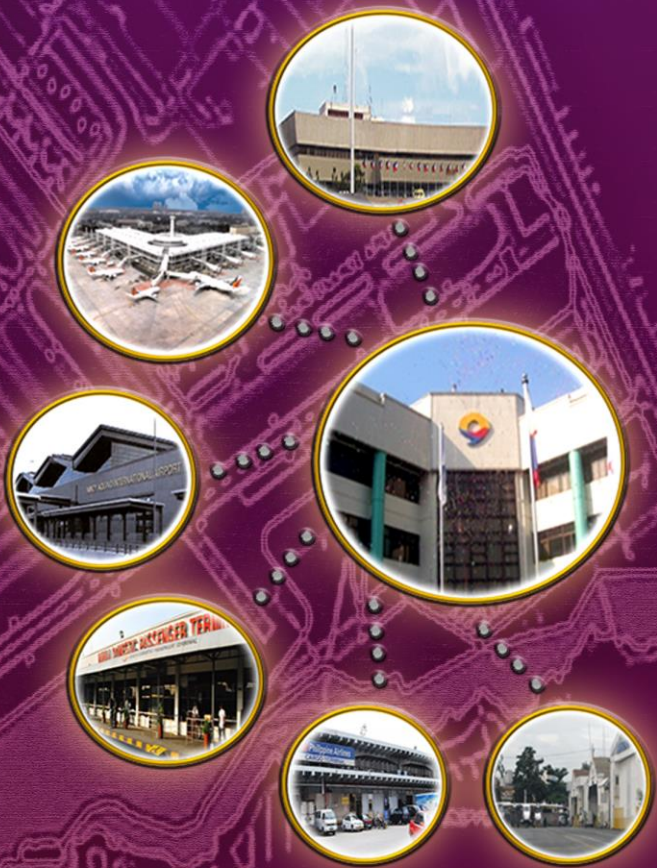




MANILA INTERNATIONAL  
AIRPORT AUTHORITY

# CITIZEN'S CHARTER

Republic Act 11032, Anti-Red Tape Act of 2018



MANILA INTERNATIONAL AIRPORT AUTHORITY

5th Edition  
2024





**MANILA INTERNATIONAL AIRPORT AUTHORITY**

**CITIZEN'S CHARTER**  
2024 (5<sup>th</sup> Edition)





## MESSAGE

As we continue our efforts in the Ease of Doing Business initiated by the Anti-Red Tape Authority, it's imperative to emphasize the importance of continuous support and commitment, regardless of changes in management. Upholding efficiency, transparency, and accountability remains our steadfast goal. By embracing these principles, we pave the way for smoother operations and better service delivery.

The strides we have made endure beyond transitions, fostering a culture of streamlined processes and citizen-centric service delivery. The MIAA continue to persevere in our mission to eliminate bureaucratic hurdles and cultivate an environment of responsiveness and effectiveness.

A handwritten signature in black ink, appearing to read 'Eric Ines', with a long horizontal stroke extending to the right.

**ERIC JOSE C. INES**  
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.





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## **General Manager's Office**

### **External Services**

## 1. ISSUANCE OF OFFICIAL BUSINESS (OB) CARD

**Brief Description:** Agencies and organizations are given access passes according to their need for official events and activities. This process includes the application, processing, approval, and release of OB Card.

Office/Division:	General Manager's Office (GMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Government Agencies and Diplomats			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<div>1. Letter request / Coordination Permit Form / NAIA Access Request Form (1 original copy or soft copy)<div>a) <b>Letter request</b> with the following information:<div><div>• Person/s to be issued (name, office, designation)</div><div>• Purpose of the request</div><div>• Contact number of the requesting party</div></div><div>If applicable:<div><div>• Passenger details (name, designation, if there are any)</div><div>• Flight details (airline, date, flight number, estimated time of departure/arrival)</div><div>• Vehicle details</div></div></div><div>b) <b>Coordination Permit Form</b> - for request with Vehicle at General Aviation Area</div><div>c) <b>NAIA Access Request Form</b> - For Personnel to be use at NAIA Terminal</div></div></div>			<div><div></div><div>Scan QR code or visit miaagov.ph/issuances/ Downloadable Forms/NAIA Access Form</div></div>	
2. Company / Agency ID (1 original from OB Card user, 1 from representative)				
3. Valid Government Identification (1 original from OB Card user, 1 from representative)				
4. Authorization Letter from OB Card user (1 original) if to be claimed by a representative				
Note: Request for Application MUST be submitted at least THREE (3) DAYS before the intended use				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a form via MIAA website (miaagov.ph/issuances/Downloadable Forms) or scan QR code above.	1. None	None	None	Requestee
2. Submit the requirements to the GM's Office	2.1. Receive the letter request.	None	1 Day	Technical Assistant GMO




located at MIAA Admin Building, 4 <sup>th</sup> floor. Or via email, send requirement to <a href="mailto:naiaaccess@miaa.gov.ph">naiaaccess@miaa.gov.ph</a> for an initial assessment	2.2. Review and evaluate the completeness of the data. If incomplete details advise the client to complete the details.	None		Technical Assistant GMO
	2.3. Notify client if the request is approved or denied.	None		Technical Assistant GMO
	2.4. If approved, notify IDPCD to process issuance of OB Card.	None		Technical Assistant GMO
3. Receive the approved notification, proceed to the designated PCO Terminals and submit required ID and Authorization Letter (if to be claimed by authorized representative) on the day of actual use, for receipt of the OB Card.	3.1. Check the ID and Authorization letter if to be claimed by a representative.	None	5 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, and 4
	3.2. Check the approved request from GMO and prepare the OB/OD Slip.	None	10 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, and 4
	3.3. Record in the logbook and have it signed by the OB Card user/ authorized representative	None	2 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, and 4
	3.4. Release the OB Card with accomplished OB/OD Slip.	None	2 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, and 4
4. Receive and acknowledge OB Card with OB/OD Slip	4. Attach deposited ID to the duplicate control number card and place it to the deposited ID box.	None	1 Minute (Paused – Clock)	Shift-In-Charge PCO Terminal 1, 2, 3, and 4
5. Return the OB Card and OB/OD Slip after use	5. Receive the OB Card and OB/OD Slip. and return the	None	3 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, and 4

	deposited ID.			
<b>Total</b>		<b>None</b>	<b>1 Day and 23 Minutes</b>	

## 2. VISITOR'S PASS (FOR MEET AND ASSIST)

**Brief Description:** This process includes the application, processing, and approval of Visitor Pass for visitors who are allowed entry into particular portions of the airport complex for a specific and legitimate reason, such as all other people on official business or non-official business in the restricted areas of the NAIA complex (Meet and Assist well-wishers).

<b>Office/Division:</b>	General Manager's Office			
<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. Letter request / NAIA Access Request Form (1 original copy or soft copy) <b>a. Letter request</b> with the following information: <ul style="list-style-type: none"> <li>Person/s to be issued (name, office, designation)</li> <li>Purpose of the request</li> <li>Contact number of the requesting party</li> </ul> If applicable: <ul style="list-style-type: none"> <li>Passenger details (name, designation, if there are any)</li> <li>Flight details (airline, date, flight number, estimated time of departure/arrival)</li> </ul> <b>b. NAIA Access Request Form</b> - For Personnel to be use at NAIA Terminal			 <p>Scan QR code or visit miaagov.ph/issuances/ Downloadable Forms/NAIA Access Form</p>	
2. Valid Government Identification (1 Original)			Any Issuing Government Agency	
<b>Note: Request for Application MUST be submitted at least THREE (3) DAYS before the intended use</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a form via MIAA website (miaagov.ph/issuances/Downloadable Forms) or scan QR code above.	1. None	None	None	<i>Requestee</i>
2. Submit the requirements to the	a. Receive the letter request.	None	1 Day	<i>Technical Assistant</i>

GM's Office located at MIAA Admin Building, 4 <sup>th</sup> floor. Or via email, send requirement to <a href="mailto:naiaaccess@miaagov.ph">naiaaccess@miaagov.ph</a> for an initial assessment	b. Review and evaluate the completeness of the data. If incomplete details advise the client to complete the details.			GMO
	c. Notify client if the request is approved or denied.			
	d. If approved, notify IDPCD to process issuance of Visitor Pass.			
3. Receive the approved notification, proceed to the designated PCO Terminals on the day of actual use, Deposit valid ID, pay the fee (if applicable) and receive the Visitor's Pass.	3.1. Check the approved request from GMO and evaluate requirements.	None	5 Minutes	<i>Shift-In-Charge</i> PCO Terminal 1, 2, 3, & 4
	3.2. Receive the deposited valid ID, accept payment, and release the Visitor's Pass.	Php 50.00 VAT included	5 Minutes (Paused – clock)	<i>Shift-In-Charge</i> PCO Terminal 1, 2, 3, and 4
4. Surrender Visitor Pass and claim deposited ID	4. Retrieve Visitor Pass and return deposited ID.	None	3 Minutes	<i>Shift-In-Charge</i> PCO Terminal 1, 2, 3, and 4
<b>Total</b>		<b>Php 50.00 VAT included</b>	<b>1 Day and 13 Minutes</b>	

## **Legal Office**

### **External Services**

### 3. 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) a. Original Technical Documents of LCRB/HRRB or SCRB/SRRB b. Original Financial Documents of LCRB/HRRB or SCRB/SRRB 3. Bids and Awards Committee (BAC) Resolution with GM's approval 4. Authority to use alternative method of procurement, if applicable (Board of Directors or GM) 5. MIAA Board Resolution / Approved Memo to GM (for projects within the delineated authority) 6. Notice of Award			To be furnished by BAC Secretariat	
<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	<i>Legal Researcher</i> Legal Office
2. None	2. Contract Preparation a. Draft	None	7 Days	<i>Legal Researcher</i> Legal Office
	b. Review			<i>Assigned Attorney</i> Legal Office
	c. Finalize			<i>Legal Manager</i> 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	<i>Legal Researcher</i> 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	<i>Legal Researcher</i> 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**



#### 4. ISSUANCE OF NOTICE OF CONDITIONAL AWARD (NOCA) / NOTICE OF AWARD (NOA)

**Brief Description:** Preparation and approval of NOCA/NOA for applicants with intent to conduct business at the terminals.

<b>Office or Division:</b>	Concessions Management Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who May Avail:</b>	Concessionaires			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Intent and Franchise Agreement (if Franchisee)			1. Concessionaires/Company	
1. Company Profile/Business Background			2. Concessionaires/Company	
3. Design/Concept Perspective of proposed store			3. Concessionaires/Company	
4. Pictures of existing stores, if any			4. Concessionaires/Company	
5. Audited Financial Statement of current year's filing			5. BIR	
6. Registration Certificate from SEC/DTI			6. SEC/DTI	
7. Articles of Incorporation and By-Laws			7. SEC	
8. Latest General Information Sheet (Updated)			8. SEC	
<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 following addressed to GM: • Letter of intent (LOI) • Company Profile/Business Background • Layout plan and design concept (initial)	1.1. Receive letter of intent from the client and release the acknowledgement copy of the client	None	5 Minutes	Clerk Central Receiving Office
	1.2. Forward the received LOI and initial documents to the GMO	None	5 Minutes	Clerk Central Receiving Office
	1.3. GMO receives the LOI and initial documents	None	5 Minutes	Executive Secretary GM Office
	1.4. Review and disseminate the LOI and initial documents to the Business Development and Concessions Management Department (BDCMD)	None	1 Hour	General Manager GMO

	1.5. Receive the LOI and initial documents from GMO	None	5 Minutes	<i>Business Development Officer A BDCMD</i>
	1.6. Review and endorse the LOI and initial documents to CMD for evaluation	None	1 Hour	<i>Manager/OIC BDCMD</i>
	1.7. Receive LOI and initial documents from BDCMD	None	5 Minutes	<i>Secretary A CMD</i>
	1.8. Review and disseminate LOI and initial documents for evaluation	None	1 Hour	<i>Manager/OIC CMD</i>
	1.9. Conduct initial review and evaluation	None	1 Hour	<i>Business Development Officer B</i> CMD – T1, T2, and T4 <i>Business Development Officer B</i> CMD – T3 <i>Business Development Assistant B</i> CMD – T3 <i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
	1.10. Inform the client of the result of the initial evaluation and invite for a joint ocular inspection of the area. Shall also advise proponent completion of the initial documentary	None	1 Hour	<i>Development Officer B</i> CMD – T1, T2, and T4 <i>Business Development Officer B</i> CMD – T3 <i>Business Development Assistant B</i> CMD – T3

	requirements and accomplishing of Tenant/ Concessionaire Application Form (CAF)			<i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
2. Submit the accomplished application form and additional requirements	2.1. Receive the accomplished application form and additional requirements	None	5 Days	<i>Business Development Officer B</i> CMD – T1, T2, and T4 <i>Business Development Officer B</i> CMD – T3 <i>Business Development Assistant B</i> CMD – T3 <i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
	2.2. Conduct further evaluation	None		<i>Business Development Officer B</i> CMD – T1, T2, and T4 <i>Business Development Officer B</i> CMD – T3 <i>Business Development Assistant B</i> CMD – T3 <i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor

				Advertisement and Transport
	2.3. Schedule and inform the client to join the set ocular site inspection. (To be attended by representatives from Engineering and Terminal Concessions Relations Officer	None		<i>Business Development Officer B</i> CMD – T1, T2, and T4 <i>Business Development Officer B</i> CMD – T3 <i>Business Development Assistant B</i> CMD – T3 <i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
3. Receive the information and proceed to CMD for the joint ocular site inspection for negotiation	3.1. Conduct joint ocular inspection with the client, together with representatives from the Engineering and Terminal Concessions Relations Officer	None	2 Hours	<i>Business Development Officer B</i> CMD – T1, T2, and T4 <i>Business Development Officer B</i> CMD – T3 <i>Business Development Assistant B</i> CMD – T3 <i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport Engineering Representative

	3.2. Prepare recommendation report for assessment of Commercial and Lease Evaluation Committee	None	3 Hours	<i>Manager /OIC</i> <b>CMD</b> <i>Manager /OIC</i> <b>BDCMD</b>
	3.3. Attend the meeting of CLEC. Receive notice from CLEC on the results of the deliberation and recommend approval to the GM.	None	3 Hours	<i>Business Development Officer B</i> <b>CMD – T1, T2, and T4</b> <i>Business Development Officer B</i> <b>CMD – T3</b> <i>Business Development Assistant B</i> <b>CMD – T3</b> <i>Business Development Analyst A</i> <b>CMD – ICT</b> <i>Business Development Specialist</i> <b>CMD – Indoor Advertisement and Transport</b> <i>OIC/ Manager</i> <b>CMD</b> <i>Manager/ OIC</i> <b>BDCMD</b>
	3.4. Prepare Notice of Award (NOA)/ Notice of Conditional Award (NOCA) or letter of regret with MB to affix: a. Initial of Manager, CMD on the MB	None	1 Hour	<i>Development Officer B</i> <b>CMD – T1, T2, and T4</b> <i>Business Development Officer B</i> <b>CMD – T3</b> <i>Business Development Assistant B</i> <b>CMD – T3</b> <i>Business Development Analyst A</i> <b>CMD – ICT</b> <i>Business</i>

				<i>Development Specialist</i> CMD – Indoor Advertisement and Transport <i>OIC/ Manager</i> CMD
	b. Signature of OIC/Manager, BDCMD on the MB	None	1 Hour	<i>Manager/OIC</i> BDCMD
	c. Affix signature of the Terminal Manager on the MB	None	1 Hour	<i>Terminal Manager</i> Terminal Manager Office – T1  <i>Terminal Manager</i> Terminal Manager Office – T2  <i>Terminal Manager</i> Terminal Manager Office – T3  <i>Terminal Manager</i> Terminal Manager Office – T4
	d. Signature of Manager, Legal Office on the MB	None	1 Hour	<i>Manager</i> Legal Office
	e. Signature of SAGM on the MB	None	1 Hour	<i>Senior Assistant General Manager</i> SAGM Office
	f. Signature of the GM on the NOCA and MB	None	2 Hours	<i>General Manager</i> GM's Office
	3.5. Inform the applicant to pick up the approved NOCA for conformity and transmittal letter	None	10 Minutes	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development</i>

				<i>Assistant B CMD – T3</i>  <i>Business Development Analyst A CMD – ICT</i>  <i>Business Development Specialist CMD – Indoor Advertisement and Transport</i>
4. Receive information and proceed to CMD to pick up the approved NOA/NOCA and transmittal letter	4. Release the approved NOCA and transmittal letter to the applicant	None	5 Minutes	<i>Business Development Officer B CMD – T1, T2, and T4</i>  <i>Business Development Officer B CMD – T3</i>  <i>Business Development Assistant B CMD – T3</i>  <i>Business Development Analyst A CMD – ICT</i>  <i>Business Development Specialist CMD – Indoor Advertisement and Transport</i>
5. Return signed/ conformed copy of NOA/NOCA with transmittal letter	5.1. Receive the conformed NOCA	None	5 Minutes	<i>Business Development Officer B CMD – T1, T2, and T4</i>  <i>Business Development Officer B CMD – T3</i>  <i>Business Development Assistant B CMD – T3</i>  <i>Business Development Analyst A CMD – ICT</i>  <i>Business</i>



				<i>Development Specialist</i> CMD – Indoor Advertisement and Transport
	5.2. Release transmittal letter with conformed NOA/NOCA to concessionaire with instruction to submit within 45 days the documentary requirements for contract preparation	None	10 Minutes	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development Assistant B</i> CMD – T3  <i>Business Development Analyst A</i> CMD – ICT  <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
<b>Total</b>		Preparation of Approval of NOCA/NOA	CMD/ BDCMD/CLEC TM's/ICOD/ Legal Office/ Office of the SAGM/GMO	<b>7 Days, 4 Hours and 55 Minutes</b>

## 5. ISSUANCE OF LEASE AND CONCESSION CONTRACT

**Brief Description:** Preparation and approval of Lease and Concession Contract

<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>	Concessionaires
<b>CHECKLIST REQUIREMENTS</b>	
1. SSS Clearance	1. SSS
2. DOLE Clearance	2. DOLE
3. Current and Valid Mayor's /Business Permit from Pasay/Parañaque City	3. Local / City Government
4. Sanitary Permit from the Bureau of Quarantine (for Food and Beverage)	4. Bureau of Quarantine
5. Certificate of Registration from BIR (Form 2303)	5. BIR
6. Latest Income and Business Tax Returns duly	6. BIR

stamped and received by the BIR with Audited Financial Statements				
7. Valid Tax Clearance from the BIR			7. BIR	
8. Certification under oath, from the responsible officer of the applicant that it is free and clear of tax liabilities to the government (duly notarized)			8. Concessionaire/Company	
9. 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)			9. Concessionaire/Company	
10. Certification from the responsible officer of the applicant that the list of personnel under their employment has been background checked. (duly notarized)			10. Concessionaire/Company	
11. Certification under oath that each of the documents submitted in satisfaction of the MIAA requirements are 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)			11. Concessionaire/Company	
12. Enrollment to MIAA Financial Management Information System			12. MISD	
13. Enrollment to Point-Of-Sales (POS) System			13. MISD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete submission of requirements	1.1.Receive and acknowledge the submission of requirements	None	5 Minutes	Business Development Officer A BDCMD
	1.2.Prepare five (5) copies of Lease and Concession Contract and Contract Clearance Review Form. (For contracts amounting to Php 500,000.00 and above, a briefer shall be attached to the MB to be transmitted by Legal Office to the Office of Government Corporate Council (OGCC) for review before execution.	None	1 Hour	Business Development Officer B CMD – T1, T2, and T4  Business Development Officer B CMD – T3  Business Development Assistant B CMD – T3  Business Development Analyst A CMD – ICT

	Otherwise, proceed to Step 1.4)			<i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
	1.3. Prepare Memo Brief (MB) with Lease and Concession Contract, accomplished Contract Clearance Review Form, OGCC briefer (for contracts amounting to Php 500,000.00 and above) and forward to all concerned offices to affix.	None	1 Hour	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development Assistant B</i> CMD – T3  <i>Business Development Analyst A</i> CMD – ICT  <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
	1.4. Initial of Manager/OIC, CMD on the MB	None	1 Hour	<i>Manager/OIC</i> CMD
	1.5. Signature of OIC/Manager, BDCMD on the MB	None	1 Hour	<i>Manager/OIC</i> BDCMD
	1.6. Signature of TM/OIC-Head, ICOD on the MB	None	1 Hour	<i>Terminal Manager</i> Terminal Manager Office – T1  <i>Terminal Manager</i> Terminal Manager Office – T2  <i>Terminal Manager</i> Terminal Manager Office – T3  <i>Terminal Manager</i>

				<i>Manager Terminal Manager Office – T4</i>
	1.7. Signature of Manager, Legal Office on the contract as witness and MB	None	1 Hour	<i>Manager/OIC Legal Office</i>
	1.8. Signature of SAGM on the MB	None	1 Hour	<i>Senior Assistant General Manager SAGM Office</i>
	1.9. Signature of the GM on the Contract and MB	None	2 Hours	<i>General Manager GM's Office</i>
	1.10. Upon receipt of signed documents, prepare transmittal letter for release of Lease and Concession Contract for initial of division head and signature of BDCMD Head.	None	1 Hour	<i>Manager/OIC CMD</i>
	1.11. Affix signature in the transmittal letter	None	1 Hour	<i>Manager/OIC BDCMD</i>
	1.12. Advise the concessionaire through email or phone call to pick up the signed documents	None	5 Minutes	<i>Business Development Officer B CMD – T1, T2, and T4  Business Development Officer B CMD – T3  Business Development Assistant B CMD – T3  Business Development Analyst A CMD – ICT  Business Development Specialist CMD – Indoor Advertisement and Transport</i>

2. Receive information and proceed to CMD to pick up the contract	2. Release the transmittal letter with the Lease and Concession Contract. Advise client to comply with the requirements of Article 3.05.	None	5 Minutes	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development Assistant B</i> CMD – T3  <i>Business Development Analyst A</i> CMD – ICT  <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
3. Accomplish the following: a. Proceed to CMD to pick up the Order of Payment Slip	3.1. Release the Order of Payment Slip for one (1) month advance rental and other fixed charges	Fees may vary based on privilege pursuant to existing Administrative Order (AO) on Fees and Charges, Board Resolution and offered rates of concession aires	30 Minutes	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development Assistant B</i> CMD – T3  <i>Business Development Analyst A</i> CMD – ICT  <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
b. Pay the one (1) month advance rental and other fixed charges to	3.2. Duplicate copy of Official Receipt.		1 Hour	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i>

the Collection Division and accept official receipt as proof of payment.				<p>CMD – T3</p> <p><i>Business Development Assistant B</i></p> <p>CMD – T3</p> <p><i>Business Development Analyst A</i></p> <p>CMD – ICT</p> <p><i>Business Development Specialist</i></p> <p>CMD – Indoor Advertisement and Transport</p>
c. Deposit in cash or manager's check equivalent to three (3) months rental and other fixed charges and present proof of deposit	3.3. Receive proof of deposit			<p><i>Business Development Officer B</i></p> <p>CMD – T1, T2, and T4</p> <p><i>Business Development Officer B</i></p> <p>CMD – T3</p> <p><i>Business Development Assistant B</i></p> <p>CMD – T3</p> <p><i>Business Development Analyst A</i></p> <p>CMD – ICT</p> <p><i>Business Development Specialist</i></p> <p>CMD – Indoor Advertisement and Transport</p>
d. Deliver post-dated checks covering the monthly rentals and fixed charges for the entire duration of the contract but not more than one (1) year	3.4. Receive postdated checks and provide Acknowledgement Receipt			<p><i>Collection Representative</i></p> <p>Collection Division</p>

e. Present the Acknowledgment Receipt	3.5. Receive the Acknowledgment Receipt			<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development Assistant B</i> CMD – T3  <i>Business Development Analyst A</i> CMD – ICT  <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
f. Submit all documentary requirements	3.6. Prepare a Compliance Letter with initial of Division Head and signed by OIC/Manager, BDCMD if requirements are not complied within 45 days upon awarding of the contract			<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i> CMD – T3  <i>Business Development Assistant B</i> CMD – T3  <i>Business Development Analyst A</i> CMD – ICT  <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
4. Return the two (2) notarized copies of lease and concession contract with transmittal	4. Receive two (2) notarized copies of lease and concession contract and acknowledge transmittal letter	None	1 Day	<i>Business Development Officer B</i> CMD – T1, T2, and T4  <i>Business Development Officer B</i>



letter				CMD – T3 <i>Business Development Assistant B</i> CMD – T3 <i>Business Development Analyst A</i> CMD – ICT <i>Business Development Specialist</i> CMD – Indoor Advertisement and Transport
<b>Total</b>		<b>Preparation of Approval of Concession Contract</b>	<b>CMD</b>	<b>1Day, 5 Hours and 45 Minutes</b>
			<b>BDCMD</b>	
			<b>TM</b>	
			<b>Legal</b>	
			<b>SAGM</b>	
			<b>GMO</b>	

#### 4. ISSUANCE OF EMPLOYEE'S PARKING CARD

**Brief Description:** Processing of Airport employee's parking card 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	
<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 duly accomplished application form with photo, endorsed by superior and appended with vehicle	1.1. Receive and review duly accomplished application form with complete documents	None	10 Minutes	<i>Business Development Specialist</i> CMD
	1.2. Check availability of slot	None	10 Minutes	<i>Business Development Specialist</i> CMD

OR and CR	1.3. Issue Payment Order Slip	None	10 Minutes	<i>Business Development Specialist CMD</i>
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	<i>Collection Representative Collection Division</i>
	2.2. Prepare employee's parking card indicating car plate number and for initial of supervisor	None	15 Minutes	<i>Business Development Specialist CMD</i>
3. Provide CMD copy of OR as proof of payment	3. Record Payment on client's payment history	None	5 Minutes	<i>Business Development Specialist CMD</i>
4. Receive processed parking card	4. Issue employee's parking card	PHP 56.00 (PARKING CARD)	5 Minutes	<i>Business Development Specialist CMD</i>
<b>Total</b>		<b>Php 56.00 + corresponding fees in table below</b>	<b>1 Hour</b>	

	<b>PARTICULARS</b>	<b>RATE</b>	<b>TIME RANGE</b>
Private	1. Sedan/Van and other 4-wheel vehicle	P 700.00	Month/Slot
Employees' Parking	2. Sedan/Van and other 4-wheel vehicle	P 350.00	Month/Slot
	3. Motorcycle	P 100.00	Month/Slot
	4. Parking Card	P 56.00	

*\*Inclusive of 12% EVAT\**

## 7. ACCREDITATION OF INDIVIDUAL CUSTOMS BROKERS, CUSTOMS BROKERAGE COMPANIES/CORPORATIONS AND CARGO/FREIGHT FORWARDERS AT THE AIRPORT

**Brief Description:** Application, Processing, Approval, and Release 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	CMD Office
b. Company profile	Applicant
c. Valid PRC License	BOC
d. Professional Tax Receipt (PTR)	BIR
e. Brokers Certificate	BOC
f. Latest Customs Broker License or Clearance from the Bureau of Customs (BOC)	BOC
g. VAT (Value Added Tax) Registration	BIR
h. Latest Income Tax Return (ITR) duly received by the BIR	BIR
i. Latest Tax Clearance from the BIR	BIR
j. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients	Concessionaire / Company
<b>CUSTOMS BROKERAGE (Company/Corporation)</b>	
a. Accomplished application form	CMD Office
b. Company profile	Applicant
c. Valid PRC License	BOC
d. Professional Tax Receipt (PTR)	BIR
e. Latest Customs Brokerage Permit or Clearance from the BOC	BOC
f. Mayor's Permit and Business Permit	Local Government
g. VAT (Value Added Tax) Registration	BIR
h. BIR Registration	BIR
i. Latest Income Tax Return (ITR) duly received by the BIR	BIR
j. Latest Tax Clearance from the BIR	BIR
k. Latest Audited Financial Statement	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>	Concessionaire / Company
m. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); Certificate of Compliance (Cooperative)	SEC/DTI
n. List of representatives with personal details, photos, and specimen signatures; if no representatives, submit affidavit of no representative/s	Concessionaire / Company
o. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients	Concessionaire / Company
<b>FREIGHT FORWARDER</b>	
a. Accomplished application form	CMD Office
b. Company profile	Applicant
c. Mayor's Permit and Business Permit	Local Government
d. VAT (Value Added Tax) Registration	BIR
e. BIR Registration	BIR
f. Latest Income Tax Return (ITR) duly received by the BIR	BIR

g. Tax Clearance from the BIR to prove full and timely payment of taxes		BIR		
h. Audited Financial Statement of the preceding year		Concessionaire / Company		
i. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); Certificate of Compliance (Cooperative)		SEC/DTI		
j. Certificate of Registration from the LTO of the Delivery vehicle together with the Official Receipts		LTO		
k. Insurance Policies if Delivery Vehicle Together with the Official Receipt of Premium Payment		Insurance Company		
l. List of representatives with personal details, photos, and specimen signatures; if no representatives, submit affidavit of no representative/s		Concessionaire / Company		
m. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients		Concessionaire / Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form at CMD.	1. Provide application form.	None	5 Minutes (paused-clock)	<i>Business Development Specialist CMD</i>
2. Submit the application form and complete applicable requirements	2.1. Receive and record in the logbook the application form and complete applicable documentary requirements. If incomplete, return application to client	None	15 Minutes	<i>Business Development Specialist CMD</i>
	2.2. Prepare the Memo Brief with attached Accreditation Certificate and submitted requirements as references, for initial of Division Head.	None	2 Hours	<i>Business Development Specialist CMD</i>
	2.3. Review the MB with attachments and affix initial on the Accreditation Certificate and MB.	None	1 Hour	<i>Manager/OIC CMD</i>

