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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

NAME OF DEPARTMENT/ AGENCY/ LGU: MANILA INTERNATIONAL AIRPORT AUTHORITY

Rook

N SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON MARCH 31, 2023: [/] Yes [] No

3. LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

Mision in Issuance/ Policy Title Effectivity sis MC No. 14-H s. 2010 Guidelines On the Issuance of NAIA Identification Cards and Access Passes Passes Passes Security It to on the Issuance of NAIA Executive N/A Executive MC No. 35 s. 1999 Policies and Sentember	MC No. 14-H s. 2010 Guideline on the Issuance of NAIA Passes Passes N/A NC No. 35 s. 1999 Policies and Guidelines Governing Concessions Management Mc No. 40 s. 1999 Policies and Procedures Governing Business	Specific Provision in the Governing Law(s) as Basis Iss as Basis N/A MC No. N/A on the Is Identifica Notice and Executive of Award Identifica b. Period of Action on Procurement Activities Performing Security c. Performing Security Failure to Enter into Contract and Post Performance Security MC No. 3 N/A MC No. 4 N/A MC No. 3	(Number and Short Title) (Number and Short Title) E.O No. 778 (Charter of MIA Authority dated March 1982 and E.O. No. 903 dated 21 July 1983 dated 21 July 1983 Handbook on Philippine Government Procurement Administrative Order for Fees and Charges	GOVERNMENT SERVICE 1. Application and Approval for OB Card and Visitor Pass 2. Contract Process Preparation Procurement Process 3. Approval Conditional Award (NOCA) / Notice of Award (NOCA) / Lease and Concessions Contract
--	--	--	---	---

	July 15, 2000	MC No. 26 s. 2000 Policies and Guidelines Governing Accounting	N/A	N/A	8. Issuance of Account Clearance	00
	February 27, 2002	MC No. 07 s. 2002 Accreditation of Business Entities Operating at the Airport Complex	NA	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	 Approval of Accreditation of New Applicants for Business Entities Operating at the Airport Complex and Servicing MIAA Concessionaires 	
Memorandum Circular no 12 s. 2022 Revised Guidelines on the Accreditation of Security Agencies for Operation at the Airport Effectivity Date:	March 22, 2011	MC No. 04 s. 2011 Accreditation of Security Agencies for Operation of the Airport Complex	N/A	A.O No. 1 s. 2000 Administrative Order for Fees and Charges		
MC No 05 s 2022 Accreditation for Individua Customs Brokerage, Customs Brokerage Companies, Corporation Effectivity Date: March 24, 2022	April 10, 2007	MC No. 06 s. 2007 Accreditation for Individual Customs Brokers, Customs Brokerage Companies/Corporations and Cargo/Freight forwarders at the Airport	N/A	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	 Approval of Accreditation of New Applicants for Individual Customs Brokers, Customs Brokerage Companies/ Corporations and Cargo/Freight forwarders at the Airport 	
	January 1, 2020	MC No. 27 s. 2019 Guidelines in the Privilege of Utilizing the Employees Car Parking Areas at NAIA Terminals 1, 2, 3 & 4	N/A	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	 Issuance of Airport Parking Car Sticker (Employee's Parking Car Sticker) 	
	Date of Effectivity	Issuance/ Policy Title	Specific Provision in the Governing Law(s) as Basis	Governing Law(s) (Number and Short Title)	GOVERNMENT SERVICE	
3	REGULATION	OFFICE/AGENCY REGULATIONS	BASIS	LEGAL		1

