

**ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE**

1. **NAME OF DEPARTMENT/ AGENCY/ LGU:** MANILA INTERNATIONAL AIRPORT AUTHORITY
2. **SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON MARCH 31, 2022:** [] Yes    [] No
3. **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/ Amends
1. Contract Preparation Through Procurement Process	<b>RA 9184</b> Handbook on Philippine Government Procurement	<b>Section 37 to 42</b> a. Notice and Executive of Award b. Period of Action on Procurement Activities c. Performing Security d. Failure to Enter into Contract and Post Performance Security e. Reservation Clause	N/A		N/A
2. Approval of Notice of Conditional Award (NOCA) / Notice of Award (NOA) / Lease and Concessions Contract	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 35 s. 1999</b> Policies and Guidelines Governing Concessions Management  <b>Mc No. 40 s. 1999</b> Policies and Procedures Governing Business and Real Estate Investment and Development	September 21, 1999  January 1, 2000	N/A
3. Issuance of Airport Parking Car Sticker (Employee’s Parking Car Sticker)	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC no. 27 s. 2019</b> Guideline in the Privilege of Utilizing the Employees Car Parking Areas at NAIA Terminals 1, 2, 3 & 4	January 1, 2020	N/A
4. Approval Accreditation of New Applicants for Individual Customs Brokers, Customs Brokerage Companies/ Corporations	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 06 s. 2007</b> Accreditation for Individual Customs Brokers, Customs Brokerage Companies/Corporations and	April 10, 2007	

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	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/ Amends
and Cargo/Freight forwarders at the Airport			Cargo/Freight forwarders at the Airport		
5. Approval of Accreditation of New Applicants for Security	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 04 s. 2011</b> Accreditation of Security Agencies for Operation of the Airport Complex	March 22, 2011	
6. Approval of Accreditation of New Applicants for Business Entities Operating at the Airport Complex and Servicing MIAA Concessionaires	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 07 s. 2002</b> Accreditation of Business Entities Operating at the Airport Complex	February 27, 2002	
7. Issuance of Account Clearance	N/A	N/A	<b>MC no. 26 s. 2000</b> Policies and Guidelines Governing Accounting	July 15, 2000	N/A
8. Issuance of MIAA Exemption Certificate (MEC) To Locally-Recognized Exempted Passengers	a. RA 8042 Migrant Workers and Overseas Filipino Workers b. Executive Order No. 903 c. Item a and b Administrative No 1 Series of 2000 (Exemption of OFW & NCMF) d. MOU between Philippine Sports Commission and Manila International Airport Authority (MIAA)	1. Section 35 of RA 8042 Migrant Workers and Overseas Filipino Workers 2. Section 5 K Executive Order No. 903 3. Item a and b Section 13 Part III of Administrative No 1 Series of 2000 (Exemption of OFW & NCMF)	<b>MC No. 8 s. 2014</b> PSC Integration <b>MC No. 6s. 2017</b> Implementing Guidelines of Passenger Service Charge (PSC) Honoring Exemption at the Point of Sale of Airline Ticket	April 30, 2017	MC No. 8 Series of 2014 PSC Integration

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	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/ Amends
9. Over the Counter Payment	<b>E.O 903</b> Section 4 Letter K  <b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	Section 5 K of Executive Order No 903  Part 111 to IV of MIAA Administrative Order No 1 Series of 2000	N/A		N/A
10. Refund of Passenger Service Charge (PSC)	<b>RA 8042</b> on Migrant Workers and Overseas Filipino Workers  Executive Order No. 903  MOU between Philippine Sports Commission and Manila International Airport Authority (MIAA)	Section 35 of RA 8042 on Migrant Workers and Overseas Filipino Workers  Section 5 K of Executive Order No. 903	Item a & b Section 13 Part III of Administrative No 1 Series of 2000 (Exemption of OFW & NCMF)  <b>MC No. 8 s. 2014</b> PSC Integration  <b>MC No. 6 s. 2017</b> Implementing Guidelines of PSC Integration		
11. Hiring of Outsourced Employees	N/A	N/A	<b>MC No. 9 s. 2020</b> Recruitment Policy for Outsourced Personnel	March 16, 2020	
12. Processing of Requests for Procurement of Goods and Services (Small Value Procurement/Shopping)	<b>R.A 9184</b> Handbook on Philippine Government Procurement	Section 21 2.1  Section 25	Advertising and Posting of the invitation to Bid/ Request for Expression of Interest  Submission and Receipt of Bids		N/A
13. Receiving, Inspection, Acceptance Of Goods And Services ( for Purchase Order (P.O) And Contract (Supply And Delivery)	Government Accounting Manual Vol. 1	N/A	<b>MC No. 29 series of 2000</b> Policies and Procedure Governing Property Management		N/A
14. Receiving, Inspection, Acceptance Of Goods And Services ( For Work Order [Supply And Delivery With Bulk Quantity] And Contract Supply )					
15. Preparation of Request For Payment For Service Rendered By Service Provider/Contractor	N/A	N/A	<b>MC No. 49 s. 1999</b> Policies and Procedures Governing General Services	January 1, 2000	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/ Amends
16. Application for Data Gathering / Survey / Interview / etc. as School Requirement	N/A	N/A	<b>MC No. 1 s. 2018</b> Revised Guidelines on Student On-The-Job Training at the Manila International Airport Authority	January 22, 2018	N/A
17. Application of School Accreditation for Student On-The-Job Training					
18. Application for Student On-The-Job Training					
19. Deployment of Approved Student Trainee					
20. Application for Use of MIAA Audio-Visual Learning and Development Room with Discount /Waiver	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 9-M s. 2016</b> Revised Guidelines on MIAA Learning Development Room	October 27, 2016	N/A
21. Application for Use of MIAA Audio-Visual Learning and Development Room with Fees					
22. Utilization of MIAA Learning and Development Room (ICT Training Room)	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 9-M s. 2016</b> Revised Guidelines on MIAA Learning Development Room	October 27, 2016	N/A
23. Issuance of Airside Driver's Permit (ADP)	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 19 s.2018</b> – Policy and Guidelines of Airside Driving and Vehicle Permit	July 24, 2018	N/A
24. Issuance of Airside Vehicle Permit (AVP)					N/A
25. Application For Meet and Assist Service	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 05 s. 2013</b> – Airport Courtesies and Accommodation	October 31, 2013	N/A
26. Application and Issuance of Special Permit for Movie, Television, Advertisement, Documentary Filming and Photography at the NAIA Complex	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 53 s. 1999</b> Issuance of Special Permit for Movie, Television, Advertisement or Documentary Filming/Photography at the NAIA Complex		<b>Board Resolution 2017-067</b> <i>Increased rate (adjustment) subject to existing rules and regulations (MC No. 53)</i>
27. Conduct of Client Activity					

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28. Issuance of MIAA Construction, Excavation, Renovation/Repair and Utility Service Permits	EO 903 Section 4 Letter K  Presidential Proclamation 2146	N/A	<b>MC No. 10 s. 2019</b> – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit		N/A
29. Approval of OB Card	E.O. No. 778 (Charter of MIA Authority dated March 1982 and E.O. No. 903 dated 21 July 1983)		<b>MC No. 14-H s. 2010</b> Guidelines on the Issuance of NAIA Identification Cards and Access Passes	December 21, 2010	
30. Approval for Vehicle Entry		<b>Sec 4.b E.O No. 903</b> as amended  <b>Sec 6.b of E.O. No. 903</b> as amended	<b>MC No. 19-A s. 2018</b> Policies and Guidelines of Airside Driving and Vehicle Permit		<b>ASP 6<sup>th</sup> Edition s. 2019:</b>  <b>Sec 3.3 of Part III:</b> Airside and Landside Perimeter Protection and Access Control
31. Approval for Visitors Pass		N/A	<b>MC No. 12 s. 2007</b> Policies Governing Fees and Charges on Visitor Pass		N/A
32. Request for Issuance of Police Report	<b>Executive Order No. 903</b>	N/A	N/A		N/A
33. Filing of Complaint for Administrative Charges	EO 903 Section 4 Letter K	N/A	<b>MC No. 12 S. 2015</b> Guidelines and Procedures in the Investigation Of Administrative Case		N/A
34. Filing of Complaint for Criminal Charges					
35. Request for Issuance of Certificate of Detention of PIID	<b>RA 10173</b> (Data Privacy Act of 2012)	N/A	N/A		N/A
36. Request for Issuance of Certification for Lost Item/s	<b>RA 10173</b> (Data Privacy Act of 2012)	N/A	N/A		N/A
37. Request for Issuance of Police Report	<b>RA 10173</b> (Data Privacy Act of 2012)	N/A	N/A		N/A
38. Request and Claims of Safeguarded Lost and Found Items	<b>EO 903</b> Section 4 Letter K	N/A	<b>MC 7-M s. of 2010</b> Lost and Found Items Policies and Procedure	2010	N/A

