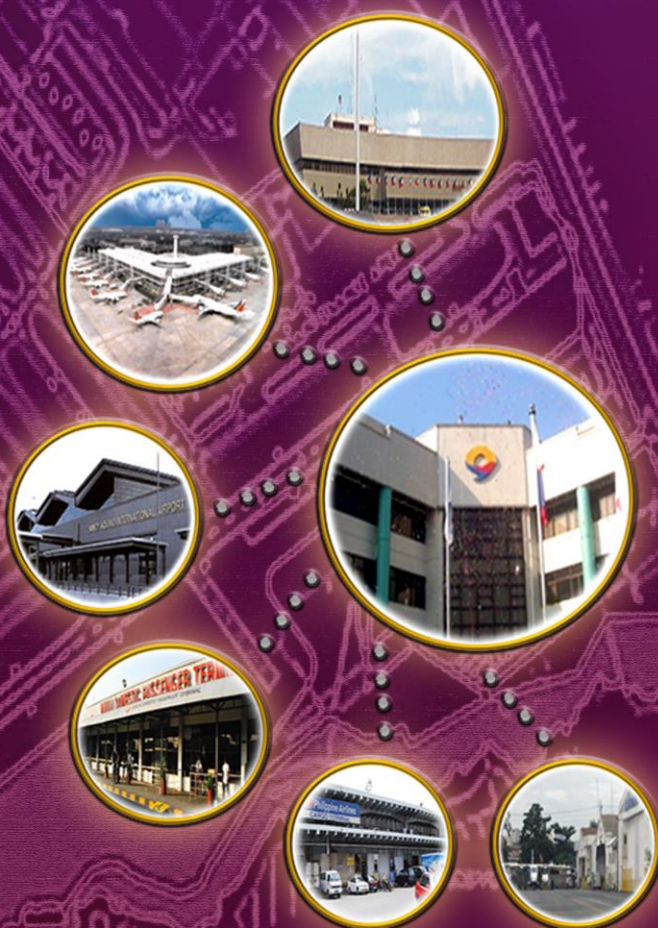




MANILA INTERNATIONAL  
AIRPORT AUTHORITY

# CITIZEN'S CHARTER

Republic Act 11032, Anti-Red Tape Act of 2018



MANILA INTERNATIONAL AIRPORT AUTHORITY

4th Edition  
2023



**MANILA INTERNATIONAL AIRPORT AUTHORITY**

**CITIZEN'S CHARTER**  
2023 (4<sup>th</sup> Edition)





## MESSAGE

The Manila International Airport Authority (MIAA) endeavors to follow proper compliance with all provisions of the law, which includes the enactment of the issuances or guidelines created by the Anti-Red Tape Authority (ARTA) as mandated by Republic Act 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. The ARTA, through its Memorandum Circular No. 2019-002 provides the Guidelines in the Implementation of the Citizen's Charter aimed to streamline the current systems and procedures of government agencies, including GOCCs, to facilitate prompt actions or resolution of all government transactions.

In view of the requirement, the initial publication of our very own Citizen's Charter in 2019 was crafted by the different offices of the Authority, with the aim to communicate the service standards of the external and internal services to our clients and stakeholders. The MIAA Citizen's Charter illustrates the creation of a more service oriented, business-friendly and competitive environment to realize economic gains and eradicate corruption.

There is a need, however, to revise and update our Citizen's Charter for continuous improvement and to cover the additional processes and services promoting simplification of requirements, to guarantee immediate delivery of services to our stakeholders. Undoubtedly, this updated version will further ensure the unwavering commitment in upholding the values of accountability and transparency with efficient turnaround in the delivery of the services at the airport.

  
**CESAR M. CHIONG**  
General Manager

## **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 2028, NAIA will be a digitally transformed airport providing seamless connectivity and consistent customer service showcasing Filipino Hospitality

## **III. Mission**

To provide a safe, secure, seamless, and sustainable airport environment contributing to the economic growth of the Philippines

## **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.

\*Vision and Mission for approval of the MIAA Board

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## **General Manager's Office**

### **External Services**

## 1. APPLICATION AND APPROVAL FOR OB CARD AND VISITOR PASS

**Brief Description:** Approval of Request for OB Card and Visitor Pass by the General Manager

<b>Office Division</b>		General Manager's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who May Avail:</b>		AFP and Other Law Enforcement Agencies		
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Letter Request				End-user
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request letter via hardcopy or email.	1.1. Receives the letter request either hardcopy or softcopy from the email	None	1 Day	Technical Assistant GM's Office
	1.2. Reviews the completeness of the following details in the letter request: • name of passenger/s • flight details • purpose of the request • name of the person/s, to be issued OB Cards/Visitor Pass • contact number of the requesting party	None		
2. None	2. Sends reply to the requesting party if the request for OB card/Visitor Pass is denied or approved	None		Technical Assistant GM's Office
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## Legal Office

### External Services

## 2. CONTRACT PREPARATION THROUGH PROCUREMENT PROCESS

**Brief Description:** Post - Award Process for the winning bidder

<b>Office or Division:</b>	Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who May Avail:</b>	Contractors/ Suppliers			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved RIS, TOR, BOQ, BOM, Plans, ABC 2. Complete Bid Documents (with attachments) <ul style="list-style-type: none"> <li>a. Original Technical Documents of LCRB/HRRB or SCRB/SRRB</li> <li>b. Original Financial Documents of LCRB/HRRB or SCRB/SRRB</li> </ul> 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	4.1. Release Contract	None	15 Minutes	Legal Researcher Legal Office



instructions to sign and return within three (3) days. Representative /s must present letter of authorization.	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
<b>Total</b>		<b>None</b>	<b>20 Days</b>	

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**

### 3. 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

<b>Office or Division:</b>	Concessions Management Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who May Avail:</b>	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 &amp; 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			
<b>Total</b>		Preparation of Approval of NOCA/NOA	TCD/ BDCMD Office of the SAGM	<b>6 Days, 6 Hours and 40 Minutes</b>
		Preparation of Approval of Concession Contract	TCD	
			BDCMD	
			Legal	
			SAGM	
			GMO	

#### 4. 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

<b>Office or Division:</b>	Concessions Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who May Avail:</b>	All MIAA Employees, Government and Private Companies and Individuals
<b>CHECKLIST REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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
<b>Total</b>		<b>Php 56.00 + corresponding fees in table below</b>	<b>1 Hour</b>	



	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\**

## 5. 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

<b>Office or Division:</b>	Concessions Management Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who May Avail:</b>	Customs Brokers, Brokerage Companies/Corporations and Cargo/Freight Forwarders	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>PROFESSIONAL CUSTOMS BROKER</b>		
a. Accomplished application form (downloadable at the website and to be sent via email)		a. Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a>
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
<b>CUSTOMS BROKERAGE (Company/Corporation)</b>		
a. Accomplished application form (downloadable at the website and to be sent via email)		a. Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a>
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"><li>• Appointment of the principal and Alternate Customs Broker as such and as officers of the applicant firm</li><li>• Shareholding of the said principal and Alternate Customs Brokers</li></ul>	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			
<b>FREIGHT FORWARDER</b>				
a. Accomplished application form (downloadable at the website and to be sent via email)	a. Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a>			
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			
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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
<b>Total</b>		<b>None</b>	<b>1 Hour and 50 Minutes</b>	

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

<b>Office or Division:</b>		Concessions Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who May Avail:</b>		Customs Brokers, Brokerage Companies/Corporations and Cargo/Freight Forwarders		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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>
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>1 Day, 7 Hours and 20 Minutes</b>	

<b><u>SCHEDULE OF FEES AND FINES:</u></b>	
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	

## 6. APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR SECURITY

**Brief Description:** Preparation and Approval of Certificate of Accreditation

<b>Office or Division:</b>	Concessions Management Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who May Avail:</b>	Companies Servicing the Concessionaires	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
<b>Documentary Requirements:</b>		
a. Application for Accreditation two (2) copies		a. Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a> 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 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				r. OTS or OTS 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,	None	2 Hours	<i>Secretary</i> Concession Management Division <i>Officer-In-Charge</i> Concession Management Division <i>Concession Monitoring Officer</i> (Contracted Manpower) Concession Management Division <i>Project Management Officer B</i> Concession Management Division

	CMD and signed by BDCMD Manager			<i>Business Development Officer A</i> Business Development & Concession Management Department <i>Manager</i> 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 <i>Chief of Staff</i> 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 <i>Chief of Staff</i> 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
<b>Total</b>		<b>None</b>	<b>7 Hours and 40 Minutes</b>	

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

<b>Office or Division:</b>		Concessions Management Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who May Avail:</b>		Companies Servicing the Concessionaires		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the required original documents for validation	1. Upon receipt of the original documents, IID prepares validation report and forwards it to AGMSES.	None	1 Day	<i>Officer-In-Charge</i> IID Countel Intel 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
<b>Total</b>		<b>None</b>	<b>1 Day, 1 Hour and 40 Minutes</b>	

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

<b>Office or Division:</b>	Concessions Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Companies Servicing the Concessionaires			
<b>CHECKLIST REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  Project Management Officer B Concession Management Division
4. None	4. Processor endorses Accreditation Certificate with	None	30 Minutes	<i>Secretary</i> Concession Management Division

	complete documentary requirements to OIC CMD for initial prior endorsement to Manager BDCMD			<i>Officer-In-Charge</i> Concession Management Division
5. None	5. 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	25 Minutes	<i>Business Development Officer A</i> 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	None		

