ID & Pass Control Division
	3.3. Release ODC to applicant/authorized personnel	None	1 Minute	Counter Staff ID & Pass Control Division
4. Sign in ODC Logbook and fill in required information	4. Attach deposited ID to ODC number duplicate and place in "Box for Deposited IDs"	None	1 Minute	Counter Staff ID & Pass Control Division

5. Return ODC to IDPCD upon completion of duty	5.1. Verify control number of returned ODC if same number issued	None	1 Minute	Counter Staff ID & Pass Control Division
	5.2. Release deposited ID			Counter Staff ID & Pass Control Division
Total		None	7 Minutes	

60. RELEASING OF NAIA ID

Brief Description: The NAIA ID is issued by the ID & Pass Control Division to airport workers and authorized personnel who have complied with all security requirements of the MIAA.

Office or Division:	ID & Pass Control Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B - Government to Business
Who May Avail:	Airport Employees/Authorized Personnel
CHECKLIST REQUIREMENTS	
1. Letter Request/Endorsement from Head of Office	1. Applicant's company
2. Duly accomplished NAIA ID Application Form endorsed by authorized signatories of their respective Offices with one (1) recent 2" X 2" colored picture with white background (taken no more than six months prior)	2. IDPCD or www.miaa.gov.ph
3. Endorsement from the Department of Foreign Affairs and photocopy of Diplomatic Identity Card (for diplomats)	3. DFA Office of Protocol
4. Appropriate working visa issued by the Bureau of Immigration or Department of Justice (for foreign nationals)	4. Bureau of Immigration or DOJ
5. Employment contract/appointment paper indicating employment status of applicant and duly conformed by applicant (for new applications)	5. Applicant's company
6. Office Order/ Personnel Order/ Special Order/ Detail Order (for transfers/ reassignments/ promotions)/ Overtime Authority	6. Applicant's company
7. Attendance to the Airport Security Awareness Seminar	7. OAGMSES
8. MIAA Security Clearance	8. MIAA IID
9. Photocopy of company ID	9. Applicant's company
10. MIAA Concessions Department Accreditation and endorsement	10. MIAA BDCD
11. MIAA Accounting Division clearance (for tenants/ concessionaires/ service providers)	11. MIAA Accounting Division
12. School permit and waiver (for student OJT)	12. Applicant's school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On day of release of ID/Pass, Client secures Order of Payment	1. Issue Order of Payment	AID – Php 164.00 SID – Php 84.50 QP- FOC MP- Php 22.00	1 Minute	<i>ID Section Staff</i> ID & Pass Control Division
2. Proceed to Collection Division	2. Receive payment; Issue Official Receipt (OR)		7 Minutes	<i>Duty Collector</i> Collection Division
3. Present OR to IDPCD	3. Receive OR and record payment		1 Minute	<i>ID Section Staff</i> ID & Pass Control Division
4. Receive new ID/Pass and surrender old ID (if renewal)	4. Release AID/SID/QP/MP		2 Minutes	<i>ID Section Staff</i> ID & Pass Control Division
TOTAL		AID – Php 164.00 SID – 84.50 MP – Php 22.00	11 Minutes	

Rescue and Firefighting Division

Internal Services

61. APPLICATION FOR HOT WORK PERMIT

Brief Description: Hot Work Permit (HWP) application and on-site inspection of hot work activity.

Office or Division:	Terminal Safety Services – Rescue and Fire Fighting Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	All construction related activities at NAIA Complex, including offices under MIAA			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Fully accomplished Hot Work Permit Application Form			Terminal Safety Services (T1, T2, T3, T4 & ICT)	
2. Order of Payment				
3. Hot Work Payment Receipt			Collection Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form and Order of Payment from the Terminal Safety Services Office only	1. None	None		Fire Safety Officer On-Duty Terminal Safety Services
2. Pay the Hot Work Permit at Collection Division (Present the Order of Payment)	2. None	P 635.00 +12% EVAT		Collection Representative Collection Division
3. Submit fully accomplished HWP Application Form with endorsement from the Terminal Engineering and Hot Work Permit Payment Receipt to	3.1.Review HWP Application Form and ensure that all fields are properly and correctly filled-up prior to acceptance. 3.2.Review HWP Payment Receipt.	None	5 Minutes	Fire Safety Officer On-Duty Terminal Safety Services