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39. Issuance of Visitor Stick-on Pass (Well-Wishers)	<b>EO 903</b> Section 4 Letter K  <b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No.12, S. 2007</b> Policies Governing Fees and Charges for Visitor Stick-On Pass  <b>MC No. 14 s. 2010</b> – Policies and Guidelines the issuance the use of the MIAA Identification Card and Access Pass	July 1, 2007	N/A
40. Approval for CCTV Viewing Request	EO 903 Section 4 Letter K	N/A	<b>MC No. 5. S. 2016</b> Guidelines and Procedures on the Management of Closed Circuit Television – Security Control Rooms (CCTV-SCR) at NAIA	May 24, 2016	N/A
41. Approval for the extraction of CCTV Footage					
42. Approval of Terminal Ingress/Egress Declaration	EO 903 Section 4 Letter K	<b>ASP 6th Edition s. 2019</b>  <b>Chapter 3.3.8</b> Access Control Measures	N/A		N/A
43. Approval of Terminal Facilities Slot Clearance	EO 903 Section 4 Letter K	N/A	<b>MC No. 7 s. 2017</b> Revised Guidelines on No Airport Slot Clearance No Operation (NANOPS)	April 6, 2017	N/A
44. Billing of Service Provider T1, T2 and T3	EO 903 Section 4 Letter K	N/A	<b>MC No. 49 s. 1999</b> Policies and Procedures Governing General Services	January 1, 2000	N/A
45. Utilization of Learning and Development Room and Function Hall	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	N/A	<b>MC No. 9-M s. 2016</b> Revised Guidelines on MIAA Learning Development Room	October 27, 2016	N/A

**ELENITA M. FERNANDO**

Chairperson  
CART – MIAA

#### 4. SERVICE INFORMATION PER GOVERNMENT SERVICE

##### A. LEGAL OFFICE

<b>GOVERNMENT SERVICE: CONTRACT PREPARATION THROUGH PROCUREMENT PROCESS</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Approved RIS, TOR, BOQ, BOM, Plan, ABC 2. Complete Bid Documents (with attachments) a. Original Technical Documents of LCRB/HRRB or DCRB / SRRB b. Original Financial Documents of LCRB/HRBB or SCR/ 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 / Approves Memo to GM (for projects within the delineated authority) Notice of Award	AO no. 1 s. 2000 Administrative Order for Fees and Charges	1. Secure copy of contract with instructions to sign and return within three (3) days. Representative/s must present letter of authorization.  2. Post required Performance Bond	1. RA 9184 Handbook on Philippine Government Procurement Section 37 to 42 a. Notice and Executive of Award b. Period of Action on Procurement Activities c. Performing Security d. Failure to Enter into Contract and Post Performance Security e. Reservation Clause	20 Days	N/A
<b>Total</b>				<b>20 Days</b>	

**B. CONCESSION MANAGEMENT DIVISION**

<b>GOVERNMENT SERVICE: APPROVAL OF NOTICE OF CONDITIONAL AWARD (NOCA) / NOTICE OF AWARD (NOA) / LEASE AND CONCESSIONS CONTRACT</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<ol style="list-style-type: none"> <li>1. Letter to General Manager</li> <li>2. Company Profile</li> <li>3. Latest General Information Sheet (Updated)</li> <li>4. Registration Certificate</li> <li>5. Articles of Incorporation and By-Laws</li> <li>6. SSS Clearance</li> <li>7. DOLE Clearance</li> <li>8. Current and Valid Mayor's/Business Permit from Pasay City</li> <li>9. Sanitary Permit from the Bureau of Quarantine (food)</li> <li>7. Certificate of Registration from BIR</li> <li>8. Latest Income and Business Tax Returns duly stamped and received by the BIR with Audited Financial Statements</li> <li>9. Valid Tax Clearance from the BIR</li> <li>10. Certification under oath, from the responsible officer of the applicant that it is free and clear of tax liabilities to the government (duly notarized).</li> <li>11. 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).</li> </ol>	<p>AO No. 1 S. 2000 Administrative Order for Fees and Charges</p>	<ol style="list-style-type: none"> <li>1. Present copy of acknowledgment receipt of letter for follow up</li> <li>2. Submit of NOA/NOCA to BDCMD with transmittal letter</li> <li>3. Release of approved NOA/NOCA</li> <li>4. Submit complete documentary requirements</li> <li>5. Pick-up contract for signature of authorized signatory and return within fifteen (15) days or earlier upon receipt of the contract</li> <li>6. Return signed contract with transmittal letter</li> <li>7. Pick-Up signed contract</li> </ol>	<p>MC No. 35 S. 1999 – Policies and Guidelines Governing Concessions Management</p> <p>MC No. 40 S. 1999 – Policies and Procedures Governing Business and Real Estate Investment and Development</p>	<p>6 Days, 6 Hours and 40 Minutes</p>	<p>N/A</p>



<p>12. Certification from responsible officer of the applicant that the list of personnel under their employment has been background checked. (duly notarized)</p> <p>13. Certification under oath that each of the documents submitted in satisfaction of the MIAA requirements is an authentic and original copy, or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and information provided therein are true and correct (duly notarized)</p>					
<b>Total</b>				<b>6 Days, 6 Hours and 40 Minutes</b>	

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF AIRPORT PARKING CAR STICKER (EMPLOYEES' PARKING CAR STICKER)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<p>1. Documentary Requirements:</p> <p>a. Application Form</p> <p>b. LTO Certificate of Registration (CR) of Vehicles</p> <p>c. LTO Official Receipt (OR) of Vehicles</p> <p>2. Official Receipt</p>	<p>AO No. 1 S. 2000 Administrative Order for Fees and Charges</p>	<p>1. Submit a duly accomplished application form with photo, endorsed by superior and appended with vehicle OR and CR</p> <p>2. Proceed to Collection Division to pay parking fees</p> <p>3. Provide CMD copy of OR as proof of payment</p> <p>4. Receive processed parking car sticker</p>	<p>MC No. 27 S. 2019 – Guidelines in the Privilege of Utilizing the Employees Car Parking Areas at NAIA Terminals 1, 2, 3 and 4</p>	<p>1 Hour</p>	<p>Php 56.00 + corresponding fees</p> <p>a. Transport Group and Other Concessionaires</p> <ul style="list-style-type: none"> <li>• Sedan/Van and other 4-wheel vehicle Php 700.00</li> <li>• Damage / Lost Card Php 500.00</li> </ul> <p>a. Employees Parking</p> <ul style="list-style-type: none"> <li>• Sedan Van/ and other 4 wheel vehicle Php 350.00</li> <li>• Motorcycle Php 100.00</li> <li>• Damage/Lost Card Php 500.00</li> </ul> <p>*Inclusive of 12% EVAT</p>
<b>Total</b>				<b>1 Hour</b>	

**GOVERNMENT SERVICE: APPROVAL ACCREDITATION OF NEW/APPLICANTS FOR INDIVIDUAL CUSTOMS BROKERS, CUSTOMS BROKERAGE COMPANIES/ CORPORATIONS AND CARGO/ FREIGHT FORWARDERS AT THE AIRPORT**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p><b>PROFESSIONAL CUSTOMS BROKER</b></p> <p>a. Accomplished application form (downloadable at the website and to be sent via email)</p> <p>b. Company profile</p> <p>c. Valid Professional License (PRC)</p> <p>d. Professional Tax Receipt (PTR)</p> <p>e. Brokers Certificate</p> <p>f. Customs Broker License or Clearance from the Bureau of Customs (BOC) of the preceding year</p> <p>g. VAT (Value Added Tax) Registration</p> <p>h. Latest Income Tax Return (ITR) duly received by the BIR</p> <p>i. Tax Clearance from the BIR to prove full and timely payment</p> <p>j. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients</p> <p><b>CUSTOMS BROKERAGE (Company/Corporation)</b></p> <p>a. Accomplished application form (downloadable at the website and to be sent via email)</p> <p>b. Company profile</p>	<p>AO no. 1 s. 2000 Administrative Order for Fees and Charges</p>	<p>1. Submits an application letter with complete documentary requirements at MIAA Central receiving office</p> <p>2. Receives and acknowledges the Accreditation Certificate from TCD for signature</p>	<p>MC no. 05 s. 2022– Accreditation for Individual Customs Brokers, Customs Brokerage Companies/Corporations and Cargo/Freight forwarders at the Airport</p>	<p>1 Hour and 50 Minutes</p>	<p>N/A</p>

<p>c. Valid Professional License (PRC)</p> <p>d. Professional Tax Receipt (PTR)</p> <p>e. Customs Brokerage Permit or Clearance from the BOC of the current year</p> <p>f. Mayor's Permit and Business Permit</p> <p>g. VAT (Value Added Tax) registration</p> <p>h. BIR Registration</p> <p>i. Latest Income Tax Return (ITR) duly received by the BIR</p> <p>j. Tax Clearance from the BIR to prove full and timely payment of taxes</p> <p>k. Audited Financial Statement of the preceding year</p> <p>l. Board Resolution / Secretary's Certificate indicating the following facts:</p> <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> <p>m. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); Certificate of Compliance (Cooperative)</p> <p>n. List of representatives with personal details,</p>					
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photos and specimen signatures; if no representatives, submit affidavit of no representative/s