	2020 Recruitment March 16, 2020	Implementing Integration	2014 PSC		n 13 Part III of 0 1 Series of of OFW &				7 Implementing senger Service) Honoring Point of Sale of	. 2014 PSC April 30, 2017	olicy Title Effectivity	OFFICE/AGENCY REGULATIONS
N/A	MC No. 9 s. 2020 Recruitment Policy for Outsourced Personnel	MC No. 6 s. 2017 Implementing Guidelines of PSC Integration	MC No. 8 s.	NCMF)	Item a & b Section 13 Part III of Administrative No 1 Series of 2000 (Exemption of OFW &		N/A		MC No. 6 s. 2017 Implementing Guidelines of Passenger Service Charge (PSC) Honoring Exemption at the Point of Sale of Airline Ticket	MC No. 8 s. Integration	Issuance/ Policy Title	0
Section 21 2.1 Advertising and Posting of the invitation to Bid/	N/A	Order No. 903	Executive	Workers	35 of RA 8042 Int Workers and s Filipino	Part 111 to IV of MIAA Administrative Order No 1 Series of 2000	Order No 903	 Item a and b Section 13 Part III of Administrative No 1 Series of 2000 (Exemption of OFW & NCMF) 		35 Vork	Specific Provision in the Governing Law(s) as Basis	BASIS
R.A 9184 Handbook on Philippine Government Procurement	N/A	MOU between Philippine Sports Commission and Manila International Airport Authority (MIAA)	EXecutive Order No. 202	Evenitive Order No. 203	RA 8042 on Migrant Workers and Overseas Filipino Workers	A.O No. 1 s. 2000Administrative Order for Fees and Charges	E.O 903 Section 4 Letter K	Series of 2000 (Exemption of OFW & NCMF) d. MOU between Philippine Sports Commission and Manila International Airport Authority (MIAA)	Workers b. Executive Order No. 903 c. Item a and b Administrative No 1	a. RA 8042 Migrant Workers and Overseas Filipino	Governing Law(s) (Number and Short Title)	LEGAL
13. Processing of Requests for Procurement of Goods and Services (Small Value	12. Hiring of Outsourced Employees				11. Refund of Passenger Service Charge (PSC)		10. Over the Counter Payment		Passengers	To of	GOVERNMENT SERVICE	

				THE REAL PROPERTY AND A REAL PROPERTY AND A	
	Bastan Sef Com				Other
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/ Policy Title	Date of Effectivity	Issuances/ Policies it Effectively Repeals/ Amends
Procurement/Shopping)		Request for Expression of Interest			
		Section 25 Submission			
14. Receiving, Inspection, Acceptance of Goods and Services (for Purchase					N/A
P.O) and and Delive	Government Accounting		MC No. 29 s. 2000 Policies and		
15. Receiving, Inspection, Acceptance of Goods and	Manual Vol. 1	N/A	Procedure Governing Property Management		
Work (
Supply)					A17.4
16. Preparation of Request for Payment for Service	WA	N/N	MC No. 49 s. 1999 Policies and	January 1,	1 114.1
l by Contractor			Services	2000	
17. Application for Data	N/A	N/A			N/A
Gathering / Survey /					
			MC No 1 & 2018 Revised		
18. Application of School			Guidelines on Student On-The-	January 22,	
raining			International Aimort Authority	0107	
19. Application for Student On-					
20. Deployment of Approved					
21 Application for Use of MIAA					N/A
	* * * * * * *		MC No. 9-W s. 2016 Revised	0-1-1	
Discount /Waiver	A.O No. 1 s. 2000	NA	Guidelines on MIAA Learning	October 27,	
22. Application for Use of MIAA	Administrative Order for	N.W.	Development Room	2016	
Audio-Visual Learning	Fees and Charges				
Fees					
		5 (/ A	MC NO 0-M & 2016 Revised	October 27.	N/N