<p>the Office of the Terminal Safety Services</p> <p>NOTE: <i>If hot work activity is located at the apron area, HWP shall be pre-approved by the Apron Management Services before endorsement to Engineering</i></p>	3.3.Approval/ Disapproval of HWP application	None	1 Day	<p><i>Head, Terminal Safety Services</i> Terminal Safety Services</p> <p><i>Shift-In-Charge On-duty</i> Terminal 1, 2,3 and 4</p>
4. Inquire and/or secure the Approved/ Disapproved HWP application form from the office of the Terminal Safety Services	4. Released of Approved/ Disapproved HWP application	None	2 Minutes	<i>Fire Safety Officer On-Duty</i> Terminal Safety Services
<p>5. Notify TSS at least thirty (30) minutes prior to hot work activity for on-site inspection of work area, equipment and firefighting appliances.</p> <p>NOTE: <i>TSS reserves the right to stop hot work activities upon assessment that safety measures are neglected and/or violated</i></p>	5. On-site inspection of Fire Safety Officers of the work area equipment, firefighting appliances and Personal Protective Equipment (PPE)	None	30 Minutes	<i>Fire Safety Officer On-Duty</i> Terminal Safety Services
Total		Php 711.20	1 Day and 37 Minutes	

Surveillance Operations Division

External Services

62. Approval for CCTV Viewing Request

Brief Description: For verification and investigation purposes

Office or Division:	Surveillance Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Passenger, Airport Employees, Concessionaire and General Public			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Written/ formal or electronic mail request for CCTV viewing of passenger, airport employees, concessionaires and general public. 2. Passport 3. Ticket 4. Itinerary 5. Complaint Form from Terminal Police Section Non-Passenger 6. Authorization letter from the passenger 7. At least 2 government issued ID 8. Complaint Form from Terminal Police Section			1. Passenger 2. Passenger 3. Passenger 4. Passenger 5. Terminal Police Section 6. Passenger 7. Government issued ID 8. APD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete document listed above	1. Receive and check/ review validity of the presented documents	None	10 Minutes	Officer- In-Charge Surveillance Terminal Section
2. Submit formal request for CCTV viewing located at the Surveillance Division Office at Passcor Building, Parking C, Terminal 1	2.1. Receive request for viewing with complete attachments	None	30 Minutes	
	2.2. Process request and advised client to proceed to the CCTV control room.			
3. Receive the approved request for CCTV.				
4. Present copy of the approved request to the CCTV Console Operator on-duty.	4. Receive approved request for CCTV viewing.	None	2 Hours	
Total		None	2 Hours and 40 Minutes	

63. Approval of CCTV Footage Extraction

Brief Description: For investigation purposes

Office or Division:	Surveillance Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who May Avail:	Airlines and Government Offices			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Formal letter or electronic mail request for the extraction of CCTV footage. 2. Passport 3. Ticket 4. Itinerary 5. Complaint form from Terminal Police Section 6. Court Order 7. Letter from any government investigation agency Non-Passenger 8. At least 2 government valid ID 9. Court Order 10. Agency request in case of investigation 11. Complaint form from Terminal Police Section			1. Passenger 2. Passenger 3. Passenger 4. Passenger 5. Terminal Police Section 6. Regional Trial Court 7. Requesting Government Agency 8. Any government issued ID 9. Regional Trial Court 10. APD 11. Terminal Police Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request for CCTV footage extraction	1.1. Receive and review the request and attachments.	None	30 Minutes	Officer- In-Charge Surveillance Division
	1.2. Process the request and wait for the approval any from GM, AGMSES or OIC- Surveillance			
	1.3. Notify the client and issue the acknowledgement receipt			
2. Receive the acknowledgement receipt				
Total		None	30 Minutes	

Office or Division:	Surveillance Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who May Avail:	Airlines and Government Offices			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Acknowledgement Receipt			Passenger or Non-Passenger Representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present acknowledgement receipt	1. Receive acknowledgement receipt and check list of approved request.	None	20 Minutes	Officer- In-Charge Surveillance Division
2. Receive the approved request for extraction	2. Advise requestee to proceed to CCTV control room.	None		
Total		None	20 Minutes	

Systems and Procedures Improvement Division

Internal Services

64. REQUEST FOR SURVEY OR STUDY ASSISTANCE

Brief Description: To process a survey or study as required by other offices

Office or Division:		Systems and Procedures Improvement Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		All Offices of MIAA, All NAIA Terminals and International Cargo Terminal		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Memorandum from Requesting Party/ End – User 2. SPID Activity Initiation Form (AIF)			SPID Office or Downloadable on the MIAA Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End – User submits complete requirements	1.1. Receive and ensure completeness of requirements, acknowledge and record in Incoming Logbook.	None	30 Minutes	Office Assistant Systems and Procedures Improvement Division
	1.2. Return acknowledgement receipt and advise the End-User of the timeline and updates will be forwarded in their email.	None		Senior Management System Analyst Systems and Procedures Improvement Division
2. End-User receives acknowledgement receipt and notes the timeline.	2. None	None		End-User
3. None	3. Forward documents to CMSD for approval and notation of ADCA	None	5 Minutes	Office Assistant Systems and Procedures Improvement Division
Total		None	35 Minutes	

