

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, 2023: 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 Repeats/ Amends
1. Application and Approval for OB Card and Visitor Pass	E.O. No. 778 (Charter of MIA Authority dated March 1982 and E.O. No. 903 dated 21 July 1983	N/A	MC No. 14-H s. 2010 Guidelines on the Issuance of NAlA Identification Cards and Access Passes	December 21, 2010	Memorandum – Access to and Transactions Conducted Inside Controlled and Restricted Areas at NAlA Effectivity Date: September 16, 2022
2. Contract Through Procurement Process	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	N/A		N/A
3. Approval of Notice of Conditional Award (NOCA) / Notice of Award (NOA) / Lease and Concessions Contract	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 35 s. 1999 Policies and Guidelines Governing Concessions Management Mc No. 40 s. 1999 Policies and Procedures Governing Business and Real Estate Investment and Development	September 21, 1999 January 1, 2000	N/A

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4. Issuance of Airport Parking Car Sticker (Employee's Parking Car Sticker)	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 27 s. 2019 Guidelines in the Privilege of Utilizing the Employee's Car Parking Areas at NAIA Terminals 1, 2, 3 & 4	January 1, 2020	N/A
5. Approval of Accreditation of New Applicants for Individual Customs Brokers, Customs Brokerage Companies/ Corporations and Cargo/Freight forwarders at the Airport	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 06 s. 2007 Accreditation for Individual Customs Brokers, Customs Brokerage Companies/Corporations and Cargo/Freight forwarders at the Airport	April 10, 2007	MC No 05 s. 2022 Accreditation for Individual Customs Brokerage, Customs Brokerage Companies, Corporation Effectivity Date: March 24, 2022
6. Approval of Accreditation of New Applicants for Security	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 04 s. 2011 Accreditation of Security Agencies for Operation of the Airport Complex	March 22, 2011	Memorandum Circular no 12 s. 2022 Revised Guidelines on the Accreditation of Security Agencies for Operation at the Airport Effectivity Date: March 23, 2022
7. Approval of Accreditation of New Applicants for Business Entities Operating at the Airport Complex and Servicing MIAA Concessionaires	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 07 s. 2002 Accreditation of Business Entities Operating at the Airport Complex	February 27, 2002	
8. Issuance of Account Clearance	N/A	N/A	MC No. 26 s. 2000 Policies and Guidelines Governing Accounting	July 15, 2000	N/A

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9. Issuance of MIAA Certificate Locally Recognized Passengers Exemption To MEC)	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)	MC No. 8 s. 2014 PSC Integration MC No. 6 s. 2017 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
10. Over the Counter Payment	E.O 903 Section 4 Letter K A.O No. 1 s. 2000 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
11. Refund of Passenger Service Charge (PSC)	RA 8042 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) MC No. 8 s. 2014 PSC Integration		
12. Hiring of Outsourced Employees	N/A	N/A	MC No. 6 s. 2017 Implementing Guidelines of PSC Integration MC No. 9 s. 2020 Recruitment Policy for Outsourced Personnel	March 16, 2020	
13. Processing of Requests for Procurement of Goods and Services (Small Value)	R.A 9184 Handbook on Philippine Government Procurement	Section 21 2.1 Advertising and Posting of the invitation to Bid/	N/A		N/A

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Procurement/Shopping)		Request for Expression of Interest Section 25 Submission and Receipt of Bids			
14. Receiving, Inspection, Acceptance of Goods and Services (for Purchase Order (P.O) and Contract (Supply and Delivery))					N/A
15. Receiving, Inspection, Acceptance of Goods and Services (for Work Order [Supply and Delivery With Bulk Quantity] and Contract Supply)	Government Accounting Manual Vol. 1	N/A	MC No. 29 s. 2000 Policies and Procedure Governing Property Management		
16. Preparation of Request for Payment for Service Rendered by Service Provider/Contractor	N/A	N/A	MC No. 49 s. 1999 Policies and Procedures Governing General Services	January 1, 2000	N/A
17. Application for Data Gathering / Survey / Interview / etc. as School Requirement	N/A	N/A			N/A
18. Application of School Accreditation for Student On-The-Job Training			MC No. 1 s. 2018 Revised Guidelines on Student On-The-Job Training at the Manila International Airport Authority	January 22, 2018	
19. Application for Student On-The-Job Training					
20. Deployment of Approved Student Trainee					
21. Application for Use of MIAA Audio-Visual Learning and Development Room with Discount/Waiver					N/A
22. Application for Use of MIAA Audio-Visual Learning and Development Room with Fees	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 9-M s. 2016 Revised Guidelines on MIAA Learning Development Room	October 27, 2016	
23. Utilization of MIAA Learning	A.O No. 1 s. 2000	N/A	MC No. 9-M s. 2016 Revised	October 27,	N/A

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and Development Room (ICT Training Room)	Administrative Order for Fees and Charges		Guidelines on MIAA Learning Development Room	2016	
24. Application of Airside Driver's Permit (ADP)	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 19 s.2018 – Policy and Guidelines of Airside Driving and Vehicle Permit	July 24, 2018	N/A
25. Application of Airside Vehicle Permit (AVP)					N/A
26. Application for Meet and Assist Service (Face to Face/ E-Payment Transaction)	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 05 s. 2013 – Airport Courtesies and Accommodation	October 31, 2013	N/A
27. Application and Issuance of Special Permit for Movie, Television, Advertisement, Documentary Filming and Photography at the NAIA Complex	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 53 s. 1999 Issuance of Special Permit for Movie, Television, Advertisement or Documentary Filming/Photography at the NAIA Complex		Board Resolution 2017-067 <i>Increased rate (adjustment) subject to existing rules and regulations (MC No. 53)</i>
28. Conduct of Client Activity					
29. Issuance of MIAA Construction, Excavation, Renovation/Repair and Utility Service Permits	EO 903 Section 4 Letter K Presidential Proclamation 2146	N/A	MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit		N/A
30. Approval for Personnel and Vehicle Entry	E.O No. 778 (Charter of MIA Authority dated March 1982 and E.O. No. 903 dated 21 July 1983	Sec 4.b E.O No. 903 as amended Sec 6.b of E.O. No. 903 as amended	MC No. 19-A s. 2018 Policies and Guidelines of Airside Driving and Vehicle Permit		ASP 6th Edition s. 2019: Sec 3.3 of Part III: Airside and Landside Perimeter Protection and Access Control
31. Approval for Visitors' Pass (For Personnel Performing Operation Function)		N/A	MC No. 12 s. 2007 Policies Governing Fees and Charges on Visitor Pass		N/A
32. Request for Issuance of	RA 10173	N/A	N/A		N/A