N/A		N/A	N/A	RA 10173	Request for Issuance of	32.
N/A		MC No. 12 s. 2007 Policies Governing Fees and Charges on Visitor Pass	N/A		Approval for Visitors' Pass (For Personnel Performing Operation Function)	<u></u>
Perimeter Protection and Access Control				MIA Authority dated March 1982 and E.O. No. 903 dated 21 July 1983		
Sec 3.3 of Part III: Airside and			as amended	E.O No. 778 (Charter of	Approval for Personnel and Vehicle Entry	30.
ASP 6 th Edition s. 2019:		MC No. 19-A s. 2018 Policies and Guidelines of Airside Driving and Vehicle Permit	Sec 4.b E.O No. 903 as			
N/A		in the Issuance of MIAA Construction, Excavation, Renovation or Repair, and Utility Service Permit	WA	Presidential Proclamation 2146	Issuance of MIAA Construction, Excavation, Renovation/Repair and Utility Service Permits	29
existing rules and regulations (MC No. 53)			5		. Conduct of Client Activity	28
Board Resolution 2017-067 Increased rate (adjustment) subject to		MC No. 53 s. 1999 Issuance of Special Permit for Movie, Television, Advertisement or Documentary Filming/Photography at the NAIA	N/A	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	ODDHOD	21.
er 31, N/A 13	October 31, 2013	MC No. 05 s. 2013 – Airport Courtesies and Accommodation	N/A	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	Application for Meet and Assist Service (Face to Face/ E-Payment Transaction)	24 N
	July 24, 2018	Guidelines of Airside Driving and Vehicle Permit	N/A	Administrative Order for Fees and Charges	mit (A	25.
16 N/A	2016	Development Room		Fees and Charges		24.
Other Date of Fectivity Repeals/ Amends	Date of Effectivity	Issuance/ Policy Title	Specific Provision in the Governing Law(s) as Basis		<	
LATIONS	REGUL	OFFICE/AGENCY REGULATIONS	- BASIS	LEGAL		

					Downoot	
Dronadilinas		Television - Security Control			Video Footage (CVF)	4
2022 FOILCIES		Monoport of Cloud Official				44
0	May 24, 2016	MC No. 5. s. 2016 Guidelines	N/A	EO 903 Section 4 Letter K	Viewing Request	40.
		and Guidelines the issuance the use of the MIAA Identification Card and Access Pass		for Fees and Charges		
N/A		for Visitor Stick-On Pass MC No. 14 s. 2010 – Policies	N/A	A.O No. 1 s. 2000Administrative Order		
	July 1, 2007	MC No. 12 s. 2007 Policies Governing Fees, and Charges		EO 903 Section 4 Letter K		39.
N/A	2010	MC 7-M s. 2010 Lost and Found Items Policies and Procedure	N/A	EO 903 Section 4 Letter K	. Request and Claims of Safeguarded Lost and Found Items	38.
N/A		N/A	N/A		Investigation Division)	
				RA 10173 (Data Privacy Act of 2012)	Request for Issuano Police Report (P	37.
A/N		N/A	V/N	(Data Privacy Act of 2012)		
				(Data Privacy Act of 2012)	Regulast for Issuance of	30
N/A		N/A	N/A	RA 10173		35.
MC No. 05 C s. 2022 Guidelines and Procedures in the Investigation of Administrative Cases Effectivity Date: November 07, 2022		MC No. 12 s. 2015 Guidelines and Procedures in the Investigation of Administrative Case	N/A	EO 903 Section 4 Letter K		34 33
				(Data Privacy Act of 2012)	Police Report (Landside Police Division)	
Other Issuances/ Policies it Effectively Repeals/ Amends	Date of Effectivity	Issuance/ Policy Title	Specific Provision in the Governing Law(s) as Basis	Governing Law(s) (Number and Short Title)	Girm	
	REGULATION	OFFICE/AGENCY REGULATIONS	BASIS	LEGAL		

		LEGAL	BASIS	OFFICE/AGENCY REGULATIONS	REGULATION	Ĩ.
	GOVERNMENT SERVICE	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
	Video Footage (CVF) Copy Request for Complex Cases					Closed-Circuit Television (CCTV) Systems and CCTV Control Rooms (CCR) at NAIA
						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)	NA		MC No. 4 s. 2017 Amendment to Memorandum Circular No. 02 Series of 2017: Guidelines on the Management of Transport System at NAIA 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	NIA
Cha R	ARLENE B. BRITANICO Chairperson MIAA - CART					