65. CONDUCT OF SURVEY OR STUDY ASSISTANCE

Brief Description: To conduct a survey or study as required by other offices

Office or Division:		Systems and Procedures Improvement Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		All Offices of MIAA, All NAIA Terminals and International Cargo Terminal		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Document Tracking Slip 2. SPID Activity Initiation Form			SPID Office or Downloadable on the MIAA Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receives forwarded documents from AGM-ADCA to proceed.	None	5 Minutes	Office Assistant Systems and Procedures Improvement Division Senior Management System Analyst Systems and Procedures Improvement Division
2. None	2. Sets a collaborative meeting with End-User and inform them the details through email.	None	15 Minutes	Office Assistant Systems and Procedures Improvement Division
3. Acknowledge email regarding set meeting.	3. None	None		End-User
4. None	4. Facilitate meetings with the End-User and concerned offices for a collaborative discussion.	None	4 Hours	End-User Senior Management System Analyst Systems and Procedures Improvement Division Management System Analyst Systems and Procedures

				Improvement Division
5. None	5. Conducts staff meeting to brief and assign personnel to handle the said project.	None	1 Hour	<i>Manager</i> Systems and Procedures Improvement Division
6. None	6. Pilot Testing	None	5 Days	<i>Quality Auditor (Inspector)</i> Systems and Procedures Improvement Division <i>Analyst</i> Systems and Procedures Improvement Division <i>Management System Analyst</i> Systems and Procedures Improvement Division
7. None	7. Data Collection, Collation and Encoding	None	20 Days	<i>Quality Auditor (Inspector)</i> Systems and Procedures Improvement Division <i>Analyst</i> Systems and Procedures Improvement Division <i>Management System Analyst</i> Systems and Procedures Improvement Division
8. None	8. Data Validation, Analysis and Drafting of Report	None	10 Days	<i>Quality Auditor (Inspector)</i> Systems and Procedures Improvement Division <i>Analyst</i> Systems and Procedures Improvement Division <i>Management</i>

				<i>System Analyst</i> Systems and Procedures Improvement Division
9. None	9. Discussion with End-User regarding the study/survey with the data collected, validated, and analyzed	None	4 Hours	<i>Quality Auditor (Inspector)</i> Systems and Procedures Improvement Division <i>Analyst</i> Systems and Procedures Improvement Division <i>Management System Analyst</i> Systems and Procedures Improvement Division
10. None	10. Finalization of the Study/Report	None	1 Day	<i>Quality Auditor (Inspector)</i> Systems and Procedures Improvement Division <i>Analyst</i> Systems and Procedures Improvement Division <i>Management System Analyst</i> Systems and Procedures Improvement Division
11. End-User fills out Activity Initiation Form Section IV	11. Approval of the End-User	None	1 Day	<i>End-User</i>
Total		None	38 Days, 1 Hour and 20 Minutes	

* As per RA 11032 Section 9b the maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter. Prior to the lapse of the processing time, the office or agency concerned shall notify the applicant or requesting party in writing of the reason for the extension and final date of release of the government service/s requested. Such written notification shall be signed by the applicant or requesting party to serve as proof of notice

66. REQUEST FOR FACILITATION OF MEMORANDUM CIRCULAR CONSTITUTION AND REVISION

Brief Description: To process the request of MIAA offices for facilitation of constitution and revision of memorandum circulars.