	GMO for approval.			
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 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 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)</i> Concession Management Division  Project Management Officer B Concession Management Division
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	Refer to the schedule of fees and fines below	5 Minutes	<i>Collection Representative</i>

	Accreditation Certificate and issues Official Receipt			
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 Official Receipt.	None	10 Minutes	Concession Monitoring Officer (Contracted Manpower) Concession Management Division Project Management Officer B Concession Management Division
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>1Day, 7 Hours and 12 Minutes</b>	

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

## 7. 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

<b>Office or Division:</b>	Concessions Management Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who May Avail:</b>	Various entities doing business at the NAIA Complex and servicing concessionaires	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
<b>VARIOUS ENTITIES WHO ARE DOING BUSINESS AT THE NAIA COMPLEX AND SERVICING CONCESSIONAIRES (i.e., Suppliers, Manpower Services, GSA, On-board Courier, etc.)</b>		
a. Duly accomplished application form		a. Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a>
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
<b>Additional Requirements</b>				
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. Franchise from the Land Transportation and Franchising Regulatory Board (LTFRB)				a. LTO
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	Secretary Concession Management Division  Officer-In-Charge 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
<b>Total</b>		<b>None</b>	<b>1 Hour and 45 Minutes</b>	

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

<b>Office or Division:</b>	Concessions Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Customs Brokers, Brokerage Companies/Corporations and Cargo/Freight Forwarders			
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
None				None
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submits the signed Accreditation Certificate to the Central Receiving Office	1. Central Receiving Office receives the signed Accreditation Certificate from	None	5 Minutes	Receiving Clerk Central Receiving Office  Head - Records Management Section

	the client and forwards to BDCMD.			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	None	4 Hours	<i>Business Development Officer A</i> Business Development & Concession Management Department  <i>Manager</i> Business Development &



	endorsement to Legal Office.			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		
	7.2. For renewal, document is for approval by SAGM and forwards approved documents to BDCMD.	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
	7.3. 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 Office
10. None	10. BDCMD receives the	None	10 Minutes	<i>Business Development Officer</i>

	approved Accreditation Certificate from SAGM (for renewal) and from GMO (for new applicants).			A Business Development & Concession Management Department
11. None	11. BDCMD endorses the approved Accreditation Certificate to CMD OIC and forwards it to Accreditation Section.	None	1 Minute	<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 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)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
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)</i> Concession Management Division <i>Project Management Officer B</i> Concession Management Division
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>1 Day, 7 Hours and 12 Minutes</b>	

<b><u>SCHEDULE OF FEES AND FINES:</u></b>		
a. Use of NAIA Helipad	₱ 10,000.00 / 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

## 8. 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**

<b>Office or Division:</b>		Accounting Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who May Avail:</b>		MIAA Concessionaires and Accredited Companies		
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Written Request or Accomplished Account Clearance Request Slip 2. Order of Payment Slip				Accounting Division
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>Php 112.00</b>	<b>1 Day and 50 Minutes</b>	



## **Accounting Division**

### **Internal Services**

## 9. PREPARATION OF DISBURSEMENT VOUCHERS FOR MIAA OBLIGATIONS

**Brief Description:** Payment of MIAA Obligation

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who May Avail:</b>	Contractors, Suppliers, Individual Clients, Government, MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
As listed in COA Circular No. 2012-001			End-User	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>1 Day and 1 Hour</b>	

**Brief Description:** Payment of MIAA Obligation

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who May Avail:</b>	Contractors, Suppliers, Individual Clients, Government, MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
As listed in COA Circular No. 2012-001			End-User	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

\* Per transaction

## **Budget Division**

### **Internal Services**

## 10. PROCESSING OF DISBURSEMENT VOUCHERS FOR MIAA OBLIGATIONS

**Brief Description:** Verification of Payment within approved Budget

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who May Avail:</b>	Contractors, Suppliers, Individual Clients, Government, MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Voucher 2. As listed in COA Circular No. 2012-001			Accounting Division Office End-user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

\* Per Transaction

## **Cashiering Division**

### **Internal Services**



## 11. PREPARATION OF CHECK

**Brief Description:** Procedure of payment of MIAA operating expenses

<b>Office or Division:</b>		Cashiering Division		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G - Government to Government G2C - Government to Citizen G2B - Government to Business		
<b>Who May Avail:</b>		General Public, Contractor/Supplier and Personnel of MIAA		
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
None				None
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## 12. RELEASING OF CHECK

**Brief Description:** Receive signed check for release

<b>Office or Division:</b>	Cashiering Division			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who May Avail:</b>	General Public, Contractor/Supplier and Personnel of MIAA			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. If claimant is the owner: ID 2. Representative: Letter of Authorization, ID of the representative and authorizing party.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total</b>		<b>None</b>	<b>2 Hours</b>	

## **Collection Division**

### **External Services**

### 13. 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.

<b>Office or Division:</b>		Collection Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		Locally recognized exempted passengers (by law)		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the General Manager's Office 4 <sup>th</sup> 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
<b>Total</b>		<b>None</b>	<b>2 Days and 3 Hours</b>	

## 14. OVER THE COUNTER PAYMENT

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

<b>Office or Division:</b>		Collection Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who May Avail:</b>		Airport Concessionaires and Government Agencies		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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"> <li>• Signature</li> <li>• Appropriate details of bills to be paid</li> </ul>		1 Minute	
	d. Issue MIAA Official Receipt (OR) and give change if any		2 Minutes	
<b>Total</b>			<b>7 Minutes</b>	

## 15. REFUND OF PASSENGER SERVICE CHARGE (PSC)

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

<b>Office or Division:</b>	Collection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Locally-Exempted Passengers			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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 <b>Check pay-out</b> 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	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
<b>Total</b>		<b>None</b>	<b>1 Day and 3 Minutes</b>	

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**



## 16. HIRING OF OUTSOURCED EMPLOYEES

**Brief Description:** Applicants from contracted manpower services

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	All Contracted Manpower Applicants			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Personal Data Sheet 2. Resume 3. School Credentials - Transcript of Record / Diploma 4. Picture 5. NBI <b>For Managers/OICs :</b> 6. Signature on the endorsement for examination to LSERV 7. Signature on the endorsement slip for interview to the End-User 8. Signature on the letter to LSERV, 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 LSERV 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				
<b>Total</b>		<b>None</b>	<b>2 Hours</b>	

**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

<b>Office or Division:</b>		Personnel Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		All Contracted Manpower Applicants		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Interview/assessment form to the End-User.			Personnel Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. LSERVC/ service provider receives contacts of considered Applicant for OJT	6. Transmit the pertinent documents of the applicant to the LSERVC/service provider	None		
7. LSERVC/ service provider receives the documents		None		
<b>Total</b>		<b>None</b>	<b>3 Days</b>	

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

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	All Contracted Manpower Applicants			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement for on-duty pass 2. Endorsement to the End-user			1. Personnel Division 2. Personnel Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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				
<b>Total</b>		<b>None</b>	<b>30 Minutes</b>	

**Brief Description:** Hiring of the qualified contracted manpower

<b>Office or Division:</b>		Personnel Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		All Contracted Manpower Applicants		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	Office Assistant Personnel Division  Supervising IRM Officer B 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				
<b>Total</b>		<b>None</b>	<b>7 Days</b>	

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	All Contracted Manpower Applicants			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memorandum/Evaluation Report from the End-User.			End-User	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.				
<b>Total</b>		<b>None</b>	<b>30 Minutes</b>	

## **Personnel Division**

### **Internal Services**



## 17. PAYROLL (FOR THE PERIOD 1-15)

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

<b>Office or Division:</b>		Personnel Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		MIAA Employees		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Signed Daily Time Records of the previous month Report of on hold Employees Salary Adjustments and Deductions			Wages & Compensation Section of Personnel Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEESTO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>3 Days</b>	

## 18. PAYROLL (FOR THE PERIOD 16-31)

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

<b>Office or Division:</b>		Personnel Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		MIAA Employees		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>7 Days</b>	

## 19. OVERTIME PAY

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

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>10 Days</b>	

## 20. PAYROLL (FOR FIRST SALARY)

**Brief Description:** Payroll for Newly Hired Employees

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>2 Days</b>	

## 21. PAYROLL (FOR LAST SALARY)

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

<b>Office or Division:</b>	Personnel Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who May Avail:</b>	MIAA Employees		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>(Must be completely submitted to Wages &amp; Compensation by the Leave Section)</b>			
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 <b><u>If deceased:</u></b> 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
<b>Total</b>		<b>None</b>	<b>3 Days</b>	

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

**Brief Description:** Payment of Employees benefits

<b>Office or Division:</b>		Personnel Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		MIAA Employees		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approval on the release of benefits and other allowances/incentives			Personnel Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Relations Management Officer B</i> Personnel Division
<b>Total</b>		<b>None</b>	<b>7 Days</b>	

## 23. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)

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

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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) <b>For Managers/OICs</b> 7. Designation of Temporary OIC			End-user Personnel Division Legal Office End-User Personnel Division  End-User  End-User	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Manager, Personnel Division	1.1. Receives complete requirements	None	1 Day	<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> Head – Leave Section

				Personnel 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, Personnel	None	1 Day	<i>Sr. Industrial Relation Management Officer A</i>

	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)
<b>Total</b>		<b>None</b>	<b>2 Days</b>	

## 24. LEAVE OF ABSENCE WITHOUT PAY (LWOP) CERTIFICATE

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

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	MIAA Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form - indicating the purpose of the request and contact number of requesting party			Request Form provided by the Leave Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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><b>NOTE:</b> 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	

## 25. MONETIZATION OF LEAVE CREDITS (MOLC)

**Brief Description:** Monetization of available Leave Credits

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

			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.  <b>NOTE:</b> 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>
<b>Total</b>	<b>Five (5) Leave Cards Per Day</b>	None	<b>2 Days</b>	
	<b>Ten (10) Leave Cards Per Day</b>	None	<b>4 Days</b>	
	<b>Fifteen (15) Leave Cards Per Day</b>	None	<b>6 Days</b>	
	<b>Twenty (20) Leave Cards Per Day</b>	None	<b>8 Days</b>	

## 26. PROCESSING ON APPLICATION LEAVE

**Brief Description:** Right granted to officials and employees not to report to work, with and without pay, as may be provided by law and the rules and regulations of the Civil Service Commission in the interest of the service.