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Police Report (Landside Police Division)	(Data Privacy Act of 2012)					
33. Filing of Complaint for Administrative Charges	EO 903 Section 4 Letter K				MC No. 05 C. s. 2022	
34. Filing of Complaint for Criminal Charges		N/A	MC No. 12 s. 2015 Guidelines and Procedures in the Investigation of Administrative Case		Guidelines and Procedures in the Investigation of Administrative Cases Effectivity Date: November 07, 2022	
35. Request for Issuance of PI/D Detention Certificate	RA 10173 (Data Privacy Act of 2012)	N/A	N/A		N/A	
36. Request for Issuance of Certification for Lost Item/s	RA 10173 (Data Privacy Act of 2012)	N/A	N/A		N/A	
37. Request for Issuance of Police Report (Police Intelligence Investigation Division)	RA 10173 (Data Privacy Act of 2012)	N/A	N/A		N/A	
38. Request and Claims of Safeguarded Lost and Found Items	EO 903 Section 4 Letter K	N/A	MC 7-M s. 2010 Lost and Found Items Policies and Procedure	2010	N/A	
39. Issuance of Visitor Stick- on Pass (Well-Wishers)	EO 903 Section 4 Letter K A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	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 Card and Access Pass	July 1, 2007	N/A	
40. Approval for CCTV Viewing Request	EO 903 Section 4 Letter K	N/A	MC No. 5. s. 2016 Guidelines and Procedures on the Management of Closed-Circuit Television – Security Control Rooms (CCTV-SCR) at NAIA	May 24, 2016	MC No. 09-C. s. 2022 Policies and Procedures Governing the Operation of	
41. Approval of Captured Video Footage (CVF) Copy Request						
42. Approval of Captured						

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Video Footage (CVF) Copy Request for Complex Cases					Closed-Circuit Television (CCTV) Systems and CCTV Control Rooms (CCR) at MIAA Effectivity Date: November 24, 2022	
43. Approval of Terminal Ingress/Egress Declaration	EO 903 Section 4 Letter K	ASP 6th Edition s. 2019 Chapter 3.3.8 Access Control Measures	N/A		N/A	
44. Approval of Terminal Facilities Slot Clearance	EO 903 Section 4 Letter K	N/A	MC No. 7 s. 2017 Revised Guidelines on No Airport Slot Clearance No Operation (NANOPS)	April 6, 2017	N/A	
45. Issuance of Dispatch Slip (Yellow Metered Taxi, Coupon Taxi and Regular Taxi)	N/A		MC No. 4 s. 2017 Amendment to Memorandum Circular No. 02 Series of 2017: Guidelines on the Management of Transport System at NAA Terminals	March 8, 2017	N/A	
46. Billing of Service Provider T1, T2 and T3	EO 903 Section 4 Letter K	N/A	MC No. 49 s. 1999 Policies and Procedures Governing General Services	January 1, 2000	N/A	
47. Utilization of Learning and Development Room and Function Hall (Terminal Admin T3)	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	N/A	MC No. 9-M s. 2016 Revised Guidelines on MIAA Learning Development Room	October 27, 2016	N/A	

ARLENE B. BRITANICO
Chairperson
MIAA - CART

4. SERVICE INFORMATION PER GOVERNMENT SERVICE

A. GENERAL MANAGER'S OFFICE

GOVERNMENT SERVICE: APPLICATION AND APPROVAL FOR OB CARD AND VISITOR PASS					
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	E.O. No. 778(Charter of MIA Authority dated March 1982 and E.O. No. 903dated 21 July 1983	1. Send request letter via hardcopy or email.	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
Total				1 Day	

B. LEGAL OFFICE

GOVERNMENT SERVICE: CONTRACT PREPARATION THROUGH PROCUREMENT PROCESS					
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. Approved RIS, TOR, BOQ, BOM, Plan, ABC	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.	1. RA 9184 Handbook on Philippine Government Procurement Section 37 to 42 a. Notice and Executive of	20 Days	N/A
2. Complete Bid Documents (with attachments)		2. Post required Performance Bond			
a. Original Technical Documents of					

<p>LCRB/HRRB or DCRB / SRRB</p> <p>b. Original Financial Documents of LCRB/HRRB or SCRB/ SRRB</p> <p>3. Bids and Awards Committee (BAC) Resolution with GM's Approval</p> <p>4. Authority to use alternative method of procurement, if applicable (Board of Directors or GM)</p> <p>5. MIAA Board Resolution / Approves Memo to GM (for projects within the delineated authority)</p> <p>Notice of Award</p>			<p>Award</p> <p>b. Period of Action on Procurement Activities</p> <p>c. Performing Security</p> <p>d. Failure to Enter into Contract and Post Performance Security</p> <p>e. Reservation Clause</p>		
Total				20 Days	

C. CONCESSION MANAGEMENT DIVISION

GOVERNMENT SERVICE: APPROVAL OF NOTICE OF CONDITIONAL AWARD (NOCA) / NOTICE OF AWARD (NOA) / LEASE AND CONCESSIONS CONTRACT

LIST OF REQUIREMENTS		SERVICE INFORMATION			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 to General Manager	AO No. 1 s. 2000	1. Present copy of acknowledgment receipt of letter for follow up	MC No. 35 s. 1999 – Policies and Guidelines Governing Concessions Management	6 Days, 6 Hours and 40 Minutes	N/A	
2. Company Profile	Administrative Order for Fees and Charges	2. Submit of NOA/NOCA to BDCMD with transmittal letter				
3. Latest General Information Sheet (Updated)		3. Release of approved NOA/NOCA	MC No. 40 s. 1999 – Policies and Procedures			
4. Registration Certificate	Articles of Incorporation and By-Laws	4. Submit complete documentary requirements	Governing Business and Real Estate Investment and Development			
5. Registration Certificate	By-Laws	5. Pick-up contract for signature of authorized				
6. SSS Clearance	DOLE Clearance					
7. DOLE Clearance	Current and Valid Mayor's/Business Permit from Pasay City					
8. Current and Valid Mayor's/Business Permit from Pasay City	Sanitary Permit from the Bureau of Quarantine (food)					

<p>10. Certificate of Registration from BIR</p> <p>11. Latest Income and Business Tax Returns duly stamped and received by the BIR with Audited Financial Statements</p> <p>12. Valid Tax Clearance from the BIR</p> <p>13. Certification under oath, from the responsible officer of the applicant that it is free and clear of tax liabilities to the government (duly notarized).</p> <p>14. Written authority of company's representative. It refers to the authority of the signing official solely intended for the contract, permit and accreditation: in the case of single proprietorship, there must be an affidavit of the owner or a Special Power of Attorney; for Partnership, a partnership resolution from the General Manager or President; for Corporation, a board resolution with Secretary's Certificate; and for joint-venture, a resolution signed by all the joint-venture partners (duly notarized).</p> <p>15. Certification from responsible officer of the applicant that the list of personnel under their employment has been background checked. (duly notarized)</p> <p>16. Certification under oath that each of the documents submitted in satisfaction of the MIAA requirements is an authentic and original copy, or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and information provided therein are true and correct (duly notarized)</p>		<p>signatory and return within fifteen (15) days or earlier upon receipt of the contract</p> <p>6. Return signed contract with transmittal letter</p> <p>7. Pick-Up signed contract</p>		<p>6 Days, 6 Hours and 40 Minutes</p>	
Total					

GOVERNMENT SERVICE: ISSUANCE OF AIRPORT PARKING CAR STICKER (EMPLOYEES' PARKING CAR STICKER)