- o. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients

**FREIGHT FORWARDER**

- a. Accomplished application form (downloadable at the website and to be sent via email)
- b. Company profile
- c. Mayor's Permit and Business Permit
- d. VAT (Value Added Tax) Registration
- e. BIR Registration
- f. Latest Income Tax Return (ITR) duly received by the BIR
- g. Tax Clearance from the BIR to prove full and timely payment of taxes
- h. Audited Financial Statement of the preceding year
- i. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); Certificate of Compliance (Cooperative)
- j. Certificate of Registration from the LTO of the Delivery vehicle together with the Official Receipts

<p>k. Insurance Policies of delivery Vehicle Together with the Official Receipt of Premium Payment</p> <p>l. List of representatives with personal details, photos and specimen signatures; if no representatives, submit affidavit of no representative/s</p> <p>m. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients</p>					
<b>Total</b>				<b>1 Hour and 50 Minutes</b>	

<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> <li>1. Submits the signed Accreditation Certificate to the Central Receiving Office</li> <li>2. Receives Order of Payment Slip from TCD and proceeds to Collection Division for payment</li> <li>3. Returns to TCD to present the proof of payment and claim the Accreditation Certificate</li> </ol>	MC no. 05 s. 2022– Accreditation for Individual Customs Brokers, Customs Brokerage Companies/Corporations and Cargo/Freight forwarders at the Airport	1 Day, 7 Hours and 20 Minutes	<p><b>Application Fee – Php 100.00</b>  Accreditation Fee for the following categories:</p> <ol style="list-style-type: none"> <li>a. Professional Customs Brokers – Php 200.00/month/license</li> <li>b. Custom Brokerage Company/Corporation – Php 500.00/ month</li> <li>c. Cargo/Freight Forwarders Company/Corporation – Php 500.00/ month</li> <li>d. Customs Brokerage and Freight Forwarding Company/Corporation – Php 500.00/ month</li> </ol> <p>Vehicle Sticker – Php 700.00/vehicle/year  Temporary Vehicle Sticker for Unaccredited Individuals,</p>

				Brokers, Freight Forwarders – Php 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 – Php 50.00/day (Inclusive of 12% R-VAT) Fines for reinstatement – Php 1,000.00  All Fees are Exclusive of 12% R-VAT Except for Temporary Pass and Additional Access Pass
<b>Total</b>				<b>1 Day, 7 Hours and 20 Minutes</b>

**GOVERNMENT SERVICE: APPROVAL ACCREDITATION OF NEW APPLICANTS FOR SECURITY**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<b>Documentary Requirements:</b> a. Application for Accreditation two (2) copies b. Company Profile c. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship; Articles of Partnership (Partnership); d. By-laws/Agreement	AO no. 1 s. 2000 Administrative Order for Fees and Charges	1. Submits an application letter with complete documentary requirements at MIAA Central receiving office	MC No. 04 s. 2011 Accreditation of Security Agencies for Operation of the Airport Complex	7 Hours and 40 Minutes	

<ul style="list-style-type: none"> <li>e. Contract with Airport – based business</li> <li>f. Mayor’s Permit</li> <li>g. License to operate from Philippine National Police Supervisory Office of Security and Investigation Agency (PNP-SOSIA)</li> <li>h. Membership Certificate with Philippine Association of Detective and Protective Agency Operators, Incorporated (PAD/PAO)</li> <li>i. List of clients with complete addresses and contact details</li> <li>j. Certified true copy of audited financial statement, duly stamped and received by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing, among others, applicant’s total and current assets and liabilities.</li> <li>k. 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</li> <li>l. Certified true copy of the current and valid Value Added Tax (VAT) Registration Certificate</li> <li>m. Tax Clearance from BIR to prove full and timely payment of taxes</li> <li>n. List of Security personnel indicating the actual</li> </ul>					
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<p>strength of security guards of the Security Agency</p> <p>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</p> <p>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 an OTS or OTS accredited aviation and/or security training school</p> <p>q. Additional Requirements for Accreditation Key Officers of Security Agencies contracted by the Airlines, and other Concessionaires/Tenants for posting at the Landside and/or Airside area of the Airport must submit a Certificate of Completion of Aviation Security Management Course or any related Aviation Management Course from OTS or OTS accredited aviation security training school</p>					
<b>Total</b>				<b>7 Hours and 40 Minutes</b>	



SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	1. Submits the required original documents for validation 2. Receives the Accreditation Certificate from TCD for signature	MC No. 04 s. 2011 Accreditation of Security Agencies for Operation of the Airport Complex	1 Day, 1 Hour and 40 Minutes	
<b>Total</b>				<b>1 Day, 1 Hour and 40 Minutes</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	1. Submits the signed Accreditation Certificate to the Central Receiving office 2. Receives order of payment slip and proceed to Collection Division for payment 3. Returns to TCD to present the proof of payment and claim the Accreditation Certificate	MC No. 04 s. 2011 Accreditation of Security Agencies for Operation of the Airport Complex	1 Day, 7 Hours and 15 Minutes	Accreditation Fee – Php 6,993.24 / quarter / area (exclusive of RVAT) Processing Fee – Php 1,000.00 Reinstatement Fee – Php 1,000.00
<b>Total</b>				<b>1 Day, 7 Hours and 15 Minutes</b>	

GOVERNMENT SERVICE: <u>APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR BUSINESS ENTITIES OPERATING AT THE AIRPORT COMPLEX AND SERVICING MIAA CONCESSIONAIRES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<b>VARIOUS ENTITIES WHO ARE DOING BUSINESS AT THE</b>	AO no. 1 s. 2000 Administrative Order for Fees and Charges	1. Submits an application letter with complete documentary requirements at MIAA Central receiving office	MC No. 07 s. 2002 Accreditation of Business	1 Hour and 45 Minutes	

<p><b>NAIA COMPLEX AND SERVICING CONCESSIONAIRES</b> (i.e., Suppliers, Manpower Services, GSA, On-board Courier, etc.)</p> <p>a. Duly accomplished application form  b. Company profile  c. Certificate of Registration with the Securities &amp; Exchange Commission (SEC), Articles of Incorporation and By-Laws (if created under the Philippines Corporation Law)  d. Certificate of registration with the DTI (for Single Proprietorship or Partnership)  e. Agreement of Contract with Airport – based businesses  f. MIAA Accounting Clearance (for Renewal of Accreditation and Change of Ownership of the Company/Entity)</p> <p><b>Additional Requirements</b>  <u>On Board Courier Service and Delayed / Unaccompanied / Mishandled Luggage / Baggage</u>  a. License to Operate from the Bureau of Customs (BOC)</p>		<p>2. Receives and acknowledges the Accreditation Certificate from TCD for signature</p>	<p>Entities Operating at the Airport Complex</p>		
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<p>b. Personnel complement <u>Private Operators and Users of NAIA Aircraft Movement Areas and Other Airside Facilities</u></p> <p>a. Valid CAAP Certificate of Registration</p> <p>b. CAAP License to Operate a Helicopter Charter Service</p> <p><u>Transport utility hotels travel agencies and airlines</u></p> <p>a. Franchise from the Land Transportation and Franchising Regulatory Board (LTFRB)</p> <p>b. Certificate of Registration and Official Receipt of current year's registration. In case of mortgaged vehicle, copy of chattel mortgage or bank certificate</p> <p>c. Valid contract with hotel or travel agency vehicles indicating the number of units to be deployed</p> <p>d. Certificate of Accreditation from the DOT</p>					
<b>Total</b>				<b>1 Hour and 45 Minutes</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> <li>Submits the signed Accreditation Certificate to the Central Receiving Office</li> <li>Receives Order of Payment Slip from TCD and proceeds to Collection Division for payment</li> <li>Returns to TCD to present the proof of payment and claim the Accreditation Certificate</li> </ol>	MC No. 07 s. 2002 Accreditation of Business Entities Operating at the Airport Complex	1 Day, 7 Hours and 12 Minutes	<ol style="list-style-type: none"> <li>Professional Customs Brokers – Php 200.00/mo./license</li> <li>Custom Brokerage Co./Corporation – Php 500.00/ month</li> <li>Cargo/Freight Forwarders Company/Corporation – Php 500.00/ month</li> <li>Customs Brokerage and Freight Forwarding Company/Corporation – Php 500.00/ month</li> </ol> Vehicle Sticker – Php 200.00/vehicle/year Temporary Vehicle Pass – Php 30.00/vehicle/day Additional Access Pass – Php 20.00/pass/mo. Fines for reinstatement  ALL FEES ARE EXCLUSIVE OF 12% EVAT
<b>Total</b>				<b>1 Day, 7 Hours and 12 Minutes</b>	

**C. ACCOUNTING DIVISION**

GOVERNMENT SERVICE: <u>ISSUANCE OF ACCOUNT CLEARANCE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
4. Written Request or Accomplished Account Clearance Request Slip	N/A	<ol style="list-style-type: none"> <li>Submit a letter request for issuance of account clearance or sends a request thru email (miaa.acctg@ gmail.com)</li> <li>Follow – up the status of the Account Clearance thru email or at telephone number 8877 – 1109 local 3185</li> </ol>	MC No. 26 S. 2000 - Policies and Guidelines Governing Accounting	1 Day and 50 Minutes	Php 112.00