4. SERVICE INFORMATION PER GOVERNMENT SERVICE

A. GENERAL MANAGER'S OFFICE

	1 Day				Total	To	
N/A	1 Day	MC No. 14 H s. 2010 – Policies and procedures governing the issuance and use of the NAIA identification card and access pass	letter via	Send request hardcopy or email	1. Send hardcor	E.O No. 778(Charter of MIA Authority dated March 1982 and E.O. No. 903dated 21 July 1983	1. Letter Request
Total Fees to be Paid	Processing Time	Legal Basis	edures as Ditizen's	Client Steps/Procedures as indicated in the Citizen's Charter	Client S indicat	Legal Basis	Requirement
	T>421	EDURES	LIST OF STEPS AND PROCEDURES	OF STEPS	[S]	NEXI S	LIST OF REQUIREMENTS
			SERVICE INFORMATION	ERVICE INF	BS		
		VISITOR PASS	CARD AND	L FOR OB	APPROVA	PPLICATION AND	GOVERNMENT SERVICE: APPLICATION AND APPROVAL FOR OB CARD AND VISITOR PASS

B. LEGAL OFFICE

GOVERNMENT SERVIC	JE: CONIRACI PREP	GOVERNMENT SERVICE: CONTRACT PREPARATION THROUGH PROCUREMENT PROCESS	VI PROCESS		
LIST OF REQUIREMENTS	JIREMENTS	LIST OF STEPS AND PROCEDURES	ROCEDURES	Total	and the state of t
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing	be Paid
1. Approved RIS, TOR,	AO no. 1 s. 2000	1. Secure copy of contract with	1. RA 9184	20 Days	N/A
	Order for Fees and	within three (3) days.	Philippine		
2. Complete Bid	Charges	Representative/s must present	Government		
Documents (with		letter of authorization.	Procurement		
a. Original Technical		2. Post required Performance	a. Notice and		
Documents of		Bond	Executive of		

20 Davs	authority) Notice of Award	auth
	Approves memo to GM (for projects within the delineated	GM
******	Resolution /	Reso
	Board	5. MIAA Board
	Directors or GM)	Direc
	applicable (Board of	appli
Clause	procurement, if	proc
e. Reservatori	alternative method of e.	alter
Decontry	Authority to use	4. Auth
Construction	oval	Approval
	Resolution with GM's	Reso
Doot	Committee (BAC)	Com
into Contract and		3. Bids
A Easilities to Enter		S
c. Performing	LCRB/HRBB or C.	5
ACIVITIES		0
on Procurement	Original Financial	р. О
b. Period of Action		0
Award	LCRB/HRRB or	-

C. CONCESSION MANAGEMENT DIVISION

		Development	signature of authorized		
		Investment and	5. Pick-up contract for		9. Sanitary Permit from the Bureau of
		and Keal Estate	requirements		Pasay City
		Governing Business	documentary		Mayor's/Business Permit from
		Procedures	4. Submit complete		8. Current and Valid
		Policies and)CA		7. DOLE Clearance
		MC NO. 40 S. 1999 -	3. Release of approved		6. SSS Clearance
			transmittal le		By-Laws
		Management	to BDCMD with		5. Articles of Incorporation and
		Concessions	ANN		4. Registration Certificate
		Governing		and Charges	(Updated)
		Guidelines	receipt of letter for	Order for Fees	3. Latest General Information Sheet
	and 40 minutes	Policies and		Administrative	2. Company Profile
N/A	6 Days, 6 Hours	MC No. 35 s. 1999 -	1. Present copy of	AO No. 1 s. 2000	1. Letter to General Manager
B 27 A			Citizen's Charter		
to be raid	Time	Legal Basis	as indicated in the	Legal Basis	Requirement
I OTAL FEES	Processing		Client Steps/Procedures		
	Total	PROCEDURES	LIST OF STEPS AND PROCEDURES	TS	LIST OF REQUIREMENTS
			SERVICE INFORMATION	0	
				CONCESSIONS CONTRACT	CONCESSIO
New York	INOW! LEWSE W	V NOTICE OF AVVARD	NDITIONAL AWARD (NOCA	OF NOTICE OF CO	GOVERNMENT SERVICE: APPROVAL OF NOTICE OF CONDITIONAL AWARD (NUCA) / NUTICE OF AWARD (NUCA) / LEASE AND
887	MOAL I RACE AS	A PRIME OF ANALARY	a set total and the set of the se	the second s	