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

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

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<p>PROFESSIONAL CUSTOMS BROKER</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 of taxes</p> <p>j. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients</p>	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<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 CMD for signature</p>	MC no 05 s 2022 Accreditation for Individual Customs Brokerage, Customs Brokerage Companies, Corporation	1 Hour and 50 Minutes	N/A
<p>CUSTOMS BROKERAGE (Company/Corporation)</p> <p>a. Accomplished application form (downloadable at the</p>					

<p>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. 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"> • Appointment of the principal and Alternate Customs Broker as such and as officers of the applicant firm • Shareholding of the said principal and Alternate Customs Brokers <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, photos and specimen signatures.</p>						
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if no representatives, submit affidavit of no representatives/
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

k. Insurance Policies if delivery Vehicle Together with the Official Receipt of Premium Payment

l. List of representatives with personal details, photos and specimen signatures; if no representatives,

submit affidavit of no representative/s				
m. List of clients with complete addresses and contact details; if no clients, submit affidavit of no clients				
Total			1 Hour and 50 Minutes	

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"> 1. Submits the signed Accreditation Certificate to the Central Receiving Office 2. Receives Order of Payment Slip from CMD and proceeds to Collection Division for payment 3. Returns to CMD to present the proof of payment and claim the Accreditation Certificate 	MC no 05 s 2022 Accreditation for Individual Brokers, Customs Brokerage Companies, Corporation	1 Day, 7 Hours and 20 Minutes	<p>Application Fee – ₱ 100.00</p> <p>Accreditation Fee for the following categories:</p> <ol style="list-style-type: none"> 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 <p>Vehicle Sticker – ₱ 700.00/vehicle/year</p> <p>Temporary Vehicle Sticker for Unaccredited Individuals, Brokers, Freight Forwarders – ₱ 35.00/day</p> <p>Temporary Access Stick on Pass for Unaccredited Individuals, Brokers, Freight Forwarders</p>

					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
				1 Day, 7 Hours and 20 Minutes	
Total					

GOVERNMENT SERVICE: APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR SECURITY

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Documentary Requirements:	AO no. 1 s. 2000 Administrative Order for Fees and Charges	1. Submits an application letter with complete documentary requirements at MIAA Central office receiving	MC no 12 s 2022 Revised Guidelines on the Accreditation of Security Agencies for Operation at the Airport	7 Hours and 40 Minutes	N/A
a. Application for Accreditation (2) copies					
b. Company Profile					
c. Department of Trade and Industry (DTI) and/or Securities and Exchange Commission (SEC) Registration					
d. Updated General Information Sheet (Corporation), DTI Registration (Sole Proprietorship).					

<p>Articles of Partnership (Partnership);</p> <p>e. By-law / Agreement with Airport – based business</p> <p>g. Mayor's Permit</p> <p>h. License to operate from Philippine National Police – Supervisory Office of Security and Investigation Agency (PNP – SOSIA)</p> <p>i. Membership Certificate with Philippine Association of Detective and Protective Agency Operators, Incorporated (PAD-PAO)</p> <p>j. List of clients with complete addresses and contact details</p> <p>k. Certified true copy of audited financial statement, duly stamped and received by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing, among others, applicant's total and current assets and liabilities</p> <p>l. Certified true copy of latest income</p>					
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<p>and business tax returns duly stamped and received by BIR and duly validated with tax payments thereon for the current year</p> <p>m. Certified true copy of the current and valid Value Added Tax (VAT) Registration Certificate</p> <p>n. Tax Clearance from BIR to prove full and timely payment of taxes</p> <p>o. List of Security personnel indicating the actual strength of security guards of the Security Agency</p> <p>p. Certificate of Training for Pre-Licensing as required by the PNP-SOSIA, and Aviation Security (AVSEC) Training conducted by OTS or OTS accredited aviation security training school</p> <p>q. Security guards intended for specialized deployment at Security Screening Checkpoint, CCTV Monitoring System, and other as determined by the Authority shall submit a Certificate of Completion of Specialized</p>							
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<p>Training conducted by an OTS or OTS accredited aviation training school</p> <p>f. Additional Requirements for Accreditation Key Officers of Security Agencies contracted by the Airlines, and other Concessionaires/ Tenants for posting at the Landside and/or Airside area of the Airport must submit a Certificate of Completion of Aviation Security Management Course or any related Aviation Management Course from OTS or OTS accredited aviation training school</p>				<p>7 Hours and 40 Minutes</p>	
<p>Total</p>				<p>7 Hours and 40 Minutes</p>	

LIST OF REQUIREMENTS		SERVICE INFORMATION			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> 1. Submits the required original documents for validation 2. Receives the Accreditation Certificate from CMD for signature 	N/A	1 Day, 1 Hour and 40 Minutes	N/A	
<p>Total</p>				<p>1 Day, 1 Hour and 40 Minutes</p>		

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"> 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 CMD to present the proof of payment and claim the Accreditation Certificate 	N/A	1 Day, 7 Hours and 15 Minutes	Accreditation Fee -- ₱ 6,993.24 / quarter / area (exclusive of RVAT) Processing Fee -- ₱ 1,000.00 Reinstatement Fee -- ₱ 1,000.00
Total				1 Day, 7 Hours and 15 Minutes	

GOVERNMENT SERVICE: APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR BUSINESS ENTITIES OPERATING AT THE AIRPORT COMPLEX AND SERVICING MIAA CONCESSIONAIRES					
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		
VARIOUS ENTITIES WHO ARE DOING BUSINESS AT THE NAIA COMPLEX AND SERVICING CONCESSIONAIRES (i.e., Suppliers, Manpower Services, GSA, On-board Courier, etc.) a. Duly accomplished application form b. Company profile c. Certificate of Registration with the Securities & Exchange Commission (SEC), Articles of Incorporation and	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> 1. Submits an application letter with complete documentary requirements at MIAA Central receiving office 2. Receives and acknowledges the Accreditation Certificate from CMD for signature 	N/A	1 Hour and 45 Minutes	N/A

<p>By-Laws (if created under the Philippines Corporation Law)</p> <p>d. Certificate of registration with the Department of Trade & Industry (for Single Proprietorship or Partnership)</p> <p>e. Agreement or Contract with Airport – based businesses</p> <p>f. MIAA Accounting Clearance (for Renewal of Accreditation and Change of Ownership of the Company/Entity)</p> <p>Additional Requirements</p> <p><u>On Board Courier Service and Delayed / Unaccompanied / Mishandled Luggage / Baggage</u></p> <p>a. License to Operate from the Bureau of Customs (BOC)</p> <p>b. Personnel complement</p> <p><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>				
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Transport utility hotels travel agencies and airlines					
a. Franchise from the Land Transportation and Franchising Regulatory Board (LTFRB)					
b. Certificate of Registration and Official Receipt of current year's registration. In case of mortgaged vehicle, copy of chattel mortgage or bank certificate					
c. Valid contract with hotel or travel agency vehicles indicating the number of units to be deployed					
d. Certificate of Accreditation from the DOT					
Total				1 Hour and 45 Minutes	