		<ol style="list-style-type: none"> <li>3. On the date of the release of the account clearance, secures the Order of Payment slip from Accounting Division</li> <li>4. Present the Order of Payment slip and pays the corresponding fee at the collection office</li> <li>5. Present the official receipt to the Accounting Personnel</li> <li>6. Present/ submit the account clearance to the concerned office/s indicating the control number</li> </ol>			
<b>Total</b>				<b>1 Day and 50 Minutes</b>	<b>Php 112.00</b>

**D. COLLECTION DIVISION**

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF MIAA EXEMPTION CERTIFICATE (MEC) TO LOCALLY- RECOGNIZED EXEMPTED PASSENGERS</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter request for Passenger Service Charge (PSC) exemption	EO 903 Section 4 Letter K  AO No. 1 S. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> <li>1. Submit letter request to General Manager Office 4<sup>th</sup> Floor MIAA Admin Building</li> <li>2. Pick-up signed MIAA Exemption Certificate</li> </ol>	<ol style="list-style-type: none"> <li>1. Section 35 of RA 8042 Migrant Workers and Overseas Filipino Workers</li> <li>2. Section 5 K Executive Order No. 903</li> <li>3. Item a and b Section 13 Part III of Administrative No 1 Series of 2000 (Exemption of OFW &amp; NCMF)</li> <li>4. MOU between Philippine Sports Commission and Manila International Airport Authority (MIAA)</li> </ol>	2 Days and 3 Hours	N/A

			5. MC No. 8 Series of 2014 PSC Integration 6. MC No. 6 Series of 2017 Implementing Guidelines of PSC Integration		
<b>Total</b>				<b>2 Days and 3 Hours</b>	

<b>GOVERNMENT SERVICE: <u>OVER THE COUNTER PAYMENT</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Order of Payment 2. MIAA Billing 3. International and Domestic Passenger Service Charge (IPSC / DPSC) Remittance Report 4. BIR Form 2307 (if payment is net of tax)	1. 903 Section 4 Letter K 2. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Present any of the following: a. Order of Payment b. MIAA Billing c. IPSC or DPSC Remittance report  2. Pay appropriate fees a. Cash b. Check c. Submit BIR Form 2307 if payment is net of tax	1. Section 5 K of Executive Order No 903 2. Part 111 to IV of MIAA Administrative Order No 1 Series of 2000	7 Minutes	N/A
<b>Total</b>				<b>7 Minutes</b>	

<b>GOVERNMENT SERVICE: <u>REFUND OF PASSENGER SERVICE CHARGE</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Duly accomplished Refund Declaration Form 2. Passenger ticket / Itinerary Receipt / Invoice showing payment of "LI" International 3. Original copy of Exemption Certificate 4. Photocopy of boarding pass	1. EO 903 Section 4 Letter K 2. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit complete documents for refund of PSC 2. Acknowledge receipt of PSC refund	1. Section 35 of RA 8042 on Migrant Workers and Overseas Filipino Workers 2. Section 5 K of Executive Order No. 903 3. Item a and b Section III of	8 Minutes	N/A

<p>5. If boarding pass is not available:</p> <p>a. Photocopy of passport showing the name and date of departure</p> <p>b. Certificate from Air Carrier that the claimant was their passenger, including date and flight no.</p> <p>6. If through representative, Valid government issued ID with photograph and;</p> <p>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</p> <p><b>Check Pay-out</b></p> <p>8. Summary of PSC refund</p> <p>9. Request for payment to MIAA Accounting Division</p>			<p>Administrative No. 1 Series of 2000 (Exemption of OFW and NCMF)</p> <p>4. MOU between Philippine Sports Commission and Manila International Airport Authority</p> <p>5. MC No. 8 Series of 2014 – PSC Integration</p> <p>6. MC No. 6 Series of 2017 – Implementing Guidelines of PSC Integration</p>		
<b>Total</b>				<b>8 Minutes</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
N/A	N/A	3. Submit complete documents for refund of PSC	N/A	1 Day and 3 Minutes	
<b>Total</b>				<b>1 Day and 3 Minutes</b>	

**E. PERSONNEL DIVISION**

GOVERNMENT SERVICE: <u>HIRING OF OUTSOURCED EMPLOYEES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as	Legal Basis		

		indicated in the Citizen's Charter			
1. Personal Data Sheet 2. Resume 3. School Credentials - Transcript of Record / Diploma 4. Picture 5. NBI 6. Signature on the endorsement for examination to LSERVC 7. Signature on the endorsement slip for interview to the End-User 8. Signature on the letter to LSERVC, memorandum to the End-User and endorsement to ID/PCD for hiring	N/A	1. Submit all the requirements to the Recruitment Section Window 1 2. Accept the endorsement slip	MC No. 9 Series of 2020 – Recruitment Policy for Outsourced Personnel	2 Hours	N/A
<b>Total</b>				<b>2 Hours</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Examination result and referral letter from LSERVC/ service provider	N/A	1. Submits the examination result and referral letter from LSERVC/service provider. 2. Receives the interview/ assessment slip and applicant documents	MC No. 9 Series of 2020 – Recruitment Policy for Outsourced Personnel	1 Day	N/A
<b>Total</b>				<b>1 Day</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



1. Interview/assessment form to the End-User	N/A	<ol style="list-style-type: none"> <li>1. End-User submit the evaluated Interview/assessment form</li> <li>2. End-user receive the Memorandum for Applicant period of OJT</li> <li>3. IDPCD receive the request for issuance of daily pass of the trainee</li> <li>4. LSERVC/ service provider receives contacts of considered Applicant for OJT</li> <li>5. LSERVC/service provider receives the documents</li> </ol>	MC No. 9 Series of 2020 – Recruitment Policy for Outsourced Personnel	3 Days	N/A
<b>Total</b>				<b>3 Days</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Endorsement for on-duty pass	N/A	1. Report at the Personnel Div on the scheduled date of training	MC No. 9 Series of 2020 – Recruitment Policy for Outsourced Personnel	30 Minutes	N/A
2. Endorsement to the End-user		2. Receive copy of memorandum & request for daily pass			
		3. Proceed to assigned office			
<b>Total</b>				<b>30 Minutes</b>	

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Memorandum/ Evaluation Report from the End-User	N/A	<ol style="list-style-type: none"> <li>1. End User submits the memorandum/ evaluation report of their applicant/s OJT</li> <li>2. LSERVC/ service provider receives the letter</li> <li>3. The Human Resource Development Division receives the memorandum regarding</li> </ol>	MC No. 9 Series of 2020 – Recruitment Policy for Outsourced Personnel	7 Days	N/A

		<p>the conduct of MIAA basic orientation to the newly hired employees</p> <p>4. ID and Pass Control Division (IDPCD) receive the request for issuance of on duty pass of newly hired employees</p> <p>5. LSERVC/ service provider receives the documents</p>			
<b>Total</b>				<b>7 Days</b>	

<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Memorandum/Evaluation Report from the End-User	N/A	<p>1. Report at the personnel div on the scheduled date of assumption</p> <p>2. Newly hired employee receives a copy of the memorandum &amp; request for on duty pass</p> <p>3. Proceed to his/her assigned office.</p>	MC No. 9 Series of 2020 – Recruitment Policy for Outsourced Personnel	30 Minutes	N/A
<b>Total</b>				<b>30 Minutes</b>	

**F. PROCUREMENT DIVISION**

<b>GOVERNMENT SERVICE: PROCESSING OF REQUESTS FOR PROCUREMENT OF GOODS AND SERVICES (SMALL VALUE PROCUREMENT / SHOPPING)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Quotation from supplier	AO No. 1 S. 2000 Administrative Order for Fees and Charges	<p>1. Check PhilGEPS/MIAA Website/ Bulletin Boards</p> <p>2. Submit RFQ/Bid Proposal</p> <p>3. Receive letter and submit sample, if needed</p> <p><b>Unregistered Supplier/ Contractor</b></p> <p>4. Proceed to Procurement Division to fill up/submit:</p> <p>a. Application form with completed documentary requirement for registration</p> <p>b. Warranty Certificate</p> <p>c. Original Copy of RFQ detailed Quotations (if with labor)</p>	R.A 9184 Handbook on Philippine Government Procurement Section 21 2.1 – Advertising and Posting of the invitation to Bid/Request for Expression of Interest	<p>Existing Supplier/ Contractor 16 Days and 25 minutes</p> <p>Newly Registered Supplier/ Contractor 17 Days and 50 Minutes</p>	N/A

		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 7. Claim the approved Certificate of Registration <b>Registered Supplier Contractor</b> 8. Submit the following requirements: a. Warranty Certificate b. Original Copy of RDQ c. Detailed Quotations (if with labor) 9. Receive notification letter and proceed to Procurement Division to accept the approved PO/WO	Section 25 – Submission and Receipt of Bids		
<b>TOTAL</b>				<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>	

**G. PROPERTY MANAGEMENT DIVISION**

<b>GOVERNMENT SERVICE: RECEIVING, INSPECTION, ACCEPTANCE OF GOODS AND SERVICES (FOR PURCHASE ORDER (P.O) AND CONTRACT SUPPLY)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Original copy of the following documents: <b>1. Purchase Order (P.O)</b> For Supply and Delivery of Spare – Parts, Supplies, Materials and Equipment a. Purchase Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate <b>2. For Contract (Supply and Delivery)</b> For Supply and Delivery of Spare-Parts, Supplies, Materials,	Government Accounting Manual Vol. 1	1. Delivery of Spare-parts, Supplies, Materials and Equipment at the MIAA-PMD Warehouse	MC No. 29 S. 2000 – Policies and Procedure Governing Property Management	4 Days and 6 Hours	N/A