	2.4. Review and affix initial on the accreditation certificate. Affix signature on the MB with attachments	None	1 Hour	<i>Manager/OIC BDCMD</i>
	2.5. Endorse the MB with attachments to Legal Office	None	5 Minutes	<i>Business Development Officer A BDCMD</i>
	2.6. Review and affix initial on the accreditation certificate. Affix signature on the Memo brief.	None	3 Hours	<i>Manager/OIC Legal Office</i>
	2.7. Forwards the documents to Office of SAGM	None	5 Minutes	<i>Manager/OIC Legal Office</i>
	2.8. Review and affix signature on the Accreditation Certificate and sign on the MB. (If for renewal of accreditation: Evaluate, and approve by signing on the Accreditation Certificate and MB.	None	3 Hours	<i>Senior Assistant General Manager SAGM Office</i>
	2.9. For new applicants, forward documents to GMO for approval.	None	5 Minutes	<i>Technical Assistant B SAGM Office</i>
	2.10. Review, Evaluate and forward the documents to recommend approval of	None	2 Hours	<i>Executive Secretary GM Office</i>

	the GM			
	2.11. Review, and approve the document by signing on the accreditation certificate	None	1 Hour	<i>General Manager GM's Office</i>
	2.12. Record and forward the approved Accreditation Certificate for new applicants to CMD	None	5 Minutes	<i>Executive Secretary GM Office</i>
	2.13. Receive and advise concerned company on the approved application for accreditation.	None	10 Minutes	<i>Business Development Specialist CMD</i>
3. Receive information and proceed to CMD to pick up and acknowledge receipt of Transmittal letter and Accreditation Certificate	3. Release to applicant the letter and Accreditation Certificate for signature of authorized signatory	None	10 Minutes	<i>Business Development Specialist CMD</i>
4. Submit the signed Accreditation Certificate and receive acknowledged copy of transmittal letter	4.1. Receive acknowledge client's transmittal letter and record in the logbook the signed Accreditation Certificate from the client	None	5 Minutes	<i>Business Development Specialist CMD</i>
	4.2. Review and affix initial in the transmittal letter.	None	2 Hours	<i>Manager/OIC CMD</i>
	4.3. Review and affix signature in the transmittal letter.	None	1 Hour	<i>Manager/OIC BDCMD</i>

	4.4. Inform the client to pick up the accomplished Accreditation Certificate with transmittal letter for signature of Authorized Signatory.	None	15 Minutes (Paused - clock)	<i>Business Development Specialist CMD</i>
5. Receive advise and proceed to CMD for pick-up of Order of Payment Slip	5. Release the Order of Payment Slip to client	None	5 Minutes	<i>Business Development Specialist CMD</i>
6. Upon receipt of order of payment proceed to Collection Division to: <ul style="list-style-type: none"> <li>• Present Payment of Order Slip</li> <li>• Pay amount indicated in the slip.</li> <li>• Receive Official Receipt</li> </ul>	6. Request client to present order of payment slip, receive amount of payment and Issue Official Receipt	Refer to the schedule of fees and fines below	7 Minutes	<i>Collection Representative Collection Division</i>
7. Return to CMD to present the proof of payment.	7. Receive the Official Receipt, and maintain duplicate copy for reference.	None	5 Minutes	<i>Business Development Specialist CMD</i>
8. Claim the acknowledged Accreditation Certificate and original official receipt.	8. Release the Accreditation Certificate acknowledged in the second copy and Original Official Receipt.	None	10 Minutes	<i>Business Development Specialist CMD</i>
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>2 Days 1 Hour and 47 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	

## 8. ACCREDITATION OF SECURITY AGENCIES

**Brief Description:** Application, processing, approval, and release of Certificate of Accreditation of security agencies

<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>	Companies Servicing the Concessionaires	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
a. Company Profile		Applicant
b. Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC) Registration		SEC/DTI
c. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership);		SEC/DTI
d. By-law /Agreement		Applicant
e. Contract with Airport – based business		Applicant
f. Mayor’s Permit		Local Government
g. License to operate from Philippine National Police – Supervisory Office of Security and Investigation Agency (PNP – SOSIA)		PNP
h. Membership Certificate with Philippine Association of Detective and Protective Agency Operators, Incorporated (PAD-PAO)		PAD/PAO
i. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients		Applicant
j. 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		Applicant
k. Certified true copy of the current and valid Value Added Tax (VAT) Registration Certificate		BIR



l. Tax Clearance from BIR to prove full and timely payment of taxes	BIR
m. List of Security personnel indicating the actual strength of security guards of the Security Agency	Applicant
n. Valid individual licenses issued by the PNP-SOSIA to its security guards.	PNP
o. 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	OTS or OTS accredited aviation security training school
p. Security guards intended for specialized deployments at Security Screening Checkpoint, CCTV Monitoring System, Profiling, and others as determined by the Authority shall submit a Certificate of Completion of Specialized Training conducted by OTS or OTS accredited aviation security training center	OTS
q. Additional Requirements for Accreditation Key Officers of Security Agencies contracted by the Airlines, and other Concessionaires/Tenants for posting at the Landside/ Controlled 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 security training center	OTS or OTS accredited aviation security training school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for accreditation with complete applicable documentary requirements	1.1. Receive, check, and evaluate the documents (if qualified forward to AGMSES, if incomplete, return to requestee)	None	2 Hours	<i>Business Development Specialist</i> CMD
	1.2. Receive, review the documents and forward to IID for validation	None	2 Hours	<i>Asst. Chief Admin</i> AGMSES Office
	1.3. Receive the documents from AGMSES and contacts the Security Agency requiring them to submit the original copies of the submitted	None	10 Minutes	<i>Officer-In-Charge</i> IID Counter Intel Section

	documents for validation.			
2. Receive the information and submit the required original documents for validation.	2.1. Verify authenticity of documents, accomplish validation report, and forward to AGMSES.	None	1 Day (Paused - clock)	<i>Officer-In-Charge</i> IID Counter Intel Section
	2.2. Review and affix initial upon evaluation and forward to AGMSES	None	1 Hour	<i>Chief of Staff</i> AGMSES Office
	2.3. Review and affix signature for final approval	None	1 Hour	<i>AGMSES</i> OAGMSES
	2.4. Forward the report to CMD	None	1 Hour	<i>Liaison Officer</i> OAGMSES
	2.5. Prepare the Memo Brief with attached Accreditation Certificate and submitted requirements as references, for initial of Division Head.	None	2 Hours	<i>Business Development Specialist</i> CMD
	2.6. Review the MB with attachments and affix initial on the Accreditation Certificate and MB.	None	1 Hour	<i>Business Development Specialist</i> CMD
	2.7. Review and affix initial on the accreditation certificate. Affix signature on the MB with attachments	None	1 Hour	<i>Manager/OIC</i> BDCMD
	2.8. Endorse the MB with attachments to Legal Office	None	5 Minutes	<i>Business Development Officer A</i> BDCMD

	2.9. Review and affix initial on the accreditation certificate. Affix signature on the Memo brief.	None	3 Hours	Manager/OIC Legal Office
	2.10. Forwards the documents to Office of SAGM	None	5 Minutes	Manager/OIC Legal Office
	2.11. Review and affix signature on the Accreditation Certificate and sign on the MB. (If for renewal of accreditation: Evaluate, and approve by signing on the Accreditation Certificate and MB.	None	3 Hours	Senior Assistant General Manager SAGM Office
	2.12. For new applicants, forward documents to GMO for approval.	None	5 Minutes	Technical Assistant B SAGM Office
	2.13. Review, Evaluate and forward the documents to recommend approval of the GM	None	2 Hours	Executive Secretary GM Office
	2.14. Review, and approve the document by signing on the accreditation certificate	None	1 Hour	General Manager GM Office
	2.15. Record and forward the approved Accreditation Certificate for new applicants	None	5 Minutes	Executive Secretary GM Office

	to CMD			
	2.16. Receive and advise concerned company on the approved application for accreditation.	None	10 Minutes	<i>Business Development Specialist CMD</i>
3. Receive information and proceed to CMD to pick up and acknowledge receipt of Transmittal letter and Accreditation Certificate.	3. Release to applicant the acknowledged Transmittal letter and Accreditation Certificate for signature of authorized signatory	None	10 Minutes	<i>Business Development Specialist CMD</i>
4. Submit the signed Accreditation Certificate and receive acknowledged copy of transmittal letter	4.1. Receive, acknowledge client's transmittal letter and record in the logbook the signed Accreditation Certificate from the client.	None	5 Minutes	<i>Business Development Specialist CMD</i>
	4.2. Review and affix initial in the transmittal letter.	None	2 Hours	<i>Manager/OIC CMD</i>
	4.3. Review and affix signature in the transmittal letter.	None	1 Hour	<i>Manager/OIC BDCMD</i>
	4.4. Inform the client to pick up the accomplished Accreditation Certificate with transmittal letter for signature of Authorized Signatory.	None	15 Minutes (Paused - clock)	<i>Business Development Specialist CMD</i>
5. Receive advise and proceed to CMD for pick-up of Order of Payment Slip	5. Release the Order of Payment Slip to client	None	5 Minutes	<i>Business Development Specialist CMD</i>

6. Upon receipt of order of payment proceed to Collection Division to: <ul style="list-style-type: none"> <li>• Present Payment of Order Slip</li> <li>• Pay amount indicated in the slip.</li> <li>• Receive Official Receipt</li> </ul>	6. Request client to present order of payment slip, receive amount of payment and Issue Official Receipt	Refer to the schedule of fees and fines below	7 Minutes	<i>Collection Representative</i> Collection Division
7. Return to CMD to present the proof of payment.	7. Receive the Official Receipt, and maintain duplicate copy for reference.	None	5 Minutes	<i>Business Development Specialist</i> CMD
8. Claim the acknowledged Accreditation Certificate and original official receipt.	8. Release the Accreditation Certificate acknowledged in the second copy and Original Official Receipt.	None	10 Minutes	<i>Business Development Specialist</i> CMD
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>4 Days and 47 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

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

**Brief Description:** Application, processing, approval, and release of Certificate of Accreditation for business entities 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>	Various entities doing business at the NAIA Complex and servicing concessionaires			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<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. Letter Request for Accreditation and/or renewal			CMD Office	
b. Company profile			Applicant	
c. Certificate of Registration with the Securities & Exchange Commission (SEC), Articles of Incorporation and By-Laws (if created under the Philippine Corporation Law)			SEC	
d. Certificate of Registration with the Department of Trade & Industry (for Single Proprietorship or Partnership)			DTI	
e. Agreement or Contract with Airport – based businesses			Applicant	
f. MIAA Accounting Clearance (for New Applicant and Renewal of Accreditation and Change of Ownership of the Company/Entity)			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)			BOC	
b. Personnel complement			Applicant	
Private Operators and Users of NAIA Aircraft Movement Areas and Other Airside Facilities				
a. Valid CAAP Certificate of Registration			CAAP	
b. CAAP License to Operate a Helicopter Charter Service			CAAP	
Transport utility (hotels travel agencies and airlines)				
a. Franchise from the Land Transportation and Franchising Regulatory Board (LTFRB)			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.			LTO	
c. Valid contract with hotel or travel agency vehicles indicating the number of units to be deployed			Applicant	
d. Certificate of Accreditation from the DOT			DOT	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request and complete	1.1. Receive and record in the logbook the	None	15 Minutes	Secretary A CMD

applicable requirements	letter request and complete applicable documentary requirements. If incomplete, return application to client			
	1.2. Prepare the Memo Brief with attached Accreditation Certificate and submitted requirements as references, for initial of Division Head	None	2 Hours	<i>Business Development Specialist CMD</i>
	1.3. Review the MB with attachments and affix initial on the Accreditation Certificate and MB.	None	1 Hour	<i>Manager/OIC CMD</i>
	1.4. Review and affix initial on the accreditation certificate. Affix signature on the MB with attachments	None	1 Hour	<i>Manager/OIC BDCMD</i>
	1.5. Endorse the MB with attachments to Legal Office	None	5 Minutes	<i>Business Development Officer A BDCMD</i>
	1.6. Review and affix initial on the accreditation certificate. Affix signature on the Memo brief.	None	3 Hours	<i>Manager/OIC Legal Office</i>
	1.7. Forwards the documents to Office of SAGM	None	5 Minutes	<i>Manager/OIC Legal Office</i>
	1.8. Review and affix signature on the Accreditation	None	3 Hours	<i>Senior Assistant General Manager SAGM Office</i>

	Certificate and sign on the MB. (If for renewal of accreditation: Evaluate, and approve by signing on the Accreditation Certificate and MB.			
	1.9. For new applicants, forward documents to GMO for approval.	None	5 Minutes	<i>Technical Assistant B</i> SAGM Office
	1.10. Review, Evaluate and forward the documents to recommend approval of the GM	None	2 Hours	<i>Executive Secretary</i> GM Office
	1.11. Review, and approve the document by signing on the accreditation certificate	None	1 Hour	<i>General Manager</i> GM's Office
	1.12. Record and forward the approved Accreditation Certificate for new applicants to CMD	None	5 Minutes	<i>Executive Secretary</i> GM Office
	1.13. Receive and advise concerned company on the approved application for accreditation.	None	10 Minutes	<i>Business Development Specialist</i> CMD
2. Receive information and proceed to CMD to pick up and acknowledge receipt of Transmittal	2. Release to applicant the letter and Accreditation Certificate for signature of authorized signatory	None	10 Minutes	<i>Business Development Specialist</i> CMD



letter and Accreditation Certificate.				
3. Submit the signed Accreditation Certificate and receive acknowledged copy of transmittal letter	3.1. Receive, acknowledge client's transmittal letter and record in the logbook the signed Accreditation Certificate from the client.	None	5 Minutes	<i>Business Development Specialist</i> CMD
	3.2. Review and affix initial the transmittal letter	None	2 Hours	<i>Manager/OIC</i> CMD
	3.3. Review and affix signature in the transmittal letter.	None	1 Hour	<i>Manager/OIC</i> BDCMD
	3.4. Inform the client to pick up the accomplished Accreditation Certificate with transmittal letter for signature of Authorized Signatory.	None	15 Minutes	<i>Business Development Specialist</i> CMD
4. Receive advise and proceed to CMD for pick-up of Order of Payment Slip	4. Release the Order of Payment Slip to client	None	5 Minutes	<i>Business Development Specialist</i> CMD
5. Upon receipt of order of payment proceed to Collection Division to: <ul style="list-style-type: none"> <li>• Present Payment of Order Slip</li> <li>• Pay amount indicated in the slip.</li> <li>• Receive Official Receipt</li> </ul>	5. Request client to present order of payment slip, receive amount of payment and Issue Official Receipt	Refer to the schedule of fees and fines below	7 Minutes	<i>Collection Representative</i> Collection Division
6. Return to CMD to present the proof of	6. Receive the Official Receipt, and maintain duplicate copy	None	5 Minutes	<i>Business Development Specialist</i> CMD

payment.	for reference.			
7. Claim the acknowledged Accreditation Certificate and original official receipt.	7. Release the Accreditation Certificate acknowledged in the second copy and Original Official Receipt.	None	10 Minutes	<i>Business Development Specialist CMD</i>
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>2 Days 1 Hour and 42 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

## **Business & Real Estate & Development Division**

### **External Services**

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

**Brief Description:** Application, processing, approval, and release of Certificate of Accreditation for business entities outside the terminals such as General Aviation Area and Balagbag Area.

<b>Office or Division:</b>	Business & Real Estate Investment & Development 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 General Aviation Area & Balagbag Area			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<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. Letter Request for Accreditation and/or renewal (1 Original Copy)			Applicant	
b. Company profile (1 Original Copy)			Applicant	
c. Certificate of Registration with the Securities & Exchange Commission (SEC), Articles of Incorporation and By-Laws (if created under the Philippine Corporation Law) (1 Photo Copy)			SEC	
d. Certificate of Registration with the Department of Trade & Industry (for Single Proprietorship or Partnership) (1 Photo Copy)			DTI	
e. Agreement or Contract with Airport – based businesses (1 Original Copy)			Applicant	
f. MIAA Accounting Clearance (for New Applicant and Renewal of Accreditation and Change of Ownership of the Company/Entity)			Accounting Division	
<b>Additional Requirements</b>				
For Private Operators and Users of NAIA Aircraft Movement Areas (AMA) and Other Airside Accreditation Certificate liabilities				
a. Valid CAAP Certificate of Registration (1 Photo Copy)			CAAP	
b. CAAP License to Operate a Helicopter Charter Service (1 Photo Copy)			CAAP	
<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 and complete requirements	1.1. Receive and record the letter request in the logbook. Check applicable documentary	None	15 Minutes	Private Secretary BRIDD

	requirements. If incomplete, return application to client			
	1.2. Evaluate submitted requirements	None	3 Hours	<i>Private Secretary</i> BRIDD
	1.3. Prepare transmittal to OAGMO for comments/evaluation to be signed by Manager, BRIDD  *If Client for Other Services will not require airside Accreditation Certificate, prepare documents under 1.4 a	None		<i>Private Secretary</i> BRIDD  <i>Manager/OIC</i> BRIDD
	1.4. Forward to OAGMO/ OAGMSES for comments/evaluation a. If no objection from offices in 1.3, prepare Accreditation Certificate and Memo Brief (MB) for transmittal to SAGM/GM b. If with objection, Client is advised of denial or additional requirements, if any	None	7 Minutes	<i>Private Secretary</i> BRIDD
	1.5. Prepare and forward Memo Brief with attachments and Accreditation Certificate to Manager, BRIDD	None	2 Hours	<i>Private Secretary</i> BRIDD  <i>Business Development Specialist</i> BRIDD

	for review. Affix signature on MB.			
	1.6. Forward Memo Brief with attachments and Accreditation Certificate to OIC, BDCMD for review. Affix signature on MB.	None		<i>Manager/OIC BRIDD</i>
	1.7. Forward Memo Brief with attachments and Accreditation Certificate to Manager, Legal Office for review. Affix signature on MB and initial on Accreditation Certificate.	None	5 Minutes	<i>Manager/OIC Legal Office</i>
	1.8. Forward Memo Brief with attachments and Certificate a. SAGM for review and signature on Memo Brief and Accreditation Certificate (if renewal)	None	3 Hours	<i>Senior Assistant General Manager SAGM Office</i>
	b. GM for review of MB and signature on Accreditation Certificate (if initial)	None	1 Hour	<i>General Manager General Manager Office</i>
	1.9. Inform the Client to pick up the Accreditation Certificate for conform/ signature	None	15 Minutes	<i>Private Secretary BRIDD</i>
2. Receive information and proceed to BRIDD to pick up Accreditation Certificate for conform.	2. Release Accreditation Certificate to Client signature/ conform	None	10 Minutes	<i>Private Secretary BRIDD</i>

3. Return signed/ conformed Accreditation Certificate	3.1. Receive signed Accreditation Certificate and issue Order of Payment	None	5 Minutes	<i>Private Secretary</i> BRIDD
	3.2. If Client will be charged of unbilled CPF (7%), proceed to 5.2	None		<i>Private Secretary</i> BRIDD
4. Proceed to Collection Division to: <ul style="list-style-type: none"> <li>• Present Order of Payment (OP) Slip</li> <li>• Pay amount indicated in the slip via cash, Link.Biz Portal/ Bank Check payment</li> <li>• Receive Official Receipt (OR) or Acknowledgement Receipt if paid by check</li> </ul> <p>Client may also option to avail of online payment services via Link.Biz Portal</p>	4. Request client to present order of payment slip, receive amount of payment and Issue Official Receipt.  If paid via Bank Check, subject for clearing issue Acknowledgement Receipt	Refer to the schedule of fees and fines below	8 Minutes	<i>Collection Representative</i> Collection Division
5. Return to BRIDD to present the proof of payment.	5.1. Record the OR number in the Accreditation Certificate Logbook and keep photocopy.	None	5 Minutes	<i>Private Secretary</i> BRIDD

	5.2. Explain and remind to client salient details of the Terms and Conditions of the Accreditation especially re: unbilled CPF	None		Private Secretary BRIDD
6. Receive the Accreditation Certificate and original Official Receipt	6.1. Release the Accreditation Certificate and original OR, duly received by the client	None	10 Minutes	Private Secretary BRIDD
	6.2. Inform client to fill out the Client Satisfaction Measurement (CSM) Survey Form (optional)	None		Private Secretary BRIDD
<b>Total</b>		<b>Refer to the schedule of fees and fines below</b>	<b>1 Day 2 Hours and 20 Minutes</b>	
		If paid via Bank Check for Clearing + 4 Days	<b>5 Days, 2 Hours and 20 Minutes</b>	

<b><u>SCHEDULE OF FEES AND FINES:</u></b>	
a. Manpower Companies Serving Airport Lessee / Concessionaire	₱ 6,993.24/quarter
b. Refueller / distributors of aircraft fuel / parts	₱ 6,993.24/quarter plus Royalty Fee
c. Other business Accreditation Certificate	₱ 6,993.24/quarter
d. Ground handling Services, Repair and Maintenance Services and Fixed Base Operations (FBO)	7% of Gross Revenue
e. Refer to AO#1, s. 2000 for other fees as may be applicable	



## **Accounting Division**

### **External Services**

## 11. 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 (accounting.ar@miaa.gov.ph)	1.1. Check and update the account of the Concessionaire / Accredited company	None	1 Day	Account Analyst Accounting Division
	1.2. Assign and encode control number in the system	None	15 Minutes	Account Analyst Accounting Division
	1.3. Prepare 3 original copies (2 for client and 1 receiving copy) of Account Clearance and forward to Section Head for verification	None	30 Minutes	Account Analyst Accounting Division  Senior Corporate Accountant B (Section Head) Accounting Division
	1.4. Approve the copy of Account Clearance of the Concessionaire	None	30 Minutes	Manager/OIC Accounting Division
	1.5. Inform the client that the clearance is available for release and settle the necessary fee	None	1 Day	Account Analyst Accounting Division
2. Secure the Order	2. Issue Order of Payment Slip	None	15 Minutes	Senior Corporate Accountant B (Section Head)

Payment slip from Accounting Division				Accounting Division
3. Present the Order of Payment slip, pay the corresponding fee and receive the official receipt at the Collection Division	3. Accept order of payment slip and cash and issue Official Receipt	Php 100.00 + (Vat 12%) <hr/> Php 112.00	7 Minutes	<i>Collection Representative</i> Collection Division
4. Present the official receipt to the Accounting Division and accept two copies of Account Clearance and acknowledge third copy of Accounting Division	4. Record in the logbook and indicate the official receipt number on the Account Clearance and issue two (2) copies of Clearance to the Concessionaire	None	15 Minutes	<i>Account Analyst</i> Accounting Division
<b>Total</b>		Php 112.00	<b>2 Days 1 Hour and 52 Minutes</b>	

## **Accounting Division, Budget Division and Cashiering Division**

### **External Services**

## 12. PROCESSING OF REQUEST FOR PAYMENT FOR EXTERNAL CLIENTS

**Brief Description:** Processing of check as payment of MIAA liabilities to external clients such as suppliers, contractors, service providers

<b>Office or Division:</b>	Accounting Division, Budget Division, and Cashiering Division			
<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>	General Public, Contractor/Supplier and Personnel of MIAA and other Government Agencies			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Payment			End-user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: a. Record the RFP b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order	None	1 Hour	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division
	1.2. Perform the following tasks: a. Review all documentary requirements b. Verify the nature and amount of claim	None	1 Day	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Sr. Accounting Processor</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 end-user for signature of Box A.			<i>Corporate Accounts Analyst</i> Accounting Division
	1.3. Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	1.4. Received DV from End-user and Perform the following action:  a. Verify the DV with the approved budget	None	1 Day	<i>Statistician</i> Budget Division  <i>Corporate Budget Assistant</i> Budget Division  <i>Corporate Budget Analyst</i> Budget Division
	b. Review and Affix initial in the DV	None		<i>Corporate Budget Specialist</i> Budget Division
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC</i> Budget Division
	1.5. Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than	None	6 Hours	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division

	₱1 million d. Initial of box B of DV			
	1.6. a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist	None	4 Hours	Accounting Processor Accounting Division  Corporate Account Analyst Accounting Division  Sr. Corporate Accountant B Accounting Division
	1.7. Verify and sign Box B of DV	None	3 Hours	Manager /OIC Accounting Division
	1.8. Forward DV to the Cashiering Division for check preparation	None	1 Hour	Sr. Corporate Accounts Analyst Accounting Division  Corporate Accounts Analyst Accounting Division  Accounting Processor Accounting Division
	1.9. Receive voucher from accounting and verify cash position	None	1 Hour	Collection Representative B Cashiering Division
	1.10. Prepare check	None	1 Hour	Collection Representative B Cashiering Division  Cashier A Cashiering Division  Cashier C Cashiering Division

	1.11. Review prepared check and affix initial in check voucher	None	1 Hour	<i>Head Cashier</i> Cashiering Division
	1.12. Review and sign check register, affix initial in the voucher and sign check	None	2 Hours	<i>Manager/OIC</i> Cashiering Division
	1.13. a. Receive check and DV from Cashiering Division b. For checks below 100,000.00. Forward to Finance officer for Review of check DV, and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.17	None	2 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department
	1.14. For checks amounting to 100,001 – 500,000: a. Forward to Finance Officer for Review of check, DV and its supporting documents b. Forward to the OIC/Manager Finance Department for signature on the check and initial on	None	3 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department  <i>Manager/OIC</i> AGMFA



	<p>the disbursement voucher</p> <p>c. Forward to the AGMFA. For signature on the check and DV.</p> <p>d. Proceed to step 1.17</p>			
	<p>1.15. For checks amounting to 500,001 – 1,000,000:</p> <p>a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to OAGMFA to affix initial on the DV and signature on the check.</p> <p>c. Forward to SAGM to affix signature on the check and DV.</p> <p>d. Proceed to step 1.17</p>	None	4 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p>
	<p>1.16. For checks above 1,000,000:</p> <p>a. Forward to OIC, Manager to affix initial on the check and DV</p> <p>b. Forward to AGMFA to affix initial on the check and DV</p> <p>c. Forward to SAGM to</p>	None	5 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p> <p><i>Senior Assistant General</i></p>

	affix signature on the check and initial on the DV d. Forward to GM to affix signature on the check and DV.			<i>Manager</i> SAGM Office  <i>General Manager</i> General Manager Office
	1.17. Receive signed / approved checks from Finance Department/ AGMFA/ SAGM/ GM Office	None	1 Hour	<i>Collection Representative B</i> Cashiering Division
	1.18. Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	<i>Collection Representative B</i> Cashiering Division  <i>Cashier A</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
2. Receive advice and proceed to Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to client and records in the logbook for acknowledgement of client	None	5 Minutes	<i>Collection Representative B</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
<b>Total</b>		<b>None</b>	<b>7 Days and 3 Hours</b>	

## **Accounting Division, Budget Division and Cashiering Division**

### **Internal Services**

### 13. PROCESSING OF REQUEST FOR PAYMENT FOR INTERNAL CLIENTS

**Brief Description:** Processing of check as payment of MIAA liabilities to internal clients

<b>Office or Division:</b>	Accounting Division/Budget Division/Cashiering Division
<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>	General Public, Contractor/Supplier and Personnel of MIAA and other Government Agencies
<b>CHECKLIST REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Personnel Division</b>	
<b>1. Release of Claims / Benefits:</b>	Applicant
<ul style="list-style-type: none"> <li>Letter Request (if applicable) for resigned personnel</li> <li>Last DTR with Signature of Employee and Year End user</li> <li>ROAF / OSAF (if necessary)</li> <li>Clearance from money, property, and legal accountability from Central Office and from Regional Office of last assignment</li> <li>GSIS Clearance (per MC# 003 S. 2015)</li> <li>Approved Leave Application</li> <li>Statement of Assets, Liabilities and Net Worth (SALN) within thirty (30) days after separation of service</li> <li>PAIC / SICOP Clearance</li> <li>Waiver and Quitclaim (Notarized)</li> <li>Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU. (Notarized)</li> <li>Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) (Notarized)</li> <li>In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency.</li> </ul>	
<b>2. Additional Requirements in case of death of claimant:</b>	Applicant
<ul style="list-style-type: none"> <li>Death certificate authenticated by PSA</li> <li>Marriage contract authenticated by PSA</li> <li>Birth certificates of all surviving legal heirs authenticated by PSA</li> <li>Designation of nest-of-kin</li> </ul>	

<ul style="list-style-type: none"> <li>• Waiver of rights of children 18 years old and above</li> </ul> <p><b>3. Travel Requirements:</b></p> <ul style="list-style-type: none"> <li>• Letter Request addressed to the Officer-In-Charge, Personnel Division Stating Date of Travel, Country to visit and reason for the Travel;</li> <li>• Certificate of No Pending Tasks, Noted by the End-user;</li> <li>• Duly approved Leave Application Form with printed ELWA filed leave</li> <li>• Certificate of No Pending Case (PAIC/SICOP)</li> <li>• Scanned Copy of MIAA ID and Vaccine Card / Booster</li> <li>• Work Schedule</li> <li>• Clearance (4 Original Copies)</li> </ul>		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: a. Record the RFP b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order	None	1 Hour	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division
	1.2. Perform the following tasks:  a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the	None	1 Day	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Sr. Accounting Processor</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division

	tax, if applicable e. Prepare DV f. Forward DV to the end-user for signature of Box A.			
	1.3. Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	1.4. Received DV from End-user and Perform the following action:  a. Verify the DV with the approved budget	None	1 Day	<i>Statistician</i> Budget Division  <i>Corporate Budget Assistant</i> Budget Division  <i>Corporate Budget Analyst</i> Budget Division
	b. Review and Affix initial in the DV	None		<i>Corporate Budget Specialist</i> Budget Division
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC</i> Budget Division
	1.5. Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of Box B of DV	None	6 Hours	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division