<b>Office:</b>	Personnel Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who May Avail:</b>	MIAA Employees
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Application for any type of leave shall be filed thru the ELWA system with documentary requirement/s, as follows:</p> <ul style="list-style-type: none"> <li>• Vacation Leave (VL) – certificate of clearance for thirty(30) calendars days or more;</li> <li>• Sick Leave (SL) filed in advance and exceeding five (5) days – Medical certificate or affidavit if medical consultation not availed of;</li> <li>• Maternity Leave – medical certificate and accomplished notice of Allocation of Maternity Leave Credits, if applicable;</li> <li>• Paternity Leave – Child's Birth Certificate, medical certificate and marriage contract;</li> <li>• Solo Parent Leave – Solo Parent ID;</li> <li>• Study Leave – Shall meet the agency's internal requirements;</li> <li>• VAWC Leave – Barangay Protection Order from the Barangay, Temporary/Permanent Protection Order from Court, if protection order is not yet issued, a certification issued by the Barangay or Court that the order has been filed with the said Office;</li> <li>• Rehabilitation Leave – Letter Request supported by Police Report, if any, Medical Certificate on the rehabilitation and Written Concurrence of a government physician if the attending physician is a private practitioner;</li> <li>• Magna Carta for Women – Letter Request and Medical Certificate ;</li> </ul>	<p>Any Computer Installed with Electronic Leave Workflow Application (ELWA) System</p>



<ul style="list-style-type: none"> <li>Adoption Leave – Authenticated copy of the Pre-Adoptive Placement Authority issued by the DSWD</li> <li>Quarantine Leave – BHERT and/or Medical Certificate.</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission filed leave application thru the Electronic Leave Workflow Application System (ELWA)	1.1. Check the ELWA application and update the leave card, if documentary requirements are not submitted or incomplete, advise the employee the leave application will not be processed	None	1 Day	<i>Office Assistant Personnel Division</i> <i>Researcher Personnel Division</i> <i>IRM Assistant A Personnel Division</i> <i>IRD Assistant B Personnel Division</i> <i>Head, Leave Section Personnel Division</i>
	1.2. Process the leave application by posting the details to leave card	None		<i>Office Assistant Personnel Division</i> <i>Researcher Personnel Division</i> <i>IRM Assistant A Personnel Division</i> <i>IRD Assistant B Personnel Division</i> <i>Head, Leave Section Personnel Division</i>
	1.3. Encodes entries from the leave card to the leave matrix	None		<i>Office Assistant Personnel Division</i> <i>Researcher Personnel Division</i> <i>IRM Assistant A Personnel Division</i> <i>IRD Assistant B Personnel Division</i> <i>Head, Leave</i>

				<i>Section Personnel Division</i>
	1.4. Advice the employee through phone call that the leave application was processed			
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## **Procurement Division**

### **External Services**

## 27. 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.

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

	<ul style="list-style-type: none"> <li>• Plan, if any</li> <li>• End-user's Terms &amp; Conditions</li> <li>• Certification of exclusive distributorship from end-user, if items are exclusive</li> <li>• Certificate of Urgency, if needed ASAP</li> </ul>			
	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"> <li>• Warranty Certificate</li> <li>• Original Copy of RFQ</li> <li>• Detailed Quotations (if with labor)</li> </ul> b. Unregistered Supplier <ul style="list-style-type: none"> <li>• Registration Documents for Submission stated in the Registration form as attachment</li> <li>• Warranty Certificate</li> <li>• Original Copy of RFQ Detailed Quotation (if with Labor)</li> </ul>			
<b><u>UNREGISTERED SUPPLIER / CONTRACTOR</u></b>				
4. Proceed to Procurement Division to fill up/submit: <ul style="list-style-type: none"> <li>a. Application form with complete documentary requirement for registration</li> <li>b. Warranty Certificate</li> <li>c. Original copy of RFQ detailed quotations (if with labor)</li> </ul>	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				
<b><u>REGISTERED SUPPLIER CONTRACTOR</u></b>				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
<b>TOTAL</b>			<b>Up to ₱250,000</b>	<b>Over ₱250,000 to ₱500,000</b>
	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
	<b>Existing Supplier/ Contractor</b>		<b>16 Days and 25 Minutes</b>	
	<b>Newly Registered Supplier/ Contractor</b>		<b>17 Days and 50 Minutes</b>	

\* Per Transaction

## **Property Management Division**

### **External Services**

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

**Brief Description:** Delivery of goods and services

<b>Office or Division:</b>		Property Management Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who May Avail:</b>		Contractors / Suppliers		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy of the following documents: 1. <b>Purchase Order (P.O.)</b> For Supply and Delivery of Spare-Parts, Supplies, Materials and Equipment a. Purchase Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate 2. <b>For Contract (Supply and Delivery)</b> For Supply and Delivery of Spare-Parts, Supplies, Materials, Equipment and Purchase of Vehicles a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference)			a. Procurement Division b. Supplier c. Supplier d. Supplier  a. Legal Office b. Supplier c. Supplier d. Supplier e. Legal Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Storekeeper</i> Property Management Division
2. None	2. Prepare Receiving, Inspection, Acceptance Report (RIAR)	None	4 Hours	<i>Storekeeper</i> Property Management Division
3. None	3. Review RIAR, assign control number and designate PMD Inspector	None	4 Hours	<i>Storekeeper</i> Property Management Division <i>Senior Property</i>

				<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
<b>Total</b>		<b>None</b>	<b>4 Days and 6 Hours</b>	

## 29. 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

<b>Office or Division:</b>	Property Management Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who May Avail:</b>	Contractors / Suppliers	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Original copy of the following documents:		
<b>1. For Work Order (W.O.)</b> 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
<b>2. For Contract with Labor Component</b> 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 Property Management Division  Supply Officer Property Management Division  Senior Property Officer Property Management Division  Accounting Division Inspectors and End-User</i>
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	<i>Senior Property Officer</i> 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	<i>Storekeeper</i> Property Management Division  <i>Supply Officer</i> Property Management Division  <i>Senior Property Officer</i> 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	<i>Manager/OIC, PMD</i> Property Management Division
9. None	9. Conduct onsite inspection & testing.	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

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
<b>Total</b>		<b>None</b>	<b>6 Days</b>	



## **General Services Division**

### **External Services**



				<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 Supervisor Trash Collection Services 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>Office Assistant (Contracted Manpower) General Services Division Supervisor Trash Collection Services 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>Officer-In-Charge 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>Clerk Processor (Contracted Manpower) General Services Division Records Management Section Head General Services Division</p>
<b>Total</b>		<b>None</b>	<b>2 Days 4 Hours and 49 Minutes</b>	

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

<b>Office or Division:</b>	General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Service Provider of Pest Control Services			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Statement of Account</li> <li>Affidavit/ Sworn Certification</li> <li>Copy of Notice of Award (Initial Billing)</li> <li>Copy of Signed Contract</li> <li>Copy of Notice to Proceed (Initial Billing)</li> <li>Copy of Wage Order from DOLE</li> <li>Copy of Performance Bond</li> <li>Copy of PAG-IBIG fund official receipt and contribution remittance report</li> <li>Copy of Philhealth official receipt and contribution remittance report</li> <li>Copy of SSS R-5 and remittance report</li> <li>Copy of BIR deposit slip and remittance return income taxes</li> <li>Delivery transmittal (Monthly, Quarterly and Annual) of Supplies</li> <li>Monthly Manpower Deployment Schedule</li> <li>Daily Time Cards</li> <li>Payroll with signatures</li> </ol>			Service Provider  Legal Office  DOLE Insurance PAG-IBIG  Phil-health SSS BIR  Service Provider  Service Provider	
<b>Pest Control Service</b>				
<ol style="list-style-type: none"> <li>Copy of Official Receipt of Fuel               <ul style="list-style-type: none"> <li>Gasoline of ULV Machine</li> <li>Gasoline of Fogging Machine</li> <li>Diesel of Service Vehicle (If applicable)</li> </ul> </li> <li>Schedule of Pest Control Activity</li> <li>GPC Service Reports</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total</b>		<b>None</b>	<b>2 Days 4 Hours and 49 Minutes</b>	

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

<b>Office or Division:</b>	General Services Division (GSD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who May Avail:</b>	Service Provider of Housekeeping Services
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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</i> General Services Division
<b>Total</b>		<b>None</b>	<b>5 Days 4 Hours and 19 Minutes</b>	