Equipment and Purchase of Vehicles a. Contract b. Delivery Receipt c. Sales Invoice d. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference) e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference)					
<b>TOTAL</b>				<b>4 Days and 6 Hours</b>	

<b>GOVERNMENT SERVICE: RECEIVING, INSPECTION, ACCEPTANCE OF GOODS AND SERVICES (FOR WORK ORDER [SUPPLY AND DELIEVERY WITH BULK QUANTITY] AND CONTRACT SUPPLY)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Original copy of the following documents: <b>1. For Work Order (W.O.)</b> Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation and Improvement a. Work Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Certificate of Completion f. Accomplishment Report	N/A	1. Delivery on site of Capital Expenditures (CAPEX)– (Construction, Services and Consultancy), Repair, Renovation and Improvement for; a) Work Order b) Contract c) Including Supply and Delivery thru Contract with Bulk Quantity	MC No. 29 S. 2000 – Policies and Procedure Governing Property Management	6 Days	N/A

<p>g. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)</p> <p><b>2. For Contract with Labor Component</b>  Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation and Improvement.</p> <p>a. Contract  b. Delivery Receipt  c. Sales Invoice  d. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference)  e. Notice to Proceed  f. Certificate of Completion  g. Accomplishment Report  h. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)</p>					
<b>TOTAL</b>				<b>6 Days</b>	

H. GENERAL SERVICES DIVISION

GOVERNMENT SERVICE: <u>PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/ CONTRACTOR</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Statement of Account 2. Affidavit/ Sworn Certification 3. Copy of Notice of Award (Initial Billing) 4. Copy of Signed Contract 5. Copy of Notice to Proceed (Initial Billing) 6. Copy of Wage Order from DOLE 7. Copy of Performance Bond 8. Copy of PAG-IBIG fund official receipt and contribution remittance report 9. Copy of Philhealth official receipt and contribution remittance report 10. Copy of SSS R-5 and remittance report 11. Copy of BIR deposit slip and remittance return income taxes 12. Delivery transmittal (Monthly, Quarterly and Annual) of Supplies 13. Monthly Manpower Deployment Schedule 14. Daily Time Cards 15. Payroll with signatures  <b>Trash Collection and Hauling Services</b> 16. Copy of Official Receipt of Fuel <ul style="list-style-type: none"> <li>• Gasoline of Pressure Washer</li> </ul>	N/A	1. Submit Requirements Complete	MC No. 49 S. 1999 – Policies and Procedures Governing General Services	2 Days 4 Hours and 49 Minutes	N/A

<ul style="list-style-type: none"> <li>• Diesel of Water Tanker</li> <li>• Diesel of Garbage Truck</li> </ul> 17. Hauling Service Reports 18. Attendance Sheet 19. Daily Deployment Sheet 20. Schedule of Hauling Activity					
<b>Total</b>				<b>2 Days 4 Hours and 49 Minutes</b>	

<b>GOVERNMENT SERVICE: <u>PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/ CONTRACTOR</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Statement of Account 2. Affidavit/ Sworn Certification 3. Copy of Notice of Award (Initial Billing) 4. Copy of Signed Contract 5. Copy of Notice to Proceed (Initial Billing) 6. Copy of Wage Order from DOLE 7. Copy of Performance Bond 8. Copy of PAG-IBIG fund official receipt and contribution remittance report 9. Copy of Philhealth official receipt and contribution remittance report 10. Copy of SSS R-5 and remittance report 11. Copy of BIR deposit slip and remittance return income taxes	N/A	1. Submit Complete Requirements	MC No. 49 S. 1999 – Policies and Procedures Governing General Services	2 Days 4 Hours and 49 Minutes	N/A

12. Delivery transmittal (Monthly, Quarterly and Annual) of Supplies					
13. Monthly Manpower Deployment Schedule					
14. Daily Time Cards					
15. Payroll with signatures					
<b>Pest Control Services</b>					
16. Copy of Official Receipt of Fuel <ul style="list-style-type: none"> <li>• Gasoline of ULV Machine</li> <li>• Gasoline of Frogging Machine</li> <li>• Diesel of Service Vehicle (if applicable)</li> </ul>					
17. Schedule of Pest Control Activity					
18. GPC Service Reports					
19. Daily Deployment Sheet					
<b>Total</b>				<b>2 Days 4 Hours and 49 Minutes</b>	

<b>GOVERNMENT SERVICE: PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/ CONTRACTOR</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Statement of Account	N/A	1. Submit Complete	MC No. 49 S. 1999 – Policies and Procedures Governing General Services	5 Days 4 Hours and 19 Minutes	N/A
2. Affidavit/ Sworn Certification					
3. Copy of Notice of Award (Initial Billing)					
4. Copy of Signed Contract					
5. Copy of Notice to Proceed (Initial Billing)					
6. Copy of Wage Order from DOLE					
7. Copy of Performance Bond					
8. Copy of PAG-IBIG fund official receipt and					



contribution remittance report 9. Copy of Philhealth official receipt and contribution remittance report 10. Copy of SSS R-5 and remittance report 11. Copy of BIR deposit slip and remittance return income taxes 12. Delivery transmittal (Monthly, Quarterly and Annual) of Supplies 13. Monthly Manpower Deployment Schedule 14. Daily Time Cards 15. Payroll with signatures 16. Daily Deployment Sheet					
<b>Total</b>				<b>5 Days 4 Hours And 19 Minutes</b>	

#### I. HUMAN RESOURCE DEVELOPMENT DIVISION

<b>GOVERNMENT SERVICE: <u>APPLICATION FOR DATA GATHERING / SURVEY / INTERVIEW / ETC. AS SCHOOL REQUIREMENT</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter – request noted by the Professor or thesis adviser addressed to the General Manager, MIAA 2. Objectives of the Study 3. Target respondents /terminal / office / facility 4. Topics to be covered 5. Target date of data gathering not earlier than 15 working days upon receipt of documents 6. Relevance of the study 7. Specific data to be gathered	N/A	1. Submit letter request with complete documentary requirements to the OGM	MC No. 1 S. 2018 – Guidelines on Student On-the-Job Training at the Manila International Airport Authority	2 Hours and 15 Minutes	N/A

8. Other related document such as sample data gathering tools/survey forms/list of interview questions/					
9. Contact details					
<b>Total</b>				<b>2 Hours and 15 Minutes</b>	

<b>GOVERNMENT SERVICE: APPLICATION SCHOOL ACREDITATION FOR STUDENT ON-THE-JOB TRAINING</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Cover Letter 2. Accomplished Application Form 3. School Profile 4. Business Permit issued by the city or municipality where the principal place of business of the prospective school is located 5. Government Permit from the Commission on Higher Education (CHED) 6. For private Institutions, registration Certificate from the Securities and Exchange Commission (SEC) Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives, or any such proof such as registration and; 7. For private institutions, audited financial statements, stamped "received" by the BIR or its duly accredited and authorized institutions, for the immediately preceding	N/A	1. Present the required documents for school accreditation for evaluation 2. Submit all complete requirements evaluated to AGMFA for preparation of documents for approval 3. Follow-up Memorandum of Agreement (MOA) 4. Forward memorandum of agreement to school's authorized signatory for signature 5. Receive the signed Letter of Partnership and copy of MOA	MC No. 1 S. 2018 – Guidelines on Student On-the-Job Training at the Manila International Airport Authority	3 Hours and 50 Minutes	N/A

calendar year, showing among others the total and current assets and liabilities.					
8. Contact Details					
<b>Total</b>				<b>3 Hours and 50 Minutes</b>	

<b>GOVERNMENT SERVICE: APPLICATION FOR STUDENT ON-THE-JOB TRAINING</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. School recommendation signed by the Dean/Head of School	N/A	1. Submit Requirements Complete	MC No. 1 S. 2018 – Guidelines on Student On-the-Job Training at the Manila International Airport Authority	3 Hours and 45 Minutes	N/A
2. Application letter stating the objectives and the areas of interest		2. Final Interview			
3. Resume/Personal Data Sheet		3. Receive result form of interview with advise to call HRDD Office after three working days for the date of orientation.			
4. 2 pcs. (2 x 2) size recent ID picture with white background					
5. 1 pc. Half body picture (attire: uniform/corporate 2R size)					
6. Waiver duly notarized					
7. NBI clearance 1 original copy and 2 photocopies					
8. Certification of Good Moral Character from the School					
<b>Total</b>				<b>3 Hours and 45 Minutes</b>	

<b>GOVERNMENT SERVICE: DEPLOYMENT OF APPROVED STUDENT TRAINEE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>N/A</b>	<b>N/A</b>	1. Attend MIAA Basic Orientation (MBO)	MC No. 1 S. 2018 – Guidelines on	4 Hours and 30 Minutes	N/A