	1.6. a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist	None	4 Hours	Accounting Processor Accounting Division  Corporate Account Analyst Accounting Division  Sr. Corporate Accountant B Accounting Division
	1.7. Verify and sign Box B of DV	None	3 Hours	Manager / OIC Accounting Division
	1.8. Forward DV to the Cashiering Division for check preparation	None	1 Hour	Sr. Corporate Accounts Analyst Accounting Division  Corporate Accounts Analyst Accounting Division  Accounting Processor Accounting Division
	1.9. Receive voucher from accounting and verify cash position	None	1 Hour	Collection Representative B Cashiering Division
	1.10. Prepare check	None	1 Hour	Collection Representative B Cashiering Division  Cashier A Cashiering Division  Cashier C Cashiering Division
	1.11. Review prepared check and affix initial on check voucher	None	1 Hour	Head Cashier Cashiering Division

	1.12. Review and sign check register, affix initial on the voucher and sign check	None	2 Hours	<i>Manager/OIC</i> Cashiering Division
	1.13. a. Receive check and DV from Cashiering Division b. For checks below 100,000.00. Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.17	None	2 Hours	<i>Secretary Finance</i> Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department
	1.14. For checks amounting to 100,001 – 500,000: a. Forward to Finance Officer for Review of check, DV and its supporting documents b. Forward to the OIC/ Manager Finance Department for signature on the check and initial on the disbursement voucher c. Forward to the AGMFA. For signature on the check and	None	3 Hours	<i>Secretary Finance</i> Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department  <i>Manager/OIC</i> AGMFA



	DV. d. Proceed to step 1.17			
	<p>1.15. For checks amounting to 500,001 – 1,000,000:</p> <p>a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to OAGMFA to affix initial on the DV and signature on the check.</p> <p>c. Forward to SAGM to affix signature on the check and DV.</p> <p>d. Proceed to step 1.17</p>	None	4 Hours	<p><i>Secretary Finance Department</i></p> <p><i>Finance Officer Finance Department</i></p> <p><i>Manager/OIC Finance Department</i></p> <p><i>Manager/OIC AGMFA</i></p> <p><i>Senior Assistant General Manager SAGM Office</i></p>
	<p>1.16. For checks above 1,000,000:</p> <p>a. Forward to OIC, Manager to affix initial on the check and DV</p> <p>b. Forward to AGMFA to affix initial on the check and DV</p> <p>c. Forward to SAGM to affix signature on the check and initial on the DV</p> <p>d. Forward to GM to affix signature on the check and DV.</p>	None	5 Hours	<p><i>Secretary Finance Department</i></p> <p><i>Finance Officer Finance Department</i></p> <p><i>Manager/OIC Finance Department</i></p> <p><i>Manager/OIC AGMFA</i></p> <p><i>Senior Assistant General Manager SAGM Office</i></p> <p><i>General Manager General Manager Office</i></p>

	1.17. Receive signed / approved checks from Finance Department/ AGMFA/SAGM/ GM Office	None	1 Hour	<i>Collection Representative B</i> Cashiering Division
	1.18. Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	<i>Collection Representative B</i> Cashiering Division  <i>Cashier A</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
2. Receive advice and proceed to Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to client and records in the logbook for acknowledgement of client	None	5 Minutes	<i>Collection Representative B</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
<b>Total</b>		<b>None</b>	<b>6 Days and 7 Hours</b>	

## **Collection Division**

### **External Services**

## 14. 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 exemption of Passenger Service Charge (PSC)  Note: Authorization letter and ID if to be claimed by a representative			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	1.1. Receive and encode the letter request	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 the approved letter	None	2 Minutes	<i>Supervising Credit Officer</i> Collection Division
	1.6. Processes in the preparation of MIAA Exemption Certificate (MEC) a. Encode the names in the MEC Application b. Print Individual MEC	None	5 Minutes	<i>Supervising Credit Officer</i> Collection Division

	c. Sign each MEC d. Cut the MEC <ul style="list-style-type: none"> <li>• Airport Copy</li> <li>• Passenger Copy</li> <li>• File Copy</li> </ul> e. Segregate and Staple individual MEC			
	1.7. Notify client thru email, phone, and text	None	5 Minutes	<i>Supervising Credit Officer</i> Collection Division
2. Pick-up signed MEC	2. Release signed MEC	None	5 Minutes	<i>Supervising Credit Officer</i> Collection Division
<b>Total</b>		<b>None</b>	<b>1 Day, 6 Hours and 17 Minutes</b>	

## 15. OVER THE COUNTER PAYMENT

**Brief Description:** Issuance of Official Receipt to Airlines, Concessionaires and other airport users for fees and charges due to MIA 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 from Airlines 4. BIR Form 2307 (if payment is net of tax) from Airlines, Concessionaires, and other airport users 5. Notarized Sworn Statement			1. Concerned MIAA Office 2. Collection Division / Accounting Division 3. Airlines / Fixes Based Operator (FBO)/ Ground Handler  4. BIR  5. Airlines / Concessionaires	
<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	1.1. Receive and review presented documents	a. Rental Utilities, CPF b. PSC Remittance (flown/unflown) c. Other	2 Minutes	<i>Collection Representative</i> Collection Division
	1.2. Compute amount to be			<i>Collection Representative</i>

Remittance report d. Notarized Sworn Statement	paid	charges		Collection Division
2. Pay appropriate fees a. Cash b. Check c. Submit BIR Form 2307 if payment is net of tax	a. Accept payment	None	2 Minutes	<i>Collection Representative</i> Collection Division
	b. Count and verify authenticity of the bills			
	c. Verify details of check presented as to: • Date • Amount in words and figures • Payable to MIAA • Signature			
	2.4. Verify on: • Signature • Appropriate details of bills to be paid		2 Minutes	
	2.5. Issue MIAA Official Receipt (OR) and give change if any	None	2 Minutes	
<b>Total</b>		None	<b>8 Minutes</b>	

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

**Brief Description:** Refund of PSC for locally - exempted passengers (OFWs) after departure and expired airline tickets.

<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>	

<p>Requirements for unflown tickets (1-3)</p> <p>Requirement for OFW (1-7)</p> <ol style="list-style-type: none"> <li>1. Duly accomplished Refund Declaration Form</li> <li>2. Passenger ticket / Itinerary Receipt / Invoice showing payment of "LI" International</li> <li>3. If through representative, Valid government issued ID with photograph and Special Power of Attorney</li> <li>4. Original copy of Exemption Certificate <ol style="list-style-type: none"> <li>a. Overseas Filipino Workers</li> <li>b. Pilgrims (Hajj)</li> <li>c. Philippine Sports Commission Delegates</li> <li>d. Other authorized by law</li> </ol> </li> <li>5. Photocopy of boarding pass</li> <li>6. If boarding pass is not available: <ol style="list-style-type: none"> <li>a. Photocopy of passport showing the name and date of departure</li> <li>b. Certificate from Air Carrier that the claimant was their passenger, including date and flight number</li> </ol> </li> <li>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</li> </ol>			<p>Collection Division/ miaa website Passenger</p> <p>Any issuing Government Agency</p> <p>Issuing Agency</p> <ol style="list-style-type: none"> <li>a. Philippine Overseas Employment Administration</li> <li>b. National Commission on Muslim Filipinos</li> <li>c. Philippine Sports Commission</li> <li>d. Office of the President</li> </ol> <p>Passenger</p> <p>Air Carrier</p> <p>Board Resolution</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For flown flight and expired airline tickets: Submit complete documents for refund of PSC and secure Refund Declaration Form	1. Accept documents, check completeness, and provide Refund Declaration Form (RDF) to passenger/ representative	None	7 Minutes	<i>Collection Representative</i> Collection Division
2. Fill out RDF and return to Collection Representative	2. Receive and review RDF		2 Minutes	<i>Collection Representative</i> Collection Division
3. Acknowledge receipt of PSC refund	3. Release PSC refund.	None	2 Minutes	<i>Collection Representative</i> Collection Division
<b>Total</b>		<b>None</b>	11 Minutes	

**Brief Description:** Refund of PSC for locally - exempted passengers (OFWs) after departure for group/corporate.

<b>Office or Division:</b>		Collection Division		
<b>Classification:</b>		Highly Technical		
<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>		
Requirements for unflown tickets (1-3) Requirement for OFW (1-7) 1. Duly accomplished Refund Declaration Form 2. Passenger ticket / Itinerary Receipt / Invoice showing payment of "LI" International 3. If through representative, Valid government issued ID with photograph and Special Power of Attorney 4. Original copy of Exemption Certificate a. Overseas Filipino Workers b. Pilgrims (Hajj) c. Philippine Sports Commission Delegates d. Other authorized by law 5. Photocopy of boarding pass 6. 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 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		Collection Division/ miaa website  Passenger  Any issuing Government Agency  Issuing Agency (see table below) a. Philippine Overseas Employment Administration b. National Commission on Muslim Filipinos c. Philippine Sports Commission  d. Office of the President Passenger  Passenger  Air Carrier  Board Resolution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b><u>For Group/ Corporate Refund of PSC:</u></b> Submit complete documents for refund of PSC and get Refund	1.1. Accept required documents, check completeness, and provide Refund Declaration Form (RDF) to passenger/	None	1 Day	<i>Collection Representative</i> Collection Division



Declaration Form.	representative			
	1.2. Summarize corporate claims, prepare Request for Payment and affix initial before forwarding to OIC, Collection Division	None	1 Hour	<i>Collection Representative Supervising Credit Officer Collection Division</i>
	1.3. Recommend approval by affixing signature on the Request for Payment and forward to Accounting Division	None	10 Minutes	<i>Manager/ OIC Collection Division</i>
	1.4. Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: c. Record the RFP d. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>  <i>Corporate Accounts Analyst Accounting Division</i>  <i>Accounting Processor Accounting Division</i>
	1.5. Perform the following tasks: a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the tax, if applicable e. Prepare DV f. Forward DV to the end-user for	None	1 Day	<i>Sr. Corporate Accounts Analyst Accounting Division</i>  <i>Corporate Accounts Analyst Accounting Division</i>  <i>Accounting Processor Accounting Division</i>

	signature of Box A.			
	1.6. Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	1.7. Received DV from End-user and Perform the following action:  a. Record DV in the Registry	None	1 Day	<i>Corporate Budget Assistant Budget Division</i>
	b. Review and Affix initial in the DV	None		<i>Corporate Budget Specialist Budget Division</i>
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC Budget Division</i>
	1.8. Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of box B of DV	None	6 Hours	<i>Sr. Corporate Accounts Analyst Accounting Division</i>  <i>Corporate Accounts Analyst Accounting Division</i>  <i>Accounting Processor Accounting Division</i>

	1.9. a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist	None	4 Hours	Accounting Processor Accounting Division  Corporate Account Analyst Accounting Division  Sr. Corporate Accountant B Accounting Division
	1.10. Verify and sign Box B of DV	None	3 Hours	Manager /OIC Accounting Division
	1.11. Forward DV to the Cashiering Division for check preparation	None	1 Hour	Sr. Corporate Accounts Analyst Accounting Division  Corporate Accounts Analyst Accounting Division  Accounting Processor Accounting Division
	1.12. Receive voucher from accounting and verify cash position	None	1 Hour	Collection Representative B Cashiering Division
	1.13. Prepare check	None	1 Hour	Collection Representative B Cashiering Division  Cashier A Cashiering Division  Cashier C Cashiering Division
	1.14. Review prepared check and affix initial on check voucher	None	1 Hour	Head Cashier Cashiering Division

	1.15. Review and sign check register, affix initial on the voucher and sign check	None	2 Hours	<i>Manager/OIC</i> Cashiering Division
	1.16. a. Receive check and DV from Cashiering Division b. For checks below 100,000.00. Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.20	None	2 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/ OIC</i> Finance Department
	1.17. For checks amounting to 100,001 – 500,000: a. Forward to Finance Officer for Review of check, DV and its supporting documents b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the	None	3 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/ OIC</i> Finance Department  <i>Manager/ OIC</i> AGMFA

	<p>disbursement voucher</p> <p>c. Forward to the AGMFA. For signature on the check and DV.</p> <p>d. Proceed to step 1.20</p>			
	<p>1.18. For checks amounting to 500,001 – 1,000,000:</p> <p>a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to OAGMFA to affix initial on the DV and signature on the check.</p> <p>c. Forward to SAGM to affix signature on the check and DV.</p> <p>d. Proceed to step 1.20</p>	None	4 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/ OIC</i> Finance Department</p> <p><i>Manager/ OIC</i> AGMFA AGMFA Office</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p>
	<p>1.19. For checks above 1,000,000:</p> <p>a. Forward to OIC, Manager to affix initial on the check and DV</p> <p>b. Forward to AGMFA to affix initial on the</p>	None	5 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/ OIC</i> Finance Department</p> <p><i>Manager/ OIC</i> AGMFA</p>

	<p>check and DV</p> <p>c. Forward to SAGM to affix signature on the check and initial on the DV</p> <p>d. Forward to GM to affix signature on the check and DV.</p>			<p>AGMFA Office</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p> <p><i>General Manager</i> General Manager Office</p>
	1.20. Receive signed / approved checks from Finance Department/ AGMFA/ SAGM/ GM Office	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p>
	1.21. Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p> <p><i>Cashier A</i> Cashiering Division</p> <p><i>Cashier C</i> Cashiering Division</p>
2. Receive advice and proceed to Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to client and records in the logbook for acknowledgement of client	None	5 Minutes	<p><i>Collection Representative B</i> Cashiering Division</p> <p><i>Cashier C</i> Cashiering Division</p>
<b>Total</b>		<b>None</b>	<b>8 Days and 10 Minutes</b>	

## **Personnel Division**

### **External Services**

## 17. HIRING OF OUTSOURCED EMPLOYEES

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

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Highly Technical			
<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. 1 Set of Duly Accomplished Personal Data Sheet 2. Resume 3. 2 pieces passport – size pictures (White Background) 4. Transcript of Records/Diploma 5. Valid NBI Clearance 6. Certificate/s of employment (if any) 7. Certificate/s of Eligibility/valid PRC License (if applicable) 8. Certificate/s of trainings (if any)			1. LSERV Corporation 2. Applicant 3. Applicant 4. School 5. NBI 6. Previous Company 7. PRC/CSC 8. Applicant/previous company	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1. Memorandum from the End-user addressed to the Personnel Division, requesting for hiring or filling-up of vacant outsourced position/s.	None	None	<i>End-User</i>
	1.2. Receive the request memo from the end-user.	None	1 Day	<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	1.3. Prepare letter addressed to the Contracted Manpower Service Provider for dispatch of qualified	None		<i>Industrial Relations Development Officer B Personnel Division /</i>



	applicant/s.			<i>Industrial Relations Management Assistant B Personnel Division</i>
	1.4. Review and affix initial on the endorsement letter for dispatch and forward to the Manager/OIC, Personnel Division.	None		<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	1.5. Affix signature on the endorsement letter for dispatch.	None		<i>Manager/OIC Personnel Division</i>
	1.6. Forward the endorsement letter for dispatch to the Contracted Manpower Service Provider.	None		<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	1.7. Receive the endorsement letter from Personnel Division.	None		<i>Contracted Manpower Service Provider</i>
2. Dispatch of the applicants to the Personnel Division	2.1. Receive the complete documents and Evaluation Form of the qualified applicant/s from the Contracted Manpower Service Provider.	None		<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.2. Evaluate the documents and qualifications of the	None		<i>Industrial Relations Development</i>

	<p>applicant/s vis-à-vis the QS of the outsourced position.</p> <p>a. If incomplete and/or not qualified, return the documents to the Contracted Manpower Service Provider and request dispatch of applicant/s.</p> <p>b. If qualified, prepare the endorsement slip to the end-user for final interview</p>		1 Day	<p><i>Officer B</i>  <i>Personnel</i>  <i>Division</i>  <i>/</i>  <i>Industrial</i>  <i>Relations</i>  <i>Management</i>  <i>Assistant B</i>  <i>Personnel</i>  <i>Division</i></p>
	2.3. Review and affix initial on endorsement slip and forward to the Manager /OIC, Personnel Division for signature.	None		<p><i>Industrial</i>  <i>Relations</i>  <i>Development</i>  <i>Officer B</i>  <i>Personnel</i>  <i>Division</i>  <i>/</i>  <i>Industrial</i>  <i>Relations</i>  <i>Management</i>  <i>Assistant B</i>  <i>Personnel</i>  <i>Division</i></p>
	2.4. Affix signature on the endorsement slip to the end-user.			<p><i>Manager/OIC</i>  <i>Personnel</i>  <i>Division</i></p>
	2.5. Forward the End-user's Final Interview Slip to the end-user for final interview of the applicant/s			<p><i>Industrial</i>  <i>Relations</i>  <i>Development</i>  <i>Officer B</i>  <i>Personnel</i>  <i>Division</i>  <i>/</i>  <i>Industrial</i>  <i>Relations</i>  <i>Management</i>  <i>Assistant B</i>  <i>Personnel</i>  <i>Division</i></p>
	2.6. Receive the End-user's Final Interview Slip from the Personnel Division.	None		<p><i>End-User</i></p>

	2.7. Contact and/or inform the applicants the schedule of the final interview	None	5 Days	<i>End-User</i>
	2.8. Conduct of the final interview to the applicant/s and submit the results of the same to the Personnel Division	None		<i>End-User</i>
	2.9. Accept the result of the Final interview and check if in order.	None	1 Day	<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.10. If failed, endorse the results of the end-user's final interview to the Contracted Manpower Service Provider and request dispatch of other applicant/s			<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.11. If passed, prepare the following:  a. Endorsement Slip to the Contracted Manpower Service Provider regarding the schedule of the On-the-Job-Training (OJT) b. Memorandum to the end-user regarding the			<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>

	<p>schedule of the 5-days OJT of the applicant/s</p> <p>c. Endorsement to the IDPCD requesting for issuance of appropriate MIAA Access Pass</p>			
	2.12. Review and affix initials on the prepared memo and request.			<i>Industrial Relations Development Officer B</i> Personnel Division / <i>Industrial Relations Management Assistant B</i> Personnel Division
	2.13. Affix signature on the prepared memo and request.			<i>Manager/OIC</i> Personnel Division
	2.14. Forward the signed memo to the end-user and request slip to the IDPCD.			<i>Industrial Relations Development Officer B</i> Personnel Division / <i>Industrial Relations Management Assistant B</i> Personnel Division
	2.15. Receive the memorandum from the Personnel Division regarding the 5-days OJT of applicant/s	None		<i>End-User</i>
	2.16. Accept the applicant/s and start /conduct the 5-days OJT	None	8 Days	<i>End-User</i>
	2.17. Accomplish the OJT Assessment	None		<i>End-User</i>

	Form, prepare memo regarding the same and forward it to the Personnel Division			
	2.18. Receive the accomplished OJT Assessment Form and memo from the End-user and review/evaluate if in order.	None	1 Day	<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.19. If failed, prepare letter to the Contracted Manpower Service Provider endorsing the disqualified applicant/s and request for urgent dispatch of applicants.	None		<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.20. If passed, prepare and process the papers of the applicant/s and the following:  a. Memorandum to the AGMFA regarding the deployment of the applicant/s.  b. Letter to the Contracted Manpower Services on the deployment of the newly-hired	None		<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>

	employee/s c. Endorsement slip to the IDPCD for issuance of the Duty Pass d. Memorandum to the HRDD regarding the conduct of the MIAA Basic Orientation (MBO) to the new employee/s			
	2.21. Review and affix initials on the prepared memo to the HRDD and request slip to the IDPCD.			<i>Industrial Relations Development Officer B</i> Personnel Division / <i>Industrial Relations Management Assistant B</i> Personnel Division
	2.22. Affix signature on the prepared memo and request.	None	1 Day	<i>Manager/OIC</i> Personnel Division
	2.23. Affix the initial on the letter to the Contracted Manpower Service Provider and memo to the AGMFA	None	1 Day	Manager/OIC Administrative Department
	2.24. Affix signature on the letter to the Contracted Manpower Service Provider	None	1 Day	<i>Manager/OIC</i> AGMFA Office
	2.25. Release the above documents to the concerned offices.	None	1 Hour	<i>Industrial Relations Development Officer B</i> Personnel Division / <i>Industrial Relations Management Assistant B</i>

				Personnel Division
	2.26. Receive the copy of the letter regarding the deployment of the newly-hired employee/s.	None	1 Day	<i>End-User</i>
	2.27. Prepare memorandum to the Personnel Division regarding the assumption to duty of the employee/s.	None		<i>End-User</i>
	2.28. Receive the memo from the end-user regarding the Assumption to duty and prepare letter addressed to the Contracted Manpower Service Provider.	None	4 Hours	<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.29. Review and affix initials on the prepared letter.	None		<i>Industrial Relations Development Officer B Personnel Division / Industrial Relations Management Assistant B Personnel Division</i>
	2.30. Affix signature on the prepared letter.	None	1 Day	<i>Manager/OIC Personnel Division</i>
	2.31. Forward the letter to the Contracted Manpower Service Provider.	None	1 Hour	<i>Industrial Relations Development Officer B Personnel Division / Industrial</i>

				<i>Relations Management Assistant B Personnel Division</i>
<b>Total</b>		<b>None</b>	<b>24 Days and 6 Hours</b>	



## **Personnel Division**

### **Internal Services**

## 18. 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>	
1. Signed Daily Time Records of the previous month 2. Report of on hold Employees 3. 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 signed DTRs of the previous month	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.2. Check, verify and validate signed DTRs of the previous month	None	3 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.3. Prepare report of on-hold employees and/or salaries and allowances adjustments	None	4 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.4. Compute salaries and allowances adjustments to be uploaded to the Payroll System	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.5. Process and generation of allowances from the earnings application to be uploaded to the Payroll System	None	2 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.6. Payroll master tags personnel not included in payroll	None	30 Minutes	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division

	1.7. Process generation and of payroll	None	3 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.8. Preparation of Request for Payment including attachments	None	1 Hour	Computer Operator Personnel Division  Statistician A Personnel Division
	1.9. Check and verify the prepared Request for Payment on Salaries for 15 <sup>th</sup> payroll including attachments prior signature of the Manager, Personnel Division	None	4 Hours	Senior Industrial Relations Management Officer B Personnel Division
	1.10. Review and signature on the prepared Request for Payment on Salaries for 15 <sup>th</sup> payroll	None	4 Hours	Manager/OIC Personnel Division
<b>Total</b>		<b>None</b>	<b>2 Days 7 Hours and 30 Minutes</b>	

## 19. 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>	
1. Signed Daily Time Records of the previous month 2. Report of on hold Employees 3. Report on Absences 4. 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 signed DTRs of the previous month	None	1 Hour	Computer Operator Personnel Division

				Statistician A Personnel Division
	1.2. Check, verify and validate signed DTRs of the previous month	None	3 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.3. Summarize report of absences to be forwarded to the Leave Section	None	4 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.4. Receive report of absences for counter checking of unfilled absences to be forwarded to the Leave Section for correction	None	1 Hour	Computer Operator Personnel Division  Statistician A Personnel Division
	1.5. Receive final report of absences from Leave Section and encode to the excel file to be uploaded the Payroll System	None	1 Day	Computer Operator Personnel Division  Statistician A Personnel Division
	1.6. Prepare salary/ absences adjustment and on-hold report	None	4 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.7. Compute salaries and allowances adjustments to be uploaded to the Payroll System	None	1 Hour	Computer Operator Personnel Division  Statistician A Personnel Division
	1.8. Process and generation of allowances from the earnings application to be uploaded to the Payroll System	None	3 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.9. Payroll master tags personnel not included in	None	30 Minutes	Computer Operator Personnel Division

	payroll			<i>Statistician A</i> Personnel Division
	1.10. Process and generate payroll	None	4 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.11. Checking of generated report to determine additional excluded personnel due to absences in the payroll	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.12. Payroll master tags additional personnel not included in payroll	None	30 Minutes	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.13. Preparation of Request for Payment including attachments	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.14. Check and verify the prepared Request for Payment on Salaries for 30 <sup>th</sup> payroll including attachments prior signature of the Manager, Personnel Division	None	4 Hours	<i>Senior Industrial Relations Management Officer B</i> Personnel Division
	1.15. Review and signature on the prepared Request for Payment on Salaries for 30 <sup>th</sup> payroll	None	4 Hours	<i>Manager/OIC</i> Personnel Division
<b>Total</b>		<b>None</b>	<b>5 Days</b>	

## 20. OVERTIME PAY AND NIGHT DIFFERENTIAL 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>	Highly Technical			
<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. Signed Daily Time Records of the previous month 2. Request for overtime and accomplishment forms 3. Approved overtime requests during Saturdays, 4. Sundays and Holidays 5. Overtime Adjustments			Wages & Compensation Section (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 signed DTRs of the previous month	None	1 Hour	Computer Operator Personnel Division  Statistician A Personnel Division
	1.2. Check, verify and validate received DTRs, request for overtime and accomplishment forms and approved request during Days-off and Holidays of the previous month	None	5 Days	Computer Operator Personnel Division  Statistician A Personnel Division
	1.3. Compute Overtime Services and Night Differential hours	None		Computer Operator Personnel Division  Statistician A Personnel Division
	1.4. Prepare overtime adjustments	None		Computer Operator Personnel Division  Statistician A Personnel Division
	1.5. Encoding of overtime and night differential hours	None	3 Days	Computer Operator Personnel Division  Statistician A Personnel Division
	1.6. Counter-checking of encoded overtime and night differential hours	None		Computer Operator Personnel Division  Statistician A Personnel Division

	1.7. Check encoded overtime subject to the monthly limit on overtime and upload to the payroll system	None	3 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.8. Process and generate payroll	None	3 Hours	Ma. Theresa P. Computer Operator Personnel Division  Statistician A Personnel Division
	1.9. Monitoring of overtime of all employees based on the existing guidelines	None	4 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.10. Preparation of Request for Payment on Overtime and Night Differential including attachments	None	1 Hour	Computer Operator Personnel Division  Statistician A Personnel Division
	1.11. Check and verify the prepared Request for Payment on Overtime and Night Differential including attachments prior signature of the Manager, Personnel Division	None	4 Hours	Senior Industrial Relations Management Officer B Personnel Division
	1.12. Review and signature on the prepared Request for Payment on Overtime and Night Differential	None	4 Hours	Manager/OIC Personnel Division
<b>Total</b>		<b>None</b>	<b>10 Days and 4 Hours</b>	

## 21. 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

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Daily Time Records 2. Assumption to Duty 3. Appointments 4. SALN 5. BIR 2305 or 1905 6. Oath of Office			Personnel Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1.1. Receive check complete requirements for first salary	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.2. Check DTR for the number of days rendered and compute the same for first salary	None	5 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.3. Preparation of Request for Payment of First Salary including attachments	None		<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.4. Check first salary computation prior signature of the Head, Wages and Compensation Section	None	2 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.5. Verify the prepared Request for Payment of First Salary including attachments prior signature of the Manager, Personnel Division	None	4 Hours	<i>Senior Industrial Relations Management Officer B</i> Personnel Division
	1.6. Review and signature on the prepared Request for Payment of First Salary	None	4 Hours	<i>Manager/OIC</i> Personnel Division
<b>Total</b>		<b>None</b>	<b>2 Days</b>	



## 22. MIAA SEPARATION CLAIMS

**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>				
<b>Last Salary</b>				
1. Last approved Daily Time Record (ROAF / OSAF)				
2. Letter Request for the release of withheld salary and benefits				
3. Clearance from money, property and legal accountabilities			Personnel Division	
4. Authority to deduct accountabilities, if any				
5. Certification of available leave credits				
<b>Terminal Leave Benefits</b>				
1. Agency Clearance from money, property and legal accountability from the Central Office and/or from the Regional Office of last assignment			Office Concern	
2. Ombudsman Clearance			Ombudsman	
3. Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Division/Unit/Office/Unit (HRO/U).			Personnel Division	
4. Approved leave application.			Personnel Division	
5. Complete service record.			Personnel Division	
6. Statement of Asset , Liabilities and Net Worth (SLAN)			Personnel Division	
7. Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest.			Personnel Division	
8. Computation of terminal benefits duly signed/certified by the Chief Accountant.			Accounting Division	
9. Applicant's authorization (in affidavit form to deduct all financial obligations with the employer/agency LGU.			Personnel Division	
10. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency.			Personnel Division	
<b>If deceased:</b>				
11. Marriage Certificate if married (PSA copy)				
12. Death Certificate (PSA copy)				
13. Birth Certificate of children (if any PSA copy)				
<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	1.1. Receive complete requirements	None	10 Minutes	Computer Operator Personnel Division  Statistician A

requirements				Personnel Division
	1.2. Check payroll system for the last salary, overtime, night differential and other benefits received, if any.	None	3 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.3. Check DTR for the last 2 months (for salary, absences and overtime)	None	4 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.4. Compute last salary, overtime, night differential pay and other benefits, if any.	None	5 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.5. Preparation of Request for Payment of MIAA separation claims including attachments	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.6. Check MIAA separation claims computation prior signature of the Head, Wages and Compensation Section	None	2 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.7. Verify the prepared Request for Payment of MIAA separation claims including attachments prior signature of the	None	4 Hours	<i>Senior Industrial Relations</i> <i>Management Officer B</i> Personnel Division