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"> 1. Submits the signed Accreditation Certificate to the Central Receiving Office 2. Receives Order of Payment Slip from CMD and proceeds to Collection Division for payment 3. Returns to CMD to present the proof of payment and claim the Accreditation Certificate 	N/A	1 Day, 7 Hours and 12 Minutes	<ol style="list-style-type: none"> a. Use of NAlA Helipad – ₱ 10,000.00/ annum b. Transport/Utility/Hotel/Travel Agency vehicles <ul style="list-style-type: none"> • 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 (NAlA) <ul style="list-style-type: none"> • Bus -₱ 600.00/unit/annum

						<ul style="list-style-type: none"> • Van, Mini-coaster – ₱ 550.00/unit/annum • Sedan - ₱ 500.00/unit/annum • Vehicle Sticker ₱ 200.00/sticker d. Janitorial, Companies Serving Airport Lessee/Concessionaires • Within Terminals (NAIA 1, 2,3,4, and ICT) ₱3,663. 12/qtr. • GAA and Other Areas ₱ 6,993.24/qtr.. e. Refueller /distributors of aircraft fuel/parts • Within Terminals (NAIA 1,2,3,4, and ICT) ₱3,663. 12/qtr. • GAA and Other Areas ₱6,993.24/qtr. Plus, royal fee f. Other business activities • Within Terminals (NAIA 1,2,3,4, and ICT) ₱ 3,663. 12/qtr. • GAA and Other Areas ₱ 6,993.24/qtr. g. New Companies arising from change of ownership – as applicable
Total				1 Day, 7 Hours and 12 Minutes		

C. ACCOUNTING DIVISION

GOVERNMENT SERVICE: ISSUANCE OF ACCOUNT CLEARANCE

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Written Request or Accomplished Account Clearance Request Slip	N/A	1. Submit a letter request for issuance of account clearance or sends a request thru email (miaa.acclg@gmail.com)	MC No. 26 s. 2000 - Policies and Guidelines Governing Accounting	1 Day and 50 Minutes	₱ 112.00
2. Order of Payment Slip		2. Follow – up the status of the Account Clearance thru email or at telephone number 8877 – 1109 local 3185			
		3. On the date of the release of the			

		<p>account clearance, secures the Order of Payment slip from Accounting Division</p> <p>4. Present the Order of Payment slip and pays the corresponding fee at the collection office</p> <p>5. Present the official receipt to the Accounting Personnel</p> <p>6. Present/ submit the account clearance to the concerned office/s indicating the control number</p>		
Total			1 Day and 50 Minutes	₱ 112.00

D. COLLECTION DIVISION

GOVERNMENT SERVICE: ISSUANCE OF MIAA EXEMPTION CERTIFICATE (MEC) TO LOCALLY-RECOGNIZED EXEMPTED PASSENGERS

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
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	1. Submit letter request to General Manager Office 4 th Floor MIAA Admin Building 2. Pick-up signed MIAA Exemption Certificate	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) 4. MOU between Philippine Sports Commission and Manila International Airport Authority (MIAA) 5. MC No. 8 Series of 2014 PSC	2 Days and 3 Hours	N/A

		6. MC No. 6 Series of 2017 Implementing Guidelines of PSC Integration	
Total			2 Days and 3 Hours

GOVERNMENT SERVICE: OVER THE COUNTER PAYMENT

LIST OF REQUIREMENTS		SERVICE INFORMATION	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Total Processing Time
1. Order of Payment	1. 903 Section 4 Letter K	1. Present any of the following: a. Order of Payment	7 Minutes
2. MIAA Billing	2. AO No. 1 S. 2000	b. MIAA Billing	
3. International and Domestic Passenger Service Charge (IPSC / DPSC) Remittance Report	Administrative Order for Fees and Charges	c. IPSC or DPSC Remittance report	
4. BIR Form 2307 (if payment is net of tax)		2. Pay appropriate fees a. Cash b. Check c. Submit BIR Form 2307 if payment is net of tax	
Total			7 Minutes

GOVERNMENT SERVICE: REFUND OF PASSENGER SERVICE CHARGE

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

<p>pass</p> <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 number</p> <p>6. If through representative, Valid government issued ID with photograph and; 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>Check Pay-out</p> <p>8. Summary of PSC refund</p> <p>9. Request for payment to MIAA Accounting Division</p>			<p>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>	<p>8 Minutes</p>	
Total					

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

E. PERSONNEL DIVISION

GOVERNMENT SERVICE: HIRING OF OUTSOURCED EMPLOYEES

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Total Processing Time
<ol style="list-style-type: none"> 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/PCCD for hiring 	N/A	<ol style="list-style-type: none"> 1. Submit all the requirements to the Recruitment Section Window 1 2. Accept the endorsement slip 	2 Hours
Total			2 Hours
			Total Fees to be Paid
			N/A

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Total Processing Time
<ol style="list-style-type: none"> 1. Examination result and referral letter from LSERVC/ service provider 	N/A	<ol style="list-style-type: none"> 1. Submits the examination result and referral letter from LSERVC/service provider. 2. Receives the interview/ assessment slip and applicant documents 	1 Day
Total			1 Day
			Total Fees to be Paid
			N/A

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Interview/assessment form to the End-User	N/A	<ol style="list-style-type: none"> End-users submit the evaluated Interview/assessment form End-users receive the Memorandum for Applicant period of OJT IDPCD receive the request for issuance of daily pass of the trainee LSERV/C/ service provider receives contacts of considered Applicant for OJT LSERV/C/service provider receives the documents 	MC No. 9 s. 2020 – Recruitment Policy for Outsourced Personnel	3 Days	N/A
Total				3 Days	

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Endorsement for on-duty pass	N/A	<ol style="list-style-type: none"> Report at the Personnel Div. on the scheduled date of training Receive the copy of memorandum & request for daily pass Proceed to assigned office 	MC No. 9 s. 2020 – Recruitment Policy for Outsourced Personnel	30 Minutes	N/A
2. Endorsement to the End-user					
Total				30 Minutes	

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Total Processing Time
1. Memorandum/Evaluation Report from the End-User	N/A	<ol style="list-style-type: none"> End User submits the memorandum/ evaluation report of their applicant/s OJT. LSERV/C/ service provider receives the letter. The Human Resource Development Division receive the memorandum regarding the conduct of MIAA basic orientation to the newly hired employees. ID and Pass Control Division (IDPCD) receive the request for issuance of on duty pass of newly hired employees. LSERV/C/ service provider receives the documents 	7 Days
Total			7 Days
			Total Fees to be Paid
			N/A

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Total Processing Time
1. Memorandum/Evaluation Report from the End-User	N/A	<ol style="list-style-type: none"> Report at the personnel div on the scheduled date of assumption Newly hired employee receives a copy of the memorandum & request for on duty pass Proceed to his/her assigned office. 	30 Minutes
Total			30 Minutes
			Total Fees to be Paid
			N/A