Office or Division:	Systems and Procedures Improvement Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All Offices of MIAA			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Memorandum from End-User 2. System & Procedure Review Form (A-SPI-F-005) 3. Draft Memorandum Circular 4. Other related documents/issuances as needed			SPID Office or Downloadable from MIAA Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End – User submits complete requirements	1.1 Receive and ensure completeness of requirements, acknowledge and record in MC Logbook.	None	10 Minutes	<i>Office Assistant</i> Systems and Procedures Improvement Division
	1.2. Return acknowledgement receipt and advise the End-User of the timeline and updates will be forwarded in their email.	None		<i>Senior Management System Analyst</i> Systems and Procedures Improvement Division
2. End-User receives acknowledgement receipt and notes the timeline.	2. None	None		<i>End-User</i>
3. None	3. Assign personnel to handle the MC facilitation	None	1 Day	<i>Manager</i> Systems and Procedures Improvement Division

4. None	4. Forward documents to CMSD for approval and notation of ADCA.			Office Assistant <i>System Analyst</i> Systems and Procedures Improvement Division
Total		None	1 Day and 10 Minutes	

67. FACILITATION FOR MEMORANDUM CIRCULAR CONSTITUTION AND REVISION

Brief Description: To facilitate the constitution and revision of memorandum circulars requested by MIAA offices.

Office or Division:	Systems and Procedures Improvement Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All Offices of MIAA			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Memorandum from End-User 2. System & Procedure Review Form (A-SPI-F-005) 3. Draft Memorandum Circular 4. Other related documents/issuances as needed			SPID Office or Downloadable from MIAA Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receives noted Review Form from AGM-ADCA to proceed in the request.	None	5 Minutes	Office Assistant Systems and Procedures Improvement Division <i>Senior Management System Analyst</i> Systems and Procedures
2. None	2. Review, conduct research, coordinate, and collaborate with concerned offices for compliance with MIAA and Gov't Rules and Regulation, and revise documents submitted by the End- Users	None	14 Days	<i>Legal Researcher</i> Systems and Procedures Improvement Division <i>Researcher</i> Systems and Procedures Improvement Division <i>Writer</i> Systems and Procedures Improvement

				Division <i>Management System Analyst</i> Systems and Procedures Improvement Division <i>Senior Management System Analyst</i> Systems and Procedures Improvement Division
3. None	3. Forwards latest draft to End-User through email for their review and approval.			<i>Office Assistant</i> Systems and Procedures Improvement Division
4. Review latest draft sent through email. Request for meeting, if necessary.	4. None	None		<i>End-User</i>
5. None	5. Set a collaborative meeting with the End-User and concerned offices for finalization of the MC and inform the details of the meeting to the End-User and concerned offices through email		15 Minutes	<i>Office Assistant</i> Systems and Procedures Improvement Division
6. Acknowledge email regarding set meeting.	6. None			<i>End-User</i>
7. Lead or host the collaborative discussion /meeting.	7. Facilitate meetings with the End-User and concerned offices for a collaborative discussion.		4 Hours	<i>End-User</i> <i>Senior Management System Analyst</i> Systems and Procedures Improvement Division <i>Management System Analyst</i> Systems and Procedures

				Improvement Division
8. None	8. Prepare revision based on collaborative discussion/meeting with End-User and concerned offices	None	4 Days	<i>Legal Researcher</i> Systems and Procedures Improvement Division <i>Researcher</i> Systems and Procedures Improvement Division <i>Writer</i> Systems and Procedures Improvement Division <i>Senior Management System Analyst</i> Systems and Procedures Improvement Division <i>Management System Analyst</i> Systems and Procedures Improvement Division
9. None	9. Forwards latest finalized draft to End-User through email for their review and approval			<i>Office Assistant</i> Systems and Procedures Improvement Division
10. Acknowledge email and review final draft.	10. None	None		<i>End-User</i>
11. Advise approval of the final draft through email, prepare Memo Brief and attachments.	11. None			
12. None	12. Finalization of the sent Memorandum Circular, Memo Brief, and attachments.	None	1 Day	<i>Senior Management System Analyst</i> Systems and Procedures Improvement

				Division <i>Management System Analyst Systems and Procedures Improvement Division</i>
13. None	13. Forward Memorandum Circular, Memo Brief, and attachments to the End-User for signature and for approval.	None	30 Minutes	<i>Office Assistant Systems and Procedures Improvement Division</i>
14. For signature of the Approving Authority and routing to the concerned offices	14. None	None		<i>End-User</i>
Total		None	19 Days 4 Hours and 50 Minutes	