	Manager, Personnel Division			
	1.8. Review and signature on the prepared Request for Payment of MIAA separation claims	None	4 Hours	Manager/OIC Personnel Division
<b>Total</b>		<b>None</b>	<b>2Days 7 Hours and 30 Minutes</b>	

## 23. 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	2 Hours	Computer Operator Personnel Division  Statistician A Personnel Division
	1.2. Check and validate employees' qualifications to the benefits based on the existing guidelines with the Head, Wages and Compensation	None	5 Days	Computer Operator Personnel Division  Statistician A Personnel Division  Senior Industrial Relations Management Officer B Personnel Division
	1.3. Advise the MISD on the processing of special payroll for duplication	None	1 Hour	Computer Operator Personnel Division  Statistician A Personnel Division

	of Personnel Information System (PIS)			
	1.4. Payroll master tags personnel not entitled to receive benefits in the Payroll System	None	2 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.5. Process and generate special payroll	None	4 Hours	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.6. Preparation of Request for Payment special payroll including attachments	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician A</i> Personnel Division
	1.7. Check and verify the prepared Request for Payment of special payroll including attachments prior signature of the Manager, Personnel Division	None	4 Hours	<i>Senior Industrial Relations Management Officer B</i> Personnel Division
	1.8. Review and signature on the prepared Request for Payment on Payment on Overtime and Night Differential	None	4 Hours	<i>Manager/OIC</i> <i>Division Manager A</i> Personnel Division
<b>Total</b>		<b>None</b>	<b>7 Days and 2 Hours</b>	

## 24. 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 from Requestee 2. Duly Approved Leave Application Form (must be encoded in the ELWA system) 3. PAIC/SICOP Certificate 4. Certificate of no Pending Task from Requestee 5. Clearance Form for Money & Property Accountability- regardless of number of days <u><b>For Managers/OICs</b></u> 6. Designation of Temporary OIC from Requestee if the travel period is more than 5 working days <u><b>For GM</b></u> 7. Travel Order Request Form			Personnel Division  Legal Office  MIAA Website/Personnel Division  DOTR/ 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. Submit complete requirements to the Manager/OIC, Personnel Division 15 working days prior to travel period	1.1. Receive complete requirements	None	30 Minutes	IRD Assistant B Personnel Division
	1.2. Post detail to leave card.	None	30 Minutes	IRD Assistant B
	1.3. Prepare MB/Authority to Travel and endorse for initials of the Manager, Personnel Division (including corrections, if any)	None	3 Hours	Personnel Division
	1.4. Endorse final MB to the Manager, Personnel Division for initial.	None	4 Hours	IRD Assistant B Personnel Division  IRD Officer B Head Leave Section Personnel Division
	1.5. Submit MB to Admin Department /AGMFA/ SAGM for initials prior approval of GMO. In the	None	1 Day	Manager/OIC Personnel Division

	case of GM, forward the Authority to Travel to DOTr for approval			
	1.6. Inform the employee of the approved authority to travel via phone	None	10 Minutes	IRD Assistant B Personnel Division
2. Proceed to Personnel Division to receive and acknowledge the approved authority to travel	2. Record in the logbook and release the approved authority to travel.	None	5 Minutes	IRD Assistant B Personnel Division
<b>Total</b>		<b>None</b>	<b>2 Days and 15 Minutes</b>	

## 25. 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. Receives request form	None	1 Hour	IRD Assistant B Personnel Division
	1.2. Checks ELWA and update the Leave Card.	None	1 Day	IRD Assistant B Personnel Division
	1.3. Prepares the LWOP	None	1 Day	IRD Assistant B Personnel Division
	1.4. Submits the LWOP Certificate to the Head, Leave Section, for review and/or Initial	None	4 Hours	IRD Officer B Head Leave Section Personnel Division
	1.5. Submits the LWOP Certificate to the Manager, Personnel Division	None	4 Hours	Manager/OIC Personnel Division

	for signature			
	1.6. Releases Certificate of LWOP to the requestee	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division  <i>IRD Officer B</i> Head Leave Section Personnel Division
<b>Total</b>		<b>None</b>	<b>3 Days 1 Hour and 30 Minutes</b>	

## 26. MONETIZATION OF LEAVE CREDITS (MOLC)

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

<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 to monetize the available leave credits 2. CSC - Application for Leave Form 3. Attachment based on the purpose of monetization			Requestee Personnel Division Requestee	
<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 with attachment (Cut-off period every Wednesday & Friday)	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division
	1.2. Update Leave Card/s	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division
	1.3. Post the number of days being monetized to the leave card	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division
	1.4. Process Leave application for monetization	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division
	1.5. Submits Processed Application for Leave Forms with	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division  <i>IRD Officer B</i> Head

	leave cards to the Head, Leave Section for initial			<i>Leave Section</i> Personnel Division
	1.6. Prepares MOLC Summary for signature Head, Leave Section and the Manager, Personnel Division	None	1 Hour	<i>IRD Assistant B</i> Personnel Division
	1.7. Endorse Summary of MOLC reflecting the names of Personnel who monetized their leave credits, Office assignment, Basic Salary, No. of days filed, amount of Monetized leave credits and remaining leave credits to Wages Section for preparation RFP	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division  <i>IRD Officer B</i> <i>Head</i> <i>Leave Section</i> Personnel Division
	1.8. Process, generate and prepare Request for Payment on Monetization	None	1 Hour	<i>Computer Operator</i> Personnel Division  <i>Statistician</i> Personnel Division
	1.9. Check and verify the prepared request	None	1 Hour	<i>Sr. IRM Officer B</i> Personnel Division
	1.10. Review and Signature on the prepared Request for Payment on Monetization and forwarded to Admin Department.	None	1 Hour	<i>Manager/OIC</i> Personnel Division
	1.11. Review and approved the Request for Payment on Monetization and return to Personnel Division	None	1 Hour	<i>Manager/OIC</i> Admin Department
	1.12. Receive Request for Payment (RFP) and forwarded to Accounting Division	None	30 Minutes	<i>IRD Assistant B</i> Personnel Division



	<p>1.13. Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks:</p> <p>a. Record the RFP</p> <p>b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order</p>	None	1 Hour	<p><i>Sr. Corporate Accounts Analyst</i> Accounting Division</p> <p><i>Corporate Accounts Analyst</i> Accounting Division</p> <p><i>Accounting Processor</i> Accounting Division</p>
	<p>1.14. Perform the following tasks:</p> <p>a. Review all documentary requirements</p> <p>b. Verify the nature and amount of claim</p> <p>c. Determine deductions required by the contract or law</p> <p>d. Compute the tax, if applicable</p> <p>e. Prepare DV</p> <p>f. Forward DV to the end-user for signature of Box A.</p>	None	1 Day	<p><i>Sr. Corporate Accounts Analyst</i> Accounting Division</p> <p><i>Sr. Accounting Processor</i> Accounting Division</p> <p><i>Corporate Accounts Analyst</i> Accounting Division</p>
	1.15. Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	<p>1.16. Received DV from End-user and Perform the following action:</p> <p>a. Verify the DV with the approved budget</p>	None	1 Day	<p><i>Statistician</i> Budget Division</p> <p><i>Corporate Budget Assistant</i> Budget Division</p> <p><i>Corporate Budget Analyst</i> Budget Division</p>

	b. Review and Affix initial in the DV	None		<i>Corporate Budget Specialist</i> Budget Division
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC</i> Budget Division
	1.17. Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of Box B of DV	None	6 Hours	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division
	1.18. a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist  *If applicable	None	4 Hours	<i>Accounting Processor</i> Accounting Division  <i>Corporate Account Analyst</i> Accounting Division <i>Sr. Corporate Accountant B</i> Accounting Division
	1.19. Verify and sign Box B of DV	None	3 Hours	<i>Manager/ OIC</i> Accounting Division
	1.20. Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division

				<i>Accounting Processor</i> Accounting Division
	1.21. Receive voucher from accounting and verify cash position	None	1 Hour	<i>Collection Representative B</i> Cashiering Division
	1.22. Prepare check	None	1 Hour	<i>Collection Representative B</i> Cashiering Division  <i>Cashier A</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
	1.23. Review prepared check and affix initial on check voucher	None	1 Hour	<i>Head Cashier</i> Cashiering Division
	1.24. Review and sign check register, affix initial on the voucher and sign check.	None	2 Hours	<i>Manager/ OIC</i> Cashiering Division
	1.25. a. Receive check and DV from Cashiering Division b. For checks below 100,000.00. Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.30	None	2 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department
	1.24. For checks amounting to 100,001 –	None	3 Hours	<i>Secretary</i> Finance

	<p>500,000:</p> <p>a. Forward to Finance Officer for Review of check, DV and its supporting documents</p> <p>b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher</p> <p>c. Forward to the AGMFA. For signature on the check and DV.</p> <p>d. Proceed to step 1.30</p>			<p>Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p>
	<p>1.28. For checks amounting to 500,001 – 1,000,000:</p> <p>a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to OAGMFA to affix initial on the DV and signature on the check.</p> <p>c. Forward to SAGM to affix signature on the check and DV.</p> <p>d. Proceed to step 1.30</p>	None	4 Hours	<p><i>Secretary</i> <i>Finance</i> <i>Department</i></p> <p><i>Ghurdiv Chand</i> <i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p> <p><i>Senior</i> <i>Assistant</i> <i>General</i> <i>Manager</i> SAGM Office</p>
	<p>1.29. For checks above 1,000,000:</p> <p>a. Forward to OIC,</p>	None	5 Hours	<p><i>Secretary</i> <i>Finance</i> <i>Department</i></p> <p><i>Finance Officer</i></p>

	<p>Manager to affix initial on the check and DV</p> <p>b. Forward to AGMFA to affix initial on the check and DV</p> <p>c. Forward to SAGM to affix signature on the check and initial on the DV</p> <p>d. Forward to GM to affix signature on the check and DV.</p>			<p>Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p> <p><i>General Manager</i> General Manager Office</p>
	1.30. Receive signed / approved checks from Finance Department/AG MFA/SAGM/ GM Office	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p>
	1.31. Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p> <p><i>Cashier A</i> Cashiering Division</p> <p><i>Cashier C</i> Cashiering Division</p>
2. Receive advice and proceed to Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to client and records in the logbook for acknowledgement of client	None	5 Minutes	<p><i>Collection Representative B</i> Cashiering Division</p> <p><i>Cashier C</i> Cashiering Division</p>
<b>Total</b>		<b>None</b>	<b>7 Days 7 Hours and 35 Minutes</b>	

## 27. 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)</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, signed Office Clearance 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, Written Concurrence of a government physician if the attending physician is a private practitioner and signed Office Clearance if 30 calendar days or more;</li> <li>• Magna Carta for Women – Letter Request and Medical Certificate ;</li> <li>• Adoption Leave – Authenticated copy of the Pre-Adoptive Placement Authority issued by the DSWD</li> <li>• Union Time Off – for bonafide members of the Union and written request from the Union President.</li> </ul> <p>* Pursuant to MIAA MC No.8, S.2023 Revised Guidelines in the Processing and submission of Certificate of Clearance (30 days or more regardless of nature of leave application</p>			Any Computer Installed with Electronic Leave Workflow Application (ELWA) System	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission filed leave	1.1. Check the ELWA	None	4 Hours	IRD Assistant B Personnel Division

application thru the Electronic Leave Workflow Application System (ELWA)	application and update the leave card, if documentary requirements are not submitted or incomplete, advise the employee in order to process their request, they have to submit complete documents			<i>IRD Officer B Head Leave Section Personnel Division</i>
	1.2. Process the leave application by posting the details to leave card	None	4 Hours	<i>IRD Assistant B Personnel Division</i>
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

## **Procurement Division**

### **External Services**



## 28. 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: <ul style="list-style-type: none"> <li>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> </li> <li>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> </li> </ul>	None	1 Hour	Clerk Processor 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

	<p>a. Registered Supplier</p> <ul style="list-style-type: none"> <li>• Warranty Certificate</li> <li>• Original Copy of RFQ</li> <li>• Detailed Quotations (if with labor)</li> </ul> <p>b. Unregistered Supplier</p> <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</li> <li>• Detailed Quotation (if with Labor)</li> </ul>			
<b><u>UNREGISTERED SUPPLIER / CONTRACTOR</u></b>				
<p>4. Proceed to Procurement Division to fill up/submit:</p> <p>a. Application form with complete documentary requirement for registration</p> <p>b. Warranty Certificate</p> <p>c. Original copy of RFQ detailed quotations (if with labor)</p>	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 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**

## 29. DELIVERY OF GOODS

**Brief Description:** Receipt of goods for Purchase Order and Contract

<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>	
<b>1. Purchase Order (P.O.)</b> For Supply and Delivery of Spare-Parts, Supplies, Materials and Equipment a. Purchase Order (1 Original Copy) b. Delivery Receipt (1 Original Copy) c. Sales Invoice (1 Original Copy) d. Warranty Certificate (1 Original Copy)			a. Procurement Division b. Contractors / Supplier c. Contractors / Supplier d. Contractors / Supplier	
<b>2. For Contract (Supply and Delivery)</b> For Supply and Delivery of Spare-Parts, Supplies, Materials, Equipment and Purchase of Vehicles a. Contract (1 Photocopy) b. Delivery Receipt (1 Original Copy) c. Sales Invoice (1 Original Copy) d. Warranty Certificate (1 Original Copy) e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference) (1 Photocopy) f. Signed Engineer's Instruction (1 Original Copy)			a. Legal Office b. Contractors / Supplier c. Contractors / Supplier d. Contractors / Supplier e. Legal Office f. 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. Delivery of Spare-parts, Supplies, Materials and Equipment at the MIAA-PMD Warehouse	1.1. 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  <i>Supply Officer</i> Property Management Division
	1.2. Prepare Receiving, Inspection, Acceptance Report (RIAR)	None	4 Hours	<i>Storekeeper</i> Property Management Division  <i>Property Assistant</i> Property Management Division
	1.3. Review RIAR, assign control number and	None	4 Hours	<i>Supervising Property Officer</i> Property



	designate PMD Inspector			Management Division
	1.4. 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>Property Assistant</i> Property Management Division
	1.5. Prepared Notice of Inspection and sent thru email for notification purposes to Accounting Division and End-user/s.	None	1 Hour	<i>Storekeeper</i> Property Management Division  <i>Property Assistant</i> Property Management Division
	1.6. Conduct inspection and testing (Warehouse)	None	2 Days	<i>Storekeeper</i> Property Management Division  <i>Supply Officer</i> Property Management Division  <i>Supervising Property Officer</i> Property Management Division  Accounting Division Inspectors and End-user
	1.7. If complied with the Inspection checklist, sign RIAR.	None	2 Hours	<i>Storekeeper</i> Property Management Division  <i>Supply Officer</i> Property Management Division  <i>Supervising Property Officer</i> Property Management Division

				Accounting Division Inspectors and End-user
	1.8. If not acceptable, notify the findings/report to End-user and Procurement Division/ Bids and Awards Committee (BAC) for compliance.	None	2 Hours	Storekeeper Property Management Division  Supply Officer Property Management Division  Supervising Property Officer Property Management Division  Accounting Division Inspectors and End-user
	1.9. Forward the signed RIAR including attachments to the End-user	None	2 Hours	Storekeeper Property Management Division  Property Assistant Property Management Division
<b>Total</b>		<b>None</b>	<b>4 Days and 6 Hours</b>	

### 30. DELIVERY OF SERVICES

**Brief Description:** Delivery services for Work Order and Contract

<b>Office or Division:</b>	Property Management Division
<b>Classification:</b>	Highly Technical
<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>	
<b>1. For Work Order (W.O.)</b> Capital Expenditures (CAPEX) – (Construction, Services and Consultancy), Repair, Renovation, and Improvement a. Work Order (1 Original Copy) b. Delivery Receipt (1 Original Copy) c. Sales Invoice (1 Original Copy) d. Warranty Certificate (1 Original Copy)	a. Procurement Division b. Contractors / Supplier c. Contractors / Supplier d. Contractors / Supplier

e. Certificate of Completion (1 Original Copy) f. Accomplishment Report (1 Original Copy) g. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report) (1 Photocopy)		e. End-user f. End-user g. End-user		
<b>2. For Contract with Labor Component</b> Capital Expenditures (CAPEX) – (Construction, Services and Consultancy), Repair, Renovation, and Improvement. a. Contract (1 Photocopy) b. Delivery Receipt (1 Original Copy) c. Sales Invoice (1 Original Copy) d. Warranty Certificate (1 Original Copy) e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference) (1 Photocopy) f. Notice to Proceed (1 Photocopy) g. Certificate of Completion (1 Original Copy) h. Accomplishment Report (1 Original Copy) i. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report) (1 Photocopy) j. Signed Engineer's Instruction (1 Original Copy)		a. Legal Office b. Contractors / Supplier c. Contractors / Supplier d. Contractors / Supplier e. End-user  f. End-user g. End-user h. End-user i. End-user  j. 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	1.1. Verify if in accordance with the W.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>
	1.2. Forward necessary documents to PMD for preparation of RIAR (see item 1&2)	None	2 Hours	<i>End-user</i>
	1.3. Prepare Receiving, Inspection, Acceptance Report (RIAR)	None	4 Hours	<i>Storekeeper</i> Property Management Division  <i>Property Assistant</i> Property Management

				Division
	1.4. Review RIAR, assign control number and designate PMD Inspector for final inspection	None	4 Hours	<i>Supervising Property Officer</i> Property Management Division
	1.5. 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>Property Assistant</i> Property Management Division
	1.6. Prepare Notice of Inspection and sent thru email for notification purposes to Accounting Division and End-user/s.	None	1 Hour	<i>Storekeeper</i> Property Management Division  <i>Property Assistant</i> Property Management Division
	1.7. Conduct onsite inspection & testing.	None	2 Days	<i>Storekeeper</i> Property Management Division  <i>Supply Officer</i> Property Management Division  <i>Supervising Property Officer</i> Property Management Division  Accounting Division Inspectors and End-User

	1.8. If complied with the Inspection checklist, sign the RIAR.	None	2 Hours	<i>Storekeeper</i> Property Management Division  <i>Supply Officer</i> Property Management Division  <i>Supervising Property Officer</i> Property Management Division  Accounting Division Inspectors and End-User
	1.9. If not acceptable, notify the findings/report to End-user/ Procurement Division/Bids and Awards Committee (BAC) for compliance.	None	2 Hours	<i>Storekeeper</i> Property Management Division  <i>Supply Officer</i> Property Management Division  <i>Supervising Property Officer</i> Property Management Division  Accounting Division Inspectors and End-User
	1.10. Forward the signed RIAR including attachments to the End-user	None	2 Hours	
<b>Total</b>		<b>None</b>	<b>5 Days</b>	

## **General Services Division**

### **External Services**

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

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

<b>Office or Division:</b>		General Services Division (GSD)		
<b>Classification:</b>		Highly Technical		
<b>Type of transaction:</b>		G2B - Government to Business		
<b>Who May Avail:</b>		Service Provider for Trash Collection		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Affidavit/ Sworn Certification</li> <li>2. Copy of Notice of Award (Initial Billing)</li> <li>3. Copy of Signed Contract</li> <li>4. Copy of Notice to Proceed (Initial Billing)</li> <li>5. Copy of Wage Order from DOLE</li> <li>6. Copy of Performance Bond</li> <li>7. Copy of PAG-IBIG fund official receipt and contribution remittance report</li> <li>8. Copy of PhilHealth official receipt and contribution remittance report</li> <li>9. Copy of SSS R-5 and remittance report</li> <li>10. Copy of BIR deposit slip and remittance return income taxes</li> </ol> <p><b>Documents to be submitted by service provider for Trash Collection and Hauling Services</b></p> <ol style="list-style-type: none"> <li>11. Copy of Official Receipt of Fuel <ul style="list-style-type: none"> <li>• Gasoline of Pressure Washer</li> <li>• Diesel of Water Tanker</li> <li>• Diesel of Garbage Truck</li> </ul> </li> <li>12. Hauling Service Reports</li> <li>13. Attendance Sheet</li> <li>14. Daily Deployment Sheet</li> <li>15. Schedule of Hauling Activity</li> </ol>			Legal Office  DOLE Insurance PAG-IBIG  PhilHealth SSS BIR       Service Provider	
<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 statement with required documents to the General Services Division.	1.1. Accept and record the documents based on the required checklist.	None	5 Minutes	Head - Records Management Section General Services Division
	1.2. Check, review and verify submitted documents against TOR requirements. a. Billing Statement	None	1 Day	Agriculturist II General Services Division

	b. Contract Cost Computation c. Summary of Human Resource d. Daily Deployment Forms e. Payroll Report f. Certified True Copy of Original Receipt from SSS, Pag-Ibig and PhilHealth g. Affidavit / Sworn Statement			
	1.3. Prepare request for Payment, certificate of satisfactory performance.	None	30 Minutes	<i>Agriculturist II</i> General Services Division
	1.4. Verify documents and affix initial on Request for Payment and Certificate of Satisfactory Performance.	None	1 Hour	<i>Head – Trash Collection Services Unit</i> General Services Division
	1.5. Verify documents and affix signature on Request for Payment and Certificate of Satisfactory Performance. Forward request for Payment and Billing Documents to the Administrative Department for proper recording and photocopying.	None	1 Hour	<i>Manager</i> General Services Division
	1.6. Forward request for payment and Billing Documents to Accounting Division	None	30 Minutes	<i>Head - Records Management Section</i> General Services Division
	1.7. Receive Request for Payment (RFP) and all supporting documents from	None	1 Hour	<i>Sr. Corporate Accounts Analyst</i> Accounting Division



	<p>the end-user and perform the following tasks:</p> <p>a. Record the RFP</p> <p>b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order</p>			<p><i>Corporate Accounts Analyst</i> Accounting Division</p> <p><i>Accounting Processor</i> Accounting Division</p>
	<p>1.8. Perform the following tasks:</p> <p>a. Review all documentary requirements</p> <p>b. Verify the nature and amount of claim</p> <p>c. Determine deductions required by the contract or law</p> <p>d. Compute the tax, if applicable</p> <p>e. Prepare DV</p> <p>f. Forward DV to the end-user for signature of Box A.</p>	None	1 Day	<p><i>Sr. Corporate Accounts Analyst</i> Accounting Division</p> <p><i>Sr. Accounting Processor</i> Accounting Division</p> <p><i>Corporate Accounts Analyst</i> Accounting Division</p>
	1.9. Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	<p>1.10. Received DV from End-user and Perform the following action:</p> <p>a. Verify the DV with the approved budget</p>		1 Day	<p><i>Statistician</i> Budget Division</p> <p><i>Corporate Budget Assistant</i> Budget Division</p> <p><i>Corporate Budget Analyst</i> Budget Division</p>
	b. Review and Affix initial in the DV			<i>Corporate Budget Specialist</i> Budget Division

	c. Affix signature in the DV and forward to Accounting Division			<i>Manager/ OIC</i> Budget Division
	1.11. Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of box B of DV		6 Hours	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division
	1.12. a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist	None	4 Hours	<i>Accounting Processor</i> Accounting Division  <i>Corporate Account Analyst</i> Accounting Division  <i>Sr. Corporate Accountant B</i> Accounting Division
	1.13. Verify and sign Box B of DV	None	3 Hours	<i>Manager /OIC</i> Accounting Division
	1.14. Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division

				<i>Accounting Processor</i> Accounting Division
	1.15. Receive voucher from accounting and verify cash position	None	1 Hour	<i>Collection Representative B</i> Cashiering Division
	1.16. Prepare check	None	1 Hour	<i>Collection Representative B</i> Cashiering Division  <i>Cashier A</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
	1.17. Review prepared check and affix initial in check voucher	None	1 Hour	<i>Head Cashier</i> Cashiering Division
	1.18. Review and sign check register, affix initial on the voucher and sign check	None	2 Hours	<i>Manager/ OIC</i> Cashiering Division
	1.19. a. Receive check and DV from Cashiering Division b. For checks below 100,000.00. Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC,	None	2 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department

	<p>Manager for signature on the check and DV.</p> <p>d. Proceed to step 1.23</p>			
	<p>1.20. For checks amounting to 100,001 – 500,000:</p> <p>a. Forward to Finance Officer for Review check, DV and its supporting documents</p> <p>b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher</p> <p>c. Forward to the AGMFA. For signature on the check and DV.</p> <p>d. Proceed to step 1.23</p>	None	3 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p>
	<p>1.21. For checks amounting to 500,001 – 1,000,000:</p> <p>a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to OAGMFA to affix initial on the</p>	None	4 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p> <p><i>Senior Assistant General Manager</i></p>

	<p>DV and signature on the check.</p> <p>c. Forward to SAGM to affix signature on the check and DV.</p> <p>d. Proceed to step 1.23</p>			SAGM Office
1.22.	<p>For checks above 1,000,000:</p> <p>a. Forward to OIC, Manager to affix initial on the check and DV</p> <p>b. Forward to AGMFA to affix initial on the check and DV</p> <p>c. Forward to SAGM to affix signature on the check and initial on the DV</p> <p>d. Forward to GM to affix signature on the check and DV.</p>	None	5 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p> <p><i>General Manager</i> General Manager Office</p>
1.23.	Receive signed / approved checks from Finance Department/ AGMFA/SAGM/ GM Office	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p>
1.24.	Inform the client that the check/s are available for release thru email, phone via	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p>

	call/text			<i>Cashier A</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
2. Receive advice and proceed to Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to client and records in the logbook for acknowledgement of client	None	5 Minutes	<i>Collection Representative B</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
<b>Total</b>		None	<b>8 Days, 2 Hours and 5 Minutes</b>	

## **General Services Division**

### **Internal Services**

## 32. 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 General Services Division</i>
	1.2. Return documents to the client after reproduction	None	1 Minute	<i>Equipment Machine Operator General Services Division</i>
2. Receive documents and proceeds to Record Custodian	2. Certify true Copy the document	None	1 Minute	<i>Reproduction Machine Operator General Services Division  Administrative Service Aid General Services Division</i>
<b>Total</b>		<b>None</b>	<b>3 Minutes</b>	

## 33. 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	<i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.2. Attaches form for evaluation (approval for dissemination)	None	5 Minutes	<i>Machine Operator</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.3. Checks and evaluates document for GSD Manager approval	None	10 Minutes	<i>Head - Records Management Section</i> General Services Division
	1.4. Determines recipients (concerned office)	None	5 Minutes	<i>Clerk Processor</i> General Services Division <i>Clerk Processor</i> General Services Division <i>Head - Records Management Section</i> General Services Division
	1.5. Scans document for record safekeeping/ preservation	None	20 Minutes	<i>Machine Operator</i> General Services Division <i>Office Assistant</i> General Services Division <i>Head - Records Management Section</i> General Services Division

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

### 34. 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>	

### 35. 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	Clerk Processor (Contracted Manpower) General Services Division  <i>Head - Records Management Section</i> General Services Division
	1.2. Verify/locate documents addresses and zip code	None	30 Minutes	Clerk Processor 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>Total</b>	<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>Outside MIAA Complex</b>	<b>None</b>	<b>3 Hours and 33 Minutes</b>	

## **Human Resource Development Division**

### **External Services**

### 36. DATA GATHERING AS SCHOOL REQUIREMENT

**Brief Description:** All applications of students requesting to conduct Data Gathering / Survey / Interview / Etc. as School Requirement at the MIA Authority shall be received and processed by the HRDD.