F. PROCUREMENT DIVISION

GOVERNMENT SERVICE: <u>PROCESSING OF REQUESTS FOR PROCUREMENT OF GOODS AND SERVICES (SMALL VALUE PROCUREMENT / SHOPPING)</u>		SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES	Legal Basis	Total Processing Time		
Requirement 1. Quotation from supplier	Legal Basis AO No. 1 s. 2000 Administrative Order for Fees and Charges	Client Steps/Procedures as indicated in the Citizen's Charter 1. Check PhilGEPs/MIAA Website/ Bulletin Boards 2. Submit RFQ/Bid Proposal 3. Receive letter and submit sample, if needed Unregistered Supplier/ Contractor 4. Proceed to Procurement Division to fill up/submit: a. Application form with complete documentary requirement for registration b. Warranty Certificate c. Original Copy of RFQ detailed Quotations (if with labor) 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 Registered Supplier Contractor 8. Submit the following requirements: a. Warranty Certificate b. Original Copy of RDO c. Detailed Quotations (if with labor) 9. Receive notification letter and proceed to Procurement Division to accept the approved POWO	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 Section 25 – Submission and Receipt of Bids	Existing Supplier/ Contractor 16 Days and 25 minutes Newly Registered Supplier/ Contractor 17 Days and 50 Minutes	Total Fees to be Paid N/A
TOTAL			Existing Supplier/ Contractor 16 Days and 25 Minutes Newly Registered Supplier/ Contractor 17 Days and 50 Minutes		

G. PROPERTY MANAGEMENT DIVISION

GOVERNMENT SERVICE: RECEIVING, INSPECTION, ACCEPTANCE OF GOODS AND SERVICES (FOR PURCHASE ORDER (P.O.) AND CONTRACT SUPPLY)

LIST OF REQUIREMENTS		SERVICE INFORMATION		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>Original copy of the following documents:</p> <p>1. Purchase Order (P.O) For Supply and Delivery of Spare – Parts, Supplies, Materials and Equipment</p> <p>a. Purchase Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate</p> <p>2. For Contract (Supply and Delivery) For Supply and Delivery of Spare-Parts, Supplies, Materials, Equipment and Purchase of Vehicles</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)</p> <p>e. Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Terms of Reference)</p>	<p>Government Accounting Manual Vol. 1</p>	<p>1. Delivery of Spare-parts, Supplies, Materials and Equipment at the MIAA-PMD Warehouse</p>	<p>MC No. 29 s. 2000 – Policies and Procedure Governing Property Management</p>	<p>4 Days and 6 Hours</p>	<p>N/A</p>
TOTAL				<p>4 Days and 6 Hours</p>	

GOVERNMENT SERVICE: RECEIVING, INSPECTION, ACCEPTANCE OF GOODS AND SERVICES (FOR WORK ORDER ISUPPLY AND DELIVERY WITH BULK QUANTITY AND CONTRACT SUPPLY)

LIST OF REQUIREMENTS		SERVICE INFORMATION		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>Original copy of the following documents:</p> <p>1. For Work Order (W.O.) Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation, and Improvement</p> <p>a. Work Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Certificate of Completion f. Accomplishment Report g. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)</p>	N/A	<p>1. Delivery on site of Capital Expenditures (CAPEX)– (Construction, Services and Consultancy), Repair, Renovation, and Improvement for:</p> <p>a) Work Order b) Contract c) Including Supply and Delivery thru Contract with Bulk Quantity</p>	<p>MC No. 29 s. 2000 – Policies and Procedure Governing Property Management</p>	6 Days	N/A
<p>2. For Contract with Labor Component Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation, and Improvement:</p> <p>a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Other documents mentioned in the</p>					

Contract (e.g., Technical Evaluation, Bill of Materials and Terms of Reference)					
f. Notice to Proceed					
g. Certificate of Completion					
h. Accomplishment Report					
i. Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)					
TOTAL					6 Days

H. GENERAL SERVICES DIVISION

GOVERNMENT SERVICE: PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/ CONTRACTOR		SERVICE INFORMATION			
LIST OF REQUIREMENTS	Legal Basis	LIST OF STEPS AND PROCEDURES	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Statement of Account	N/A	1. Submit Requirements	MC No. 49 s. 1999 – Policies and Procedures Governing General Services	2 Days 4 Hours and 49 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					

<ul style="list-style-type: none"> 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 Timecards 15. Payroll with signatures 						
Trash Collection and Hauling Services 16. Copy of Official Receipt of Fuel <ul style="list-style-type: none"> • Gasoline of Pressure Washer • Diesel of Water Tanker • Diesel of Garbage Truck 17. Hauling Service Reports 18. Attendance Sheet 19. Daily Deployment Sheet 20. Schedule of Hauling Activity						
Total					2 Days 4 Hours and 49 Minutes	

GOVERNMENT SERVICE: PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/

CONTRACTOR

LIST OF REQUIREMENTS		SERVICE INFORMATION		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	N/A	1. Submit Complete	MC No. 49 s.		2 Days 4 Hours	N/A	
2. Affidavit/ Sworn Certification		Requirements	1999 – Policies and Procedures Governing		and 49 Minutes		
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 Timecards				
15. Payroll with signatures				
16. Copy of Official Receipt of Fuel <ul style="list-style-type: none"> • Gasoline of ULV Machine • Gasoline of Frogging Machine • Diesel of Service Vehicle (if applicable) 				
17. Schedule of Pest Control Activity				
18. GPC Service Reports				
Total				
			2 Days 4 Hours and 49 Minutes	

General Services

**GOVERNMENT SERVICE: PREPARATION OF REQUEST FOR PAYMENT FOR SERVICE RENDERED BY SERVICE PROVIDER/
CONTRACTOR**

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
		Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> 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 Timecards 15. Payroll with signatures 16. Daily Deployment Sheet 	N/A	<ol style="list-style-type: none"> 1. Submit Requirements <p style="text-align: right;">Complete</p>	MC No. 49 s. 1999 – Policies and Procedures Governing General Services	5 Days 4 Hours and 19 Minutes	N/A
Total				5 Days 4 Hours and 19 Minutes	

1. HUMAN RESOURCE DEVELOPMENT DIVISION

GOVERNMENT SERVICE: APPLICATION FOR DATA GATHERING / SURVEY / INTERVIEW / ETC. AS SCHOOL REQUIREMENT

LIST OF REQUIREMENTS		SERVICE INFORMATION				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
<ol style="list-style-type: none"> 1. Letter – request noted by the Professor or thesis adviser addressed to the General Manager, MIAA 2. Objectives of the Study 3. Target respondents 4. Terminal / office / facility 5. Topics to be covered 6. Target date of data gathering not earlier than 15 working days upon receipt of documents 7. Relevance of the study 8. Specific data to be gathered 9. Other related document such as sample data gathering tools/survey forms/list of interview questions/ questions/ 9. Contact details 	N/A	<ol style="list-style-type: none"> 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	
Total					2 Hours and 15 Minutes	

GOVERNMENT SERVICE: APPLICATION SCHOOL ACREDITATION FOR STUDENT ON-THE-JOB TRAINING

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ol style="list-style-type: none"> 1. Cover Letter 2. Accomplished Application Form 	N/A	<ol style="list-style-type: none"> 1. Present the required documents for school accreditation for evaluation 	MC No. 1 s. 2018 – Guidelines on	3 Hours and 50 Minutes	N/A