Terminal Operation T1, T2, T3 and T4

External Services

68. APPROVAL OF TERMINAL INGRESS/EGRESS DECLARATION FORM

Brief Description: Ingress/Egress Declaration

Office or Division:			Terminal Operation - T1, T2, T3, and T4	
Classification:			Simple	
Type of Transaction:			G2C- Government to Citizen G2B - Government to Business	
Who May Avail:			Concessionaires, Airlines and Contractor	
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Ingress/Egress Declaration Form			Terminal Operation T1, T2, T3, and T4	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-up Ingress/Egress Declaration Form	1. Check the declaration form if all the requirements are submitted and complete; if not complete returned to the client and advise the client to complete the requirement	None	2 Days	<i>Aerobridge Operator T1 and T2 (Contracted Manpower)</i> TOG Office <i>Operation Assistant T1, T2, T3, and T4</i> TOG Office <i>Terminal Operation Chief T1,T2, and T4</i> TOG Office <i>ATM- T3 International</i> ATM Office
2. Receive the returned declaration form for completion of requirements	2. None	None		<i>Terminal Operation Chief T1,T2, and T4</i> TOG Office <i>ATM- T3 International</i> ATM Office
3. None	3. If complete, recommending approval from Terminal Police and Terminal Operation Group	None		<i>Terminal Operation Chief T1,T2, and T4</i> TOG Office <i>Head – Terminal Police T1, T2, T3, and T4</i> Terminal Police Section <i>ATM- T3 International</i> ATM Office
4. None	4. Forward to Terminal Manager for approval	None		<i>Terminal Manager T1, T2, T3, and T4</i> TM Office
Total		None	2 Days	

69. APPROVAL OF TERMINAL FACILITIES SLOT CLEARANCE

Brief Description: Use of Terminal Facilities and Equipment

Office or Division:		Baggage Handling Section– T1, T2, T3 and T4 Common Use Terminal Equipment – T1, T2, T3 and T4		
Classification:		Complex		
Type of Transaction:		G2B - Government to Business		
Who May Avail:		Airlines		
CHECKLIST REQUIREMENTS				WHERE TO SECURE
1. Terminal Facilities Slot Clearance				AGOSD (Slotting Section)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Terminal Facilities Slot Clearance from AGOSD	1. TOG's office to receive Slot Clearance from AGOSD	None	30 Minutes	<i>Aerobridge Operator T1 and T2 (Contracted Manpower) TOG Office</i> <i>Operation Assistant T1, T2, T3, and T4 TOG Office</i> <i>Terminal Operations Chief T1, T2, and T3 TOG Office</i> <i>Terminal Manager T4 TM Office</i>
2. None	2. Evaluates and Recommends approval of Terminal Facilities Slot Clearance for initial by Head Facilities and Equipment Service and Passenger Service	None	3 Days	<i>Head -CUTE T1, T2, and T3 CUTE Office</i> <i>Head – BHS T1, T2, and T3 BHS Office</i> <i>Passenger Service Facilities and Equipment Services Office</i> <i>Head - Facilities and Equipment Services – T3, and T4 Facilities and Equipment Services Office</i>
3. None	3. Recommendation by Terminal Operation Chief for approval by Terminal Manager Office	None	6 Hours	<i>Terminal Operations Chief T1, T2, T3, and T4 TOG Office</i>

4. None	4. TM's office to receive Terminal Facilities Slot Clearance	None	30 Minutes	<i>Head Executive Assistant</i> Terminal Manager T1 Office <i>Terminal Administration Chief</i> – T2 Terminal Admin Office <i>Operation Assistant</i> – T3, and T4 (Contracted Manpower) Terminal Operation Office <i>Terminal Manager – T3, and T4</i> TM Office
5. None	5. TM to approve Terminal Facilities Slot Clearance	None	1 Day	<i>Terminal Manager – T1, T2, T3 and T4</i> TM Office
6. None	6. Terminal Manager Office forwards the documents to AGOSD/ AOD for final review/ evaluation and recommendation for approval by Management	None	2 Days	<i>Officer-In-Charge</i> AGOSD Office <i>Officer-In-Charge</i> AOD Office
7. None	7. Final Approval AGMO	None		
Total		None	6 Days and 7 Hours	

Terminal Administration T1, T2 and T3

External Services

70. BILLING OF SERVICE PROVIDER

Brief Description: Preparation of Request for Payment for Billing of Housekeeping Service Provider

Office or Division:	Terminal Administration – T1 and T2			
Classification:	Simple			
Type of transaction:	G2B – Government to Business			
Who May Avail:	Service Provider			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
TOR - BILLING REQUIREMENTS : 1. Billing Statement 2. Contract Cost Computation 3. Summary of Manpower 4. Daily Deployment Form 5. Payroll Report 6. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement			1. Service Provider 2. Service Provider 3. Service Provider 4. Service Provider 5. Service Provider 6. Service Provider	
7. Certificate of Accomplishment 8. Tools & Equipment Daily Status Report 9. Supplies & Materials Delivery Report 10. Tools & Equipment Delivery Report 11. Certificate of Satisfactory Performance 12. Request for Payment			7. Terminal Administration 8. Terminal Administration 9. Terminal Administration 10. Terminal Administration 11. Terminal Administration 12. Terminal Administration	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Billing Documents to the Terminal Administration Office. Billing Documents: a. Billing Statement b. Contract Cost Computation c. Summary of Manpower d. Daily Deployment	1. Accept and check the following documents for completion and compliance based on approved Terms of Reference (TOR) of the contract. a. Billing Documents from Service Provider b. Certificate of Accomplishment c. Tools and Equipment Status Report d. Supplies, Tools	None	2 Days	Section Head – T1, and T2 General Services Section