<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 Manager/OIC, Human Resource Development Division (HRDD) <ul style="list-style-type: none"> <li>Objectives of the Study</li> <li>Target respondents /terminal / office / facility</li> <li>Topics to be covered</li> <li>Target date of data gathering not earlier than 15 working days upon receipt of documents</li> <li>Relevance of the study</li> <li>Specific data to be gathered</li> <li>Other related document such as sample data gathering tools/survey forms/list of interview questions/</li> <li>Contact details including telephone number, cellphone number and email address</li> </ul>			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 requirements to the Officer-In-Charge/ Manager, Human Resource Development Division	1.1. Receive letter request with complete information	None	10 minutes	Clerk Processor B Human Resource Development Division
	1.2. If not complete, return to client			
	1.3. Review and Evaluate request letter and identify concerned office	None	1 Hour	Clerk Processor B Human Resource Development Division

	1.4. Prepare memorandum addressed to concerned office signed by the Manager/ Officer-In-Charge Human Resource Development Division	None	1 Hour	Clerk Processor B Human Resource Development Division  OIC/ Manager Human Resource Development Division
	1.5. Forward the signed Memorandum to the concerned office for their appropriate action.	None	10 Minutes	Clerk Processor B Human Resource Development Division
	1.6. Receive the Memorandum and inform the client thru phone or email for the action taken, providing with contact details of the concerned office.	None	5 Minutes	End-user
2. Receive the information and wait for the instructions of the concerned office	2. None	None	10 Minutes	Concerned Office
<b>Total</b>		<b>None</b>	<b>2 Hours and 35 Minutes</b>	

### 37. SCHOOL ACCREDITATION FOR MIAA OJT PROGRAM

**Brief Description:** This process involves application for school accreditation for OJT Program

<b>Office or Division:</b>	Human Resource Development Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business
<b>Who May Avail:</b>	Public and Private Colleges and State Universities



CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<b>1. SCHOOL ACCREDITATION</b>				
a. Accomplished Application Form			HRDD Office	
b. Cover Letter indicating the following: <ul style="list-style-type: none"> <li>• Accreditation of school for MIAA OJT Program</li> <li>• Courses to be accredited.</li> <li>• Number of students to be endorsed</li> <li>• Required No. of OJT hours</li> <li>• Timeline and Duration of OJT</li> <li>• Full name, position, and contact details of the OJT coordinator</li> <li>• Signatory in the MOA</li> </ul>			School	
c. School Profile			School	
d. Government Permit from the Commission on Higher Education (CHED)			School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <b>A. For School Accreditation</b> - Secure form thru HRDD Office  Note: We require the applicants / School OJT Coordinator to inquire physically to explain the full details and procedures.  <b>B. For school Re-accreditation</b> – the school shall only submit a letter request indicating the additional course to be included in the existing partnership)	1. Release the form and list of requirements to the student/OJT Coordinator	None	10 Minutes	Clerk Processor B Human Resource Development Division
2. Submit accomplished form with the complete requirement to HRDD with label and annexes as	2.1. Receive and evaluate or acknowledge the requirements with complete attachments.	None	10 Minutes	Clerk Processor B Human Resource Development Division

attachments	Note: Incomplete requirements will not be accepted and processed			
	2.2. Submit the complete requirements to the Office of the AGMFA for information (Note: HRDD will evaluate first the submission before it will be forwarded to AGMFA)	None	5 Minutes	Clerk Processor B Human Resource Development Division
	2.3. Prepare 3 original copies of the Memorandum of Agreement (MOA)	None	30 Minutes	Clerk Processor B Human Resource Development Division
	2.4. Inform the client thru phone to pick up the MOA for signature of the School President/ Head /Dean.	None	5 Minutes (paused - clock)	Clerk Processor B Human Resource Development Division
3. Receive information and proceed to HRDD to receive and acknowledge the MOA.	3. Record in the Logbook and release the MOA.	None	5 Minutes	Clerk Processor B Human Resource Development Division
4. Review and sign the MOA and submit the same to HRDD. (Note: In case the school has a correction or additional information to be included in the MOA, the school will directly submit a letter to Legal Office for comments and	4.1. Receive the signed MOA from the school and prepare the Endorsement Memo for approval of school accreditation and letter of partnership for initial of Manager/OIC	None	4 Hours	Clerk Processor B Human Resource Development Division  Senior Industrial Relations Development Officer B Human Resource Development Division  OIC / Manager Human Resource

approval)	HRDD.			Development Division
	4.2. Forward to Admin Department to affix initial on the MOA and letter of partnership.	None	4 Hours	OIC / Manager Administrative Department
	4.3. Forward to Legal Office to recommend approval of the Endorsement Memo and affix signature as witness in the MOA.	None	4 Hours	OIC/ Manager Legal Office
	4.4. Forward to AGMFA to affix signature and approval on the Endorsement Memo, letter of partnership and MOA.	None	4 Hours	OIC / Manager Office of the AGMFA
	4.5. Forward the approved Endorsement Memo, letter of partnership, and MOA to HRDD for release to client.	None	5 Minutes	Clerk Processor B Office of the AGMFA
	4.6. Receive and inform the client to pick up the signed MOA and letter of partnership.	None	10 Minutes (paused - clock)	Clerk Processor B Human Resource Development Division
5. Proceed to HRDD to claim signed letter of partnership and 3 copies of MOA.	5. Release the 3 copies of MOA for notarization.	None	10 Minutes	Clerk Processor B Human Resource Development Division
6. Receive the 3 copies of signed MOA for notarization.	6. Receive the 2 copies of notarized MOA and release the letter of	None	10 Minutes (paused clock)	Clerk Processor B Human Resource Development Division

	partnership. Advise the coordinator to inform their students to apply to HRDD.			
<b>Total</b>		None	<b>2 Days and 1 Hour and 40 Minutes</b>	

### 38. STUDENT ON-THE-JOB TRAINING

**Brief Description:** This process involves deployment of students for on-the-job training.

<b>Office or Division:</b>	Human Resource Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who May Avail:</b>	Public and Private Colleges and State Universities			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1. STUDENT OJT</b> <ul style="list-style-type: none"> <li>a. School recommendation signed by the Dean/Head of School</li> <li>b. Application letter stating the objectives and areas of interest / skills</li> <li>c. Resume</li> <li>d. 2 pcs. (2 x 2) size recent ID picture with white background</li> <li>e. Terms and Conditions for Student On-The-Job Training (Waiver) duly notarized</li> <li>f. NBI clearance 1 original copy and 2 photocopies</li> <li>g. Certification of Good Moral Character from the School</li> </ul>			<ul style="list-style-type: none"> <li>a.School</li> <li>b.Student/Applicant</li> <li>c.Student/Applicant</li> <li>d.Student/Applicant</li> <li>e.HRDD Office</li> <li>f. NBI</li> <li>g.School</li> </ul>	
<b>2. STUDENT OJT EXIT REQUIREMENTS</b> <ul style="list-style-type: none"> <li>a. Exit interview Form</li> <li>b. Memorandum as to the no. of OJT Hours Rendered (indicate the duration of OJT)</li> <li>c. Weekly accomplishment report – original copy</li> <li>d. Exit Interview part 1</li> <li>e. Exit Interview part 2</li> <li>f. Performance Evaluation Report</li> <li>g. Daily Time Record (DTR) original – signed by the End-user/Manager</li> <li>h. Time Monitoring Forms – original copy</li> </ul>			<ul style="list-style-type: none"> <li>a.HRDD Office</li> <li>b.End-user</li> <li>c.HRDD Office</li> <li>d.HRDD Office</li> <li>e.HRDD Office</li> <li>f. HRDD Office</li> <li>g.HRDD Office</li> <li>h.HRDD Office</li> </ul>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. School Coordinator to inform the student applicants to get the list of requirements to HRDD for OJT. If the requirements of student applicants are complete, they will send a message to the HRDD Representative for the schedule of final interview.	1.1. Receive the inquiry and set the schedule of interview. (Note: Schedule of Interview will be done by set / group with a maximum of 15 students per day to give ample time in the evaluation and assessment of the requirements)	None	10 Minutes	Clerk Processor B Human Resource Development Division
	1.2. To schedule and prepare summary of students who will undergo the final interview.	None	30 minutes	Clerk Processor B Human Resource Development Division
	1.3. Inform the students on the schedule of the interview (This can be done via text, or messenger.	None	5 minutes (Pause-clock)	Clerk Processor B Human Resource Development Division
2. During the final interview, student to submit all the requirements to HRDD (Note: If the requirements are incomplete, they have the chance to submit it on the following days prior the start of their official deployment, failure to complete the requirements before assumption means that the student will not allow to assume / proceed to his/ her OJT duty.	2.1. Receive the complete requirements of interviewees (Note: we do not allow the student trainees to undergo final interview without schedule)	None	1 Hour	Clerk Processor B Human Resource Development Division
	2.2. Conduct the final interview	None	4 Hours	Clerk Processor B Human Resource Development Division
	2.3. Assess and prepare the result of the interview to be signed by the interviewer and supervisor.	None	1 Hour	Clerk Processor B Human Resource Development Division  Senior Industrial Relations

				<i>Development Officer B</i> Human Resource Development Division
	2.4. Inform the client on the result of the interview.	None	30 Minutes	<i>Clerk Processor B</i> Human Resource Development Division
3. Receive result of interview with advice to call HRDD Office after three working days for the orientation schedule.	3.1. Prepare approval of student OJT deployment and letter of acceptance to be signed by the AGMFA.	None	30 Minutes	<i>Clerk Processor B</i> Human Resource Development Division
	3.2. Forward to Admin to affix initial on the approval of student OJT deployment and letter of acceptance.	None		<i>Clerk Processor B</i> Human Resource Development Division
	3.3. Received and affix initial on the letter of acceptance and forward to OAGMFA	None	4 Hours	<i>Manager/ OIC</i> Administrative Department
	3.4. Received the student OJT deployment	None	4 Hours	<i>Clerk Processor B</i> Office of the AGMFA
	3.5. Approve the student OJT deployment and letter of acceptance.	None		<i>Manager/OIC</i> Office of the AGMFA
	3.6. Forward to HRDD the approved letter of acceptance	None		<i>Clerk Processor B</i> Office of the AGMFA
	3.7. Prepare endorsement letter to request for Basic Airport Security Awareness Seminar	None	2 Hours	<i>Clerk Processor B</i> Human Resource Development Division

	(BASAS) and Endorsement of NBI Clearance to Intelligence and Investigation Division			
	3.8. Forward the request letter of BASAS for signature of OIC, HRDD	None	2 Hours	OIC/Manager Human Resource Development Division
	3.9. Forward the endorsement letter and NBI Clearance to Intelligence and Investigation Division	None	10 minutes	Clerk Processor B Human Resource Development Division
	3.10. Inform the client thru phone to proceed to HRDD and pick up the Order of Payment for the conduct of BASAS.	None	10 Minutes	Clerk Processor B Human Resource Development Division
4. Proceed to HRDD to claim the Order of Payment and pay to Collection Division.	4. Receive the Order of Payment, collect the necessary fees, and issue the Official Receipt.	Php 112.00 VAT inclusive	5 Minutes	Collection Representative Collection Division
5. Receive the Official Receipt and proceed to HRDD for the schedule of the BASAS	5. Record the OR and inform the schedule of the BASAS	None	5 Minutes	Clerk Processor B Human Resource Development Division
6. Attend BASAS	6.1. Conduct BASAS (Note: Student trainees must meet the required passing rating to be eligible for the issuance of monthly access passes, if failed, student trainee to attend again the BASAS	None	4 Hours	MIAA Aviation Security Instructor Clerk Processor B Human Resource Development Division

	6.2. Advise student on the schedule of MIAA Basic Orientation for Student Trainees	None	10 Minutes	Clerk Processor B Human Resource Development Division
7. Received advice and proceed to the scheduled date	7.1. Attend the MIAA Basic Orientation	None	2 Hours	Clerk Processor B Human Resource Development Division
	7.2. Inform the client on the date of assumption based on the approval of the AGMSES on the request for Monthly Access Pass (Note: HRDD will coordinate with Pass Control if the monthly pass is already available, for those who are assigned in the Administration Building, they can already assume their OJT using the visitors pass.	None	10 minutes	Clerk Processor B Human Resource Development Division
8. Report to assigned office for assumption of duty	8. Accept the student, prepare the memorandum for assumption of duty addressed to Manager/OIC HRDD	None	10 Minutes	End-user
9. Render the required number of OJT hours	9. None	None	OJT Required no. of Hours (Paused clock)	Office / Area of Assignment
10. Upon completion of the required number of OJT hours, submit exit requirements.	10.1. Receive complete exit requirements and conduct exit interview. Forward the complete exit requirements	None	1 Hour	Clerk Processor B Human Resource Development Division



	and result to OIC/ Manager. Inform client to return for the certificate. (Note: The schedule of Exit Interview shall only be done if all the requirements are complete.			
	10.2. Prepare the certificate of completion for initial of the Manager/OIC of HRDD.	None	1 Hour	<i>Clerk Processor B</i> Human Resource Development Division  OIC/Manager Human Resource Development Division
	10.3. Forward to administrative department to affix initial	None	4 Hours	Manager/OIC Administrative Department
	10.4. Forward to AGMFA to affix signature on the certificate	None	4 Hours	<i>Clerk Processor B</i> Office of the AGMFA  <i>OIC / Manager</i> Office of the AGMFA
	10.5. Forward the signed certificates to HRDD.	None	5 Minutes	<i>Clerk Processor B</i> Human Resource Development Division
11. Receive the information and proceed to HRDD to claim the certificate	11.1. Record and release the certificate to be acknowledged by the client.	None	5 Minutes	<i>Clerk Processor B</i> Human Resource Development Division
	11.2. Update the MIAA OJT Database	None	30 Minutes	<i>Clerk Processor B</i> Human Resource Development Division
<b>Total</b>		<b>None</b>	<b>4 Days, 5 Hours and 25 Minutes</b>	

### 39. UTILIZATION OF MIAA AUDIO-VISUAL ROOM, MIAA ADMINISTRATION BUILDING

**Brief Description:** Processes in availing the use of the MIAA Audio-Visual Room.

<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>	
1. Letter request 2. Application Form 3. Order of Payment			1. Applicant 2. HRDD Office or Thru email 3. 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 request to the HRDD or via email at hrdd@miaagov.ph	1.1. Receive letter request for processing.	None	5 Minutes	Clerk Processor B Human Resource Development Division
	1.2. Check the availability of the AVR and calculate fees to be charged.	None	5 Minutes	Clerk Processor B Human Resource Development Division
	1.3. If the AVR is available, prepare a letter reply to client for initial of Manager/OIC, HRDD, and signature of Manager/OIC, Administrative Department.	None	30 Minutes	Clerk Processor B Human Resource Development Division
	1.4. If not available, inform the client	None		Clerk Processor B Human Resource Development Division
	1.5. Forward the letter to Manager/OIC, HRDD to affix initial.	None	1 Hour	Manager/OIC Human Resource Development Division
	1.6. Forward the letter to Manager/OIC, Administrative Department for approval	None	4 Hours	Manager/OIC Administrative Department

	1.7. Forward to the HRDD the signed letter for release to client.	None	5 Minutes	Manager/OIC Administrative Department
	1.8. Receive, record, and release the letter and the application form	None	10 Minutes	Clerk Processor B Human Resource Development Division
2. Receive and acknowledge the information and proceed to HRDD for pick up or for delivery if requested	2. None	None		
3. Fill-out the application form and return to HRDD.	3. Receive the application form, issue an Order of Payment, and inform the client to proceed to Collection Division for Payment.	None	15 Minutes	Clerk Processor B Human Resource Development Division
4. Receive Order of Payment and proceed to Collection Division for Payment.	4. Receive the Order of Payment, collect the necessary fees, and issue the Official Receipt.	*Refer to the table of fees below	5 Minutes	Collection Representative Collection Division
5. Receive the Official Receipt and proceed to HRDD.	5. Receive and duplicate the OR.	None	5 Minutes	Clerk Processor B Human Resource Development Division
<b>Total</b>		<b>None</b>	<b>6 Hours and 15 Minutes</b>	

Note: Any request for waiver of fees for the use of the AVR shall be approved by the General Manager.

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

## **International Cargo Operations Division**

### **External Services**

#### 40. UTILIZATION OF LEARNING AND DEVELOPMENT ROOM IN (ICT TRAINING ROOM)

**Brief Description:** Process in availing the use of MIAA Learning and Development 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>	Private Agencies/Concessionaires /Government Agency			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of request for the use of MIAA Learning Development Room (ICT Training Room) from requestee 5 Days before requested date			Applicant	
2. Letter of Approval			Airport Operations Department	
3. Order of payment			International Cargo Operations Division	
4. Official 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. Verify if area is available on preferred date	1. If the area is available, inform the client to submit a letter request addressed to ICOD. If not, inform the client of other available date.	None	5 Minutes	<i>Terminal Operation Assistant A</i> ICOD
2. Submit letter request to the ICOD via hard copy or thru email.	a. Receive letter request	None	5 Minutes	<i>Terminal Operation Assistant A</i> ICOD
	2.2. Receive, affix signature to letter request for approval and prepare endorsement letter to AOD	None	10 Minutes	<i>Officer – In – Charge / Manager</i> ICOD
	2.3. Receive, affix signature on the Endorsement Letter as final approval and forward to	None	1 Day	<i>Officer – In – Charge / Manager</i> AOD

	ICOD			
	2.4. Accept approved Endorsement letter and prepare order of payment	None	7 Minutes	<i>Terminal Operation Assistant A</i> ICOD
	2.5. Advise requestee to pick up the order of payment	None		<i>Terminal Operation Assistant A</i> ICOD
3. Receive, advice and proceed to ICOD to pick up order of payment	3. Release order of payment	None	5 Minutes	<i>Terminal Operation Assistant A</i> ICOD
4. Proceed to Collection Division for payment and accept official receipt	4. Receive payment and issue official receipt	None	7 Minutes	<i>Collection Representative</i> Collection Division
5. Proceed to the ICOD, and present official receipt for duplication	5. Photocopy the issued official receipt, attach to the monthly usage, and return the issued OR to requestee.	None	15 Minutes	<i>Terminal Operation Assistant A</i> ICOD
<b>Total</b>		<b>Refer to the schedule of Fees and Charges below</b>	<b>1 Day and 54 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**

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

**Brief Description:** Permit issued to employees who have access to and have been authorized to operate vehicles/ ground equipment at the airside. This is in compliance to Standard 4.2.3 of ICAO Annex 17 which requires that each contracting state shall ensure that identification systems are established in respect to persons and vehicles in order to prevent unauthorized access to airside areas and security restricted areas.

<b>Office or Division:</b>	Airport Grounds Operations and Safety Division Airport Operation Department Office of the AGM for Operations Collection Division ID and Pass Control Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government			
<b>Who May Avail:</b>	Authorized Employees of MIAA, Tenants, Concessionaires, and other Airside Stakeholders			
<b>CHECKLIST REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. One (1) Original and Duly accomplished Application form with attached Letter of Endorsement from the Company				Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a> or AGOSD
2. One (1) Colored Photocopy of Access Pass				IDPCD
3. One (1) Photocopy of a valid LTO Driver's License or One (1) Photocopy of Official Receipt (OR) of the Driver's License				LTO
4. Two (2) pcs. of 1x1 ID picture (Latest)				Applicant
5. One (1) Colored Photocopy of Company ID				Applicant
6. Attendance and passing the Airside Safety Rules and Regulations Seminar				AGOSD
<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 thru online (MIAA website) or from AGOSD and Submit accomplished application forms with complete requirements/ attachments to AGOSD	1.1. Receive and check accomplished application form with all necessary requirements/ attachments	None	5 Minutes	<i>Airside Licensing Staff</i> AGOSD  <i>Head – Airside Licensing Section</i> AGOSD
	1.2. Evaluate submitted applications and attachments	None	15 Minutes	<i>Airside Licensing Staff</i> AGOSD  <i>Head – Airside Licensing Section</i> AGOSD



	1.3. Record and encode the application with the complete attachments	None	5 Minutes	Airside Licensing Staff AGOSD  Airside Licensing Staff AGOSD  Head – Airside Licensing Section AGOSD
	1.4. Prepare transmittal to AOD	None	1 Day	Airside Licensing Staff AGOSD  Airside Licensing Staff AGOSD
	1.5. Review application and recommend to AGMO for approval/disapproval	None	4 Hours	Manager / OIC AGOSD
	1.6. Approve application	None	1 Hour	Manager/ OIC AGMO Office
	1.7. Return application of approved ADP to AGOSD	None	4 Hours	Secretary AGMO Office
	1.8. Inform applicant of the approved ADPs	None	5 Minutes	Airside Licensing Staff AGOSD  Airside Licensing Staff AGOSD  Head – Airside Licensing Section AGOSD
2. Obtain Order of Payment	2. Issue order of payment	None	5 Minutes	Airside Licensing Staff AGOSD
3. Pay the ADP ID fee at Collection Division	3. Accept payment, issue Official Receipt	P300 + VAT ADP ID FEE	7 Minutes	Collection Representative Collection Division
4. Return AGOSD to	4.1. To check the Official Receipt and Preparation/printing of ADP	None	15 Minutes	Airside Licensing Staff AGOSD  Airside Licensing Staff

				AGOSD
	4.2. Transmit approved ADP to IDPCD for releasing	None	15 Minutes	Airside Licensing Staff AGOSD  Airside Licensing Staff AGOSD
5. Return the Old ADP and claim the new ADP	5. Collect and release new ADP	None	5 Minutes	ID & PCD Staff ID & Pass Control Division
<b>Total</b>		<b>P336.00</b>	<b>2 Days 2 Hours 17 Minutes</b>	

## 42. NEW AIRSIDE DRIVER'S PERMIT (ADP) – Bulk (10)

**Brief Description:** Permit issued to employees who have access to and have been authorized to operate vehicles/ ground equipment at the airside. This is in compliance to Standard 4.2.3 of ICAO Annex 17 which requires that each contracting state shall ensure that identification systems are established in respect to persons and vehicles in order to prevent unauthorized access to airside areas and security restricted areas.

<b>Office or Division:</b>	Airport Grounds Operations and Safety Division Airport Operation Department Office of the AGM for Operations Collection Division ID and Pass Control Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government		
<b>Who May Avail:</b>	Authorized Employees of MIAA, Tenants, Concessionaires, and other Airside Stakeholders		
CHECKLIST REQUIREMENTS			WHERE TO SECURE
1. One (1) Original and Duly accomplished Application form with attached Letter of Endorsement from the Company			Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a> or AGOSD
2. One (1) Colored Photocopy of Access Pass			IDPCD
3. One (1) Photocopy of a valid LTO Driver's License or One (1) Photocopy of Official Receipt (OR) of the Driver's License			LTO
4. Two (2) pcs. of 1x1 ID picture (Latest)			Applicant
5. One (1) Colored Photocopy of Company ID			Applicant
6. Attendance and passing the Airside Safety Rules and Regulations Seminar			AGOSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru online (MIAA website) or from AGOSD and Submit accomplished application forms with complete requirements/ attachments to AGOSD	1.1. Receive and check accomplished application form with all necessary requirements/ attachments	None	50 Minutes	<i>Airside Licensing Staff</i> AGOSD  <i>Head – Airside Licensing Section</i> AGOSD
	1.2. Evaluate submitted applications and attachments	None	3 Hours	<i>Airside Licensing Staff</i> AGOSD  <i>Head – Airside Licensing Section</i> AGOSD
	1.3. Record and encode the application with the complete attachments	None	50 Minutes	<i>Airside Licensing Staff</i> AGOSD  <i>Head – Airside Licensing Section</i> AGOSD
	1.4. Prepare transmittal to AOD	None	1 Day	<i>Airside Licensing Staff</i> AGOSD
	1.5. Review application and recommend to AGMO for approval/ disapproval	None	2 Days	<i>Manager / OIC</i> AGOSD
	1.6. Approve application	None	1 Hour	<i>Manager/OIC</i> AOD Office
	1.7. Return application of approved ADP to AGOSD	None	4 Hours	<i>AOD Staff</i> AOD Office
	1.8. Inform applicant of the approved ADPs	None	5 Minutes	<i>Airside Licensing Staff</i> AGOSD  <i>Head – Airside Licensing Section</i> AGOSD
2. Obtain Order of Payment	2. Issue order of payment	None	5 Minutes	<i>Airside Licensing Staff</i> AGOSD
3. Pay the ADP ID fee at	3. Accept payment,	P300 + VAT ADP	7 Minutes	<i>Collection Representative</i>

Collection Division	issue Official Receipt	ID FEE		Collection Division
4. Return to AGOSD	4.1. To check the Official Receipt and Preparation/ printing of ADP	None	2 Hours	<i>Airside Licensing Staff</i> AGOSD
	4.2. Transmit approved ADP to IDPCD for releasing	None	15 Minutes	<i>Airside Licensing Staff</i> AGOSD
5. Return the old ADP and claim the new ADP	5. Retrieve the old ADP and release new ADP	None	5 Minutes	<i>ID &amp; PCD Staff</i> ID & Pass Control Division
<b>Total</b>		<b>P336.00</b>	<b>4 Days 3 Hours 27 Minutes</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			
CHECKLIST REQUIREMENTS				WHERE TO SECURE
	New	Renewal	Replacement	
1. Accomplished Application Form	√	√	√	Downloadable at <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a> 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		GAOD Staff General Aviation Operations Division
6. None	6. Record applications on AGOSD's AVP/ADVP logbook	None		AGOSD Staff Airport Ground Operations Division
7. None	7. Evaluate and recommend appropriate color restriction to applicant	None		AGOSD Supervisor Airport Ground Operations Division
8. None	8. Forward summary of applications to AOD for	None		AGOSD Staff Airport Ground Operations Division

	evaluation			
9. None	9. Evaluate applications and recommend to AGMO for approval	None		<i>Officer-In-Charge</i> Airport Operations Department
10. None	10. Summary of applications to be forwarded to AGMO	None		<i>AOD Staff</i> Airport Operations Department
11. None	11. Sign summary of approved / disapproved applications	None		<i>Officer-In-Charge</i> <i>AGM for Operations</i> AGMO Office
12. None	12. Signed summary of applications is returned to AGOSD for endorsement to AGMSES	None		<i>AGMO Staff</i> AGMO Office
13. None	13. Upon receipt prepare approved permit	None		<i>AGMSES Staff</i> AGMSES Office
14. None	14. Inform applicants of their approved permits	None		<i>AGMSES Staff</i> AGMSES Office
15. None	15. Transmit approved applications to IDPCD for preparation and releasing of the AVPs	None		<i>AGMSES Staff</i> AGMSES Office
16. Obtain Order of Payment	16. Receive transmittal, issue order of payment	None		<i>IDPCD Staff</i> ID & Pass Control Division
17. Pay corresponding fee	17. Accept payment, issue Official Receipt	P500 + Vat	1 Day	<i>Collection Representative</i> Collection Division
18. Collect AVP	18. Check OR, release the ADP	None		<i>IDPCD Staff</i> ID & Pass Control Division
<b>Total</b>		<b>P560.00</b>	<b>11 Days</b>	

## 44. TERMINAL FACILITIES SLOT CLEARANCE

**Brief Description:** Allocation of Terminal Facilities & Aircraft Parking Bay Assignment for regular commercial passenger flights.

<b>Office or Division:</b>		Airport Ground Operations & Safety Division (AGOSD) Flight Monitoring and Slotting Services (FMSS)		
<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. Letter of Application from Airlines			Airlines	
2. Approved Runway Slot Clearance from Runway Slot Coordinator			Airport Coordination Australia/Airlines	
3. Account clearance			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 new application to GM's Office, if renewal submit letter of application with approved runway slot clearance from Slot Coordinator and account clearance to AGMO.	1.1. Receive and forward to FMSS for runway slot clearance for verification and preparation of time slot clearance form.	None	1 Hour	<i>Executive Assistant A</i> <i>Office of AGM for Operations</i>  <i>Secretary</i> <i>GM Office</i>
	1.2. Receive instruction from AGMO	None	1 Hour	<i>Flight Performance Analyst</i> <i>AGOSD</i>  <i>Head – Flight Monitoring and Slotting Services</i> <i>AGOSD</i>
	1.3. Check slot historics and validate runway slot coordinator per flight.	None		<i>Flight Performance Analyst</i> <i>AGOSD</i>  <i>Head – Flight Monitoring and Slotting Services</i> <i>AGOSD</i>
	1.4. Prepare Terminal Facilities Slot Clearance (TFSC)	None		<i>Flight Performance Analyst</i> <i>AGOSD</i>  <i>Head – Flight Monitoring and Slotting Services</i> <i>AGOSD</i>
	1.5. Forward TFSC to Terminal Operations Group (TOG) for review and initial	None	30 minutes	<i>Head – Flight Monitoring and Slotting Services</i> <i>AGOSD</i>

	1.6. Determine availability of check-in-counter and baggage carousel for review and recommendation of TO Chief for approval of the Terminal Manager on the Terminal Facilities Slot Clearance by affixing initial in Box A on the TFSC form	None	4 Days	<i>Terminal Operation Chief – T1, T2, T3, and T4</i> Terminal Operation Group T1, T2, T3, and T4  <i>Head Facilities &amp; Equipment Services T1, T2, T3, and T4</i>  <i>Head Passenger Services Section T3</i>
	1.7. Review, affix signature, and forward the approved TFSC to Airport Integrated Command and Control Center (AICCC) for allocation of parking stand.	None	1 Hour	<i>Terminal Manager - T1, T2, T3 and T4</i> Terminal Manager Office T1, T2, T3 and T4
	1.8. Receive and recommend parking stand availability	None	1 Hour	<i>Head – Airport Integrated Command and Control Center AICC Office</i>
	1.9. Forward the documents to AOD for final review / evaluation and recommendation for approval of management.	None	30 Minutes	<i>OIC / Manager AOD Office</i>
	1.10. Forward to AGMO for final approval.	None	30 Minutes	<i>OIC / Manager AOD Office</i>
	1.11. Receive and approve slot clearance.	None	1 Hour	<i>OIC – AGMO AGMO Office</i>
	1.12. Advise client of approved Slot Clearance and	None	30 Minutes	<i>Secretary AGMO Office</i>



	inquire if for pick-up, for delivery, or email.			
2. Proceed to AGMO for pick-up of approved clearance	2.1. Release the approved Slot Clearance to the Client	None	5 minutes	<i>Secretary</i> AGMO Office
	2.2. GSD to deliver approved clearance	None	1 Day	<i>Head Record Management Section</i> General Services Division
<b>Total</b>		<b>None</b>	<b>5 Days, 7 Hours and 5 Minutes</b>	

## **Public Affairs Department**

### **External Services**

## 46. APPLICATION FOR MEET AND ASSIST SERVICES

**Brief Description:** Application in requesting guide service for departure/arrival thru face-to-face and online transaction

<b>Office/Division:</b>	Public Assistance Division (PAD)			
<b>Classification:</b>	Complex			
<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>	
1. Documentary Requirements a. 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></ul>			Applicant	
b. In the absence of letter request, a walk-in client may file a request by accomplishing the MAS Request Form (PAD Form No. 8)			Public Assistance Division	
c. For first time availing of the service, photocopy of the following: <ul style="list-style-type: none"><li>• Private Individuals – any valid issued ID (Passport, Driver's License, UMID, SSS, GSIS, IBP, Postal, PRC, School, SC, Voter's PhilSys)</li><li>• Private Companies – SEC registration, DTI permit, Mayor's business permit</li></ul>			SEC / DTI / Office of the Mayor	
2. Submission of requirements at least three (3) days before the actual flight.				
3. Payment of fees (see table below)				
<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 Meet and Assist Service (MAS) thru the following communication channels: <ul style="list-style-type: none"><li>• Face to face/ personal appearance</li></ul>	1.1. Check completeness of data and affix Received stamp displaying the date & time and name of Receiving Officer	None	20 Minutes	Reservation Staff PAD



fees (Online and OTC transactions)	via e-mail of the total cost of service and provide reference number			Staff PMD
6. Send proof of Landbank over-the-counter payment or Link.BizPortal confirmation via e-mail	6.1. For over-the-counter payment, endorse the following documents to the Collection Division for preparation of Official Receipt: • Filled-out Order of Payment • Proof of payment	None	1 Day	Reservation Staff PMD
	6.2. Upon confirmation of payment, prepare official receipt and forward to PAD	None	1 Day	Collection Representative Collection Division
7. None	7. Encode details of payment to VPIIS; print reservation details to the meet and assist slip	None	20 Minutes	Reservation Staff
<b>Total</b>		<b>Refer to the schedule of Fees and Charges below</b>	<b>Face-to-face</b>	<b>2 Hours</b>
			<b>Online</b>	<b>3 Days, 1 Hour and 30 Minutes</b>

Guide Service	
A. International flights for 1 to 10 passengers *In excess of 10 passengers	₱ 4,032.00 ₱ 201.60/passenger <i>Inclusive of 12% EVAT</i>
B. Domestic flights for 1 to 10 passengers *In excess of 10 passengers	₱ 1,120.00 ₱ 112.00/passenger <i>Inclusive of 12% EVAT</i>

## 47. APPLICATION FOR MEET AND ASSIST SERVICES WITH VIP ROOM

**Brief Description:** Application in requesting guide service with VIP room for departure/arrival thru face-to-face and online transaction.