	arsour &		Total			
 vehicle F 700.00 Damage / Lost Card P 500.00 Employees Parking Sedan Van/ and other 4-wheel vehicle P 350.00 Motorcycle P 100.00 Damage/Lost Card P 500.00 *Inclusive of 12% EVAT 		at NAIA Terminals 1, 2, 3 and 4	 Provide CMD copy of OR as proof of payment Receive processed parking car sticker 		venicles c. LTO Official Receipt (OR) of Vehicles Official Receipt	Ņ
 \$6.00 + corresponding fees Transport Group and Other Concessionaires Sedan/Van and other 4-wheel 	1 Hour	MC No. 27 s. 2019 – Guidelines in the Privilege of Utilizing the Employees Car Parking Areas		AO No. 1 s. 2000 Administrative Order for Fees and Charges	b a Reo	<u>حب</u>
Total Fees to be Paid	Total Processing Time	CEDURES Legal Basis	LIST OF STEPS AND PROCEDURES Client Steps/Procedures as indicated in the Citizen's Charter	JIREMENTS Legal Basis	LIST OF REQUIREMENTS Requirement Legal	
		NC	SERVICE INFORMATION			

		SERVICE INFORMATION			
LIST OF REQUIREMENTS	ENTS	LIST OF STEPS AND PROCEDURES	D PROCEDURES		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Total Fees to be Paid
PROFESSIONAL CUSTOMS BROKER	AO no. 1 s. 2000	1. Submits an application letter with complete	MC no 05 s 2022 Accreditation for	1 Hour and 50 Minutes	N/A
 Accomplished application form (downloadable at the website and to be sent via email) 	Administrative Order for Fees and Charges	documentary requirements at N Central Recei Office	Individual Customs Brokerage, Customs Brokerage Companies, Corporation		
 b. Company profile c. Valid Professional License 		2. Receives and acknowledges the Accreditation	Corporation		
d. Professional Tax Receipt (PTR)		Certificate from CMD for signature			
e. Brokers Certificate					
Clearance from the Bureau					
preceding year					
g. VAT (Value Added Tax) Registration					
h. Latest Income Tax Return					
(ITR) duly received by the BIR					
i. Tax Clearance from the					
birk to prove rull and timely					
i. List of clients with					
complete addresses					
hand and					
no clients					
CUSTOMS BROKERAGE (Company/Corporation)					
a. Accomplished application					

cimen sigr	n List of representatives with	Ve)	Certificate of Compliance	Partnership (Partnership);	Proprietorship; Articles of	11	<u>n)</u>	Information Sheet	m. Updated General	Sic	Alteritate Custons	noto Cuo	Shareholding of the	the applicant firm	such and as officers of	Cuetome Broker as	Alter	 Appointment of the 	indicating the following	S	Veso	year	oratement of the breceding	Statement of the r	k Audited Financial	payment of taxes	BIR to prove full and the	i Tax Clearance from the	BIR	(ITR) duly received by the		y. vn: (value nuueu lax)	Business Permit	t. Mayor's Permit and	BOC of the current yea	or Clearance from the	e. Customs Brokerage Permit	d. Professional Tax Receipt	(PRC)	b. Company profile	website and to be sent via

 with the Official Receipts k. Insurance Policies if delivery Vehicle Together with the Official Receipt of Premium Payment I. List of representatives with personal details, photos and specimen signatures; 	(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	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	no clients, submit amdavit of president FORWARDER a. Accomplished application form (downloadable at the website and to be sent via	if no representatives, submit affidavit of no representative/s o. List of clients with complete addresses and contact details; if no

50 Minutes	lotal
1 Hour and	
	no clients
	clients, submit affidavit of
	contact details; if no
	complete addresses and
	st of clients with
	representative/s
	submit affidavit of no