e. Payroll Report f. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement)	and Equipment Delivery Report			
	2. Preparation / Signature of Request for Payment.	None		
	3. Request for Payment and Billing documents forwarded to the Chief, Terminal Administration.	None		
	4. Issuance of Certificate of Satisfactory Performance.	None		
	5. Request for Payment for signature	None		
	6. Request for Payment and Billing documents forwarded to the Assistant Terminal Manager / Terminal Manager Office.	None		
	7. Request for Payment and Certificate of Satisfactory Performance for signature of the following : a. Assistant Terminal Manager b. Terminal Manager	None	1 Day	Chief Terminal Administration – T1, and T2 Terminal Administration Office Terminal Manager – T1, and T2 TM Office Assistant Terminal Manager - T2 ATM Office
	8. Request for Payment and Billing Documents forwarded to the Terminal Administration Office for proper recording and photocopy.	None		Chief Terminal Administration – T1 and T2 Terminal Administration Office

	9. Request for payment and Billing Documents are forwarded to Accounting Division	None		
Total		None	3 Days	

71. BILLING OF SERVICE PROVIDER

Brief Description: Preparation of Request for Payment for Billing of Housekeeping Service Provider

Office or Division:	Terminal Administration – T3			
Classification:	Simple			
Type of transaction:	G2B – Government to Business			
Who May Avail:	Service Provider			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
TOR - BILLING REQUIREMENTS : 1. Billing Statement 2. Contract Cost Computation 3. Summary of Manpower 4. Daily Deployment Form 5. Payroll Report 6. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement			1. Service Provider 2. Service Provider 3. Service Provider 4. Service Provider 5. Service Provider 6. Service Provider	
7. Tools & Equipment Daily Status Report 8. Supplies & Materials Delivery Report 9. Tools & Equipment Delivery Report 10. Certificate of Satisfactory Performance 11. Request for Payment			7. Terminal Administration 8. Terminal Administration 9. Terminal Administration 10. Terminal Administration 11. Terminal Administration	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Billing Documents to the Terminal Administration Office. Billing Documents: a. Billing Statement b. Contract Cost Computation c. Summary of Manpower d. Daily Deployment Form e. Payroll Report	1. Accept and check the following documents for completion and compliance based on approved Terms of Reference (TOR) of the contract. a. Billing Documents from Service Provider b. Tools and	None	2 Days	Section Head GSS & Logistics Section

f. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement)	c. Equipment Status Report Supplies, Tools and Equipment Delivery Report			
	2. Preparation / Signature of Request for Payment.	None		
	3. Request for Payment and Billing documents forwarded to the Chief, Terminal Administration.	None		
	4. Issuance of Certificate of Satisfactory Performance.	None		
	5. Request for Payment signature	None		
	6. Request for Payment and Billing documents forwarded to the Assistant Terminal Manager / Terminal Manager Office.	None		<i>Chief Terminal Administration Terminal Administration Office</i>
	7. Request for Payment and Certificate of Satisfactory Performance for signature of the following : a. Assistant Terminal Manager b. Terminal Manager	None	1 Day	<i>Assistant Terminal Manager ATM Office</i> <i>Terminal Manager TM Office</i>

	8. Request for Payment and Billing Documents forwarded to the Terminal Administration Office for proper recording and photocopy.	None		Chief Terminal Administration Terminal Administration Office
	9. Request for payment and Billing Documents are forwarded to General Services Division.	None		
Total		None	3 Days	

72. UTILIZATION OF LEARNING AND DEVELOPMENT ROOM AND FUNCTION HALL IN TERMINAL 3

Brief Description: Process in availing of MIAA Learning and Development Room and Function Hall