Office/Division:	Public Assistance Division (PAD)		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who May Avail:	Government and Private Companies and Individuals		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Documentary Requirements a. Letter request for Meet and Assist Service (MAS) with the following information: •Requesting party (name, office, designation) •Passenger (name, designation, if there is any) •Flight details (airline, date, flight number, estimated time of departure/arrival) b. In the absence of letter request, a walk-in client may file a request by accomplishing the MAS Request Form (PAD Form No. 8) c. For first time availing of the service, photocopy of the following: •Private Individuals – any valid issued ID (Passport, Driver's License, UMID, SSS, GSIS, IBP, Postal, PRC, School, SC, Voter's, PhilSys) •Private Companies – SEC registration, DTI permit, Mayor's business permit.		Applicant	
		Public Assistance Division	
		SEC / DTI / Office of the Mayor	
2. Submission of requirements at least three (3) days before the actual flight			
3. Claim of approved access passes – present valid issued identification card at the Terminal Pass Control Office		Terminal ID & Pass Control Office	
4. Payment of fees (see table below)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit written request for Meet and Assist Service (MAS) thru the following communication channels:</p> <ul style="list-style-type: none"> <li>• Face to face/ personal appearance</li> </ul> <p>Revert required details to complete the requirements</p>	<p>1.1. Check completeness of data and affix Received stamp displaying the date &amp; time and name of Receiving Officer</p> <p>For incomplete request, advise client of the lacking detail/s.</p>	None	20 Minutes	<i>Reservation Staff</i> PAD
<ul style="list-style-type: none"> <li>• Electronic Mail</li> </ul> <p>Revert required details to complete the requirements</p>	<p>1.2. Check completeness of data and acknowledge receipt of email. Print and affix Received stamp displaying the date &amp; time and name of Receiving Officer</p> <p>For incomplete request, advise client via e-mail of the lacking detail/s.</p>	None	1 Day	<i>Reservation Staff</i> PAD
2. None	<p>2. Evaluate request and provide approval on the following:</p> <ul style="list-style-type: none"> <li>a. Lounge entitlement based on MIAA MC No. 5 Series of 2013</li> <li>b. Endorsement / Coordination</li> </ul>	None	20 Minutes	<i>PAD Approving Officer</i> PAD

	<p>to following offices:</p> <ul style="list-style-type: none"> <li>• Office of the GM – for requests of pass beyond check in counter and arrival lobby</li> <li>• Office of the AGM for Security &amp; Emergency Services – requests for vehicle ramp entry and passing through</li> <li>• Office of the Terminal Manager – for VIP parking slot requests</li> <li>• ID &amp; Pass Control Office – requests for check in counter or arrival lobby pass</li> </ul>			
3. None	3. Encode details of request to VPIIS	None	30 Minutes	<i>Reservation Staff</i> PAD
4. Receive notification of approval or disapproval of request	4. Notify client on the approval/ disapproval of request	None	10 Minutes	<i>Reservation Staff</i> PAD
5. Pay	5.1. Prepare and	Refer to	10 Minutes	<i>Reservation Staff</i>



appropriate fees (Face to face)	issue Order of Payment	the schedule of Fees and Charges below		PAD
	5.2. Receive payment and issue MIAA Official receipt (OR) to client.		10 Minutes	<i>Collection Representative Collection Division</i>
	5.3. Advise client via e-mail of the total cost of service and provide reference number		10 Minutes	<i>Reservation Staff PAD</i>
Pay appropriate fees (Online and OTC transactions)	6.1. For over-the-counter payment, endorse the following documents to the Collection Division for preparation of Official Receipt: • Filled-out Order of Payment • Proof of payment	None	1 Day	<i>Reservation Staff PAD</i>
	6.2. Upon confirmation of payment, prepare official receipt and forward to PAD	None	1 Day	<i>Collection Representative Collection Division</i>
7. None	7. Encode details of payment to VPIIS; print reservation details to the to the meet and assist slip.	None	20 Minutes	<i>Reservation Staff PAD</i>
8. None	8. Coordinate recommendation of passes to concerned offices for approval: • Check in counter and arrival lobby pass – ID& Pass Control	None	20 Minutes	<i>Approving Officer ID and Pass Control Division</i>

	Division			
	<ul style="list-style-type: none"> <li>Office of the AGM Security &amp; Emergency Services (OAGMSES)</li> <li>*During weekends and holidays</li> </ul>	None	1 Day	Approving Officer AGMSES Office
	<ul style="list-style-type: none"> <li>Access beyond above-mentioned areas – Office of the General Manager</li> </ul>	None	1 Day	Approving Officer GM's Office
	<ul style="list-style-type: none"> <li>VIP parking slot</li> </ul>	None	1 Day	Approving Officer Terminal Manager Office
	<ul style="list-style-type: none"> <li>Vehicle access to T1 main arrival and ramp</li> </ul>	None	1 Day	OAGMSES
9. Claim of access pass (whichever is applicable)	9. Issuance of the approved passes based on below schedule: <ul style="list-style-type: none"> <li>VIP Room pass – on or before the actual schedule of usage / flight</li> <li>Official Business (OB), Arrival Lobby, Conveyor and DFP passes – on the day of actual usage/ flight</li> </ul>	None	10 Minutes	ID and Pass Control Representative ID and Pass Control Division
<b>Total</b>		<b>Refer to the schedule of Fees and Charges below</b>	<b>Face-to-face</b>	<b>3 Days, 2 Hours and 30 Minutes</b>
			<b>Online</b>	<b>6 Days and 2 Hours</b>

Guide Service	
a. International flights for 1 to 10 passengers *In excess of 10 passengers	₱ 4,032.00 ₱ 201.60/passenger
b. Domestic flights for 1 to 10 passengers *In excess of 10 passengers	₱ 1,120.00 ₱ 112.00/passenger

## **Media Affairs Division**

### **External Services**

## 47. 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>	

#### 48. CONDUCT OF CLIENT ACTIVITY

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set-up for the actual film activity	1.1 Assist client with the setup and make sure that airport regulations are being followed.	None	4 Hours	<i>Artist-Illustrator A</i> Media Affairs Division  <i>Information Officer</i> Media Affairs Division
	1.2 Prepare Order of Payment; coordinate with Cashiering Division	None		<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**



## 49. ISSUANCE OF MIAA NEW CONSTRUCTION MAJOR/MINOR RENOVATION, EXCAVATION, DEMOLITION, DISMANTLING, AND UTILITY SERVICE PERMITS

**Brief Description:** Application for New Construction or Major Renovation, and Excavation Permits

Office or Division:	AGM for Engineering	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who May Avail:	MIAA Concessionaires/Lessee & Other Government Agencies Operating at the Airport	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
APPLICATION FOR NEW CONSTRUCTION AND MAJOR RENOVATION, REPAIR /EXCAVATION/ PERMITS		
Final Requirements:		
1. Duly accomplished Application Form (2 original)		 Scan QR code or visit Downloadable Forms at miaa.gov.ph or OAGME
2. Detailed Engineering Drawings in <b>20” x 30”</b> (5 copies) a. Detailed Architectural and Civil Works plans b. Detailed Plumbing & Sanitary Plans c. Detailed Structural Plan (if applicable) d. Fire Detection and Alarm System (FDAS), if applicable e. Electrical Plan f. Mechanical Plan including HVAC System and Fire Protection System, if applicable. g. Electronics & Communication Plans including cabling for LAN connections, CCTV and POS, if applicable. (Note: All plans must be signed and sealed by Lessees’ Engineer/Architect and concurred by the Lessee. Copy of PRC & PTR of professionals included.)	Applicant	
3. Duly accomplished Utility Service Application Form (For temporary connection for water and power supply), if applicable. (2 original)		OAGME
4. Height Clearance from CAAP, if applicable (for new construction or vertical improvements)		CAAP
5. Environmental Clearance Certificate (ECC), if applicable.		DENR
6. Application Forms for Building Permit/Excavation Permit/ Demolition Permit from LGU building officials / City Hall, if applicable. (1 set original)		LGU
7. Clearance Certificate and Traffic Management Plan from MMDA and DPWH (for excavation) if applicable.		MMDA/DPWH
8. Proof of payment for permit Fee (1 photocopy)		Collection Division
9. Proof of Posting Construction Bond		Collection Division (cash) OAGME (surety bond)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of form at OAGME or visit MIAA website/issuance/downloadable.	1. Provide an application form.	None	2 Minutes	<i>Secretary A</i> Office of the Assistant General Manager for Engineering
2. Submit filled-out Form and complete applicable requirements.	2.1. Receive and check completeness of submittals based on the Checklist for the Final Requirements. If incomplete, application will not be accepted.	None	30 Minutes	<i>Utility Worker A</i> Office of the Assistant General Manager for Engineering
	2.2. Endorse submitted documents thru routing slip to concerned office.	None	1 Day	<i>OIC - AGME</i> Office of the Assistant General Manager for Engineering
	2.3. Receive, review & evaluate plans and other submittals. Prepare result of review and endorse to Buildings Division for consolidation.	None	4 Days	<i>Principal Engineer A</i> Buildings Division <i>Principal Engineer B</i> Electrical Division  <i>Principal Engineer A</i> Mechanical Division  <i>Head</i> Design and Planning Section and Billing Unit  <i>Fire Officer B</i> Rescue and Firefighting Division  <i>Port Operations Specialist</i> Airport Ground Operations and Safety Division


	2.4. Receive and consolidate result of review from concerned offices and forward consolidated result of review to OAGME.	None	2 Days	<i>Principal Engineer A</i> Buildings Division
	2.5. Write a letter to inform applicant on the result of review. (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)	None	2 Days	<i>O/C - AGME</i> Office of the Assistant General Manager for Engineering
3. In case of major deficiency, receive and prepare revision of submitted plans. Inform AGME in writing within 48 hours upon receipt of the comments and return to AGME. If not acceptable, a Technical Meeting shall be requested.	3.1. Receive revision of submitted plans or set a Technical Meeting with the Client.	None	2 Days	<i>Secretary A</i> Office of the Assistant General Manager for Engineering
	3.2. Draft memo brief w/ corresponding attachments such as: a. accomplished application for MIAA Permit b. NTP c. Order of payment for MIAA Permit fees d. New construction/ major renovation/ excavation Permit e. Detailed	None	1 Day	<i>O/C - AGME</i> Office of the Assistant General Manager for Engineering

	<p>Engineering Plans</p> <p>f. Application Forms for Building Permit / Excavation Permit from LGU Building official / City Hall, if applicable. Forward requirements to Head, Office of Primary Responsibility (TM, AGMO or BDCMD) for coordination.</p>			
	3.3. Receive and review the MB with corresponding attachments and affix signature. Forward the documents to OSAGM to recommend approval of the GM.	None	1 Day	<p><i>Terminal Manager</i> T1, T2, T3 and T4 Terminal Manager Office or OIC – AGMO Office of the Assistant General Manager for Operation or OIC/Manager BDCMD Office</p>
	3.4. Review and affix signature on plans and MB.	None	1 Day	<p><i>Senior Assistant General Manager</i> Office of the Senior Assistant General Manager</p>
	3.5. Forward the documents to GMO for approval of the GM.	None	30 Minutes	<p><i>Technical Assistant A</i> Office of the Senior Assistant General Manager</p>
	3.6. Review and approve the documents.	None	1 Day	<p><i>General Manager</i> Office of the General Manager</p>
	3.7. Forward the approved documents to AGME	None	30 Minutes	<p><i>Technical Assistant B</i> Office of the General Manager</p>

	3.8. Receive and advise applicant of the approved permit thru phone or email and to pay/post necessary fees and bonds via online payment or over-the-counter and issue Order of Payments for permit fee and construction bond.	None	30 Minutes	Secretary A Office of the Assistant General Manager for Engineering
4. Receive information thru phone or email of the approved permit and secure the hard copy of order of payment or the reference number from AGME office. Pay corresponding fees and charges via online payment thru this site: <a href="http://www.landbank.com">www.landbank.com</a> and click on the Link.BizPortal or over the counter.	4. Receive payment for permit fee and posted construction bond (cash bond) and issue Official Receipts.	Php 2,119.35/ application/ lease area	5 Minutes	Collection Representative Collection Division
5. Proceed to AGME office and submit a copy of the ORs or proof of online payment. If surety bond/Bank Guarantee submit the original certificate.	5. Receive the ORs or online proof of payment if surety bond/Bank Guarantee the original certificate for safekeeping and release MIAA Permit and corresponding attachments. Cc: BDCMD the NTP and approve Permit.	None	30 Minutes	Secretary A Office of the Assistant General Manager for Engineering

6. Accept the MIAA Permit and other corresponding attachments.	6. None	None		
<b>Total</b>		<b>Php 2,119.35/ application / lease area</b>	<b>15 Days, 2 Hours and 37 Minutes</b>	


**Brief Description:** Application for Minor Renovation / Repair and Dismantling Permits

<b>Office or Division:</b>		AGM for Engineering		
<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>APPLICATION FOR MINOR RENOVATION / REPAIR AND DISMANTLING PERMITS</b>				
<b>FINAL REQUIREMENTS:</b>				
1. Duly accomplished Application Form (2 copies)				 Scan QR code or visit Downloadable Forms at miaa.gov.ph or OAGME
2. Detailed Drawings of work to be done (3 sets) in A3 size for minor renovation/repair that includes material specifications and Location Plan, signed by the Owner and their Architect/Engineer, if applicable.				Applicant
3. Scope of work, Timetable, and Project cost (original copy)				
4. Duly accomplished Utility Service Application Form for temporary connection for water and power supply and communication services, if applicable.				
5. Pictures of existing structure for dismantling, as necessary.				
6. Payment of Minor Renovation Permit Fee (upon approval)				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 a copy of form at OAGME or visit MIAA website/ issuance/ downloadable.	1. Provide an application form.	None	2 Minutes	Secretary A Office of the Assistant General Manager for Engineering
2. Submit filled-out Form and complete applicable requirements.	2.1. Receive and check completeness of submittals based on the	None	30 Minutes	Utility Worker A Office of the Assistant General Manager for Engineering

	Checklist for the Final Requirements. If incomplete, application will not be accepted.			
	2.2. Endorse submitted documents thru routing slip to concerned office.	None	1 Day	<i>OIC - AGME Office of the Assistant General Manager for Engineering</i>
	2.3. Receive, review & evaluate plans and other submittals. Prepare result of review including MIAA Permit and Order of Payment and forward to OAGME	None	3 Days	<i>Principal Engineer A Buildings Division or Principal Engineer B Electrical Division or Principal Engineer A Mechanical Division or Head Design and Planning Section and Billing Unit</i>
	2.4. Review, approve and affix signature on the MIAA Permit	None	1 Day	<i>OIC – AGME Office of the Assistant General Manager for Engineering</i>
	2.5. Advise the applicant of the approved permit thru phone or email and to pay necessary fees via online payment or over the counter and issue Order of Payment.	None	30 Minutes	<i>Secretary A Office of the Assistant General Manager for Engineering</i>
3. Receive information thru phone or email and secure the hard copy of order of payment or the reference number	3. Receive payment for permit fee and issue Official Receipt.	Php 635.80/ application/ lease area	5 Minutes	<i>Collection Representative Collection Division</i>

from AGME office. Pay corresponding fees via online payment thru this site: <a href="http://www.landbank.com">www.landbank.com</a> and click on the Link.BizPortal or over the counter.				
4. Proceed to AGME office and submit a copy of the Official Receipt or proof of online payment.	4. Receive the Official Receipt or online proof of payment and release MIAA Permit with corresponding attachments.	None	30 Minutes	Secretary A Office of the Assistant General Manager for Engineering
5. Accept the MIAA Permit and other corresponding attachments.	5. None	None		
<b>Total</b>		<b>Php 635.80/ application / lease area</b>	<b>5 Days, 1 Hour and 37 Minutes</b>	

**Brief Description:** Issuance of Utility Service Permit

Office or Division:	AGM for Engineering		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who May Avail:	MIAA Concessionaires/Lessee & Other Government Agencies Operating at the Airport		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
APPLICATION FOR UTILITY SERVICE PERMIT			
Final Requirements:			
1. Duly accomplished Application Form (2 copies)			Scan QR code or visit Downloadable Forms at miaa.gov.ph or OAGME
2. <b>For power supply</b> , detailed drawings of utility lay-out/ plans in A3 size with load schedule/computation duly signed by a Professional Electrical Engineer, if applicable (3 sets)		Applicant	
3. <b>For water supply</b> , location plan for water connection, if applicable			
4. <b>For Telephone (local), inside/outside, Right of Way for cabling for service providers, Network installation, antenna, and CCTV</b> the requirements are as follows: a. Application letter (original) b. Detailed drawings of Utility lay-out/plans			



c. Leased contract or temporary permit and/or MOA (1 photocopy) d. Antenna height clearance from CAAP, if applicable e. NTC Permit for Radio/Cell Site Installation				
5. Minor Renovation/Repair or Excavation Permit, if applicable (original)			OAGME	
6. Payment of Utility Service Permit Fee (upon approval)			Collection Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of form at OAGME or may visit MIAA website/ issuance/ downloadable.	1. Provide an application form.	None	2 Minutes	<i>Secretary A</i> Office of the Assistant General Manager for Engineering
2. Submit filled-out Form and complete applicable requirements.	2.1. Receive and check completeness of submittals based on the Checklist for Requirements. If incomplete, application will not be accepted.	None	30 Minutes	<i>Utility Worker A</i> Office of the Assistant General Manager for Engineering
	2.2. Endorse submitted documents thru routing slip to concerned office.	None	1 Day	<i>OIC – AGME</i> Office of the Assistant General Manager for Engineering
	2.3. Receive, review & evaluate plans and other submittals. Prepare result of review including MIAA Permit and Order of Payment and forward to OAGME	None	3 Days	<i>Principal Engineer A</i> Buildings Division or <i>Principal Engineer B</i> Electrical Division or <i>Principal Engineer A</i> Mechanical Division or <i>Head</i> Design and Planning Section and Billing Unit
	2.4. Receive result of review including MIAA Permit and Order of Payment.	None	10 Minutes	<i>Secretary A</i> Office of the Assistant General Manager for Engineering

	2.5. Review, approve and affix signature on the MIAA Permit	None	1 Day	<i>OIC – AGME</i> Office of the Assistant General Manager for Engineering
	2.6. Advise the applicant of the approved permit thru phone or email and to pay necessary fee via online payment or over the counter and issue Order of Payment.	None	30 Minutes	<i>Secretary A</i> Office of the Assistant General Manager for Engineering
3. Receive the information thru phone or email and secure the hard copy of order of payment or the reference number from AGME office. Pay corresponding fees via online payment thru this site: <a href="http://www.landbank.com">www.landbank.com</a> and click on the Link.BizPortal or over the counter.	3. Receive payment for permit fee and issue Official Receipt.	Php 635.80/ application/ lease area	5 Minutes	<i>Collection Representative</i> Collection Division
4. Proceed to AGME office and submit a copy of the Official Receipt or proof of online payment.	4. Receive the Official Receipt or online proof of payment and release MIAA Permit	None	30 Minutes	<i>Secretary A</i> Office of the Assistant General Manager for Engineering
5. Accept the MIAA Permit	5. None	None		
<b>Total</b>		<b>Php635.80/ application/ lease area</b>	<b>5 Days, 1 Hour and 47 Minutes</b>	

**Brief Description:** Application for Demolition and Minor Excavation Permit

Office or Division:	AGM for Engineering			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	MIAA Concessionaires/Lessee & Other Government Agencies Operating at the Airport			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
APPLICATION FOR DEMOLITION AND MINOR EXCAVATION PERMITS				
1. Location plan in A3 size with picture of existing structure to be demolish or area of proposed excavation whichever is applicable.			Applicant	
2. Work schedule, manpower/equipment deployment and duration/time of work				
3. Procedure in hauling of debris.				
4. Certificate of Accountability in case of unforeseen damaged to MIAA or other adjoining property including affected underground utilities.				
5. Minor Renovation/Repair or Excavation Permit, if applicable (2 original)			www.miaa.gov.ph or OAGME	
6. Hot works Permit, if applicable			RFD	
7. Clearance certificate and traffic Management Plan approved by MMDA and DPWH for excavation, if applicable			Applicant	
8. Approved Demolition Permit from LGU, as applicable			LGU	
9. Proof of payment for permit Fee (1photocopy)			Collection Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of form at OAGME or may visit MIAA website/ issuance/ downloadable	1. Provide an application form.	None	2 Minutes	Secretary A Office of the Assistant General Manager for Engineering
2. Submit filled-out Form and complete applicable requirements.	2.1. Receive and check completeness of submittals based on the Checklist for Requirements. If incomplete, application will not be accepted.	None	30 Minutes	Utility Worker A Office of the Assistant General Manager for Engineering
	2.2. Endorse submitted documents thru routing slip to concerned	None	1 Day	OIC - AGME Office of the Assistant General Manager for Engineering

	office.			
	2.3. Receive, review & evaluate plans and other submittals. Prepare result of review including MIAA Permit and Order of Payment and forward to OAGME	None	3 Days	<i>Principal Engineer A</i> Buildings Division or Pavements and Grounds Division
	2.4. Review, approve and affix signature on the MIAA Permit	None	1 Day	<i>OIC - AGME</i> Office of the Assistant General Manager for Engineering
	2.5. Advise the applicant of the approved permit thru phone or email and to pay necessary fee via online payment or over the counter and issue Order of Payment.	None	30 Minutes	<i>Secretary A</i> Office of the Assistant General Manager for Engineering
3. Receive information thru phone or email and secure the hard copy of order of payment or the reference number from AGME office. Pay corresponding fees via online payment thru this site: <a href="http://www.landbank.com">www.landbank.com</a> and click on the Link.BizPortal or over the counter.	3. Receive payment for permit fee and issue Official Receipt.	Php 2,119.35/ application/ lease area	5 Minutes	<i>Collection Representative</i> Collection Division
4. Proceed to AGME office and submit a copy of the Official	4. Receive the Official Receipt or online proof	None	30 Minutes	<i>Secretary A</i> Office of the Assistant General

Receipt or proof of online payment.	of payment and release MIAA Permit			Manager for Engineering
5. Accept the MIAA Permit	5. None	None		
<b>Total</b>		<b>Php 2,119.35/ application / lease area</b>	<b>5 Days 1 Hour and 37 Minutes</b>	

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

### **External Services**

## 50. VISITOR'S PASS (FOR PERSONNEL PERFORMING OPERATION FUNCTIONS/ SHORT-TERM SERVICES CONTRACTORS) - OAGMSES

**Brief Description:** Personnel performing operational function on the Terminals shall seek approval for initial application at OAGMSES, and Short-term Services Contractors (Servicing, repairs, etc.) are issued Access Passes for a 3–5-day period.

<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			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter request / Coordination Permit Form / NAIA Access Request Form (1 original copy or soft copy) a. <b>Letter request</b> with the following information: <ul style="list-style-type: none"> <li>• Person/s to be issued (name, office, designation)</li> <li>• Purpose of the request</li> <li>• Contact number of the requesting party</li> </ul> If applicable: <ul style="list-style-type: none"> <li>• Passenger details (name, designation, if there are any)</li> <li>• Flight details (airline, date, flight number, estimated time of departure/arrival)</li> <li>• Vehicle details</li> </ul> b. <b>Coordination Permit Form</b> - for request with Vehicle at General Aviation Area			Requesting Party	
2. Company Identification Card (1 Original)			Applicant	
3. Valid Government Identification Card (1 Original)			Applicant	
4. For Short-term Services Contractors (3–5-day period) - a copy of Work Permit / Job Order (1 photocopy)			OAGME	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the AGMSES Or via email at oagmses.miaa@gmail.com	1.1. Receives the request letter/ filled-out NAIA Access Request Form either hard copy or softcopy through email and reviews the	None	30 Minutes	1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift Duty Personnel Office of the AGMSES

	completeness of the required details in the letter/form.			
	1.2. If the details are complete, forward it to the Chief of Staff / Supervisor for review. If not, the request is returned to the client requiring them to complete the details.	None		Assistant OIC Admin Office of the AGMSES
	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>rd</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>rd</sup> Shift Duty Personnel Office of the AGMSES
2. Receive the approved notification and proceed to the designated PCO Terminals on the day of actual use	2. Check the Valid ID against ID submitted upon application.	None	2 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, & 4
3. Deposit ID and receive the Visitor's Pass	3. Receive the deposited valid ID, and release the Visitor's Pass		10 Minutes	Shift-In-Charge PCO Terminal 1, 2, 3, & 4
4. Surrender Visitor Pass	4. Retrieve Visitor Pass	None	3 Minutes (paused-	Shift-In-Charge PCO Terminal 1, 2, 3, & 4



and claim deposited ID	and return deposited ID.		clock)	
<b>Total</b>		<b>None</b>	<b>1 Day and 24 Minutes</b>	

## 51. 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/wFCQ8FMSEgBWIMfw9">https://forms.gle/wFCQ8FMSEgBWIMfw9</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 Request b. Filled-out NAIA Access Request Form c. Filled-out Coordination Permit Form	1.1. Receives the hardcopy/ acknowledges the soft copy of any of the document.	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 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	None		1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> Shift duty personnel Office of the AGMSES

	<ul style="list-style-type: none"> <li>• Make/model of vehicle.</li> </ul> <p>b. For Airside Entry:</p> <ul style="list-style-type: none"> <li>• Date of request</li> <li>• Requesting party/ company name/ contact details</li> <li>• Category/ type of the requesting party</li> <li>• Use of access permit requested.</li> <li>• Validity date &amp; time</li> <li>• Gate of entry/exit</li> <li>• Requested Areas</li> <li>• Scope/ purpose of access</li> <li>• Flight information</li> <li>• Crew information</li> <li>• Passenger's information</li> <li>• Visitor's information</li> <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</li> </ul>			
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	Chartered Domestic Flight			
	1.3. Forwards the request to the Chief of Staff / Supervisor for review.	None		<i>Assistant OIC Admin</i> Office of the AGMSES
	1.4. Forwards the reviewed request to the AGMSES for approval.	None	15 Minutes	<i>Chief of Staff</i> Office of the AGMSES  <i>1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Shift Supervisor</i> Office of the AGMSES
	1.5. Approval by the AGMSES.	None	7 Hours	<i>AGM-Security and Emergency Services</i> Office of the AGMSES
	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</i> Office of the AGMSES
<b>Total</b>		<b>None</b>	<b>1 Day</b>	

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

### **Internal Services**

## 52. 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>	

## **Airport Police Department**

### **External Services**

### 53. HANDLING OF COMPLAINANTS AND FILING OF CRIMINAL CHARGES

**Brief Description:** Filing of criminal complaint against any person for a crime or incident that transpired within the MIAA's jurisdiction.