## **General Services Division**

### **Internal Services**

### 31. REPRODUCTION OF DOCUMENTS

**Brief Description:** Certification to Reproduce documents

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

### 32. DISSEMINATION OF OFFICE ORDER, MEMORANDUM CIRCULAR AND OTHER MEMORANDA

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

<b>Office Division</b>		General Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who May Avail:</b>		Government / Concessionaires / Airlines		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	Clerk Processor General Services Division  Head - Records Management Section General Services Division
	1.2. Attaches form for evaluation (approval for dissemination)	None	5 Minutes	Machine Operator General Services Division  Clerk Processor General Services Division  Head - Records Management Section General Services Division
	1.3. Checks and evaluates document for GSD Manager approval	None	10 Minutes	Head - Records Management Section General Services Division
	1.4. Determines recipients (concerned office)	None	5 Minutes	Clerk Processor General Services Division  Clerk Processor General Services Division  Head - Records Management Section General Services Division
	1.5. Scans document for record safekeeping/ preservation	None	20 Minutes	Machine Operator General Services Division  Office Assistant General Services Division  Head - Records Management Section 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
<b>Total</b>	<b>Office Order, MC and Memoranda</b>	<b>None</b>	<b>1 Hour</b>	

### 33. TRANSFER OF RECORDS

**Brief Description:** To transfer custody to GSD records for storage

<b>Office Division</b>	General Services Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	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
<b>Total</b>		<b>None</b>	<b>5 Hours and 3 Minutes</b>	

### 34. DELIVERY AND MAILING OF LETTERS/ DOCUMENTS

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

<b>Office Division</b>		General Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2B – Government to Business G2C - Government to Citizen G2G – Government to Government		
<b>Who May Avail:</b>		MIAA Offices		
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Letter / Document for Delivery				Office concerned / End-User availing the Service
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	<b>Admin Building</b>	<b>None</b>	<b>1 Hour and 3 Minutes</b>	
	<b>MIAA Complex</b>	<b>None</b>	<b>1 Hour and 33 Minutes</b>	
<b>Total</b>	<b>Outside MIAA Complex</b>	<b>None</b>	<b>3 Hours and 33 Minutes</b>	

## **Human Resource Development Division**

### **External Services**

### 35. 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

<b>Office or Division:</b>		Human Resource Development Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Client		
<b>Who May Avail:</b>		Students		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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			
<b>Total</b>		<b>None</b>	<b>2 Hours and 15 Minutes</b>	

### 36. 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			
<b>Total</b>		<b>None</b>	<b>3 Hours and 50 Minutes</b>	

### 37. APPLICATION FOR STUDENT ON-THE-JOB TRAINING

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

<b>Office or Division:</b>	Human Resource Development Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	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	FEES 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			
<b>Total</b>		None	<b>3 Hours and 45 Minutes</b>	

### 38. DEPLOYMENT OF APPROVED STUDENT TRAINEE

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

<b>Office or Division:</b>		Human Resource Development Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		Second Year to Graduating College Students		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>4 Hours and 30 Minutes</b>	

**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.*



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

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

<b>Office or Division:</b>	Human Resource Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	External Clients			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request addressed to the General Manager with complete details			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>*refer to the table of fees below*</i>		

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
<b>Total</b>		<b>None</b>	<b>1 Hour and 45 Minutes</b>	

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

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

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

<b>Office or Division:</b>	Human Resource Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	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	4. 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	5. 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
<b>Total</b>		<b>None</b>	<b>2 Hours and 5 Minutes</b>	

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

## **International Cargo Operations Division**

### **External Services**

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

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

<b>Office Division</b>	International Cargo Operations Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B - Government to Business G2G - Government to Government			
<b>Who May Avail:</b>	Government Agencies and Private Agencies/Concessionaires			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		Refer to the schedule of Fees and Charges below	<b>1 Hour and 5 Minutes</b>	

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**



## 42. APPLICATION OF AIRSIDE DRIVER'S PERMIT (ADP)

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

<b>Office or Division:</b>	Airport Grounds Operations and Safety Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Authorized Employees and Vehicles of MIAA, Tenants and Concessionaires			
CHECKLIST REQUIREMENTS				WHERE TO SECURE
	New	Renew	Replacement	
1. Duly accomplished Application form	√	√	√	Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a> 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 9. Driving Seminar (for new applicant)	√	√	√	AGOSD
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 attachments	None		AGOSD Staff Airport Ground Operations Division
	1.4. Prepare transmittal to	None		AGOSD Staff Airport Ground

	AOD			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
<b>Total</b>		<b>P336.00</b>	<b>6 Days</b>	

#### 43. APPLICATION OF AIRSIDE VEHICLE PERMIT (AVP)

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

<b>Office or Division:</b>	Airport Grounds Operations Safety Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Authorized Employees and Vehicles of MIAA, Tenants and Concessionaires			
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
	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. Chauffer/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 approval / disapproval of application to AGOSD	None		Officer-In-Charge 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> AGM for Operations 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 AVPs	None		<i>AGMSES Staff</i> AGMSES Office

16. Obtain Order of Payment	16. Receive transmittal, issue order of payment	None	1 Day	<i>IDPCD Staff ID &amp; 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 &amp; Pass Control Division</i>
<b>Total</b>		<b>P560.00</b>	<b>11 Days</b>	

## **Public Affairs Department**

### **External Services**

#### 44. 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**

<b>Office Division</b>	Public Affairs Department/Public Assistance Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
<b>Who May Avail:</b>	Government and Private Companies and Individuals			
<b>Checklist Requirements</b>			<b>Where to Secure</b>	
<ol style="list-style-type: none"> <li>Documentary Requirements <ol style="list-style-type: none"> <li>Letter Request for Meet and Assist Service(MAS) with the following information: <ul style="list-style-type: none"> <li>Requesting party(name, office, designation)</li> <li>Passenger (name, designation, if there is any)</li> <li>Flight details(airline, date, flight number, estimated time of departure/arrival)</li> <li>Name of person to be issued access pass</li> </ul> </li> <li>In the absence of letter request, a walk-in client may file a request by accomplishing the MAS Request Form(PAD Form No. 8)</li> </ol> </li> <li>Submission of requirements at least three (3) days before the actual flight</li> <li>Payment of fees (see table below)</li> </ol>			Public Affairs Department	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<ol style="list-style-type: none"> <li>Submit written request for Meet and Assist Service (MAS) thru the following communication channels: <ul style="list-style-type: none"> <li>Electronic mail</li> <li>Facsimile/ face to face/ personal appearance</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1.1. Acknowledge receipt of request, check completeness of data</li> <li>1.2. Receive request letter and check completeness of data</li> </ol>	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
<b>Total</b>			<b>15 Minutes</b>	

**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"> <li>• Electronic mail</li> <li>• Facsimile/ face to face/ personal appearance</li> </ul>	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
<b>Total</b>			<b>28 Minutes</b>	

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**

## 45. 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.

<b>Office or Division:</b>	Media Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who May Avail:</b>	Government and Private Companies and Individuals.			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>3 Days</b>	

## 46. CONDUCT OF CLIENT ACTIVITY

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

<b>Office or Division:</b>	Media Affairs Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who May Avail:</b>	Government and Private Companies and Individuals.		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
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
<b>Total</b>			<b>1 Day</b>	

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

(Inclusive of 12% EVAT)

## **Office of the AGM for Engineering**

### **External Services**

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

**Brief Description:** Issuance of Inspection Report and Checklist of Requirements

<b>Office or Division:</b>		Business Dev't & Concessions Management Department (BDCMD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who May Avail:</b>		MIAA Concessionaires/Lessee & Other Government Agencies Operating at the Airport		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total</b>		<b>None</b>	<b>5 Days</b>	

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

<b>Office or Division:</b>	Office of the AGM for Engineering (AGME)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who May Avail:</b>	MIAA CONCESSIONAIRES/LESSEE & OTHER GOVERNMENT AGENCIES OPERATING AT THE AIRPORT
CHECKLIST REQUIREMENTS	WHERE TO SECURE
<b>FINAL REQUIREMENTS</b>	
1. Duly accomplished Application Form (2 copies) E-AEN-F-002 – for new construction, major renovation, or excavation	Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a> or OAGME
2. Detailed Engineering Drawings (5 sets) in <b>20" x 30"</b> Blue Print plans for major construction/renovation that includes: <b>(Note: All plans must be signed and sealed by Lessees Engineer/Architect and concurred by the Lessee. Copy of PRC &amp; PTR of professionals included.)</b>	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) Design and Planning Division</i>  <i>Civil Engineer (Contracted Manpower) Design and Planning Division</i>  <i>Officer-In-Charge Design and Planning Division</i>
3. None	3. Return documents to AGME for dissemination of documents to concerned Engineering offices	None	1 Hour	<i>Engineering Designs Specialist (Contracted Manpower) Design and Planning Division</i>  <i>Civil Engineer (Contracted Manpower) Design and Planning Division</i>  <i>Officer-In-Charge Design and</i>

				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
<b>Total</b>		<b>Php 1,218.00</b>	<b>15 Days 4 Hours and 5 Minutes</b>	

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

<b>Office or Division:</b>	Office of the AGM for Engineering (AGME)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who May Avail:</b>	MIAA Concessionaires/Lessee & other Government Agencies operating at the Airport
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FINAL REQUIREMENTS</b>	
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 <b>A3 Size</b> 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
<b>Total</b>		<b>Php 365.40</b>	<b>5 Days, 4 Hours and 5 Minutes</b>	