		2. Deploy to MIAA office assignment	Student On-the-Job Training at the Manila International Airport Authority		
<b>Total</b>				<b>4 Hours and 30 Minutes</b>	

**GOVERNMENT SERVICE: APPLICATION FOR USE OF MIAA AUDIO VISUAL LEARNING DEVELOPMENT ROOM WITH DISCOUNT/WAIVER**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter request addressed to the General Manager with complete details	AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Pick up letter of approval and order of payment (if applicable) from the HRDD and fill up MLDR form. 2. Proceed to the Collection Division to pay Rental Fee 3. Present the MLDR Form, original Official Receipt and submit 2 photocopies of receipt for authentication to the HRDD	MC No. 9 – M S. 2016 – Revised Guidelines on MIAA Learning Development Room	1 Hour and 45 Minutes	Sound System - Php 200.00 per day  Laptop and Projector - Php 400.00 per day  Php 300.00 per hour or fraction thereof or maximum rate of Php 3,000.00 per day)
<b>Total</b>				<b>1 Hour and 45 Minutes</b>	

**GOVERNMENT SERVICE: APPLICATION FOR USE OF MIAA AUDIO VISUAL LEARNING DEVELOPMENT ROOM WITH FEES**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter request addressed to the General Manager with complete details	AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit letter to the HRDD at least 5 working days prior to date of activity 2. Pick up letter of approval and order of payment from the HRDD and fill up MLDR form.	MC No. 9 – M S. 2016 – Revised Guidelines on MIAA Learning	2 Hours and 5 Minutes	N/A

		3. Proceed to Collection Division to pay Rental Fee 4. Present the MLDR Form, original Official Receipt and submit 2 photocopies of receipt for authentication to the HRDD	Development Room		
<b>Total</b>				<b>2 Hours and 5 Minutes</b>	

**J. INTERNATIONAL CARGO OPERATIONS DIVISION (ICOD)**

<b>GOVERNMENT SERVICE: <u>UTILIZATION OF MIAA LEARNING AND DEVELOPMENT ROOM (ICT TRAINING ROOM)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter of request for the use of MIAA Learning Development Room (ICT Training Room) 2. Letter of Approval 3. Order of payment 4. Official Receipt	<b>A.O No. 1 s. 2000</b> Administrative Order for Fees and Charges	1. Submit letter of request addressed to the Manager/OIC, International Cargo Operations Division (ICOD) 2. Follow-up thru phone call 3. Obtain approval of Request 4. Secure Order of Payment 5. Payment for the request to use of MLDR (ICT Training Room) 6. Submit copy of Official Receipt to ICOD Office 7. Request for change or cancellation of approved schedule (at least three (3) days before the date of commitment)	MC No. 9-M s. 2016 Revised Guidelines on MIAA Learning Development Room	1 Hour and 5 Minutes	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 d. Projector with Screen Php 200.00/day
<b>Total</b>				<b>1 Hour and 5 Minutes</b>	

**K. AIRPORT GROUND OPERATIONS AND SAFETY DIVISION (AGOSD)**

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF AIRSIDE DRIVER'S PERMIT (ADP)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Duly accomplished Application form 2. Letter of Endorsement from the Company 3. Photocopy of LTO Driver's License and Official Receipt (OR) 4. 2 pcs. of 1x1 ID picture (Latest) 5. Colored Photocopy of Company ID 6. Colored Photocopy of Access Pass 7. Photocopy of ADP (for renewal) 8. Certificate of Attendance to Airside Driving Seminar (for new applicant)	AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit accomplished application forms with complete requirements/attachments (bulk applications) 2. Obtain Order of Payment 3. Pay corresponding fee 4. Collect the ADP	MC No. 19 S.2018 – Policy and Guidelines of Airside Driving and Vehicle Permit	6 Days	Php 336.00
<b>Total</b>				<b>6 Days</b>	<b>Php 336.00</b>

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF AIRSIDE VEHICLE PERMIT (AVP)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Accomplished Application Form 2. Endorsement Letter from Company/Agency Authorized Official 3. Chauffer/Authorized Driver's Information Sheet 4. Colored photocopy of MIAA ID/Access Pass of	AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit accomplished application with complete requirements /attachments ( <i>bulk applications</i> ) 2. Obtain Order of Payment 3. Pay corresponding fee 4. Collect AVP	MC No. 19 S.2018 – Policy and Guidelines of Airside Driving and Vehicle Permit	11 Days	Php 560.00

Owner and Authorized Driver 5. Photocopy of Owner and Authorized Driver's LTO Driver's License and Official Receipts and ADP/TDP 6. Photocopy of Company Identification Card for non-MIAA employee 7. Photocopy of CAAP License for Pilots and Aircraft Mechanics 8. Photocopy of Vehicles LTO Certificate of Registration and Official Receipt 9. Photocopy of Company's latest MIAA Accounting Clearance 10. Photocopy of Company's Accreditation Permit with MIAA 11. Vehicle is equipped with rotating beacon light 12. Vehicle is equipped with permanent/magnetic company logo					
<b>Total</b>				<b>11 Days</b>	<b>Php 560.00</b>

**L. PUBLIC AFFAIRS DEPARTMENT**

<b>GOVERNMENT SERVICE: APPLICATION FOR MEET AND ASSIST SERVICE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Documentary Requirements a. Letter Request for Meet and Assist Service (MAS) with the following information:	AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit written request for Meet and Assist Service (MAS) thru the following communication channels: <ul style="list-style-type: none"> <li>• Electronic Mail</li> <li>• Facsimile / Face to Face / Personal Appearance</li> </ul> 2. Pay appropriate Fees and Charges (For Face to Face/Personal Appearance)	MC No. 05 Series of 2013 – Airport Courtesies and Accommodation	28 Minutes (Face to face transaction)  29 Minutes (E-payment transactions)	<b>Use of Lounge with Guide Service</b> International Flights from 1 to 10 passengers Php 4,032.00  In excess of 10 passengers –

<ul style="list-style-type: none"> <li>• Requesting party (name, office, designation)</li> <li>• Passenger (name, designation, if there is any)</li> <li>• Flight Details (airline, date, flight number, estimated time of departure/ arrival)</li> <li>• Name of person to be issued access pass</li> </ul> <p>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)</p> <p>2. Submission of requirements at least three (3) days before the actual flight.</p> <p>3. Payment of fees</p>					<p>Php 201.60/head Inclusive of 12% EVAT</p> <p>Domestic Flights for 1 to 10 passengers Php 1, 120.00</p> <p>In excess of 10 passengers Php 112.00/head Inclusive of 12% EVAT</p> <p><b>Guide Service</b> Meet and Assist service fee for 1 to 5 passengers – Php 800.00/ head</p> <p>In excess of 5 passengers – Php 500.00 / head Inclusive of 12% EVAT</p>	
<p><b>Total</b></p>					<p><b>28 Minutes (Face to face transaction)</b></p> <p><b>29 Minutes (e-payment transaction)</b></p>	



**M. MEDIA AFFAIRS DIVISION**

<b>GOVERNMENT SERVICE: APPLICATION AND ISSUANCE OF SPECIAL PERMIT FOR MOVIE, TELEVISION, ADVERTISEMENT, DOCUMENTARY FILMING AND PHOTOGRAPHY AT THE NAIA COMPLEX</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. 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	1. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit written request for Movie, Television, Advertisement, Documentary Filming and Photography 2. Attend coordination meeting for Conduct of Filming Activity	MC No. 53 S. 1999 – Issuance of Special Permit for Movie, Television, Advertisement or Documentary Filming / Photography at the NAIA Complex	3 Days	N/A
<b>Total</b>				<b>3 Days</b>	

<b>GOVERNMENT SERVICE: CONDUCT OF CLIENT ACTIVITY</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
N/A	AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Set-up for the actual film activity 2. Receive order of payment and pay appropriate fees	MC No. 53 S. 1999 – Issuance of Special Permit for Movie, Television, Advertisement or Documentary Filming / Photography	1 Day	Documentary Filming, Advertising Filming, TV Filming and Photo shoot Php 10, 614 / 2 hours  Movie Filming Php 26,500 / 3 hours

			at the NAIA Complex		
<b>TOTAL</b>				<b>1 Day</b>	<b>Documentary Filming, Advertising Filming, TV Filming and Photo shoot</b> <b>Php 10, 614 / 2 hours</b>  <b>Movie Filming</b> <b>Php 26,500 / 3 hours</b>

**N. OFFICE OF THE AGM FOR ENGINEERING**

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/ REPAIR AND UTILITY SERVICE PERMITS</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>PRELIMINARY DOCUMENTS</b> 1. Three (3) copies initial plans (A3 size), Scope of Work, timetable/timeframe, project cost and vicinity/location map 2. One (1) Copy of Notice of Award/Contract	1. EO 903 Section 4 Letter K	1. Send a Letter of Intent/Request to the BDCMD including the above preliminary documents 2. Receive and concur the Inspection Report	1. MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit 2. Presidential Proclamation 2146	5 Days	N/A
<b>Total</b>				<b>5 Days</b>	