<b>Office or Division:</b>		Terminal Police Division (Terminal 1, 2, 3, 4 & ICT), Airside Police Division (Gen-AvPS & AMAPS) Landside Police Division (Traffic Police Section/Mobile Patrol Section) and PIID		
<b>Classification:</b>		Simple Complex		
<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			Applicant Terminal Police Division/ Section/Gen-AvPS & AMAPS/LPD Curbside Management Services	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant may approach any duty APD personnel or personally lodge a complaint in the nearest APD Office.	1.1. Interview the complainant	None	1 Hour	Desk / Attending Officer TPD/AirPD/ LPD
	1.2. Provide a complaint form to the complainant	None		Desk / Attending Officer TPD/AirPD/ LPD
2. Fill out the complaint form and request for CCTV viewing (if necessary) and submit to attending officer. Receive the copy of the accomplished complaint form	2.1. Receive and evaluate the complaint	None	30 Minutes	Desk / Attending Officer TPD/AirPD/ LPD
	2.2. Conduct initial investigation. Identify, locate, and if warranted, arrest the suspect involved.	None	1 Hour	Desk / Attending Officer TPD/AirPD/ LPD
	2.3. Gather supporting evidence/s.	None	1 Hour	Desk / Attending Officer TPD/AirPD/ LPD

	2.4. Bring the complainant and/or suspect to Pasay City General Hospital for medical examination.	None	2 Hours (Paused Clock)	<i>Desk / Attending Officer</i> TPD/AirPD/ LPD
	2.5. Endorse the case together with all parties involved (suspect, complainant, witness, arresting officer) to PIID/LPD	None	30 Minutes	<i>Desk / Attending Officer</i> TPD/AirPD/ LPD
	2.6. PIID/ LPD takes cognizance of the case and conducts formal investigation	None	2 Hours	<i>Investigator- on-Case</i> PIID/ LPD
3. Review and sign the Affidavit of Complaint	3.1. If the suspect is at large, PIID/LPD prepares the following documents for regular filing of case: a. Affidavit of Complaint b. Affidavit of witness (if any) c. Supporting evidence d. INV Form	None	3 Hours	<i>Investigator- on-Case</i> PIID/LPD
	3.2. If the suspect is arrested, PIID/LPD prepares the following documents for inquest proceeding: a. Transmittal Letter/Case Referral b. INQ Form c. Booking Sheet d. Affidavit of complaint e. Affidavit of arrest f. Affidavit of witness (if any) g. Evidence/	None	Reglementary period (commencing from the time of arrest until inquest proceeding):  12 hours - light offenses  18 hours - less grave offenses  36 hours - grave offenses	<i>Investigator- on-Case</i> PIID/LPD



	other supporting documents			
4. Personally appear during inquest proceeding or regular filing of case at the Prosecutor's Office.	4.1. For 3.1, Present all the parties involved (via online or face to face) to the Prosecutor's Office for inquest proceedings of the arrested suspect.	None	1 Hour (Paused Clock)	<i>Investigator- on-Case</i> PIID/ Arresting Officer Airside/ Landside/ TPD
	4.2. For 3.2, Assist the complainant in the regular filing of the case at the Prosecutor's Office.	None	1 Hour (Paused Clock)	<i>Investigator On-Case</i> PIID/LPD
<b>Total</b>		<b>None</b>	<b>Simple (Light Offenses)</b> <b>2 Days</b>	
			<b>Complex (Less Grave Offenses)</b> <b>3 Days and 4 Hours</b>	
			<b>Complex (Grave Offenses)</b> <b>6 Days</b>	

## **Landside Police Division**

### **External Services**

## 54. REQUEST FOR ISSUANCE OF POLICE REPORT (ROAD CRASH INVESTIGATION REPORT)

**Brief Description:** Reported/ Walk-In Complaint/s of Road Crash Incidents

<b>Office or Division:</b>	Traffic Police Section-Landside Police Division			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Person Involved in Road Crash Incident/ Authorized Representative			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Estimated Cost of Damages 2. Photocopy of Policy Insurance, Photos of Damage Portions, Photocopy of MVR/ OR/CR, Driver's License, 3. Sworn Statement/ Affidavit 4. Notarized Authorization Letter for Representative			1. Driver/owner 2. Driver/owner  3. Driver 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. Proceed to Landside to Report the incidents	1.1. Conduct referred Road Crash Investigation. (on-scene / walk-in)	None	1 Hour	<i>Duty Traffic Investigator</i> Landside Police Division
	1.2 If the client/s sustained injuries / death, refer to the nearest hospital.	None	1 Hour (Paused clock)	<i>Duty Traffic Investigator</i> Landside Police Division
2. Receive Citation Ticket (Driver at fault)	2. Issue citation ticket to the party at fault.	None	5 Minutes	<i>Duty Traffic Investigator</i> Landside Police Division  Deputized LTO/OVR Officer
3. Secure and fill-out Sworn Statement Form with attached complete documents.	3. Release the sworn statement form and inform the client to return the form duly notarized.	None	30 Minutes (Paused clock)	<i>Duty Traffic Investigator</i> Landside Police Division

4. Submit Duly Notarized Form with Complete Documents	4.1. Receive the filled-out notarized sworn statement form with the complete documents.	None	10 Minutes	<i>Duty Traffic Investigator</i> Landside Police Division
	4.2. Check if the documents are complete.	None	15 Minutes	<i>Duty Traffic Investigator</i> Landside Police Division
	4.3. Submit the Road Crash Incident Report and other documents to the Section Chief Traffic Police Section or Manager/OIC Landside Police Division for Approval.	None	1 Hour	<i>Duty Traffic Investigator</i> Landside Police Division  <i>Section Chief</i> Traffic Police Section  <i>Manager/OIC</i> Landside Police Division
5. Receive the Road Crash Incident Report.	5. Issue Road Crash Incident Report.	None	30 Minutes	<i>Duty Traffic Investigator</i> Landside Police Division
<b>Total</b>		<b>None</b>	<b>4 Hours and 30 Minutes</b>	

## **Terminal Police Division**

### **External Services**

## 55. 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. Applicant 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. Submit formal complaint thru email or in person	a. Interview the complainant	None	1 Hour	Desk / Attending Officer Terminal Police Section
	b. Provide Complaint Form for walk-in complainant	None		Desk / Attending Officer Terminal Police Section
2. Fill out Complaint Form and submit to attending officer (for walk-in complainant)	a. Receive the accomplished form, evaluate the complaint and prepare incident/ information report	None	3 Hours	Desk / Attending Officer Terminal Police Section
	b. Endorse the complaint to Office of the Airport Police Department (AGMSES and IAMD)	None	1 Day	Desk / Attending Officer Terminal Police Section
3. Receive a copy of the accomplished complaint form signed by the attending officer	3. Advise client to expect a call from the investigating office for update and clarification	None	15 Minutes	Desk / Attending Officer Terminal Police Section
<b>Total</b>		<b>None</b>	<b>1 Day 3 Hours and 15 Minutes</b>	

## **Police Intelligence and Investigation Division**

### **External Services**

## 56. ISSUANCE OF CERTIFICATE OF DETENTION

**Brief Description:** The Certificate of Detention is one of the requirements to be complied with by the relative or any authorized representative of the detainee to Post Bail. The personal appearance of the requester is required.

<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 (1 original)			1. PIID Office	
2. Inquest Resolution/Information from the City Prosecutor's Office (1 Photocopy and or e-mail copy from Prosecutor's Office sent to PIID e-mail)			2. Prosecutors Office (Pasay or Parañaque City)	
3. Authorization Letter from detainee (If requested thru a representative) (1 original)			3. Requester	
4. Barangay Clearance with residence location sketch (1 Original)			4. Barangay where the guest currently resides	
5. Valid Government Identification Card of authorized representative (1 original)			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. Secure a copy of request form	1. Provide a request form and list of requirements to requestee	None	5 Minutes (paused clock)	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
2. Fill-out and submit a request form with attached complete requirements.	2.1. Accept Request Form and verify the completeness of submitted requirements.	None	30 Minutes	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
	2.2. Accomplish certification.			
	2.3. Forward the requirements and accomplished certification to the Police Investigation Section.			



	2.4. Receive and review the requirements and accomplished certificate of detention for initial.	None	15 Minutes	<i>1<sup>st</sup> Shift:</i> <i>Section Chief/</i> <i>Shift-In-Charge</i> <i>(SIC)</i>  <i>2<sup>nd</sup> and 3<sup>rd</sup> SIC</i> <i>Police</i> <i>Investigation</i> <i>Section</i>
	2.5. Forward Certificate of Detention to the Manager for approval/signature.			
	2.6. Verify and approve Certificate of Detention	None	5 Minutes	<i>Manager</i> <i>Police</i> <i>Intelligence and</i> <i>Investigation</i> <i>Division (PIID)</i>
3. Receive the approved Certificate of Detention.	3. Issue the approved certificate of detention.	None	5 Minutes	<i>Duty Desk Officer</i> <i>per Shift</i> <i>Police</i> <i>Investigation</i> <i>Section</i>
<b>Total</b>		<b>None</b>	<b>1 Hour</b>	

## 57. ISSUANCE OF INCIDENT CERTIFICATE

**Brief Description:** This process pertains to the assistance given by the PIID for any individual or company requesting certification for alleged incidents reported within the Airport Complex.

<b>Office or Division:</b>	Police Intelligence and Investigation Division (PIID)			
<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 (1 original) 2. If requested thru a representative - Authorization Letter / Special Power of Attorney (SPA) 3. Blotter entry (1 Photocopy) or Accomplished Complaint Form (1original or photocopy) issued to requestee. 4. Valid Government Identification Card (1 from the owner, 1 from the authorized representative)			1. PIID Office 2. Requester 3. PIID Office 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. Secure a copy of	1. Provide a request form to requestee.	None	5 Minutes (paused clock)	<i>Duty Desk Officer per Shift Police</i>

request form.				Investigation Section (PIS)
2. Fill-out and submit request form with attached complete requirements.	2.1. Accept Request Form and validate the submitted requirements.	None	5 Minutes	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
	2.2. Validate with Lost & Found Section if there is recovered item	None	30 Minutes	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
	2.3. Validate with SSD if there is CCTV footage; if none request certification from SSD that there is no CCTV footage captured in the area	None	30 Minutes	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
	2.4. Accomplish 2 copies of certification (original for requestee/ duplicate as file)	None	1 Hour	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
	2.5. Forward accomplished certification and requirements to Shift in Charge for initial	None	10 Minutes	<i>Duty Desk Officer per Shift</i> Police Investigation Section (PIS)
	2.6. Receive, review documents, and affix initial in the accomplished certification.	None	30 Minutes	<i>1<sup>st</sup> Shift, 2<sup>nd</sup> Shift, and 3<sup>rd</sup> Shift</i> Shift in Charge Police Investigation Section (PIS)
	2.7. Forward requirements and accomplished certification to the Section Chief for initial.	None	10 Minutes	<i>1<sup>st</sup> Shift, 2<sup>nd</sup> Shift, and 3<sup>rd</sup> Shift</i> Shift in Charge Police Investigation Section (PIS)

	2.8. Receive, review documents, and affix initial in the accomplished certification	None	30 Minutes	<i>1<sup>st</sup> Shift, 2<sup>nd</sup> Shift, and 3<sup>rd</sup> Shift</i> <b>Section Chief (SIC) Police Investigation Section</b>
	2.9. Forward requirements and accomplished certification to the Manager	None	10 Minutes	<i>1<sup>st</sup> Shift, 2<sup>nd</sup> Shift, and 3<sup>rd</sup> Shift</i> <b>Section Chief (SIC) Police Investigation Section</b>
	2.10. Verify and approve document by affixing signature on the certification.	None	5 Minutes	<b>Manager</b> <b>Police Intelligence and Investigation Division (PIID)</b>
3. Receive and acknowledge the duplicate copy of the signed certification.	3. Issue the original certification to requestee and keep the acknowledged duplicate copy for file and reference.	None	5 Minutes	<i>Duty Desk Officer per Shift</i> <b>Police Investigation Section</b>
<b>Total</b>		<b>None</b>	<b>3 Hours and 50 Minutes</b>	

## 58. REQUEST FOR ISSUANCE OF POLICE REPORT

**Brief Description:** Preparation of police report for reported/ walk-in complaint/s of theft incident/s and/or personal accident/s that occurred within the Airport Complex. This will only be issued between 09:00AM to 3:00PM (Weekdays) except for cases under investigation which will be issued/prepared by the Investigator-On-Case (IOC) and will be signed for by the highest designation on duty.

<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>	
1. Request Form (1 original)	1. PIID Office
2. Accomplished Complaint Form (1 original) from Terminal Police Division	2. PIID Office or TPD Office
3. Notarized Affidavit of Loss (e.g., Passport and Lost Items)	3. Requester
4. If requested thru a representative - Authorization Letter (blood related to the owner)/ Special power of Attorney (SPA) (if not related to the owner) with active contact number of the owner for validation	4. Requester

5. Accomplished CCTV Footage provided by SSD or certification issued by SSD (if CCTV footage is not available)			5. SSD	
6. Valid Government Identification (1 from the owner, 1 from the authorized representative)			6. Any issuing Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of request form.	1. Provide a request form to requestee.	None	5 Minutes (paused - clock)	<i>Duty Desk Officer per Shift Police Investigation Section (PIS)</i>
2. Submit the filled-out Request Form and complete requirements.	2.1. Receive accomplished Request Form and validate/verify submitted requirements.	None	10 minutes	<i>Duty Desk Officer per Shift Police Investigation Section (PIS)</i>
	2.2. Validate with Lost & Found Section if there is recovered item.	None	30 minutes	<i>Duty Desk Officer per Shift Police Investigation Section (PIS)</i>
	2.3. Validate with SSD if there is CCTV footage; if none request certification from SSD that there is no CCTV footage captured in the area	None	30 minutes	<i>Duty Desk Officer per Shift Police Investigation Section (PIS)</i>
	2.4. Accomplish police report.	None	1 hour	<i>Duty Desk Officer per Shift Police Investigation Section (PIS)</i>
	2.5. Forward the requirements and accomplished police report to the Police Investigation Section for review and initial.	None	10 minutes	<i>Duty Desk Officer per Shift Police Investigation Section (PIS)</i>
	2.6. Receive, review the requirements and accomplished police report, and affix initial.	None	30 Minutes	<i>1<sup>st</sup> Shift: Section Chief/ Shift-In-Charge (SIC) Police Investigation Section  2<sup>nd</sup> and 3<sup>rd</sup> SIC</i>

				Police Investigation Section
	2.7. Forward accomplished police report to the Manager for approval/ signature.	None	10 minutes	1 <sup>st</sup> Shift: Section Chief/ Shift-In-Charge (SIC) Police Investigation Section 2 <sup>nd</sup> and 3 <sup>rd</sup> SIC Police Investigation Section
	2.8. Verify and approve by affixing signature on the accomplished police report	None	30 Minutes	Manager Police Intelligence and Investigation Division (PIID)
3. Receive the original copy of police report and return the acknowledged duplicate copy.	3. Issue the original copy of the approved police report and keep acknowledged duplicate copy for file.	None	5 Minutes	Duty Desk Officer per Shift Police Investigation Section (PIS)
<b>Total</b>		<b>None</b>	<b>3 Hours and 40 Minutes</b>	

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

### **External Services**

## 59. 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 complete requirement if	None	15 Minutes	Officer-In-Charge Lost and Found Section

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



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

### **Internal Services**

## 60. RELEASING OF MIAA CLEARANCE

**Brief Description:** Application and releasing of 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 from requestee			Applicant	
2. Certificate of Background Check Investigation from Head of Office of requestee			Applicant	
3. Valid Original NBI Clearance (extra or personal copy) from requestee			NBI	
4. Encoded database format (Hard and Soft copy)			IID-CI/ IAMD Office or <a href="https://bit.ly/2XxfqtV">https://bit.ly/2XxfqtV</a> (Downloadable)	
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) from requestee			NBI	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to IAMD-IID Office for submission of complete documentary requirements.	1.1. Receive, record the request per category (MIAA Organic, MIAA Contracted, MIAA Stakeholders and MIAA Concessionaire. Assess as to category/ classification and Status of application (Old or New)	None	30 Minutes	Secretary IAMD/ IID
	1.2. Evaluate and review the submitted documents. If	None	5 Hours	Assistant Section Head Intel Section

	<p>with record or discrepancy, require to submit the following:</p> <ul style="list-style-type: none"> <li>• Court Resolution</li> <li>• Court Clearance or Certification</li> <li>• Barangay Clearance</li> <li>• Police Clearance</li> </ul>			
	1.3. If disapproved, inform the requestee thru letter that the request for clearance is disapproved based on the assessment of the submitted document.	None	1 Hour	<i>Section Head Intel Section</i>
	1.4. Encode in the Database the complete information from the NBI Clearance per Category.	None	1 Day	<i>Section Head Intel Section Assistant Section Head Intel Section</i>
	1.5. Print the MIAA Clearance	None	1 Day	<i>Section Head Intel Section Assistant Section Head Intel Section</i>
	1.6. Review Printed MIAA Clearance as to the Correctness of the following: <ul style="list-style-type: none"> <li>• File number</li> <li>• Name</li> <li>• Company</li> </ul>		1 Day	<i>Section Head Intel Section</i>
	1.7. Affix signature on the printed MIAA Clearance	None	1 Day	<i>Manager Intelligence Access Management Department</i>
	1.8. Scan the approved MIAA	None	1 Day	<i>Section Head Intel Section</i>

	Clearance			<i>Assistant Section Head Intel Section</i>
2. Proceed to IAMD-IID Office to pick-up the MIAA Clearance.	2. Release the MIAA Clearance to be acknowledged by the requestee in the receiving file.	None	30 Minutes	<i>Section Head Intel Section  Assistant Section Head Intel Section</i>
<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>6 Days and 6 Hours</b>	

## **ID & Pass Control Division**


### **External Services**

## 61. VISITOR'S PASS - IDPCD

**Brief Description:** This process involves the application, processing, approval, and issuance of access pass to visitors granted access at the NAIA Complex for a specific and valid reason, such as but not limited to; Baggage Concern, Terminal Release/Cargo, Human Remains, unaccompanied passenger and Deportation Escort.

Held-Baggage Claimants, Authorized Representative for Held Baggage, Delayed Baggage Claimants, Authorized Representative for Delayed Baggage Claimants, Consignee for Unaccompanied Baggage (Terminal Release), Authorized Representative for Terminal Release/Cargo, Release of Human Remains (Consignee), And Release for Human Remains (A), Receive Access. This process includes the application, processing, approval, and release of Visitor Pass.

Office/Division:	ID and Pass Control Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business		
Who May Avail:	All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. a. Held- Baggage Claimants <ul style="list-style-type: none"><li>Held- Baggage Receipt (HBR)</li><li>Passport</li><li>Valid ID</li></ul> b. Authorized representative of Held baggage <ul style="list-style-type: none"><li>Notarized Authorization Letter</li><li>Photocopy of passport or Valid ID (with signature of Passenger)</li><li>HBR Form</li><li>Valid ID of representative</li></ul> c. Delayed Baggage Claimants <ul style="list-style-type: none"><li>Property Irregularity Report (PIR) / Baggage tag / Notice from Airlines</li><li>Passport</li><li>Valid ID</li></ul> d. Authorized representative of delayed baggage claimants <ul style="list-style-type: none"><li>Authorization Letter</li><li>Photocopy of Passport or valid ID (with signature of Passenger)</li><li>Property Irregularity Report (PIR) / Baggage Tag / Notice from Airlines</li><li>Valid ID of representative</li></ul> e. Consignee of Unaccompanied baggage		Requesting Party	

<p><b>(Terminal Release)</b></p> <ul style="list-style-type: none"> <li>• Airway Bill</li> <li>• Valid ID of Consignee</li> <li>• Payment of Php 50.00</li> </ul> <p>f. <b>Authorized Representative of Terminal Release/Cargo</b></p> <ul style="list-style-type: none"> <li>• Airway Bill</li> <li>• Notarized Authorization letter</li> <li>• Valid ID of Authorize representative</li> <li>• Payment of Php 50.00 (if not Accredited)</li> </ul> <p>g. <b>Release of Human Remains (Consignee)</b></p> <ul style="list-style-type: none"> <li>• Airway Bill</li> <li>• Valid ID of one (1) relative</li> <li>• Representative from Agency / Funeral Services with payment of Php 50.00 and Valid ID</li> </ul> <p>h. <b>Release of Human Remains (Authorized Representative)</b></p> <ul style="list-style-type: none"> <li>• Airway Bill</li> <li>• Mortuary representative's ID</li> <li>• Payment of Php 50.00</li> </ul> <p>i. <b>Unaccompanied Minor (UM) Passenger</b></p> <ul style="list-style-type: none"> <li>• Arriving: Request for approved Waiver of Exclusion Ground (WEG) - (if minor is an alien and documents are processed at BI Main Office)</li> <li>• Valid Government issued ID</li> <li>• Payment of Php 50.00</li> </ul> <p>j. <b>Sending Off Unaccompanied Minor (UM) Passenger</b></p> <ul style="list-style-type: none"> <li>• Departing: Copy of Approved Waiver of responsibility signed by Parents/Guardians of the minor Passenger</li> <li>• DSWD clearance (if the minor is Filipino)</li> <li>• Valid Government Issued ID</li> <li>• Payment of Php 50.00</li> </ul> <p>k. <b>Deportation Escorts</b></p> <ul style="list-style-type: none"> <li>• Deportation Order from appropriate government and law enforcement offices indicating flight details and name of assigned escorting agent</li> <li>• Valid Bureau of Immigration ID</li> </ul>				
2. Filled out Form NAIA Access Request Form (1 original copy or soft copy)				scan QR code or visit <a href="http://miaagov.ph/issuances/Downloadable Forms/">miaagov.ph/issuances/Downloadable Forms/</a>
3. Valid Government Identification			Any Issuing Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure NAIA Access form at MIAA Website	1. None	None	None	<i>Requestee</i>

and checklist of requirement from concerned agency/ office.				
2. Submit the requirement to the IDPCD Or via email at miaapco@gmail.com	2.1. Receive the applicable requirements.	None	2 Minutes	<i>On-Duty Counter Staff</i> PCO Terminal 1, 2, 3, and 4
	a. Review and evaluate the completeness of the requirements.  * If incomplete, advise the client to complete the details.	None	5 Minutes	<i>On-Duty Counter Staff</i> PCO Terminal 1, 2, 3, and 4
	b. Notify client if the request is approved or denied.	None	2 Minutes	<i>On-Duty Counter Staff</i> PCO Terminal 1, 2, 3, and 4
3. Receive the approved notification and proceed to the designated PCO Terminals on the day of actual use	3. Check the Valid ID against ID submitted upon application.	None	2 Minutes	<i>On-Duty Counter Staff</i> PCO Terminal 1, 2, 3, and 4
4. Deposit ID, pay the fee (if applicable) and receive the Visitor's Pass	4. Receive the deposited valid ID, accept payment (if applicable), and release the Visitor's Pass	Php 50.00 VAT included (if applicable)	10 Minutes	<i>On-Duty Counter Staff</i> PCO Terminal 1, 2, 3, and 4
5. Surrender Visitor Pass and claim deposited ID	5. Retrieve Visitor Pass and return deposited ID.	None	2 Minutes (paused- clock)	<i>On-Duty Counter Staff</i> PCO Terminal 1, 2, 3, and 4
<b>Total</b>		<b>None</b>	<b>23 Minutes</b>	



## **ID & Pass Control Division**

### **Internal Services**

## 62. 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. of 12% 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>	

## 63. 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			2. Pass Applicant	
3. 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	a. Receive letter request	None	1 Minute	Counter Staff ID & Pass Control Division
	b. 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	5.1. Verify control	None	1 Minute	Counter Staff

to IDPCD upon completion of duty	number of returned ODC if same number issued			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>	

## 64. 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 168.00 SID – 84.00 MP – Php 22.40 (incl. 12% VAT)	1 Minute	ID Section Staff ID & Pass Control Division
2. Proceed to Collection Division	2. Receive payment; Issue Official Receipt (OR)		7 Minutes	Duty Collector Collection Division
3. Present OR to IDPCD	3. Receive OR and record payment		1 Minute	ID Section Staff ID & Pass Control Division
4. Receive new ID/Pass and surrender old ID (if renewal)	4. Release AID/SID/QP/MP		2 Minutes	ID Section Staff ID & Pass Control Division
<b>TOTAL</b>		AID – Php 168.00 SID – 84.00 MP – Php 22.40 (incl. 12% VAT)	<b>11 Minutes</b>	

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

### **External Services**

## 65. 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 Business (G2B)			
<b>Who May Avail:</b>	All construction/ repair involving Hot Work and other related activities at NAIA Complex			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Fully accomplished Hot Work Permit Application Form to be submitted 3 days prior activity 2. Order of Payment			Terminal Safety Services (T1/T2/ T3/T4/ICT) or Terminal Engineering Group T1/T2/ T3/ T4/Corporate Office or Downloadable @ <a href="http://www.miaa.gov.ph">www.miaa.gov.ph</a>	
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 (if downloaded thru website proceed to step 2)	1. Release application form to the client	None	3 Minutes	<i>Fire Officer/Firefighter On-Duty</i> Terminal Safety Services T1, T2, T3, T4, and ICT  <i>Terminal Engineering Chief</i> Terminal Engineering Group T1, T2, T3, T4 and Corporate
2. Accomplish HWP Application Form and coordinate with any of the following offices: (activities depending on project/ AOR). a. Terminal Engineering and Corporate b. TOG (Terminal Operation Group)	2. Receive, review application, conduct briefing, and affix signature on the HWP application form and return the form to the client.	None	1 Hour	<i>Terminal and Corporate Engineering</i>  <i>TOG Chief T1, T2, T3, T4</i>  <i>AMS Head T1, T2, T3, T4</i>  <i>OIC – GAOD</i>  <i>OIC – ICOD</i>

c. AGOSD -AMS d. GAOD e. ICOD				
3. Submit HWP Application form to Electrical Division for recommendation	3. Receive, review application, conduct briefing, and affix signature on the HWP application form and return the form to the client.	None	1 Hour	<i>Electrical Division Head</i>
4. Proceed to Terminal Safety Office and submit signed application form	4.1. Receive, review, and conduct briefing	None	2 Hours	<i>Fire Officer/Firefighter On-Duty Terminal Safety Services T1, T2, T3, T4, and ICT</i>
	4.2. Approve and Issue Order of Payment	None		<i>Fire Officer/Firefighter On-Duty Terminal Safety Services T1, T2, T3, T4, and ICT</i>
5. Proceed to Collection Division and Pay the Hot Work Permit at Collection Division or thru link biz portal (Present the Order of Payment)	5. Receive payment and issue official receipt	P 635.00 +12% EVAT	7 Minutes	<i>Collection Representative Collection Division</i>
6. Present the official receipt and claim approved HWP from Terminal Safety Services	6.1. Record payment details and return to client	None	5 Minutes	<i>Fire Officer/Firefighter On-Duty Terminal Safety Services T1, T2, T3, T4, and ICT</i>
	6.2. Release Approved HWP	None	5 Minutes	<i>Fire Officer/Firefighter On-Duty Terminal Safety Services T1, T2, T3, T4, and ICT</i>
<b>Total</b>		<b>Php 711.20</b>	<b>4 Hours and 20 Minutes</b>	



## **Surveillance Operations Division**

### **External Services**

## 66. 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 Operation 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>	Passenger, Airport Employees, Concessionaires, and the General Public			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written formal or email Complaint Letter. or <b>“APD Complaint Form”</b>			1. Complainant/Data Subject “Terminal Police Section”	
2. Filled-out CCTV Viewing Request Form (CVRF)			2. Surveillance Terminal Section / Terminal Police Section	
3. One (1) Valid Government issued ID <b>If Representative: (with Additional Requirements)</b>			3. Complainant	
4. Authorization Letter			4. Complainant/Data Subject	
5. At least Two (2) Valid Government issued ID			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. <b>Requesting Party / Representative</b> presents complete above listed requirements to Surveillance Terminal Section. (Must be accompanied by an APD personnel)	1.1. Receive and check validity and completeness of documents presented. Evaluates the purpose of request (must not violate provisions of Data Privacy Act of 2012).	None	15 Minutes	Head/ Officer – In – Charge Surveillance Terminal Section
	1.2. Approve / Disapprove.	None		Head/ Officer – In – Charge Surveillance Terminal Section
2. Received approved / disapproved Request for CCTV Viewing.	2. Release approved/ disapproved Request	None		Head/ Officer – In – Charge Surveillance Terminal Section

3. Present a copy of approved request to the Surveillance Terminal Section's Supervisor-on-duty.	3.1. Receives and verifies the copy of approved request.	None	2 Hours	Supervisor-on-Duty Surveillance Terminal Section
	3.2. Instructs CCTV Operator to assist the Requesting Party in viewing the CVF inside the CVF Viewing Area.	None		Supervisor-on-Duty Surveillance Terminal Section
4. Receives Result of CCTV Viewing Form (RCVF).	4.1. Issues Result of CCTV Viewing Form (RCVF).	None	15 Minutes	Supervisor-on-Duty Surveillance Terminal Section
	4.2. Requests Complainant to fill-up MIAA-Feedback Form.	None		Supervisor-on-Duty Surveillance Terminal Section
<b>Total</b>		<b>None</b>	<b>2 Hours and 30 Minutes</b>	

## 67. 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 Operation Division (SOD)		
<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>		Airlines, Government Agencies, and the General Public		
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Requesting Party:</b> 1. Result of CCTV Viewing Form (RCVF) 2. Filled-out CVF Copy Request Form (CCRF)  3. Letter of Request from any MIAA investigation Office “Or” Letter of Authority to Investigate.			1. Surveillance Terminal Section 2. Surveillance Terminal Section / SOD Office 3. Requesting MIAA Investigation Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit formal Request for CVF Copy attached with complete above-listed requirements, addressed to The OIC-SSD thru OIC-SOD. (via Email or Walk-in)	1.1. Receive and check validity and completeness of the documents presented (email or hard copy).	None	30 Minutes	Officer-in-Charge Surveillance Operation Division (SOD)
	1.2. Recommend for Approval / Disapproval.	None		Officer-in-Charge Surveillance Operation Division (SOD)
	1.3. Receive Request attached with complete requirements (via email or hard copy) and evaluate	None	30 Minutes	Officer-in-Charge Screening and Surveillance Department (SSD)
	1.4. Approve / Disapprove.	None		Officer-in-Charge Screening and Surveillance Department (SSD)
	1.5. Return approved/ disapproved request to SOD via email or hard copy.	None		Officer-in-Charge Screening and Surveillance Department (SSD)
	1.6. Receives approved/ disapproved CVF Copy Request from SSD Office.	None	30 Minutes	Officer-in-Charge Surveillance Operation Division
	1.7. Notify and send copy of Approved Request to the concerned Surveillance Terminal Section via email.	None		Officer-in-Charge Surveillance Operation Division
	1.8. Receives notice and copy of Approved CVF Copy Request from	None	3 Hours	Officer-in-Charge / Supervisor-on-Duty Surveillance Terminal Section

	SOD Office via email.			
	1.9. Instructs CCTV Operator to execute the process according to the specific details of the request as to location, date, and part/portion of the CVF.	None		<i>Officer-in-Charge / Supervisor-on-Duty Surveillance Terminal Section</i>
	1.10. Notify SOD Office as soon as the CVF Copy is ready for release.	None		<i>Officer-in-Charge / Supervisor-on-Duty Surveillance Terminal Section</i>
2. Receive notification and copy of approved/ Disapproved request thru email	2. Notify Requesting Party and send copy of approved/ disapproved request thru email	None	30 Minutes	<i>Officer-in-Charge Surveillance Operation Division</i>
3. Pick-up CVF Copy and sign at the "Release of CVF Copy Form (RCCF) with Undertaking" and CVF Copy Release Logbook.	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	30 Minutes	<i>Officer-in-Charge / Supervisor-on-Duty Surveillance Terminal Section</i>
<b>Total</b>		<b>None</b>	<b>5 Hours and 30 Minutes</b>	

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

**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 Operation Division (SOD)			
<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, Government Agencies, and the General Public			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Requesting Party:</b> 1. Result of CCTV Viewing Form (RCVF) 2. Filled-out CVF Copy Request Form (CCRF) 3. Letter of Request from other Investigation Agency / Office or Court of Law.			1. Surveillance Terminal Section 2. Surveillance Terminal Section / SOD Office 3. 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. Submit Request for CVF Copy attached with complete above-listed requirements, addressed to the MIAA-GM/ AGM-SES thru OIC-SSD. (via Email or Walk-in)	1.1. Receive and check completeness of required documents presented.	None	30 Minutes	Officer-in-Charge Surveillance Operation Division (SOD)
	1.2. Forward the request attached with complete requirements (hard copy or email) to SSD.	None		Officer-in-Charge Surveillance Operation Division (SOD)
	1.3. Receive Request for CVF Copy with complete attached requirements and evaluate.	None	1 Hour	Officer-in-Charge Screening and Surveillance Department (SSD)
	1.4. Endorse and Recommend Approval / Disapproval to The GM / AGM-SES (via Email or hard copy).	None		Officer-in-Charge Screening and Surveillance Department (SSD)
	1.5. Receive and review.	None	2 Days	General Manager GM's Office / AGMSES AGMSES Office
	1.6. Approve / Disapprove.	None		General Manager GM's Office / AGMSES AGMSES Office
	1.7. Receives	None	30 Minutes	Officer-in-Charge

	approved/ dis-approved CVF Copy Request (via email or hard copy) from AGM-SES			Screening and Surveillance Department
	1.8. Forward approved/dis- approved Request to the SOD via email or hard copy.	None		<i>Officer-in-Charge</i> Screening and Surveillance Department
	1.9. Receives email of approved/dis- approved CVF Copy Request from SSD.	None		<i>Officer-in-Charge</i> Surveillance Operation Division
	1.10. Notify and send approved/ disapproved Request via email to the Surveillance Terminal Section.	None	30 Minutes	<i>Officer-in-Charge</i> Surveillance Operation Division
	1.11. Receives notice and email copy of approved CVF Copy Request from SOD Office.	None		<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance Terminal Section
	1.12. Instructs CCTV Operator to execute the process according to the specific details of the request as to location, date, and part/portion of the CVF.	None	3 Hours	<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance Terminal Section
	1.13. Notify SOD Office as soon as the	None		<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance

	CVF Copy is ready for release.			Terminal Section
2. Receive notification and copy of approved/disapproved request thru email	2. Notify Requesting Party and send copy of approved / disapproved request thru email.	None	30 Minutes	<i>Officer-in-Charge</i> Surveillance Operation Division
3. Pick-up CVF Copy and sign at the "RELEASE OF CVF COPY Form (RCCF) with Undertaking" and CVF Copy Release Logbook 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	30 Minutes	<i>Officer-in-Charge / Supervisor-on-Duty</i> Surveillance Terminal Section
<b>Total</b>		<b>None</b>	<b>2 Days and 6 Hours 30 Minutes</b>	

Legend:

**COMPLEX CASES** - 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. This includes all request from NON – MIAA Offices.