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

<b>Office or Division:</b>	Office of the AGM for Engineering (AGME)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	MIAA CONCESSIONAIRES/LESSEE & OTHER GOVERNMENT AGENCIES OPERATING AT THE AIRPORT			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>FINAL REQUIREMENTS</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Receiving Clerk BDCMD Office
2. None	2. Check and receive completeness of submittals. Disseminate documents to concerned Engineering office.	None	4 Hours	Receiving Clerk AGME Office
3. None	3. Review/evaluate plans and other submittals. Prepare result of review and informs Applicant in writing. (In case of noted deficiencies-recommended correction will be reflected on submitted plans without returning the same to	None	3 Days	Concerned Engineering Offices/ Representatives/ OAGME Representative

	<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>
<b>Total</b>		<b>Php 365.40</b>	<b>6 Days 4 Hours and 5 Minutes</b>	



## **Office of the AGM for Security and Emergency Services**

### **External Services**

## 48. APPROVAL FOR VISITORS PASS (FOR PERSONNEL PERFORMING OPERATION FUNCTIONS)

**Brief Description:** Request for Visitor Pass Approval from Personnel Performing Operational Functions is designated to AGMSES while the GM Approves the Request for Visitors Pass for Meeting or Sending off Passengers.

<b>Office:</b>	Assistant General Manager - Security and Emergency Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who May Avail:</b>	Law Enforcement Agencies, Stakeholders, Tenants, Concessionaires			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request endorsed by Head Office			End-User Downloadable form link: <a href="https://docs.google.com/forms/d/e/1FAIpQLSfnu_v7ps-TpxJoHI0T6sxWtlUCs4mbyCjPW/VATcnSt9zXRlw/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfnu_v7ps-TpxJoHI0T6sxWtlUCs4mbyCjPW/VATcnSt9zXRlw/viewform</a>	
Downloadable NAIA Access Request Form			Google form link: <a href="https://forms.gle/wFCQ8FMsEqBWiMfw9">https://forms.gle/wFCQ8FMsEqBWiMfw9</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit any of the following documents either hardcopy or softcopy thru email at <a href="mailto:naiaaccess@miaa.gov.ph">naiaaccess@miaa.gov.ph</a>  a. Letter Request b. Visitor Pass Request Form c. Filled-out NAIA Access Request Form	1.1. Receives the request letter/ filled-out NAIA Access Request Form either hard copy or softcopy thru email and reviews the completeness of the required details in the letter/form.	None	30 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift duty personnel Office of the AGMSES
	1.2. If the details are complete, forwards to the Chief of Staff / Supervisor for review. If not, the request is returned to the	None		Assistant OIC Admin Office of the AGMSES

	client requiring them to complete the details.			
	1.3. Chief of Staff / Shift Supervisor forwards to AGMSES for approval.	None	15 Minutes	Chief of Staff Office of the AGMSES  1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>d</sup> Shift Supervisor Office of the AGMSES
	1.4. Approval of AGMSES	None	7 Hours	AGM-Security and Emergency Services Office of the AGMSES
	1.5. Once approved, forwards the request to IDPCD for the issuance of pass.	None	15 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>d</sup> Shift duty personnel Office of the AGMSES
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## 49. APPROVAL FOR PERSONNEL AND VEHICLE ENTRY

**Brief Description:** Coordination Permit for Passing Thru (Terminal 1) and Airside Entry

<b>Office:</b>	Assistant General Manager - Security and Emergency Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who May Avail:</b>	Law Enforcement Agencies, Stakeholders, Tenants, Concessionaires			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request NAIA Access Request Form			Requesting Party Online link: <a href="https://forms.gle/wFCQ8FMSEqBWiMfw9">https://forms.gle/wFCQ8FMSEqBWiMfw9</a> OAGMSES	
Coordination Permit Form (General Aviation Area)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit any of the following documents: a. Letter	1.1. Receives the hardcopy/ acknowledges the soft copy of any of	None	30 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>d</sup> Shift duty personnel Office of the AGMSES

Request b. Filled-out NAIA Access Request Form c. Filled-out Coordination Permit Form	the document.			
	1.2. Reviews the completeness of the documents. If incomplete, returns the document to the requesting party to complete documentations/ details.  a. For Passing Thru at Terminal 1: •Flight details •Date & time of entry •Name of driver •Plate number •Make/model of vehicle.  b. For Airside Entry: • Date of request • Requesting party/company name/contact details • Category/type of the requesting party • Use of access permit requested. • Validity date & time • Gate of entry/exit • Requested Areas • Scope/ purpose of access • Flight information • Crew information • Passenger's information • Visitor's	None		1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift duty personnel Office of the AGMSES

	<p>information</p> <ul style="list-style-type: none"> <li>• Vehicle information</li> </ul> <p>c. Check the following attachments:</p> <ul style="list-style-type: none"> <li>• General Declaration or Flight Manifest for Chartered International Flight</li> <li>• Flight Plan for Chartered Domestic Flight</li> </ul>			
	1.3. Forwards the request to the Chief of Staff / Supervisor for review.	None		<i>Assistant OIC Admin Office of the AGMSES</i>
	1.4. Forwards the reviewed request to the AGMSES for approval.	None	15 Minutes	<i>Chief of Staff Office of the AGMSES</i> <i>1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Shift Supervisor Office of the AGMSES</i>
	1.5. Approval by the AGMSES.	None	7 Hours	<i>AGM-Security and Emergency Services Office of the AGMSES</i>
	1.6. Copy of approved request (letter or accomplished form) will be forwarded to IDPCD for issuance of access permit and to Airside PD for security assistance/vehicle guide (follow vehicle).	None	15 Minutes	<i>1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Shift duty personnel Office of the AGMSES</i>
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## **Office of the AGM for Security and Emergency Services**

### **Internal Services**

## 50. APPROVAL FOR AIRSIDE VEHICLE PERMIT

**Brief Description:** Approval for vehicle permit performing operational functions processed by AGOSD.

<b>Office:</b>	Assistant General Manager - Security and Emergency Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who May Avail:</b>	Law Enforcement Agencies, Stakeholders, Tenants, Concessionaires			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Endorsement from Airport Ground Operation and Safety Division (AGOSD)			Airport Ground Operation and Safety Division (AGOSD)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. AGOSD endorses the lists of Vehicle Airside Permit with approval of the AGMO.	1.1. Receives the endorsement letter from AGOSD.	None	30 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift duty personnel Office of the AGMSES
	1.2. Reviews the VAP application endorsed by AGOSD for signature of the AGMSES.	None		1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift duty personnel Office of the AGMSES
	1.3. Forwards to Chief of Staff, OAGMSES for review.	None	15 Minutes	3 <sup>rd</sup> Shift Duty Personnel Office of the AGMSES
	1.4. Forwards the application to the AGMSES for approval.	None		Chief of Staff Office of the AGMSES
	1.5. Approval of AGMSES.	None	7 Hours	AGM, Security and Emergency Services Office of the AGMSES
	1.6. Forwards the approved application to AGOSD.	None	15 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift duty personnel Office of the AGMSES
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## **Landside Police Division**

### **External Services**



## 51. REQUEST FOR ISSUANCE OF POLICE REPORT

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

<b>Office or Division:</b>		Landside Police Division		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		Airport Passengers, Users, Authorized Person/ Representative		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Estimated of Damages 2. Photocopy of Policy Insurance, Photos of Damage Portions, Photocopy of MVRR /OR/CR, Pencil Stencil of Motor and Chasis No. 3. Sworn Statement/ Affidavit 4. Notarized Authorization Letter for Representative			1. Official Dealership Service Centers (CASA) 2. Owner of Vehicle 3. Owner of the vehicle 4. Driver/Owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filling-up Sworn Statement with attached complete requirements	1. Receive the filled-up sworn statement with the complete requirements.	None	5 Minutes	<i>1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Duty Traffic Accident Investigator</i>
2. None	2. Check if the documents are complete	None	30 Minutes	<i>1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Duty Traffic Accident Investigator</i>
3. None	3. Traffic Investigator will inquire if the clients are willing to settle.	None	10 Minutes	<i>1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Duty Traffic Accident Investigator</i>
4. Agree or Disagree to settle	4. If not willing to settle the traffic investigator will issue traffic citation ticket (TOP /OVR)	None	5 Minutes	<i>1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Duty Traffic Accident Investigator</i>

5. Received Citation Ticket	5.1. If the parties disagreed to settle the traffic investigator will draft Police Report for concurrence of both parties and signature of the investigating officer	None	30 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> Duty Traffic Accident Investigator
	5.2. If both parties arrived to a settlement. The traffic investigator shall prepare draft a certification for concurrence of both parties and signature of the investigating officer	None	30 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> Duty Traffic Accident Investigator
	5.3. Investigation officer submits the documents to OIC Traffic Police Section or Landside Police Division for review and signature	None	5 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> Duty Traffic Accident Investigator  OIC/ AOIC Traffic Police Section  OIC/ AOIC Landside Police Division
6. Both parties concurred, received Police Report	6. Issuance of Police Report to both parties	None	5 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> Duty Traffic Accident Investigator
<b>Total</b>		<b>None</b>	<b>2 Hours</b>	