N/A	Requirement	LIST OF REQUIREMENTS		
AO no. 1 s. 2000 Administrative Order for Fees and Charges	Legal Basis	REMENTS	n oon oonn te at Sanda Me Ballan Sanda	
Citizen's Charter 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 S. Returns to CMD to present the proof of payment and claim the Accreditation Certificate	Client Steps/Procedures as indicated in the	LIST OF STEPS AND PROCEDURES	SERVICE INFORMATION	
MC no 05 s 2022 Accreditation for Individual Customs Brokerage Companies, Corporation	Legal Basis	ND PROCEDURES	URMATION	
1 Day, 7 Hours and 20 Minutes	Processing	Total		and the second se
Application Fee - P 100.00 Accreditation Fee for the following categories: a. Professional Customs Brokers - P 200.00/month/license b. Custom Brokerage Company/Corporation - P 500.00/ month d. Customs Brokerage and Freight Forwarding Company/Corporation - P 500.00/ month Vehicle Sticker - P 700.00/vehicle/year Temporary Vehicle Sticker for Unaccredited Individuals, Brokers, Freight Forwarders - P 35.00/day Temporary Access Stick on Pass for Unaccredited Individuals, Brokers,	Total Fees to be Paid			

GOVERNMENT SERVICE: APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR SECUR	PPROVAL OF ACC	SERVICE INFORMATION	DRMATION		
LIST OF REQUIREMENTS	IMENTS	LIST OF STEPS AND PROCEDURES	ND PROCEDURES	Treal	
Requirement	rega Bassis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Total Fees to be Paid
Documentary Requirements:	AO no. 1 s. 2000 Administrative	1. Submits an application letter with	MC no 12 s 2022 Revised Guidelines on	7 Hours and	N/A
a. Application for	Order for Fees	complete	the Accreditation of	40 Minutes	
Accreditation two	and Charges	documentary	Security Agencies for		
b. Company Profile		Central receiving	Operation at the All port		
c. Department of		office			
Trade and Industry					
(DTI) and/or					
Securities and					
Exchange					
Commission (SEC)					
Registration					
d. Updated General					
Information Sheet					
(Corporation), DTI					
Registration (Sole					
Proprietorship;					

	1 Day, 7 Hours and 20 Minutes	Total	
for Accredited Brokers,			
a locational a locación aco			

Name															X			1000011													h	Ö			;~h (D		
Certified true copy of latest Income	liabilities	applicant's total and	Q	year, showing,	nreceding calendar	ution	and authorized	05	Revenue (BIR) or	of Int	ýġ	stamped and	statement, duly			and contact details	complete addresses	List of clients with	PAO)	Incorporated (PAD-	Ag	ß	Association of	Certificate with	SOSIA)	Agency (PNP -	/estidation	of Security Office	0	trom Philippine	License t	. Mayor's Permit	business	Airport - b			(Partnership)	Articles of
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of Completion of Specialized	20	Authority shall	B	and other as	Checkpoint, CCTV	reeni	deployment at	90	Security guards	sch	aviation security	or OTS accredited	2	AVACEON Training	ġ	pue AISOSTAND	u.	a	Agency Cartificate of	of the Security	security	actual	onnel in	List of Security	of tayas	timely payr	BIR to prove full	Tay Clearance from	Registration	Tax (VAT)	valid Value Added	of the current and	Certified true copy	Ø	tax.	and duly validated		usiness
F	1																																		 			
									 					~~~~~																					 		 	

lour s	and		Total		
89	1 Dav 1 Hour			And the second	
BS			signature		
88			Certificate from CMD for	Charges	
	40 MINUE		2. Receives the Accreditation	for Fees and	
	ano			Administrative Order	
tour N/A	1 Day, 1 Hour	N/A	1. Submits the required original	AO no. 1 s. 2000	WA
			Charter		
ing Total Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's	Legal Basis	Requirement
	T Otas	EDURES	LIST OF STEPS AND PROCEDURES	JIREMENTS	LIST OF REQUIREMENTS
		NO	SERVICE INFORMATION		
40 (es	and 40 Minutes		Total		
543					
				ning	aviation training school
				)TS	or OTS accredited

	school	aviation training	or OTS accredited	Course from OTS	Management	related Aviation	Course or any	Management	Aviation Security	of Completion of	submit a Certificate	of the Airport must	and/or Airside area	at the Landside	Tenants for posting	Concessionaires/	Airlines, and other	contracted by the	Agencies	105	Accreditation Key	Additional	training school	accredited aviation	by an OTS or OTS	Training conducted
Total																										
909																										
7 Hours and 40 Minutes																										
														******								 			******	