Office Division		Terminal Administration – T3		
Classification		Simple		
Type of Transaction		G2B - Government to Business G2G - Government to Government		
Who May Avail:		Private Agencies/Concessionaires to Government Agency		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter request for use of Training Room in T3			Requesting Agency	
2. Application for MLDR – T3			HR Office – T3	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete requirement addressed to the Terminal Manager	1. Receive letter request and forward to Terminal Admin to check if area is available on requested date and provide application form to client	None	1 Day	Operations Assistant (Contracted Manpower) Terminal Administration Office
2. Fill-up Application Form and submit to	2.1. Terminal Admin receive the application form and check			Terminal Manager Terminal Manager Office
				Operations Assistant (Contracted Manpower)

Terminal Admin	schedule for availability of the area. If available, TA recommends approval to the TM and notifies the client.			Terminal Administration Office
	2.2. If not available, notify the client			Chief - Terminal Administration Terminal Administration Office
3. Request for reconsideration if date is not available				
4. None	4. Approve reconsideration			Terminal Manager Terminal Manager Office
5. None	5. Return to Terminal Admin for preparation of order of payment			Chief - Terminal Administration Terminal Administration Office
6. Secure order of payment and Pay the rental fee				
7. Proceed to Cashiering T3 for payment	7. Receive payment	Refer to the schedule of Fees and Charges below		Cashiering Representative Cashiering Office
8. Submit copy of receipt to Terminal Admin	8. Receive and record payment transaction			Operations Assistant (Contracted Manpower) Terminal Administration Office Chief - Terminal Administration Terminal Administration Office
Total		Refer to the schedule of Fees and Charges below	1 Day	

FEES TO BE PAID	
a. MLDR	Php 2, 000.00day / Php 200.00 hours
b. Function Hall	Php 5,000.00 day

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Client can send feedback through various channels:</p> <p>Email : crc@miaagovphils.onmicrosoft.com TEXNAIA : 0917- 839-6242 Facebook: Ninoy Aquino International Airport MIAA Twitter : @MIAAgovPH PFF Box :Passenger Feedback Form strategically located on all terminals</p> <p>Customer Relations Center on the other hand can send the feedback of the OPR to the client through:</p> <p>Email provided by the client Mobile number provided by the client Facebook/Twitter Account of the client</p>
How feedback is processed	<p>After analyzing, encoding to database and acknowledging the feedback, endorsement will be made to Office of Primary Responsibility for their information and appropriate action.</p> <p>Complaints –If details of the complaints are insufficient such as flight number, carrier, time and date of the incident, CRC will ask for additional information which would substantiate the complaint. No complaint will be endorsed lacking information.</p> <p>Praises/Comments/Suggestions—endorsed to Terminal Managers (depending on the degree of praises, comments and suggestions) or other Offices of Primary Responsibility</p>
How to file a complaint	<p>Complaints can be filed through various channels:</p> <p>-Passenger Feedback Form (PFF) -TEXNAIA 0917-839-6242 -crc@miaagovphils.onmicrosoft.com -NAIA Facebook Official Account -NAIA Customer Hotline -@MIAAgovPH</p>
How complaints are processed	<p>After analyzing, acknowledging and encoding the complaints, CRC will endorse said complaints to Office of Primary Responsibility (OPR). There is a reglementary period where OPR can answer said complaints.</p>

	<p>Complaints under MIAA Offices – they are given five (5) days to answer the complaints.</p> <p>Complaints under Other Government Agencies – they are given ten (10) days to answer the complaints.</p> <p>8888 Citizens' Complaint Hotline – 72 hours to answer from receipt of the complaint</p> <p>When OPR has given back their comment/feedback/action taken to the Customer Relations Center, CRC staff will compose a letter incorporating the answer of OPR and will send to the contact details provided by the complainant.</p>
Contact Information	<p>Customer Relations Center – (02) 8877-1109 local 3070 (02) 8823-0669</p> <p>NAIA TEXNAIA 0917-839-6242</p> <p>NAIA Customer Hotline (02) 8877-1111</p> <p>Presidential Complaints Center 8888</p> <p>CSC Contact Center ng Bayan 0908-8816565</p> <p>Anti-Red Tape Authority 8478-5093</p>