## **Terminal Police Division**

### **External Services**

## 52. FILING OF COMPLAINTS FOR ADMINISTRATIVE CHARGES

**Brief Description:** Filing of Administrative complaint

<b>Office or Division:</b>		Terminal Police Division - Terminal 1, 2, 3 and 4		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B - Government to Business		
<b>Who May Avail:</b>		Airport users and Airport employees		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
<b>Total</b>		<b>None</b>	<b>4 Hours</b>	

## 53. FILING OF COMPLAINTS FOR CRIMINAL CHARGES

### Brief Description: Filing of Criminal Complaint

<b>Office or Division:</b>		Terminal Police Division - Terminal 1, 2, 3 and 4		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B - Government to Business		
<b>Who May Avail:</b>		All		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>Total</b>		<b>None</b>	<b>6 Hours</b>	

## **Police Intelligence and Investigation Division**

### **External Services**

## 54. REQUEST FOR ISSUANCE OF PIID DETENTION CERTIFICATE

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

<b>Office or Division:</b>	Police Intelligence and Investigation Division			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Relatives of detainees or any authorized persons/representatives			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>1<sup>st</sup> Shift-in-Charge</i> Police Investigation Section
	1.2. Submit Request Form with requirements to the AOIC, PIID or OIC, IIS for approval.	None		<i>2<sup>nd</sup> Shift-in-Charge</i> Police Investigation Section
2. None	2. Prepare the Certification for signature of the AOIC, PIID or OIC, IIS.	None		<i>3<sup>rd</sup> Shift-in-Charge</i> Police Investigation Section
3. None	3. Issue the signed Certification to the requesting client.	None		<i>OIC / Assistant Officer-In-Charge</i> Police Intelligence and Investigation Division
4. None	4. Approval and signature to the Certification by	None		<i>Officer –In-Charge</i> Police Investigation Section

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

## 55. REQUEST FOR ISSUANCE OF CERTIFICATION FOR LOST ITEM/S

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

<b>Office or Division:</b>		Police Intelligence and Investigation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		Airport Passengers, Users, and Authorized Persons/Representatives		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>1<sup>st</sup> Shift-in-Charge</i> Police Investigation Section  <i>2<sup>nd</sup> Shift-in-Charge</i> Police Investigation Section  <i>3<sup>rd</sup> Shift-in-Charge</i> Police Investigation Section
	1.2. Submit the Request Form with requirements to the AOIC, PIID or OIC, IIS for approval.	None		
	1.3. Once approved, return the Request Form to the client for claiming purposes.	None		
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		
<b>Total</b>		<b>None</b>	<b>2 Days</b>	

## 56. REQUEST FOR ISSUANCE OF POLICE REPORT

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

<b>Office or Division:</b>	Police Intelligence and Investigation Division			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Airport Passengers, Users and Authorized Persons/Representatives			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and	1.1. Accept request	None	1 Day	1 <sup>st</sup> Shift-in-

submit a Request Form with attached complete requirements	Form and validate submitted requirements			Charge Police Investigation Section
	1.2. Submit Request Form with requirements to the AOIC, PIID or OIC, IIS for approval.	None		2 <sup>nd</sup> Shift-in-Charge Police Investigation Section
2. None	2. Once approved, return the Request Form to the client for claiming purposes.	None		3 <sup>rd</sup> Shift-in-Charge Police Investigation Section
3. None	3. Validate the veracity of the complaint/ incident reported.	None		OIC/ Assistant Officer-In-Charge Police Intelligence and Investigation Division
4. None	4. If verified, prepare the Police Report for signature of the AOIC, PIID or OIC, IIS.	None		Officer –In-Charge Police Investigation Section
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		
<b>Total</b>		<b>None</b>	<b>2 Days</b>	

## **Intelligence and Investigation Division (Lost and Found Section)**

### **External Services**

## 57. REQUEST AND CLAIMS OF SAFEGUARDED LOST AND FOUND ITEMS

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

<b>Office or Division:</b>		Intelligence and Investigation Division - Lost and Found Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen / G2G - Government to Government		
<b>Who May Avail:</b>		Airport user		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Proof of ownership <ul style="list-style-type: none"> <li>a. Official Receipt</li> <li>b. Memorandum Receipt</li> <li>c. Picture of items</li> </ul> 2. Photocopy of passport / valid ID of the owner           3. If representative <ul style="list-style-type: none"> <li>a. Authorization letter</li> <li>b. Photocopy of passport or valid id of the owner</li> <li>c. Photocopy of valid id of claimant/representative</li> </ul>			Airport Users	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <sup>nd</sup> Shift) Intelligence and Investigation Division  Assistant Officer-In-Charge (3 <sup>rd</sup> 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 (2<sup>nd</sup> Shift) Intelligence and Investigation Division</i>  <i>Assistant Officer- In-Charge (3<sup>rd</sup> 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 (2<sup>nd</sup> Shift) Intelligence and Investigation Division</i>  <i>Assistant Officer- In-Charge (3<sup>rd</sup> Shift) Lost And Found Section Intelligence and Investigation Division</i>
<b>Total</b>		<b>None</b>	<b>1 Hour</b>	

## **Intelligence and Investigation Division (Counter Intel Section)**

### **Internal Services**

## 58. 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.

<b>Office or Division:</b>	IID – Counter Intel Section			
<b>Classification:</b>	Highly Technical			
<b>Type of transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who May Avail:</b>	Airport Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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 <a href="https://bit.ly/2XxfgtV">https://bit.ly/2XxfgtV</a> (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).	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Application:</b> 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"> <li>• File number</li> <li>• Name</li> <li>• company</li> </ul> <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
<b>RELEASING:</b> 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><b>NOTE:</b> 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>				
<b>Total</b>			<b>13 Days and 40 Minutes</b>	

## **ID & Pass Control Division**

### **External Services**

## 59. 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.

<b>Office or Division:</b>		ID & Pass Control Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business		
<b>Who May Avail:</b>		All		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Visitor pass / Letter Request 2. Valid ID of applicant 3. Visitor Pass Fee (Php50.00)			IDPCD Pass Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>Php 50.00</b>	<b>5 Minutes</b>	

## **ID & Pass Control Division**

### **Internal Services**

## 60. 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.

<b>Office or Division:</b>		ID & Pass Control Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who May avail:</b>		Airport Employees		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DOCUMENTARY REQUIREMENTS				
1. Endorsement Letter for Daily On Duty Pass signed by company signatory 2. Valid company ID 3. NAIA ID Application Form 4. Attendance to Security Awareness 5. MIAA Security Clearance			1. Applicant's company 2. Applicant's company 3. IDPCD or miaa.gov.ph 4. OAGMSES 5. MIAA-IID	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>Php 5.60</b>	<b>13 Minutes</b>	

## 61. 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.

<b>Office or Division:</b>		ID & Pass Control Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2B – Government to Business		
<b>Who May avail:</b>		All		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>7 Minutes</b>	

## 62. 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.

<b>Office or Division:</b>	ID & Pass Control Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2B - Government to Business
<b>Who May Avail:</b>	Airport Employees/Authorized Personnel
<b>CHECKLIST REQUIREMENTS</b>	
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 <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a>
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
<b>TOTAL</b>		AID – Php 164.00 SID – 84.50 MP – Php 22.00	<b>11 Minutes</b>	

## **Terminal Safety Services T1, T2, T3, T4, and ICT**

### **Internal Services**

### 63. APPLICATION FOR HOT WORK PERMIT

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

<b>Office or Division:</b>	Terminal Safety Services – T1, T2, T3, T4, and ICT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who May Avail:</b>	All construction related activities at NAIA Complex, including offices under MIAA			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application Form from the Terminal Safety Services	1. None	None		<i>Fire Safety Officer On-Duty</i> Terminal Safety Services T1, T2,T3, T4, and ICT
2. Submit fully accomplished HWP Application Form with endorsement from the Terminal Engineering  Note: If hot work activity is located at the apron area, HWP shall be pre-approved by the Apron Management Services before endorsement to Engineering	2.1. Review HWP Application Form and ensure that all fields are properly and correctly filled-up prior to issuance of order of payment	None	5 Minutes	<i>Fire Safety Officer On-Duty</i> Terminal Safety Services T1, T2,T3, T4, and ICT
	2.2. Issuance of Order of Payment	None		<i>Fire Safety Officer On-Duty</i> Terminal Safety Services T1, T2,T3, T4, and ICT
3. Pay the Hot Work Permit at Collection Division	3. None	P 635.00 +12% EVAT		<i>Collection Representative</i> Collection Division

(Present the Order of Payment)				
4. Present the payment receipt to secure HWP application from the office of Terminal Safety Services	4.1. Review HWP Payment Receipt	None	1 Day	<i>Fire Safety Officer On-Duty Terminal Safety Services T1, T2, T3, T4, and ICT</i>
	4.2. Approval/ Disapproval of HWP application	None		<i>Head, Terminal Safety Services Terminal Safety Services T1, T2, T3, T4, and ICT</i>
5. Inquire and/or secure the Approved/ Disapproved HWP application form from the office of Terminal Safety Services	5. Release of Approved/ Disapproved HWP application	None	2 Minutes	<i>Fire Safety Officer On-Duty Terminal Safety Services T1, T2, T3, T4, and ICT</i>
6. Notify TSS at least thirty (30) minutes prior to hot work activity for on-site inspection of work area, equipment and firefighting appliances.  NOTE: TSS reserves the right to stop hot work activities upon assessment that safety measures are neglected and/or violated	6. 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 Terminal Safety Services T1, T2, T3, T4, and ICT</i>
<b>Total</b>		<b>Php 711.20</b>	<b>1 Day and 37 Minutes</b>	