I IST OF REOL	OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES	EDURES	Total	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's	Legal Basis	Processing Time	Total Fees to be Paid
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol> <li>Submits the signed Accreditation Certificate to the Central Receiving office</li> <li>Receives order of payment slip and proceed to</li> </ol>	N/A	1 Day, 7 Hours and 15 Minutes	Accreditation Fee – F 6,993.24 / quarter / area (exclusive of RVAT) Processing Fee – F 1 000 00
		action Division f nent rrns to CMD to prese proof of payment ar n the Accreditation			P 1,000.00 Pe 1,000.00 P 1,000.00
		Total		1 Day, 7 Hours and 15 Minutes	
GOVERNMENT SERVICE: APPROVAL	ogge i	APPROVAL OF ACCREDITATION OF NEW APPLICANTS FOR BUSI	TS FOR BUSI	VESS ENTITIES	NESS ENTITIES OPERATING AT THE AIRPORT
			IATION CENTIDES		
Requirement Legal	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Legal B Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol> <li>Submits an application letter with complete documentary requirements at MIAA Central receiving office</li> <li>Receives and acknowledges the Accreditation Certificate from CMD for signature</li> </ol>	NA	Minutes	
<ul> <li>a. Duly accomplished application form</li> <li>b. Company profile</li> <li>c. Certificate of Registration with the Securities &amp; Exchange Exchange Commission (SEC), Articles of A</li></ul>					

a. Valid CAAP Certificate of Registration b.CAAP License to Operate a Helicopter Charter Service	Service and Delayed / Unaccompanied / Mishandled Luggage / Baggage a License to Operate from the Bureau of Customs (BOC) b.Personnel complement Private Operators and Users of NAIA Aircraft Movement Areas and	Clearance (for Renewal of Accreditation and Change of Ownership of the Company/Entity) Additional Requirements On Board Courier	(for Proprietorship or Partnership) e. Agreement or Contract with Airport – based businesses f. MIAA Accounting	aws (if c er ppines poration L inficate lificate stration w artment le & Ir

LIST OF REQUIREMENTS	UIREMENTS	LIST OF STEPS AND PROCEDURES	STEPS AND PROCEDURES		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Total Fees to be Paid
N/A	AO no. 1 s. 2000 Administrative Order for Fees and Charges	<ol> <li>Submits the signed Accreditation Certificate to the Central Receiving Office</li> <li>Receives Order of Payment Slip from CMD and proceeds to Collection Division for payment</li> <li>Returns to CMD to present the proof of payment and claim the Accreditation Certificate</li> </ol>	N/A	1 Day, 7 Hours and 12 Minutes	a. Use of NAIA Helipad P 10,000.00/ annum b. Transport/Utility/Hotel/ Travel Agency vehicles • Bus - P 4,500.00/unit/annum • Van, Mini-coaster P 3,000.00/unit/annum • Sedan P2,000.00/unit/annum • Vehicle Sticker P200.00/sticker c. Additional Accreditation Fee for Dual Sticker (NAIA)

1 Hour and 45 Minutes	Total	
		the DOT
	Accreditation from	Accredita
	ate of	d. Certificate of
	oyed	be deployed
	the number of units to	the numb
	vehicles indicating	vehicles i
	hotel or travel agency	hotel or tu
	c. Valid contract with	c. Valid cor
	ite	certificate
	mortgage or bank	mortgage
	chattel	copy of chattel
	of mortgaged vehicle,	of mortga
	registration. In case	registrativ
	year's	current year's
	Official Receipt of	Official R
	Registration and	Registrat
	cate of	b. Certificate of
	3)	(LTFRB)
	tory Board	Regulato
	Franchising	and
	Land Transportation	Land T
	a. Franchise from the	a. Franch
		airlines
	travel agencies and	travel ager
	Lighsport utility notels	Transport