## **Systems and Procedures Improvement Division**

### **Internal Services**

## 69. CONDUCT OF SURVEY OR STUDY ASSISTANCE

**Brief Description:** To process the request and conduct the 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. Letter of Request from Requestee 2. Activity Initiation Form (AIF)				SPID Office
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure AIF from SPID	1. Release hardcopy of AIF to requestee and record in the office logbook.	None	5 Minutes	Management System Analyst SPID
2. Submit filled-out form to SPID.	2.1. Receive, acknowledge documents submitted and ensure completeness of requirements.	None	5 Minutes	Management System Analyst SPID
	2.2. Return acknowledged copy of form to requestee and record in Office Logbook.	None		Management System Analyst SPID
3. Receive duly acknowledged AIF Form	3. Advise the requestee of the timeline and updates on the activity thru official email.	None	5 Minutes	Management System Analyst SPID


4. Acknowledge email on the timeline and updates on the activity	4.1. Forward the Activity Initiation Form (AIF) for approval of CMSD Manager/OIC	None	2 Minutes	Management System Analyst SPID
	4.2. Review and approve the AIF	None	1 Day	Officer-In-Charge/ Manager CMSD Office
	4.3. Forward signed AIF to SPID	None		Officer-In-Charge/ Manager CMSD Office
	4.4. Receive signed AIF from CMSD	None	3 Minutes	Management System Analyst SPID
	4.5. Conduct staff meeting to brief and assign personnel that will handle the said project.	None	2 Hours	Manager/OIC SPID
	4.6. Validation of Process	None	3 Days	Management System Analyst SPID Senior Management System Analyst SPID
	4.7. Conduct Data Collection and Collation	None	7 Days	Management System Analyst SPID
	4.8. Encode data gathered.	None	1 Day	Management System Analyst SPID
	4.9. Validate the data and back checking	None	5 Days	Senior Management System Analyst SPID
	4.10. Analyze the data.	None	2 Days	Senior Management System Analyst SPID
	4.11. Draft the report	None	4 Hours	Management System Analyst SPID Senior Management System Analyst SPID

	4.12. Set a meeting with Requestee	None	5 Minutes	Management System Analyst SPID
5. Confirm meeting with SPID	5.1. Discuss with Requestee the results of the survey. (if with comments, revalidate the survey)	None	2 Hours	Senior Management System Analyst SPID
	5.2. Finalize the Study/ Report	None	2 Hours	Senior Management System Analyst SPID
	5.3. Release the Activity Initiation Form for acceptance of deliverables.	None	5 Minutes	Management System Analyst SPID
6. Accept and submit the filled- out Activity Initiation Form	6. Receive the duly acknowledged Activity Initiation Form (AIF) for file and reference.	None	5 Minutes	Requestee
<b>Total</b>		<b>None</b>	<b>20 Days 2 Hours and 35 Minutes</b>	

Remarks: The conduct of survey may be extended depending on the type and scope of the survey that may affect validation process, data collection and encoding.

## 70. FACILITATION OF 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 (SPID)		
<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. Systems & Procedures Review Form (SPRF)  2. Memorandum from requestee 3. Draft Memorandum Circular			1. 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. Secure SPRF from SPID or download form from the MIAA website by scanning the QR code above.	1. Release hardcopy of SPRF to requestee.	None	5 Minutes	Management System Analyst SPID
2. Submit filled-out form to SPID.	2.1. Receive, acknowledge documents submitted and ensure completeness of requirements.	None	5 Minutes	Management System Analyst SPID
	2.2. Return acknowledged copy of form to requestee and record in Office Logbook.	None		Management System Analyst SPID
3. Receive duly acknowledged SPRF Form	3. Advise the requestee thru email of the timeline or updates on the activity.	None	5 Minutes	Management System Analyst SPID
4. Acknowledge email on the timeline and updates on the activity.	4.1. Assign personnel to handle the MC facilitation.	None	3 Minutes	Manager/OIC SPID
	4.2. Assignee accept the task by affixing his/her signature on the SPRF.	None	3 Minutes	Management System Analyst SPID  Senior Management System Analyst SPID
	4.3. Forward the SPRF for approval of CMSD Manager/OIC.	None	3 Minutes	Management System Analyst SPID  Senior Management System Analyst SPID
	4.5. Review and approve the SPRF	None	1 Day	Officer-In-Charge CMSD Office
	4.6. Forward signed SPRF to SPID	None		Officer-In-Charge CMSD Office

	4.7. Receive signed SPRF from CMSD	None	3 Minutes	Management System Analyst SPID
	4.8. Endorse to designated assignee.	None	3 Minutes	Manager/OIC SPID
	4.9. Review related documents and conduct research (survey/interview)	None	3 Days	Management System Analyst SPID  Senior Management System Analyst SPID
	4.10. Determine interfacing offices and set coordination meeting with requestee	None	3 Days	Senior Management System Analyst SPID
	4.11. Issue Notice of meeting to interfacing offices/requestee	None	15 Minutes	Management System Analyst SPID  Senior Management System Analyst SPID
5. Acknowledge Notice of Meeting	5.1. Conduct collaborative meetings with the requestee and concerned offices	None	10 Days	Management System Analyst SPID  Senior Management System Analyst SPID
	5.2. Prepare draft amended/new MC	None	6 Hours	Management System Analyst SPID  Senior Management System Analyst SPID
	5.3. Forward initial draft to requestee through email for their review and approval.	None	5 Minutes	Management System Analyst SPID  Senior Management System Analyst SPID

6. Receive, review amended/new draft and forward inputs to SPID	6.1. Evaluate inputs of requestee and revise the draft MC.	None	1 Day	<i>Management System Analyst</i> SPID  <i>Senior Management System Analyst</i> SPID
	6.2. Finalize the draft MC and forward latest draft to requestee through email for their review.	None	3 Hours	<i>Management System Analyst</i> SPID  <i>Senior Management System Analyst</i> SPID
	6.4. Prepare Memo Brief with attached final draft and references.	None	3 Hours	<i>Management System Analyst</i> SPID  <i>Senior Management System Analyst</i> SPID
	6.5. Release documents to requestee for routing	None	3 Minutes	<i>Management System Analyst</i> SPID
<b>Total</b>		<b>None</b>	<b>19 Days 4 Hours and 53 Minutes</b>	

Remarks: The number of days may be extended depending on the coordination meetings to be set by concerned offices


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

### **External Services**



## 71. TERMINAL INGRESS/EGRESS DECLARATION FORM

**Brief Description:** Application and approval of Ingress/Egress of delivery goods and materials.

<b>Office or Division:</b>		Terminal Operation Group (TOG) - T1, T2, 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>	
<b>1. <u>Delivery of Goods, Supplies and Materials</u></b> <ul style="list-style-type: none"> <li>Ingress/Egress Declaration Form (4 copies)</li> </ul> <b>2. <u>Construction, Supplies and Materials</u></b> <ul style="list-style-type: none"> <li>Ingress/Egress Declaration Form (4 copies)</li> <li>Major/ Minor Renovation Permit (1 Photocopy)</li> <li>Hot Works Permit (if applicable) (1 Photocopy)</li> </ul>			 Terminal Operation Office (T1, T2, and T4)  Concessions / Engineering  Terminal Safety Services (TSS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the Application Form from TOG or via QR code above.	1. Release application Form to client.	None	5 Minutes (paused clock)	<i>Terminal Operation Chief</i> TOG Office T1, T2, and T4
2. Submit filled-out Ingress/Egress Declaration Form with applicable requirements	2.1. Check the Declaration Form and validate the requirements if complete. (If not, TOG advise client to complete the requirements)	None	10 Minutes	<i>Terminal Operation Chief</i> TOG Office T1, T2, and T4
	2.2. If complete, forward to TPD for evaluation and endorsement for approval of the signatory.	None	1 Hour	<i>Terminal Operation Chief</i> TOG Office T1, T2, and T4
	2.3. Receive, review and affix	None	15 Minutes	<i>Head Officer</i> Terminal Police Section

	signature on the document and forward to the receiving officer for release.			T1, T2, and T4
	2.4. Forward signed Declaration form and attachments to TOG.	None		<i>Receiving Officer</i> Terminal Police Section T1, T2, and T4
	2.5. Receive documents from TPD, review and affix signature on the document and forward signed Declaration form and attachments to Terminal Manager Office for approval.	None	2 Hours	<i>Terminal Operation Chief</i> TOG Office T1, T2, and T4
	2.6. Receive, review, and approve the document.	None	2 Hours	<i>Terminal Manager</i> T1, T2, and T4 Terminal Manager Office T1, T2, and T4
	2.7. Inform the client of the approved application.	None	5 Minutes	<i>Terminal Manager</i> T1, T2, and T4 Terminal Manager Office T1, T2, and T4
3. Receive notification from Terminal Manager Office	3. Retain a copy and release the signed documents to the following: • TOG (2 copies) • TPD (1 copy)	None	15 Minutes (paused clock)	<i>Terminal Manager</i> T1, T2, and T4 Terminal Manager Office T1, T2, and T4
4. Proceed to TOG for acceptance and acknowledgement	4. Request client to acknowledge receipt of the	None	15 Minutes	<i>Terminal Operation Chief</i> TOG Office T1, T2, and T4


of approved form in the logbook.	documents in the Logbook.			
5. Upon actual date of ingress/egress present the original approved form to the security officer on duty.	5. Oversee the ingress/egress activity to ensure that ingress/egress is conducted accordingly and affix signature on the form	None	1 Hour	<i>Officer-In-Charge</i> Terminal Police Division T1, T2, and T4
<b>Total</b>		<b>None</b>	<b>7 Hours and 5 Minutes</b>	

## **Terminal Manager Office T3**

### **External Services**

## 72. TERMINAL INGRESS/EGRESS DECLARATION FORM

**Brief Description:** Application and approval of Ingress/Egress of delivery goods and materials.

<b>Office or Division:</b>	Office of the Terminal Manager – T3 (OTM)			
<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>	
<ol style="list-style-type: none"> <li><b><u>Delivery of Goods, Supplies and Materials</u></b> <ul style="list-style-type: none"> <li>Ingress/Egress Declaration Form (4 copies)</li> </ul> </li> <li><b><u>Construction, Supplies and Materials</u></b> <ul style="list-style-type: none"> <li>Ingress/Egress Declaration Form (4 original copies)</li> <li>Notice of Conditional Award / Notice of Award (1 Photocopy)</li> <li>Construction Permit with Receipt (1 Photocopy)</li> <li>Major/ Minor Renovation Permit with Receipt (1 Photocopy)</li> <li>Utility Service Permit with Receipt (1 Photocopy)</li> <li>Hot Works Permit with Receipt (Electrical Tools declared) (1 Photocopy)</li> </ul> </li> </ol>			 Downloadable Form  Terminal Manager's Office – T3  Concessions / Engineering  Terminal Safety Services (TSS)	
Note: This application form should be submitted Three (3) days prior activity				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the Application Form from the OTM or via QR code above.	1. Release application Form to client.	None	10 Minutes	<i>Terminal Manager</i> Office of the Terminal Manager Terminal 3
2. Submit filled-out Ingress/ Egress Declaration Form with applicable requirements	2.1. Check the Declaration Form and validate the requirements if complete and with affix initial from concerned office (BUILDINGS,	None	3 Hours	<i>Terminal Manager</i> Office of the Terminal Manager Terminal 3

	<p>MECHANICAL, ELECTRICAL, ECD, MISD, TSS (For Preventive Maintenance and Construction / Renovation)</p> <p>Note: Client must log in the logsheet provided and affix reference number on all pages of declaration form</p> <p>(if not, OTM advise client to complete the requirements)</p>			
	<p>2.2. If complete, stamped received checked, review and affix initial and forward to TPS for evaluation and approval of the signatory</p>	None	6 Hours	<i>Terminal Manager Office of the Terminal Manager Terminal 3</i>
	<p>2.3. Receive documents from OTM, review and affix signature on the declaration form and forward signed Declaration form and attachments to TOG for evaluation and approval of the signatory</p>	None	3 Hours	<i>Head Officer / Receiving Officer Terminal Police Section T3</i>
	<p>2.4. Receive documents from TPS, review, checked and affix signature</p>	None	3 Hours	<i>Terminal Operation Chief TOG Office T3</i>

	on the declaration form and forward signed declaration form and attachments to the OTM for approval.			
	2.5. Receive documents from TOG, review and approve the document.	None	3 Hours	<i>Terminal Manager</i> Office of the Terminal Manager Terminal 3
	2.6. Inform the client of the approved application	None	2 Hours	<i>Terminal Manager</i> Office of the Terminal Manager Terminal 3
3. Receive notification from OTM	3. Retain a copy and release the signed documents to the following: • OTM (1 copy) • TPD (1 copy)	None	15 Minutes (paused clock)	<i>Terminal Manager</i> Office of the Terminal Manager Terminal 3
4. Proceed to OTM for acceptance and acknowledgment of approved form in the logsheet.	4. Request client to acknowledge receipt of the documents in the Logsheets based on the reference number appear in the ingress/egress form.	None	1 Hour	<i>Terminal Manager</i> Office of the Terminal Manager Terminal 3
5. Upon actual date of ingress/egress present the original approved form to the security officer on duty.	5. Oversee the ingress/egress activity to ensure that ingress/egress is conducted accordingly and affix signature on the form	None	1 Hour	<i>Senior Chief</i> Terminal Police Division T3
<b>Total</b>		<b>None</b>	<b>2 Days 7 Hours and 10 Minutes</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 (1 Original, 2 Duplicate)			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. Fill – out the details on the dispatch slip in 3 copies as follows: <ul style="list-style-type: none"> <li>•Name of Passenger</li> <li>•Destination</li> <li>•Date and Time of Availment</li> <li>•Transport Plate Number</li> <li>•Transport Company Name</li> <li>•Number of Baggage/s</li> <li>•Name of Driver</li> </ul>	None	5 Minutes	<i>1<sup>st</sup> Shift</i> Dispatcher Personnel Curbside Management Services T1, T2, T3, and T4  <i>2<sup>nd</sup> Shift</i> Dispatcher Personnel Curbside Management Services T1, T2, T3, and T4  <i>3<sup>rd</sup> Shift</i> Dispatcher Personnel Curbside Management Services T1, T2, T3, and T4
	1.2. Distribute copies of Dispatch Slips as follows: <u>1<sup>st</sup> Copy</u> <ul style="list-style-type: none"> <li>•Passenger of Yellow Metered Taxi and Regular Taxi</li> <li>•Passenger of Coupon Taxi together with LTFRB approval</li> </ul>	None		<i>1<sup>st</sup> Shift</i> Dispatcher Personnel Curbside Management Services T1, T2, T3, and T4  <i>2<sup>nd</sup> Shift</i> Dispatcher Personnel Curbside Management Services T1, T2, T3, and T4  <i>3<sup>rd</sup> Shift</i>

	rates <u>2<sup>nd</sup> Copy</u> • Driver of Transport Company <u>3<sup>rd</sup> Copy</u> • Retained at CMS Office for file and reference.			<i>Dispatcher Personnel</i> Curbside Management Services T1, T2, T3, and T4
2. The passenger boards the assigned Yellow Metered/ Coupon/ Regular Taxi	2. None	None		
<b>Total</b>		<b>None</b>	<b>5 Minutes</b>	

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

### **External Services**

## 74. BILLING OF SERVICE PROVIDER

**Brief Description:** Preparation of Request for Payment, Preparation and processing of Disbursement Voucher, Preparation, and Release of check for Billing of Service Provider for corporate and terminal offices

<b>Office or Division:</b>	Terminal Administration – T1, T2, and T3			
<b>Classification:</b>	Highly Technical			
<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>	
1. Billing Statement 2. Contract Cost Computation 3. Summary of Human Resource 4. Daily Deployment Forms 5. Payroll Report 6. Certified True Copy of Original Receipt from SSS, Pag-Ibig and PhilHealth 7. Affidavit / Sworn Statement			Service Provider	
<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 statement with required documents to the General Services Section.	1.1. Accept and record the documents based on the required checklist. Forward the documents to the Terminal Admin.	None	5 Minutes	GSS Head Terminal Administration T1, T2, and T3
	1.2. Check and Review submitted documents against TOR requirements; a. Billing Statement b. Contract Cost Computation c. Summary of Human Resource d. Daily Deployment Forms e. Payroll Report f. Certified True Copy of	None	1 Day	Chief Terminal Administration Terminal Administration T1, T2, and T3

	Original Receipt from SSS, Pag-Ibig and PhilHealth g. Affidavit / Sworn Statement			
	1.3. Prepare request for Payment, certificate of satisfactory performance.	None	30 Minutes	<i>Chief Terminal Administration Terminal Administration T1, T2, and T3</i>
	1.4. Affix signature on Request for Payment and Certificate of Satisfactory Performance and forward to Assistant Terminal Manager Office	None	30 Minutes	<i>Chief Terminal Administration Terminal Administration T1, T2, and T3</i>
	1.5. Verify documents and affix initial on Request for Payment and Certificate of Satisfactory Performance and forward to Terminal Manager Office	None	1 Hour	<i>Assistant Terminal Manager Assistant Terminal Manager Office T1, T2, and T3</i>
	1.6. Verify documents and affix signature on Request for Payment and Certificate of Satisfactory Performance. Forward request for Payment and Billing Documents to the Terminal Administration Office for proper recording and photocopying.	None	1 Hour	<i>Terminal Manager Terminal Manager Office T1, T2, and T3</i>
	1.7. Forward request for payment and	None	30 Minutes	<i>Chief Terminal Administration Terminal</i>

	Billing Documents to Accounting Division			Administration T1, T2, and T3
	1.8. Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: a. Record the RFP b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order	None	1 Hour	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division  <i>Accounting Processor</i> Accounting Division
	1.9. Perform the following tasks:  a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the tax, if applicable e. Prepare DV f. Forward DV to the end-user for signature of Box A.	None	1 Day	<i>Sr. Corporate Accounts Analyst</i> Accounting Division  <i>Sr. Accounting Processor</i> Accounting Division  <i>Corporate Accounts Analyst</i> Accounting Division
	1.10. Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	1.11. Received DV from Accounting Division and Perform the	None	1 Day	<i>Statistician</i> Budget Division  <i>Corporate Budget</i>

	following action:			<i>Assistant Budget Division</i>
	a. Verify the DV with the approved budget			<i>Corporate Budget Analyst Budget Division</i>
	b. Review and Affix initial in the DV	None		<i>Corporate Budget Specialist Budget Division</i>
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC Budget Division</i>
	1.12. Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of box B of DV	None	6 Hours	<i>Sr. Corporate Accounts Analyst Accounting Division</i>  <i>Corporate Accounts Analyst Accounting Division</i>  <i>Accounting Processor Accounting Division</i>
	1.13. a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents bases on the checklist	None	4 Hours	<i>Accounting Processor Accounting Division</i>  <i>Corporate Account Analyst Accounting Division</i>  <i>Sr. Corporate Accountant B Accounting Division</i>
	1.14. Verify and sign Box B of DV	None	3 Hours	<i>Manager /OIC Accounting Division</i>
	1.15. Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>  <i>Corporate Accounts Analyst</i>

				Accounting Division  <i>Accounting Processor</i> Accounting Division
	1.16. Receive voucher from accounting and verify cash position	None	1 Hour	<i>Collection Representative B</i> Cashiering Division
	1.17. Prepare check	None	1 Hour	<i>Collection Representative B</i> Cashiering Division  <i>Cashier A</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
	1.18. Review prepared check and affix initial in check voucher	None	1 Hour	<i>Head Cashier</i> Cashiering Division
	1.19. Review and sign check register, affix initial in the voucher and sign check	None	2 Hours	<i>Manager/OIC</i> Cashiering Division
	1.20. a. Receive check and DV from Cashiering Division b. For checks below 100,000.00. Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.24	None	2 Hours	<i>Secretary</i> Finance Department  <i>Finance Officer</i> Finance Department  <i>Manager/OIC</i> Finance Department



	<p>1.21. For checks amounting to 100,001 – 500,000:</p> <p>a. Forward to Finance Officer for Review of check, DV and its supporting documents</p> <p>b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher</p> <p>c. Forward to the AGMFA. For signature on the check and DV.</p> <p>d. Proceed to step 1.24</p>	None	3 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> <i>AGMFA</i> AGMFA Office</p>
	<p>1.22. For checks amounting to 500,001 – 1,000,000:</p> <p>a. Forward to OIC/Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to OAGMFA to affix initial on the DV and signature on the check.</p> <p>c. Forward to SAGM to</p>	None	4 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> <i>AGMFA</i> AGMFA Office</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p>

	<p>affix signature on the check and DV.</p> <p>d. Proceed to step 1.24</p>			
	<p>1.23. For checks above 1,000,000:</p> <p>a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV</p> <p>b. Forward to AGMFA to affix initial on the check and DV</p> <p>c. Forward to SAGM to affix signature on the check and initial on the DV</p> <p>d. Forward to GM to affix signature on the check and DV.</p>	None	5 Hours	<p><i>Secretary</i> Finance Department</p> <p><i>Finance Officer</i> Finance Department</p> <p><i>Manager/OIC</i> Finance Department</p> <p><i>Manager/OIC</i> AGMFA AGMFA Office</p> <p><i>Senior Assistant General Manager</i> SAGM Office</p> <p><i>General Manager</i> General Manager Office</p>
	1.24. Receive signed / approved checks from Finance Department/ AGMFA/SAGM/ GM Office	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p>
	1.25. Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	<p><i>Collection Representative B</i> Cashiering Division</p> <p><i>Cashier A</i> Cashiering Division</p> <p><i>Cashier C</i> Cashiering Division</p>

2. Receive advice and proceed to Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to client and records in the logbook for acknowledgment of client	None	5 Minutes	<i>Collection Representative B</i> Cashiering Division  <i>Cashier C</i> Cashiering Division
<b>Total</b>		<b>None</b>	<b>8 Days 2 Hours and 35 Minutes</b>	

## 75. UTILIZATION OF MIAA LEARNING AND DEVELOPMENT ROOM IN TERMINAL 3

**Brief Description:** Process in availing the use of MIAA Learning and Development Room

<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 /Government Agency			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request for use of Training Room thru personal application or email			Applicant	
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 request to the Terminal Manager via hard copy or thru email.	1.1. Receive letter request and forward to Terminal Administration office to check the availability of the area	None	5 Minutes	<i>Terminal Manager</i> Terminal Manager Office
	1.2. Inform the client on the availability of the facility thru phone or email	None	3 Minutes	<i>Head – Administrative Section</i> Terminal Administration T3
2. Fill-out the Application Form and submit to Terminal Administration office	2.1. Receive duly accomplished application form and forward to Terminal Administration Head for recommendation of approval by	None	5 Minutes	<i>Chief Terminal Administration</i> Terminal Administration T3

	Terminal Manager			
	2.2. Receive and approve the application form and return to Terminal Administration office.	None	1 Day	<i>Terminal Manager</i> Terminal Manager Office
	2.3. Accept approved application form, advise requestee and prepare order of payment	None	5 Minutes	<i>Assistant Head Administrative Section</i> Terminal Administration T3
3. Receive advice and proceed to Terminal Administration office to pick up order of payment	3. Release order of payment	None	5 Minutes (Paused clock)	<i>Assistant Head Administrative Section</i> Terminal Administration T3
4. Proceed to Collection Section T3 for payment and accept official receipt	4. Receive payment and issue official receipt	None	5 Minutes (Paused clock)	<i>Collection Representative</i> Collection Services T3
5. Proceed to the Terminal Administration Office, and present official receipt for duplication	5.1. Photocopy the issued official receipt and attach to the approved form. Return the issued Official Receipt to requestee.	None	10 Minutes	<i>Assistant Head Administrative Section</i> Terminal Administration T3
	5.2. Issue Client Satisfaction Measurement (CSM) form or advise client to scan QR Code for this purpose.	None		<i>Assistant Head Administrative Section</i> Terminal Administration conT3
<b>Total</b>		<b>Refer to the schedule of Fees and Charges below</b>	<b>1 Day and 38 Minutes</b>	

<b>FEES TO BE PAID</b>	
a. MLDR	<b>Php 2, 000.00day / Php 200.00 per hour inn excess of one day and fraction thereof + 12% E-VAT</b>
b. Equipment: Computer with LCD Projector	<b>Php 400.00 / day +12% VAT</b>
Sound System	<b>Php 200.00 / day +12% VAT</b>

Note: Free of charge (FOC) shall be subject to the approval of the General Manager

## 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>Target timelines in resolving complaints are classified into three (3) levels:</p> <table><tr><th>Level</th><th>Type of Feedback</th><th>Processing Time</th></tr><tr><td>1</td><td>Simple (Requires ministerial actions of the OPRS, or that which presents only inconsequential issues for the resolution)</td><td>3 Working Days</td></tr><tr><td>2</td><td>Complex (Necessitates evaluation in the resolution of complicated issues by the OPR)</td><td>7 Working Days</td></tr><tr><td>3</td><td>Highly Technical (Requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation)</td><td>20 Working Days</td></tr></table> <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>	Level	Type of Feedback	Processing Time	1	Simple (Requires ministerial actions of the OPRS, or that which presents only inconsequential issues for the resolution)	3 Working Days	2	Complex (Necessitates evaluation in the resolution of complicated issues by the OPR)	7 Working Days	3	Highly Technical (Requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation)	20 Working Days
Level	Type of Feedback	Processing Time											
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3	Highly Technical (Requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation)	20 Working Days											
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



OFFICE	ADDRESS	CONTACT INFORMATION
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
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

OFFICE	ADDRESS	CONTACT INFORMATION
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
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