## **Surveillance Operations Division**

### **External Services**

## 64. APPROVAL FOR CCTV VIEWING REQUEST

**Brief Description:** For verification and investigation purposes. Filing of the Request is open 24/7

<b>Office or Division:</b>		Surveillance Operations Division – Terminal Section T1, T2, T3, and T4		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		Passenger, Airport Employees, Concessionaire and General Public		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written, formal or email Complaint Letter/ APD Complaint Form 2. CCTV Viewing Request Form (CVRF) 3. One (1) Valid Government issued ID <b>If Representative: (with Additional Requirements)</b> 4. Authorization Letter 5. At least Two (2) Valid Government issued ID			1. Complainant Terminal Police Section 2. SSD / Terminal Police Section 3. Complainant 4. Complainant 5. Representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant / Representative presents complete above listed requirements to Surveillance Terminal Section. (Must be accompanied by an authorized APD personnel)	1.1. Receive and check validity and completeness of documents presented. Also evaluates the purpose of request, must not violate provisions of Data Privacy Act of 2012.	None	15 Minutes	<i>Head/ Officer-in-Charge</i> Surveillance Terminal Section - T1, T2, T3, and T4  <i>Head/ Officer - In-Charge</i> Perimeter Surveillance Section
	1.2. Approve / Disapprove.	None		
2. Received approved / disapproved Request for CCTV Viewing.	2. Releases approved / disapproved Request for CCTV Viewing.	None	4 Hours	<i>Supervisor-On-Duty</i> Surveillance Terminal Section
3. Present a copy of approved request to Surveillance Supervisor-on-duty.	3.1. Receives and verifies the copy of approved request.	None		
	3.2. Instructs CCTV Console	None		

	Operator to assists the complainant in viewing the CVF inside the CVF Viewing Area.			
4. Receives Result of CCTV Viewing Form (RCVF).	4.1. Issues Result of CCTV Viewing Form (RCVF).	None	15 Minutes	
	4.2. Requests Complainant to fill-up MIAA-Feedback Form.	None		
<b>Total</b>		<b>None</b>	<b>4 Hours and 30 Minutes</b>	

## 65. APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST

**Brief Description:** For investigation purposes. Filing and Releasing of Request is from Monday – Friday (except holidays) 8:00AM – 05:00PM

<b>Office or Division:</b>	Surveillance Operations Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business G2C – Government to Citizen		
<b>Who May Avail:</b>	Airlines and Government Offices		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Complainant's Request Thru MIAA Investigation Office:</b>		1. Surveillance Terminal Section	
1. Result of CCTV Viewing Form (RCVF)		2. SSD / Surveillance Terminal Section	
2. CVF Copy Request Form (CCRF)		3. Complainant/Terminal Police Section	
3. Written/email Letter of Complaint/APD Complaint Form		4. Complainant	
4. One (1) Valid Government issued ID		5. Requesting Investigation Office/Agency/ Metropolitan/ Municipal/Regional Trial Court	
5. Letter of Request from any Government investigation Agency/Court Order			
<b>Other Investigation Agency:</b>		1. Surveillance Terminal Section	
1. Result of CCTV Viewing Form (RCVF)		2. IID / Other Government Agency	
2. Letter of Request from MIAA Investigation Office /any Government investigation Agency.		3. Endorsing Office / Government Agency	
3. Information/Incident Report endorsed for Investigation.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal Request for CVF Copy attached with complete above-listed requirements, addressed to the OIC-SSD thru OIC-SOD.	1.1. Receive and check validity and completeness of documents presented. Also evaluates the purpose of request, must not violate provisions of Data Privacy Act of 2012.	None	30 Minutes	<i>Officer-in-Charge</i> Surveillance Operation Division
	1.2. Recommend for Approval / Disapproval.	None		
	1.3. Receive and review the documented presented for CVF copy request.	None	1 Hour	<i>Officer-in-Charge</i> Screening and Surveillance Department
	1.4. Approve / Disapprove.	None		
	1.5. Receives notice of approved CVF Copy Request from SOD Office.	None	3 Hours	<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance Terminal Section
	1.6. Instructs CCTV Console Operator to execute the process according to the specific details of the request as to location, date and part/portion of the CVF.	None		
	1.7. Notify SOD Office as soon as the CVF Copy is ready for release.	None		
2. Receive notification and copy of approved / disapproved request thru email.	2. Notify Requesting Party and send copy of approved / disapproved	None	15 Minutes	<i>Officer-in-Charge</i> Surveillance Operation Division

	request thru email.			
3. Pick-up CVF Copy and sign at the "RELEASE OF CVF COPY Form (RCCF) with Undertaking" from Surveillance Terminal Section.	3. Release CVF Copy and require requesting party to sign at the "Release of CVF Copy Form (RCCF) with Undertaking" and CVF Copy Release Logbook.	None	15 Minutes	Officer-in-Charge / Supervisor-on-Duty Surveillance Terminal Section
<b>Total</b>		<b>None</b>	<b>4 Hours</b>	

## 66. APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST FOR COMPLEX CASES

**Brief Description:** For investigation purposes. Complicated cases i.e. related to acts of terrorism and/or sensational security related incidents/crimes that needs careful handling, attracts media or public attention, and may require significant alteration to ordinary procedures to manage it. Filing and Releasing of Request is from Monday – Friday (except holidays) 8:00AM – 05:00PM

<b>Office or Division:</b>	Surveillance Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business G2C – Government to Citizen			
<b>Who May Avail:</b>	Airlines and Government Offices			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Complainant's Request Thru MIAA Investigation Office:</b>				
1. Result of CCTV Viewing Form (RCVF)			1. Surveillance Terminal Section	
2. CVF Copy Request Form (CCRF)			2. SSD / Surveillance Terminal Section	
3. Written/email Letter of Complaint/APD Complaint Form			3. Complainant/Terminal Police Section	
4. One (1) Valid Government issued ID			4. Complainant	
5. Letter of Request from any Government investigation Agency/Court Order			5. Requesting Investigation Office/Agency/ Metropolitan/ Municipal/Regional Trial Court	
<b>Other Investigation Agency:</b>				
1. Result of CCTV Viewing Form (RCVF)			1. Surveillance Terminal Section	
2. Letter of Request from MIAA Investigation Office /any Government investigation Agency.			2. IID / Other Government Agency	
3. Information/Incident Report endorsed for Investigation.			3. Endorsing Office / Government Agency	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal Request for CVF Copy attached with complete above-listed requirements, addressed to the MIAA – GM /AGMSES thru OIC-SSD.	1.1. Receive and check validity and completeness of documents presented. Also evaluates the purpose of request, must not violate provisions of Data Privacy Act of 2012.	None	30 Minutes	<i>Officer-in-Charge</i> Surveillance Operation Division
	1.2. Recommend for Approval / Disapproval.	None		
	1.3. Receive and review the documented presented for CVF copy request.	None		<i>General Manager / AGMSES</i>
	1.4. Approve / Disapprove.	None		
	1.5. Receives notice of approved CVF Copy Request from SOD Office.	None	3 Hours	<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance Terminal Section
	1.6. Instructs CCTV Console Operator to execute the process according to the specific details of the request as to location, date and part/portion of the CVF.	None		
	1.7. Notify SOD Office as soon as the CVF Copy is ready for release.	None		
2. Receive notification and copy of approved / disapproved request thru email.	2. Notify Requesting Party and send copy of approved / disapproved request thru	None	15 Minutes	<i>Officer-in-Charge</i> Surveillance Operation Division

	email.			
3. Pick-up CVF Copy and sign at the "RELEASE OF CVF COPY Form (RCCF) with Undertaking" from Surveillance Terminal Section.	3. Release CVF Copy and require requesting party to sign at the "Release of CVF Copy Form (RCCF) with Undertaking" and CVF Copy Release Logbook.	None	15 Minutes	<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance Terminal Section
<b>Total</b>		<b>None</b>	<b>4 Hours</b>	

## **Systems and Procedures Improvement Division**

### **Internal Services**

## 67. REQUEST FOR SURVEY OR STUDY ASSISTANCE

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

<b>Office or Division:</b>		Systems and Procedures Improvement Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who May Avail:</b>		All Offices of MIAA, All NAIA Terminals and International Cargo Terminal		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum from Requesting Party/ End – User 2. SPID Activity Initiation Form (AIF)			SPID Office or Downloadable on the MIAA Website	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>35 Minutes</b>	

## 68. CONDUCT OF SURVEY OR STUDY ASSISTANCE

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

<b>Office or Division:</b>		Systems and Procedures Improvement Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who May Avail:</b>		All Offices of MIAA, All NAIA Terminals and International Cargo Terminal		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Document Tracking Slip 2. SPID Activity Initiation Form			SPID Office or Downloadable on the MIAA Website	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total</b>		<b>None</b>	<b>38 Days, 1 Hour and 20 Minutes</b>	

\* 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

## 69. 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.

<b>Office or Division:</b>	Systems and Procedures Improvement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	All Offices of MIAA			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>1 Day and 10 Minutes</b>	