**GOVERNMENT SERVICE: ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/ REPAIR AND UTILITY SERVICE PERMITS(ISSUANCE OF NEW CONSTRUCTION OR MAJOR RENOVATION/REPAIR PERMITS)**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p><b>FINAL REQUIREMENTS</b></p> <p>1. Duly accomplished Application Form (2 copies) E-AEN-F-002 – for new construction, major renovation, or excavation</p> <p>2. Detailed Engineering Drawings (5 sets) in <b>20” x 30”</b> Blue Print plans for major construction/ renovation that includes:  <b>(Note: All plans must be signed and sealed by Lessees Engineer/Architect and concurred by the Lessee. Copy of PRC &amp; PTR of professionals included.)</b></p> <p>a. Detailed Architectural and Civil Works plans</p> <p>b. Detailed Plumbing &amp; Sanitary Plans</p> <p>c. Detailed Structural Plan (as applicable)</p> <p>d. Structural Design/Analysis (as applicable)</p> <p>e. Electrical Plan</p> <p>f. Mechanical Plan including Air-conditioning System, Exhaust System, FDAS and Gasline (as applicable)</p> <p>g. Electronics &amp; Communication Plans including cabling for LAN connections, CCTV</p>	<p>1. EO 903 Section 4 Letter K</p> <p>2. AO No. 1 S. 2000 Administrative Order for Fees and Charges</p>	<p>1. Submit complete final requirements to the OAGME</p> <p>2. Prepare revision of submitted plans, if necessary. Informs AGME in writing within 48 hours upon receipt of the comments. If not acceptable, a technical meeting shall be conducted.</p> <p>3. Pays corresponding fees/post bond and forwards</p>	<p>MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit</p> <p>Presidential Proclamation 2146</p>	<p>15 Days 4 Hours and 5 Minutes</p>	<p>Php 1,218.00</p>

<p>and POS (as applicable)</p> <p>h. Bill of materials, specification and Bar Chart/Project duration</p> <p>3. Duly accomplished Utility Service Application Form (for temporary connection for water and power supply)</p> <p>4. Height Clearance, as applicable (for new construction or vertical improvements)</p> <p>5. Environmental Clearance Certificate (for projects identified under Presidential Proclamation 2146) as applicable</p> <p>6. Laguna Lake Development Authority (LLDA) (as applicable)</p> <p>7. Building Permit/Excavation Permit (as applicable)</p> <p>8. Clearance Certificate and Traffic Management Plan (for excavation)</p> <p>9. Notarized Letter of Undertaking</p> <p>10. Payment of Construction/Renovation /Excavation Permit Fee (upon approval of MIAA Permit)</p> <p>11. Posting of Construction Bond (upon approval of MIAA Permit)</p>					
<b>Total</b>				<b>15 Days 4 Hours and 5 Minutes</b>	

GOVERNMENT SERVICE: <u>ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/ REPAIR AND UTILITY SERVICE PERMITS</u> (ISSUANCE OF MINOR RENOVATION/REPAIR PERMIT)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
<b>FINAL REQUIREMENTS</b> 1. Duly accomplished Application Form (2 copies) E-AEN-F-003 – for minor renovation/repair 2. Detailed Drawings of work to be done (3 sets) in <b>A3 Size</b> for minor renovation/repair that includes material specifications and Location Plan, signed by the Owner and their Architect/Engineer (as applicable) 3. Duly accomplished Utility Service Application Form (for temporary connection for water and power supply and communication services) 4. Payment of Minor Renovation Permit Fee (upon approval)	1. EO 903 Section 4 Letter K  2. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit complete final requirements to the OAGME 2. Pays corresponding fees/post bond and forwards	MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit           Presidential Proclamation 2146	5 Days, 4 Hours and 5 Minutes	Php 365.40
<b>Total</b>				<b>5 Days, 4 Hours and 5 Minutes</b>	<b>Php 365.40</b>

GOVERNMENT SERVICE: <u>ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/ REPAIR AND UTILITY SERVICE PERMITS</u> (FINAL REQUIREMENTS FOR UTILITY SERVICE PERMIT)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		

<b>FINAL REQUIREMENTS</b> 1. Duly accomplished Application Form (2 copies) E-AEN-F-004 – for each specified utility service installation 2. Utility layout or Engineering Plan in A3 size with load schedule duly signed by a licensed Engineer 3. For CCTV, cabling, antenna, and network installation, layout plans and single line diagram 4. Minor Renovation/Repair or Excavation Permit, if needed 5. Payment of Utility Service Permit Fee (upon approval)	1. EO 903 Section 4 Letter K 2. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Send a Letter of Intent/Request to the BDCMD 2. Prepare revision as per comment from OAGME, if necessary. <i>(Informs AGME in writing within 48 hours upon receipt of the comments. If not acceptable, a technical meeting shall be conducted.)</i> 3. Receive approved Order of Payment and pays corresponding fees/post bond and forwards	MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit  Presidential Proclamation 2146	6 Days 4 Hours and 5 Minutes	Php 365.40
<b>Total</b>				<b>6 Days, 4 Hours and 5 Minutes</b>	<b>Php 365.40</b>

**O. OFFICE OF THE AGM FOR SECURITY AND EMERGENCY SERVICES**

<b>GOVERNMENT SERVICE: <u>APPROVAL OF OB CARD</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter Request	E.O No. 778(Charter of MIA Authority dated March 1982 and E.O. No. 903dated 21 July 1983	1. Request letter from the agency	MC No. 14 H s. 2010 – Policies and procedures governing the issuance and use of the NAIA identification card and access pass	1 Day	N/A
<b>Total</b>				<b>1 Day</b>	

GOVERNMENT SERVICE: <u>APPROVAL FOR VEHICLE ENTRY</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request	<b>E.O No. 778</b> (Charter of MIA Authority dated March 1982 and <b>E.O. No. 903</b> dated 21 July 1983)	1. Request letter from the agency	ASP 6 <sup>th</sup> Edition Series of 2019 Section 3.3 of Part III: Airside and Landside Perimeter Protection and Access Control  MC No. 19 S. 2018 – Policies and Guidelines of Airside Driving and vehicle permit	1 Day	N/A
<b>Total</b>				<b>1 Day</b>	

GOVERNMENT SERVICE: <u>APPROVAL FOR VISITOR PASS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter request	<b>E.O No. 778</b> (Charter of MIA Authority dated March 1982 and <b>E.O. No. 903</b> dated 21 July 1983)	1. Letter request for access 2. Receive the letter request indicating that the purpose is not valid	MC No. 14 H s. 2010 – Policies and procedures governing the issuance and use of the NAIA identification card and access pass	1 Day	N/A
<b>Total</b>				<b>1 Day</b>	

**P. LANDSIDE POLICE DIVISION**

<b>GOVERNMENT SERVICE: <u>REQUEST FOR ISSUANCE OF POLICE REPORT</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Estimated of Damages 2. Photocopy of Policy Insurance, Photos of Damage Portions, Photocopy of MVR/CR, Pencil Stencil of Motor and Chasis No. 3. Sworn Statement / Affidavit	EO 903 dated July 21, 1983	1. Filing – up Sworn Statement with attached complete requirements. 2. Secured necessary documents / requirements 3. Review the draft Police Report for concurrence	N/A	3 Days, 6 Hours and 10 Minutes (If injured)  6 Hours and 10 Minutes (Normal Condition)	N/A
<b>Total</b>				<b>3 Days, 6 Hours and 10 Minutes (If injured)</b>  <b>6 Hours and 10 Minutes (Normal Condition)</b>	

**Q. TERMINAL POLICE DIVISION**

<b>GOVERNMENT SERVICE: <u>FILING OF COMPLAINTS FOR ADMINISTRATIVE CHARGES</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Two (2) Valid Identification 2. Complaint Form 3. Dispatch slip in case of Transport complaint	EO 903 Section 4 Letter K	1. Personal appearance of formal complainant 2. Fill up Complaint Form and submit to attending officer 3. Receive copy of Complaint Form	MC No. 12 S. 2015 – Guidelines and Procedures in the investigation of administrative case	4 Hours	N/A
<b>Total</b>				<b>4 Hours</b>	



<b>GOVERNMENT SERVICE: <u>FILING OF COMPLAINTS FOR CRIMINAL CHARGES</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Valid Identification 2. Complaint Form 3. Dispatch slip in case of Transport complaint 4. Warrant of Arrest 5. Hold departure order	EO 903 Section 4 Letter K	1. Personal appearance of formal complainant 2. Fill up the complaint form and submit to attending officer 3. Receive the copy of the complaint form	MC No. 12 S. 2015 – Guidelines and Procedures in the investigation of administrative case	6 Hours	N/A
<b>Total</b>				<b>6 Hours</b>	

**R. POLICE INTELLIGENCE AND INVESTIGATION DIVISION**

<b>GOVERNMENT SERVICE: <u>REQUEST FOR ISSUANCE OF PIID GUEST DETENTION CERTIFICATE</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Request Form 2. Inquest Resolution 3. Authorization Letter (If requested thru a representative) 4. Barangay Clearance with location sketch 5. Valid Government Identification Card	EO 903 Section 4 Letter K	1. Fill-up and submit a request form with attached complete requirements	RA 10173 (Data Privacy Act of 2012)	1 Day	N/A
<b>Total</b>				<b>1 Day</b>	