<p>3. School Profile</p> <p>4. Business Permit issued by the city or municipality where the principal place of business of the prospective school is located</p> <p>5. Government Permit from the Commission on Higher Education (CHED)</p> <p>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;</p> <p>7. For private institutions, audited financial statements, "received" by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing among others the total and current assets and liabilities.</p> <p>8. Contact Details</p>		<p>2. Submit all complete requirements evaluated to AGMFA for preparation of documents for approval</p> <p>3. Follow-up Memorandum of Agreement (MOA)</p> <p>4. Forward memorandum of agreement to school's authorized signatory for signature</p> <p>5. Receive the signed Letter of Partnership and copy of MOA</p>	<p>Student On-the-job Training at the Manila International Airport Authority</p>	<p>3 Hours and 50 Minutes</p>	
Total				<p>3 Hours and 50 Minutes</p>	

GOVERNMENT SERVICE: APPLICATION FOR STUDENT ON-THE-JOB TRAINING

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>1. School recommendation signed by the Dean/Head of School</p> <p>2. Application letter stating</p>	<p>N/A</p>	<p>1. Submit Requirements</p> <p>2. Final Interview</p> <p>3. Receive result form of</p>	<p>Complete</p> <p>MC No. 1 s. 2018 – Guidelines on Student On-</p>	<p>3 Hours and 45 Minutes</p>	<p>N/A</p>

the objectives and the areas of interest		interview with advise to call HRDD Office after three working days for the date of orientation.	the-job Training at the Manila International Airport Authority		
3. Resume/Personal Data Sheet					
4. 2 pcs. (2 x 2) size recent ID picture with white background					
5. 1 pc. Half body picture (attire: uniform/corporate 2R size)					
6. Waiver duly notarized					
7. NBI clearance 1 original copy and 2 photocopies					
8. Certification of Good Moral Character from the School					
Total				3 Hours and 45 Minutes	

GOVERNMENT SERVICE: DEPLOYMENT OF APPROVED STUDENT TRAINEE

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	1. Attend MIAA Basic Orientation (MBO) 2. Deploy to MIAA office assignment	MC No. 1 s. 2018 – Guidelines on Student On-the-Job Training at the Manila International Airport Authority	4 Hours and 30 Minutes	N/A
Total				4 Hours and 30 Minutes	

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

LIST OF REQUIREMENTS		SERVICE INFORMATION		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 - ₱ 200.00 per day Laptop and Projector - ₱ 400.00 per day ₱ 300.00 per hour or fraction thereof or maximum rate of ₱ 3,000.00 per day)
Total				1 Hour and 45 Minutes	

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

LIST OF REQUIREMENTS		SERVICE INFORMATION		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. 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	MC No. 9 – M s. 2016 – Revised Guidelines on MIAA Learning Development Room	2 Hours and 5 Minutes	Sound System - ₱ 200.00 per day Laptop and Projector - ₱ 400.00 per day ₱ 300.00 per hour or fraction thereof or maximum rate of ₱ 3,000.00 per day)
Total				2 Hours and 5 Minutes	

J. INTERNATIONAL CARGO OPERATIONS DIVISION (ICOD)

GOVERNMENT SERVICE: UTILIZATION OF MIAA LEARNING AND DEVELOPMENT ROOM (ICT TRAINING ROOM)

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis
			Total Processing Time
<ol style="list-style-type: none"> Letter of request for the use of MIAA Learning Development Room (ICT Training Room) Letter of Approval Order of payment Official Receipt 	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> Submit letter of request addressed to the Manager/OIC, International Cargo Operations Division (ICOD) Follow-up thru phone call Obtain approval of Request Secure Order of Payment Payment for the request to use of MLDR (ICT Training Room) Submit copy of Official Receipt to ICOD Office 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
			Total Fees to be Paid
			a. MLDR (ICT Training Room) P 2,000.00/day P 200.00/hour b. Sound System P 200.00/day c. Projector with Projector Screen P 200.00/day
Total			1 Hour and 5 Minutes

K. AIRPORT GROUND OPERATIONS AND SAFETY DIVISION (AGOSD)

GOVERNMENT SERVICE: APPLICATION OF AIRSIDE DRIVER'S PERMIT (ADP)

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis
			Total Processing Time
<ol style="list-style-type: none"> Duly accomplished Application form Letter of Endorsement from the Company Photocopy of LTO Driver's License and Official Receipt (OR) 2 pcs. of 1x1 ID picture 	AO No. 1 S. 2000 Administrative Order for Fees and Charges	<ol style="list-style-type: none"> Submit application complete requirements/attachments (bulk applications) Obtain Order of Payment Pay corresponding fee Collect the ADP 	MC No. 19 s. 2018 - Policy and Guidelines of Airside Driving and Vehicle Permit
			6 Days
			Total Fees to be Paid
			P 336.00

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)					
Total					
					6 Days
					P 336.00

GOVERNMENT SERVICE: APPLICATION OF AIRSIDE VEHICLE PERMIT (AVP)

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

L. PUBLIC AFFAIRS DEPARTMENT

GOVERNMENT SERVICE: APPLICATION FOR MEET AND ASSIST SERVICE (FACE TO FACE TRANSACTION)

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. Documentary Requirements a. Letter Request for Meet and Assist Service (MAS) with the following information: <ul style="list-style-type: none"> • Requesting party (name, office, designation) • Passenger (name, designation if there is any) • Flight Details (airline, date, flight number, estimated time of departure/arrival) • Name of person to be issued access pass b. In the absence of letter request, a walk-	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"> • Electronic mail • Facsimile/face to face/personal appearance 2. Pay appropriate Fees and Charges	MC No. 05 s. 2013 – Airport Courtesies and Accommodation	15 Minutes	International Flights from 1 to 10 passengers in excess of 10 passengers ₱ 4,032.00 Additional ₱ 201.60/head Domestic Flights from 1 to 10 passengers in excess of 10 passengers ₱ 1,120.00 Additional ₱ 112.00/head Inclusive of 12% EVAT

in client may file request by accomplishing the MAS Request Form (PAD Form No. 8)

- Submission of requirements at least three (3) days before the actual flight.
- Payment of fees

Total					15 Minutes

GOVERNMENT SERVICE: APPLICATION FOR MEET AND ASSIST SERVICE (E-PAYMENT TRANSACTION)

LIST OF REQUIREMENTS		SERVICE INFORMATION		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"> Submit written request for Meet and Assist Service (MAS) thru the following communication channels: <ul style="list-style-type: none"> Electronic mail Facsimile/face to face/personal appearance Acknowledge total cost of service and pay thru MIAA e-payment channel Send proof of payment via email 	MC No. 05 s. 2013 – Airport Courtesies and Accommodation	15 Minutes	International Flights from 1 to 10 passengers in excess of 10 passengers ₱ 4,032.00 Additional ₱ 201.60/head Domestic Flights from 1 to 10 passengers in excess of 10 passengers ₱ 1,120.00 Additional ₱ 112.00/head Inclusive of 12% EVAT
Total				28 Minutes	