List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the General Manager	MIAA Administration Building, 4 th Floor, Pasay City	8877-1109 local 2336 / 716
Office of the Senior Assistant General Manager	MIAA Administration Building, 4 th Floor, Pasay City	877-1109 local 3112 / 3113
Office of the AGM for Finance and Administration	MIAA Administration Building, Ground Floor, Pasay City	877-1109 local 4305
Office of the AGM for Operations	MIAA Administration Building, 3 rd Floor, Pasay City	877-1109 local 3735
Office of the AGM for Engineering	MIAA Administration Building, 2 nd Floor, Pasay City	877-1109 local 3042
Office of the AGM for Security and Emergency Services	NAIA Terminal 1, Pasay City	877-1109 local 3041 / 3887
Office of the AGM for Airport Development & Corporate Affairs	MIAA Administration Building, 3 rd Floor, Pasay City	8877-1109 local 4269
Office of the Corporate Board Secretary	MIAA Administration Building, 4 th Floor, Pasay City	877-1109 local 3716
Legal Office	MIAA Administration Building, 3 rd Floor, Pasay City	877-1109 local 738
Internal Audit Services Office	MIAA Administration Building, 3 rd Floor, Pasay City	8877-1109 local 734
Business Dev't & Concessions Management Department	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 3709
Finance Department	MIAA Administration Building, Ground Floor, Pasay City	8877-1109 local 743
Administrative Department	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 3186
Airport Operations Department	NAIA Terminal 1, Pasay City	8877-1109 local 3642
Public Affairs Office	NAIA Terminal 1, Pasay City	8877-1109 local 4033
Electro-Mechanical Department	NAIA Terminal 3, Pasay City	87771109 local 3505
Civil Works Department	MIAA Engineering Building, Pasay City	87771109 local 784
Airport Police Department	APD Headquarters Baltao, Pasay City	8877-1109 local 4230
Intelligence / ID & Pass Control Department	NAIA Terminal 1, Pasay City	8877-1109 local 4145
Emergency Services Department	Balagbag, Pasay City	8877-1109 local 3897
Corporate Management Services Department	MIAA Administration Building, 3 rd Floor, Pasay City	8877-1109 local 4329

OFFICE	ADDRESS	CONTACT INFORMATION
Business & Real Estate Investment & Development Division	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 759
Concessions Management Division	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 758
Accounting Division	MIAA Administration Building, Ground Floor, Pasay City	8877-1109 local 744
Budget Division	MIAA Administration Building, Ground Floor, Pasay City	8877-1109 local 745
Cashiering Division	MIAA Administration Building, Ground Floor, Pasay City	8877-1109 local 747
Collection Division	MIAA Administration Building, Ground Floor, Pasay City	8877-1109 local 3070/4277
Personnel Division	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 753
Procurement Division	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 775
Property Management Division	MIAA Administration Warehouse, Pasay City	8877-1109 local 3195/3596
General Services Division	MIAA Administration Building, 2 nd Floor, Pasay City	8877-1109 local 3009
Human Resource Development Division	MIAA Administration Building, Ground Floor, Pasay City	8877-1109 local 3893/4316
International Cargo Operations Division	ICT Cargo, Pasay City	8877-1109 local 763
General Aviation Operations Division	NAIA Terminal 4, Pasay City	8877-1109 local 3650
Airport Ground Operations Division	NAIA Terminal 1, Pasay City	8877-1109 local 3018
Media Affairs Division	NAIA Terminal 1, Pasay City	8877-1109 local 3102
Customer Relations Center	NAIA Terminal 1, Pasay City	8877-1109 local 3079
Public Assistance Division	NAIA Terminal 1, Pasay City	8877-1109 local 3521
Electrical Division	MIAA Engineering Building, Pasay City	8877-1109 local 780
Electronics & Communication Division	MIAA Engineering Building, Pasay City	8877-1109 local 712
Buildings Division	MIAA Engineering Building, Pasay City	8877-1109 local 778
Mechanical Division	MIAA Engineering Building, Pasay City	8877-1109 local 782
Pavements & Grounds Division	MIAA Engineering Building, Pasay City	8877-1109 local 783
Design & Planning Division	MIAA Engineering Building, Pasay City	8877-1109 local 784
Intelligence & Investigation Division	NAIA Terminal 1, Pasay City	8877-1109 local 3654
ID & Pass Control Division	NAIA Terminal 1, Pasay City	8877-1109 local 787

OFFICE	ADDRESS	CONTACT INFORMATION
Medical Division	NAIA Terminal 1, Pasay City	8877-1109 local 794
Rescue & Firefighting Division	RFD Headquarters Balagbag, Pasay City	8877-1109 local 793
Systems and Procedures Improvement Division	MIAA Administration Building, 3 rd Floor, Pasay City	8877-1109 local 736
Plans and Programs Division	MIAA Administration Building, 3 rd Floor, Pasay City	8877-1109 local 4089
Management Information Systems Division	MIAA Administration Building, 3 rd Floor, Pasay City	8877-1109 local 4105