<b>GOVERNMENT SERVICE: <u>REQUEST FOR ISSUANCE OF CERTIFICATION FOR LOST ITEM/S</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Request Form 2. Complaint Form 3. Authorization Letter (If requested thru a representative) 4. Valid Government Identification Card	EO 903 Section 4 Letter K	1. Fill-up and submit a Request Form with attached complete requirements 2. Return on the following day and present the approved Request Form to claim the Certification.	RA 10173 (Data Privacy Act of 2012)	2 Days	N/A
<b>Total</b>				<b>2 Days</b>	

<b>GOVERNMENT SERVICE: <u>REQUEST FOR ISSUANCE OF POLICE REPORT</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Request Form 2. Complaint Form 3. Notarized Affidavit of Loss (e.g. Passport and Lost Items) 4. Authorization Letter (If requested thru a representative) 5. Valid Government Identification	EO 903 Section 4 Letter K	1. Fill-up and submit a Request Form with attached complete requirements 2. Return on the following day and present the approved Request Form to claim the Police Report.	RA 10173 (Data Privacy Act of 2012)	2 Days	N/A
<b>Total</b>				<b>2 Days</b>	

**S. INTELLIGENCE AND INVESTIGATION DIVISION (LOST AND FOUND SECTION)**

<b>GOVERNMENT SERVICE: <u>REQUEST AND CLAIMS OF SAFEGUARDED LOST AND FOUND ITEMS</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Proof of ownership a. Official Receipt b. Memorandum Receipt c. Picture of items 2. Photocopy of passport / valid ID of the owner 3. If representative a. Authorization letter b. Photocopy of passport or valid id of the owner c. Photocopy of valid id of claimant/ representative	EO 903 Section 4 Letter K	1. Inquiry thru phone or walk in 2. Submit requirements	MC No. 7 -M s. 2010 – Lost and Found Items Policy and Procedure	1 Hour	N/A
<b>Total</b>				<b>1 Hour</b>	

**T. ID AND PASS CONTROL DIVISION**

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF VISITOR STICK-ON PASS (WELL-WISHERS)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Request for Visitor pass / Letter Request 2. Valid ID of applicant 3. Visitor Pass Fee (Php50.00)	1. EO 903 Section 4 Letter K 2. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. On day of use, present valid ID to IDPCD Counter Staff 2. Surrender Visitor Pass	MC No. 12 s. 2007 – Policies Governing Fees and Charges for Visitor Stick-on Pass MC No. 14 s. 2010 – Policies and Guidelines the issuance the use of the MIAA Identification	5 Minutes	Php 50.00

			Card and Access Pass		
<b>Total</b>				<b>5 Minutes</b>	<b>Php 50.00</b>

**U. SURVEILLANCE OPERATIONS DIVISION**

<b>GOVERNMENT SERVICE: <u>APPROVAL FOR CCTV VIEWING / REQUEST</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Written/formal or electronic mail request for CCTV viewing of passenger, airport employees, concessionaires and general public. 2. Passport 3. Ticket 4. Itinerary 5. Complaint Form from Terminal Police Section  <b>Non-Passenger</b> 6. Authorization letter from the passenger 7. At least 2 government issued ID 8. Complaint Form from Terminal Police Section.	EO 903 Section 4 Letter K	1. Present complete document listed above 2. Submit formal request for CCTV viewing located at the Surveillance Division Office at Passcor Building, Parking C, Terminal 1 3. Receive the approved request for CCTV. 4. Present copy of the approved request to the CCTV Console Operator on-duty.	MC No. 5 s. 2016 – Guidelines and Procedures on the Management of Closed Circuit Television – Security Control Rooms (CCTV-SCR) at NAIA	2 Hours and 40 Minutes	N/A
<b>Total</b>				<b>2 Hours and 40 Minutes</b>	

<b>GOVERNMENT SERVICE: APPROVAL OF CCTV FOOTAGE EXTRACTION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Formal letter or electronic mail request for the extraction of CCTV footage. 2. Passport 3. Ticket 4. Itinerary 5. Complaint form from Terminal Police Section 6. Court Order 7. Letter from any government investigation agency Non-passenger 8. At least 2 government valid ID 9. Court Order 10. Agency request in case of investigation 11. Complaint form from Terminal Police Section	EO 903 Section 4 Letter K	1. Submit formal request for CCTV footage extraction 2. Receive the acknowledgement receipt	MC No. 5 s. 2016 – Guidelines and Procedures on the Management of Closed Circuit Television – Security Control Rooms (CCTV-SCR) at NAIA	30 Minutes	N/A
<b>Total</b>				<b>30 Minutes</b>	

<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Acknowledgement Receipt	EO 903 Section 4 Letter K	1. Present acknowledgement receipt 2. Receive the approved request for extraction	MC No. 5 s. 2016 – Guidelines and Procedures on the Management of Closed Circuit Television – Security Control Rooms (CCTV-SCR) at NAIA	20 Minutes	N/A
<b>Total</b>				<b>20 Minutes</b>	

V. TERMINAL OPERATION T1, T2,T3, T4

GOVERNMENT SERVICE: <u>APPROVAL OF TERMINAL INGRESS/ ENGRESS DECLARATION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Ingress/Egress Declaration Form	EO 903 Section 4 Letter K	1. Submit completely filled-up Ingress/Egress Declaration Form 2. Receive the returned declaration form for completion of requirements	<b>ASP 6th Edition s. 2019</b>  <b>Chapter 3.3.8</b> Access Control Measures	2 Days	N/A
<b>Total</b>				<b>2 Days</b>	

GOVERNMENT SERVICE: <u>APPROVAL OF TERMINAL FACILITIES SLOT CLEARANCE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Terminal Facilities Slot Clearance	EO 903 Section 4 Letter K	1. Submit Terminal Facilities Slot Clearance from AGOSD	MC no. 7 s. 2017 – Revised Guidelines, on No Airport Slot Clearance No Operation (NANOPS)	6 Days 7 Hours	N/A
<b>Total</b>				<b>6 Days and 7 Hours</b>	

**W. TERMINAL ADMINISTRATION T1, T2 AND T3**

<b>GOVERNMENT SERVICE: BILLING OF SERVICE PROVIDER T1 AND T2</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>TOR - BILLING REQUIREMENTS :</b> 1. Billing Statement 2. Contract Cost Computation 3. Summary of Manpower 4. Daily Deployment Form 5. Payroll Report 6. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement 7. Certificate of Accomplishment 8. Tools & Equipment Daily Status Report 9. Supplies & Materials Delivery Report 10. Tools & Equipment Delivery Report 11. Certificate of Satisfactory Performance 12. Request for Payment	EO 903 Section 4 Letter K	1. Submit Billing Documents to the Terminal Administration Office.  Billing of Documents a. Billing Statement b. Contract Cost Computation c. Summary of Manpower d. Daily Deployment Form e. Payroll Report f. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement)	MC No. 49 s. 1999 – Policies and Procedures Governing General Services	3 Days	N/A
<b>Total</b>				<b>3 Days</b>	

<b>GOVERNMENT SERVICE: BILLING OF SERVICE PROVIDER T3</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>TOR - BILLING REQUIREMENTS :</b> 1. Billing Statement	EO 903 Section 4 Letter K	1. Submit Billing Documents to the Terminal Administration Office.	MC No. 49 s. 1999 – Policies and Procedures	3 Days	N/A

2. Contract Cost Computation		Billing of Documents	Governing General Services		
3. Summary of Manpower		a. Billing Statement			
4. Daily Deployment Form		b. Contract Cost Computation			
5. Payroll Report		c. Summary of Manpower			
6. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement		d. Daily Deployment Form			
7. Tools & Equipment Daily Status Report		e. Payroll Report			
8. Supplies & Materials Delivery Report		f. CTC of Original Receipt from SSS, Pag-Ibig and PhilHealth and Affidavit / Sworn Statement)			
9. Tools & Equipment Delivery Report					
10. Certificate of Satisfactory Performance					
11. Request for Payment					
<b>Total</b>				<b>3 Days</b>	

<b>GOVERNMENT SERVICE: UTILIZATION OF LEARNING AND DEVELOPMENT ROOM AND FUNCTION HALL</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter request for use of Training Room in T3 2. Application for MLDR – T3	1. AO No. 1 S. 2000 Administrative Order for Fees and Charges	1. Submit letter of request with complete requirement addressed to the Terminal Manager and submit to Terminal Admin 2. Fill-up Application Form and submit to Terminal Admin 3. Request for reconsideration if date is not available	MC No. 9 – M S. 2016 – Revised Guidelines on MIAA Learning Development Room	1 Day	MLDR – Php 2,000.00/day / Php 200.00 hours  Function hall – Php 5,000.00 day



		<ul style="list-style-type: none"> <li>4. Secure order of payment and Pay the rental fee</li> <li>5. Proceed to Cashiering T3 for payment</li> <li>6. Submit copy of receipt to Terminal Admin</li> </ul>			
<b>Total</b>				<b>1 Day</b>	<b>MLDR –  Php 2, 000.00day /  Php 200.00 hours</b>  <b>Function hall –  Php 5,000.00 day</b>

**ELENITA M. FERNANDO**  
Chairperson  
CART – MIAA