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

N. OFFICE OF THE AGM FOR ENGINEERING

GOVERNMENT SERVICE: ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/REPAIR AND UTILITY SERVICE PERMITS

LIST OF REQUIREMENTS		SERVICE INFORMATION		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PRELIMINARY DOCUMENTS 1. Three (3) copies initial plans (A3 size), Scope of Work, timetable/timeline, project cost and vicinity/location map 2. One (1) Copy of Notice of Award/Contract	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
Total				5 Days	

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

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<p>FINAL REQUIREMENTS</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 <u>20" x 30"</u> Blueprint plans for major construction/renovation that includes: (Note: All plans must be signed and sealed by Lessees Engineer/Architect and Lessee. Copy of PRC & PTR of professionals included.)</p> <p>a. Detailed Architectural and Civil Works plans</p> <p>b. Detailed Plumbing & Sanitary Plans</p> <p>c. Detailed Structural Plan (as applicable)</p> <p>d. Structural Design/Analysis (as applicable)</p> <p>e. Electrical Plan including Air-conditioning System, Exhaust System, FDAS and Gas line (as applicable)</p> <p>f. Mechanical Plan including Air-conditioning System, Exhaust System, FDAS and Gas line (as applicable)</p> <p>g. Electronics & Communication Plans including cabling for LAN</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. Pays corresponding 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>₱ 1,218.00</p>

<p>connections, CCTV 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>				<p>15 Days 4 Hours and 5 Minutes</p>	<p>₱ 1,218.00</p>
<p>Total</p>					

GOVERNMENT SERVICE: ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/REPAIR AND UTILITY SERVICE PERMITS/(ISSUANCE OF MINOR RENOVATION/REPAIR PERMIT)

LIST OF REQUIREMENTS		SERVICE INFORMATION				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
FINAL REQUIREMENTS						
1. Duly accomplished Application Form (2 copies) E-AEN-F-003 – for minor renovation/repair	1. EO 903 Section 4 Letter K 2. AO No. 1 s. 2000	1. Submit complete final requirements to the OAGME 2. Pays corresponding bond and forwards	MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit	5 Days, 4 Hours and 5 Minutes	₱ 365.40	
2. Detailed Drawings of work to be done (3 sets) in <u>A3 Size</u> for minor renovation/repair that includes material specifications and Location Plan, signed by the Owner and their Architect/Engineer (as applicable)	Administrative Order for Fees and Charges		Presidential Proclamation 2146			
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)						
Total					5 Days, 4 Hours and 5 Minutes	₱ 365.40

GOVERNMENT SERVICE: ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION/ REPAIR AND UTILITY SERVICE PERMITS/FINAL REQUIREMENTS FOR UTILITY SERVICE PERMIT)

LIST OF REQUIREMENTS		SERVICE INFORMATION		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
FINAL REQUIREMENTS					
1. Duly accomplished Application Form (2 copies) E-AEN-F-004 – for each specified utility service installation	1. EO 903 Section 4 Letter K 2. AO No. 1 s. 2000	1. Send a Letter of Intent/Request to the BDCMD 2. Prepare revision as per comment from OAGME, if necessary. (Informs AGME in writing within 48 hours upon receipt of the comments. If not acceptable, a technical meeting shall be conducted.)	MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit	6 Days 4 Hours and 5 Minutes	₱ 365.40
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		3. Receive approved Order of Payment and pays corresponding fees/post bond and forwards	Presidential Proclamation 2146		
4. Minor Renovation/Repair or Excavation Permit, if needed					
5. Payment of Utility Service Permit Fee (upon approval)					
Total				6 Days, 4 Hours, and 5 Minutes	₱ 365.40

O. OFFICE OF THE AGM FOR SECURITY AND EMERGENCY SERVICES

GOVERNMENT SERVICE: APPROVAL FOR VISITOR'S PASS (FOR PERSONNEL PERFORMING OPERATION FUNCTIONS)

LIST OF REQUIREMENTS		SERVICE INFORMATION		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 endorsed by Head Office	E.O No. 778 (Charter of MIAA Authority dated March 1982 and	1. Submit any of the following documents either hardcopy or softcopy thru email at naiaccess@miaa.gov.ph	MC No. 14 H s. 2010 – Policies and procedures	1 Day	N/A

2. Downloadable Access Request Form	NAlA dated 21 July 1983	E.O. No. 903	a. Letter Request Form b. Visitor Pass Request Form c. Filled-out NAlA Access Request Form	governing the issuance and use of the NAlA identification card and access pass	1 Day	
Total					1 Day	

GOVERNMENT SERVICE: APPROVAL FOR PERSONNEL AND VEHICLE ENTRY

LIST OF REQUIREMENTS		SERVICE INFORMATION		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: NAlA Access Request Form 3. Coordination Permit Form (General Aviation Area)	E.O. No. 778 (Charter of MIA Authority dated March 1982 and E.O. No. 903 dated 21 July 1983)	1. Submit any of the following documents: a. Letter Request b. Filled-out NAlA Access Request Form c. Filled-out Coordination Permit Form	ASP 6 th 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
Total				1 Day	

P. LANDSIDE POLICE DIVISION

GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF POLICE REPORT

LIST OF REQUIREMENTS		SERVICE INFORMATION		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Estimated of Damages 2. Photocopy of Policy Insurance, Photos of Damage Portions.	RA 10173 (Data Privacy Act of 2012)	1. Filing-up Sworn Statement with attached complete requirements 2. Agree or Disagree to settle	N/A	2 Hours	N/A

Photocopy of MVR/ROR/CR, Stencil of Motor and Chasis No.		3. Received Citation Ticket	
4. Notarized Affidavit Statement / Letter for Representative Authorization		4. Both parties concurred, received Police Report	
Total			2 Hours

Q. TERMINAL POLICE DIVISION

GOVERNMENT SERVICE: FILING OF COMPLAINTS FOR ADMINISTRATIVE CHARGES

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis
1. Two (2) Valid Identification	N/A	1. Personal appearance of formal complainant	MC No. 05 C s. 2022
2. Complaint Form		2. Fill up Complaint Form and submit to attending officer	Guidelines and Procedures in the Investigation of Administrative Cases
3. Dispatch slip in case of Transport complaint		3. Receive copy of Complaint Form	
Total			4 Hours

GOVERNMENT SERVICE: FILING OF COMPLAINTS FOR CRIMINAL CHARGES

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis
1. Valid Identification	N/A	1. Personal appearance of formal complainant	MC No. 05 C s. 2022
2. Complaint Form		2. Fill up the complaint form and submit to attending officer	Guidelines and Procedures in the Investigation of
3. Dispatch slip in case of Transport complaint		3. Receive the copy of the complaint form	
4. Warrant of Arrest			
5. Hold departure order			
Total			6 Hours

Total Fees to be Paid
N/A

	administrative case	
Total		6 Hours

R. POLICE INTELLIGENCE AND INVESTIGATION DIVISION

GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF PID GUEST DETENTION CERTIFICATE

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Request Form	RA 10173	1. Fill-up and submit a request form with attached complete requirements	N/A	1 Day	N/A
2. Inquest Resolution	(Data Privacy Act of 2012)				
3. Authorization Letter (if requested thru a representative)					
4. Barangay Clearance with location sketch					
5. Valid Government Identification Card					
Total				1 Day	

GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF CERTIFICATION FOR LOST ITEMS