## 70. FACILITATION FOR MEMORANDUM CIRCULAR CONSTITUTION AND REVISION

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

<b>Office or Division:</b>	Systems and Procedures Improvement Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	All Offices of MIAA			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total</b>		<b>None</b>	<b>19 Days 4 Hours and 50 Minutes</b>	

## **Terminal Operation T1, T2, T3 and T4**

### **External Services**

## 71. APPROVAL OF TERMINAL INGRESS/EGRESS DECLARATION FORM

**Brief Description:** Ingress/Egress Declaration

<b>Office or Division:</b>		Terminal Operation - T1, T2, T3, and T4		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2B - Government to Business		
<b>Who May Avail:</b>		Concessionaires, Airlines and Contractor		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Ingress/Egress Declaration Form			Terminal Operation T1, T2, T3, and T4	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>2 Days</b>	



## 72. APPROVAL OF TERMINAL FACILITIES SLOT CLEARANCE

**Brief Description:** Use of Terminal Facilities and Equipment

<b>Office or Division:</b>		Baggage Handling Section– T1, T2, T3 and T4 Common Use Terminal Equipment – T1, T2, T3 and T4		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who May Avail:</b>		Airlines		
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Terminal Facilities Slot Clearance				AGOSD (Slotting Section)
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		
<b>Total</b>		<b>None</b>	<b>6 Days and 7 Hours</b>	

## **Curbside Management Services T1, T2,T3, and T4**

### **External Services**

## 73. ISSUANCE OF DISPATCH SLIP (YELLOW METERED TAXI, COUPON TAXI AND REGULAR TAXI)

**Brief Description:** Release of Dispatch Slip to the Passenger and Driver

<b>Office:</b>		Curbside Management Services T1, T2, T3, and T4		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who May Avail:</b>		Public		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Dispatch Slip			CMS Counters / Booth	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to designated Yellow Metered /Coupon/ Regular Taxi service counter	1.1 Upon inquiry from passenger, the MIAA assigned dispatcher fills-out the details on the dispatch slip as follows: <ul style="list-style-type: none"> <li>• Name of Passenger</li> <li>• Destination</li> <li>• Date and Time</li> <li>• Plate Number</li> <li>• Transport Company Name</li> <li>• Number of Baggage/s</li> <li>• Name of Driver</li> </ul>	None	1 Minute	1 <sup>st</sup> Shift 2 <sup>nd</sup> Shift 3 <sup>rd</sup> Shift
	1.2 The MIAA dispatcher provides the following to the Passengers: <ul style="list-style-type: none"> <li>• For Yellow Taxi/Regular Taxi – first copy of the dispatch slip</li> <li>• For Coupon Taxi - first copy of the dispatch slip and LTFRB approved rates</li> </ul>	None		1 <sup>st</sup> Shift 2 <sup>nd</sup> Shift 3 <sup>rd</sup> Shift

	1.3. The MIAA dispatcher provides the second copy of the dispatch slip to the driver and the third copy is retained at the respective Terminal/Offices of MIAA Curbside Management Services			
2. The passenger boards the assigned Yellow Metered/ Coupon/ Regular Taxi	2. None	None	None	
<b>Total</b>		<b>None</b>	<b>1 Minute</b>	

## **Terminal Administration T1, T2 and T3**

### **External Services**

## 74. BILLING OF SERVICE PROVIDER

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

<b>Office or Division:</b>	Terminal Administration – T1 and T2			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Service Provider			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<b>TOR - BILLING REQUIREMENTS :</b> 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 Form	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 and Equipment Delivery Report	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)				
	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	<p><i>Chief Terminal Administration – T1, and T2 Terminal Administration Office</i></p> <p><i>Terminal Manager – T1, and T2 TM Office</i></p> <p><i>Assistant Terminal Manager - T2 ATM Office</i></p>
	8. Request for Payment and Billing Documents forwarded to the Terminal Administration Office for proper recording and photocopy.	None		<i>Chief Terminal Administration – T1 and T2 Terminal Administration Office</i>



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

## 75. BILLING OF SERVICE PROVIDER

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

<b>Office or Division:</b>	Terminal Administration – T3			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Service Provider			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>TOR - BILLING REQUIREMENTS :</b> 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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 f. CTC of Original Receipt from	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 Equipment Status Report	None	2 Days	Section Head GSS & Logistics Section

SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement)	c. 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 for signature	None		
	6. Request for Payment and Billing documents forwarded to the Assistant Terminal Manager / Terminal Manager Office.	None		Chief Terminal Administration Terminal Administration Office
	7. Request for Payment and Certificate of Satisfactory Performance for signature of the following :  a. Assistant Terminal Manager  b. Terminal Manager	None	1 Day	Assistant Terminal Manager ATM Office  Terminal Manager TM Office
	8. Request for Payment and Billing Documents forwarded to	None		Chief Terminal Administration Terminal Administration Office

	the Terminal Administration Office for proper recording and photocopy.			
	9. Request for payment and Billing Documents are forwarded to General Services Division.	None		
<b>Total</b>		<b>None</b>	<b>3 Days</b>	

## 76. 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

<b>Office Division</b>	Terminal Administration – T3			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B - Government to Business G2G - Government to Government			
<b>Who May Avail:</b>	Private Agencies/Concessionaires to Government Agency			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request for use of Training Room in T3			Requesting Agency	
2. Application for MLDR – T3			HR Office – T3	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  Terminal Manager Terminal Manager Office
2. Fill-up Application Form and submit to Terminal Admin	2.1. Terminal Admin receive the application form and check schedule for availability of the area. If available, TA recommends			Operations Assistant (Contracted Manpower) Terminal Administration Office

	approval to the TM and notifies the client.			Chief - Terminal Administration Terminal Administration Office
	2.2.If not available, notify the client			
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
<b>Total</b>		Refer to the schedule of Fees and Charges below	<b>1 Day</b>	

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 : <a href="mailto:crc@miaa.gov.ph">crc@miaa.gov.ph</a>/<a href="mailto:crc@miaagov.ph">cra@miaagov.ph</a>            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><b>Complaints</b> –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><b>Praises/Comments/Suggestions</b>—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><b>-Passenger Feedback Form (PFF)</b>  <b>-TEXNAIA 0917-839-6242</b>  <a href="mailto:crc@miaa.gov.ph">-cra@miaa.gov.ph</a>/<a href="mailto:crc@miaagov.ph">cra@miaagov.ph</a>  <b>-NAIA Facebook Official Account</b>  <b>-NAIA Customer Hotline</b>  <b>-@MIAAgoVPH</b></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><b>Complaints under MIAA Offices</b> – they are given five (5) days to answer the complaints.</p>

	<p><b>Complaints under Other Government Agencies</b> – 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 –  <b>(02) 8877-1109 local 3070</b>  <b>(02) 8823-0669</b></p> <p>NAIA TEXNAIA  <b>0917-839-6242</b></p> <p>NAIA Customer Hotline  <b>(02) 8877-1111</b></p> <p>Presidential Complaints Center  <b>8888</b></p> <p>CSC Contact Center ng Bayan  <b>0908-8816565</b></p> <p>Anti-Red Tape Authority  <b>8478-5093</b></p>

## List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the General Manager	MIAA Administration Building, 4 <sup>th</sup> Floor, Pasay City	8877-1109 local 2336 / 716
Office of the Senior Assistant General Manager	MIAA Administration Building, 4 <sup>th</sup> 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 <sup>rd</sup> Floor, Pasay City	877-1109 local 3735
Office of the AGM for Engineering	MIAA Administration Building, 2 <sup>nd</sup> 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 <sup>rd</sup> Floor, Pasay City	8877-1109 local 4269
Office of the Corporate Board Secretary	MIAA Administration Building, 4 <sup>th</sup> Floor, Pasay City	877-1109 local 3716
Legal Office	MIAA Administration Building, 3 <sup>rd</sup> Floor, Pasay City	877-1109 local 738
Internal Audit Services Office	MIAA Administration Building, 3 <sup>rd</sup> Floor, Pasay City	8877-1109 local 734
Business Dev't & Concessions Management Department	MIAA Administration Building, 2 <sup>nd</sup> 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 <sup>nd</sup> 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 <sup>rd</sup> Floor, Pasay City	8877-1109 local 4329
Business & Real Estate Investment & Development Division	MIAA Administration Building, 2 <sup>nd</sup> Floor, Pasay City	8877-1109 local 759

OFFICE	ADDRESS	CONTACT INFORMATION
Concessions Management Division	MIAA Administration Building, 2 <sup>nd</sup> 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 <sup>nd</sup> Floor, Pasay City	8877-1109 local 753
Procurement Division	MIAA Administration Building, 2 <sup>nd</sup> 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 <sup>nd</sup> 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
Medical Division	NAIA Terminal 1, Pasay City	8877-1109 local 794
Rescue & Firefighting Division	RFD Headquarters Balagbag, Pasay City	8877-1109 local 793



OFFICE	ADDRESS	CONTACT INFORMATION
Systems and Procedures Improvement Division	MIAA Administration Building, 3 <sup>rd</sup> Floor, Pasay City	8877-1109 local 736
Plans and Programs Division	MIAA Administration Building, 3 <sup>rd</sup> Floor, Pasay City	8877-1109 local 4089
Management Information Systems Division	MIAA Administration Building, 3 <sup>rd</sup> Floor, Pasay City	8877-1109 local 4105