LIST OF REQUIREMENTS		SERVICE INFORMATION			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Request Form	RA 10173	1. Fill-up and submit a Request Form with attached complete requirements	N/A	2 Days	N//A
2. Complaint Form	(Data Privacy Act of 2012)				
3. Authorization Letter (if requested thru a representative)		2. Return on the following day and present the approved Request Form to claim the Certification.			
4. Valid Government Identification Card					
Total				2 Days	

GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF POLICE REPORT

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

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

GOVERNMENT SERVICE: REQUEST AND CLAIMS OF SAFEGUARDED LOST AND FOUND ITEMS

SERVICE INFORMATION			
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis
			Total Processing Time
1. Proof of ownership	EO 903	1. Inquiry thru phone or walk in	1 Hour
a. Official Receipt	Section 4	2. Submit requirements	
b. Memorandum Receipt	Letter K		
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			
Total			1 Hour

T. ID AND PASS CONTROL DIVISION

GOVERNMENT SERVICE: ISSUANCE OF VISITOR STICK-ON PASS (WELL-WISHERS)

SERVICE INFORMATION				Total Processing Time	Total Fees to be Paid
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. Request for Visitor pass / Letter Request	1. EO 903 Section 4 Letter K	1. On day of use, present valid ID to IDPCD Counter Staff	MC No. 12 s. 2007 – Policies Governing Fees and Charges for Visitor Stick-on Pass	5 Minutes	₱ 50.00
2. Valid ID of applicant	Letter K	2. Surrender Visitor Pass	MC No. 14 s. 2010 – Policies and Guidelines the issuance the use of the MIAA Identification Card and Access Pass		
3. Visitor Pass Fee (₱50.00)	2. AO No. 1 S. 2000 Administrative Order for Fees and Charges				
Total				5 Minutes	

U. SURVEILLANCE OPERATIONS DIVISION

GOVERNMENT SERVICE: APPROVAL FOR CCTV VIEWING / REQUEST

SERVICE INFORMATION				Total Processing Time	Total Fees to be Paid
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. Written/formal Complaint Form	or email Letter/APD Section 4 Letter K	1. Complainant/ Representative presents complete above listed requirements to Surveillance Terminal (Must be accompanied by an authorized APD personnel)	MC No. 09-C s. 2022 – Policies and Procedures governing the Operation of Closed-Circuit Television (CCTV) Systems and CCTV Control Rooms (CCR) at NAI	4 Hours and 30 Minutes	N/A
2. CCTV Viewing Request Form (CVRF)	Request	2. Received approved/disapproved Request for CCTV Viewing			
3. One (1) Valid Government issued ID	Government issued ID	3. Present a copy of request to			
4. Authorization Letter	(with Additional Requirements)				
5. At least Two (2) Valid Government issued ID					

Non-Passenger 6. Authorization letter from the passenger 7. At least 2 government issued ID 8. Complaint Form from Terminal Police Section.		Surveillance on-duty Supervisor- 4. Receives Result of CCTV Viewing Form (RCVF)		4 Hours and 30 Minutes	
Total				4 Hours and 30 Minutes	

GOVERNMENT SERVICE: APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST

LIST OF REQUIREMENTS		SERVICE INFORMATION			Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Complainant's Request Thru MIAA Investigation Office: 1. Result of CCTV Viewing Form (RCVF) 2. CVF Copy Request Form (CCRF) 3. Written/email Letter of Complaint/APD Complaint Form 4. One (1) Valid Government issued ID 5. Letter of Request from any Government investigation Agency/Court Order Other Investigation Agency: 1. Result of CCTV Viewing Form (RCVF) 2. Letter Request from MIAA Investigation Office/any Government investigation Agency 3. Information/ Incident Report endorsed for Investigation	EO 903 Section 4 Letter K	1. Submit formal request for CVF Copy attached with complete above-listed requirements, addressed to the OIC-SSD thru OIC-SOD 2. Receive notification and copy approved/disapproved request thru email 3. Pick-up CVF Copy and sign at the "RELEASE OF CVF COPY Form (RCCF) with undertaking" from Surveillance Terminal Section.	MC No. 5 s. 2016 - Guidelines and Procedures on the Management of Closed-Circuit Television - Security Control Rooms (CCTV-SCR) at NAA		4 Hours	N/A
Total					4 Hours	

GOVERNMENT SERVICE: APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST FOR COMPLEX CASES

LIST OF REQUIREMENTS		SERVICE INFORMATION		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Complainant's Request Thru MIAA Investigation Office: 1. Result of CCTV Viewing Form (RCVF) 2. CVF Copy Request Form (CCRF) 3. Written/email Letter of Complaint/APD Complaint Form 4. One (1) Valid Government issued ID 5. Letter of Request from any Government investigation Agency/Court Order Other Investigation Agency: 1. Result of CCTV Viewing Form (RCVF) 2. Letter Request from MIAA Investigation Office/any Government investigation Agency 3. Information/ Incident Report endorsed for Investigation	EO 903 Section 4 Letter K	1. Submit formal request for CVF Copy attached with complete above-listed requirements, addressed to the MIAA-GM/AGMSES thru OIC-SSD 2. Receive notification and copy approved/disapproved request thru email 3. Pick-up CVF Copy and sign at the "RELEASE OF CVF COPY Form (RCCF) with undertaking" from Surveillance Terminal Section.	MC No. 5 s. 2016 - Guidelines and Procedures on the Management of Closed-Circuit Television - Security Control Rooms (CCTV-SCR) at NAA	4 Hours	N/A
Total				4 Hours	

V. TERMINAL OPERATION T1, T2,T3, T4

GOVERNMENT SERVICE: APPROVAL OF TERMINAL INGRESS/EGRESS DECLARATION

LIST OF REQUIREMENTS		SERVICE INFORMATION		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	ASP 6th Edition s. 2019 Chapter 3.3.8 Access Control Measures	2 Days	N/A

GOVERNMENT SERVICE: BILLING OF SERVICE PROVIDER T3

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
TOR - BILLING REQUIREMENTS :	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
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. Tools & Equipment Daily Status Report					
8. Supplies & Materials Delivery Report					
9. Tools & Equipment Delivery Report					
10. Certificate of Satisfactory Performance					
11. Request for Payment					
Total				3 Days	

GOVERNMENT SERVICE: UTILIZATION OF LEARNING AND DEVELOPMENT ROOM AND FUNCTION HALL

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	Total Processing Time	Total Fees to be Paid
1. Letter request for use of Training Room in 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 Manage Application Form and submit to Terminal Admin	MC No. 9 – M s. 2016 – Revised Guidelines on MIAA Learning Development Room	1 Day	MLDR – P 2, 000.00/day / P 200.00 hours Function hall – P 5,000.00 day
2. Application for MLDR – T3					



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Chairperson
MIAA – CART

			3. Request for reconsideration if date is not available		
			4. Secure order of payment and Pay the rental fee		
			5. Proceed to Cashiering T3 for payment		
			6. Submit copy of receipt to Terminal Admin		
Total				1 Day	MLDR – P 2,000.00/day / P 200.00 hours Function hall – P 5,000.00 day