	OC INHURES	2000 - Foliolas	issuance of account clearance		Accomplished
₱112.00	1 Day and	No.	1. Submit a letter request for	N/A	1. Written Request or
Paid	Processing	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
Total Fees to be	Total	EDURES	LIST OF STEPS AND PROCEDURES	IREMENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		
			GOVERNMENT SERVICE: ISSUANCE OF ACCOUNT CLEARANCE	E: ISSUANCE OF AC	OVERNMENT SERVICI
				ON	C. ACCOUNTING DIVISION
	1 Day, 7 Hours and 12 Minutes	7 Ha	Total		
<ul> <li>Van, Mini-coaster - 550.00/unit/annum <li>Sedan - 500.00/unit/annum <li>Vehicle Sticker</li> <li>200.00/sticker</li> <li>Within Terminals (NAIA 1, 2, 3, 4, and ICT)</li> <li>2,663.12/qtr.</li> <li>GAA and Other Areas</li> <li>2,663.12/qtr.</li> <li>GAA and Other Areas</li> <li>6,993.24/qtr.</li> <li>And ICT)</li> <li>3,663.12/qtr.</li> <li>GAA and Other Areas</li> <li>6,993.24/qtr.</li> </li></li></ul>	ia in pa				

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

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On the date of the release of the

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

### D. COLLECTION DIVISION

		SERVICE INFORMATION	WATION		
LIST OF REQUIREMENTS	REMENTS	LIST OF STEPS AND PROCEDURES	OCEDURES	Total Dronaecing	Total Fase to he
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Time	Paid
Letter request for Passenger	EO 903 Section 4	<ol> <li>Submit letter request to General Manager Office 4th Floor MIAA</li> </ol>	1. Section 35 of RA 8042	2 Days and 3 Hours	N/A
Service Charge	Letter K		Int		
(PSC) exemption		2. Pick-up signed MIAA Exemption	and Overseas		
	2000 IS.	Celtilicate	2. Section 5 K		
	Administrative		Ø		
	Order for Fees		No. 903		
	and Charges		3. Item a and b		
			of Administrative		
			2000 (Exemption		
			of OFW & NCMF)		
			4. MOU between		
			Philippine Sports		
			Commission and		
			Manila		
			International		
			Airport Authority		
			(MIAA)		
			5. MC No. 8 Series		

s N/A						*
		Section III of		(	Exemption Certificate	1
		3. Item a and b		Charges	Original copy of	w
		NO. 9US		Fees and	International	
		Executive Order		Order for	payment of "LI"	
		~		Administrative	Invoice showing	
		Protion n	PSC retund		Itinerary Receipt /	
		Workers	2. Acknowledge receipt or	2. AU NO. 1 S.	Passenger ticket /	N
		Overseese Eilining		Letter N	Form	
	O Milluco	Mig	documents for refund of	1. EO 903 Section 4	Duly accomplished Refund Declaration	
	0 85:5:40		Charter			
to be Paid	i otal Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's	Legal Basis	Requirement	
	4	ROCEDURES	LIST OF STEPS AND PROCEDURES	EMENTS	LIST OF REQUIREMENTS	
		M	SERVICE INFORMATION			
			SERVICE: REFUND OF PASSENGER SERVICE CHARGE	EFUND OF PASSE	GOVERNMENT SERVICE: B	G
5	caratta /			Total		
	· · · · · · · · · · · · · · · · · · ·		payment is net of tax			
			c. Submit BIR Form 2307 if			
			b. Check		payment is net of tax)	
		Series of 2000		Charges	BIR Form 2307 (if	4
			2. Pay appropriate rees	<b>h</b> -d	Report	
	/ Minutes	Administrative			DPSC) Remittance	
N/A	- 1 E 100	MIAA	Remittance report	Administrative	Service Charge (IPSC /	
		2. Part 111 to IV of		2000	Domestic Passenger	
		No 903	b. MIAA Billing	2. AO No. 1 S.	International and	ω
				4 Letter K	MIAA Billing	N -
		1. Section 5 K of	1 Present any of the following:	1 903 Section	Order of Davment	4
sing i otal Fees to be Paid	Fotal Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement	
		OCEDURES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS	
		M	SERVICE INFORMATION			
			<u>R PAYMENT</u>	VER THE COUNTE	GOVERNMENT SERVICE: OVER THE COUNTER PAYMENT	Q
	والمحموط والمعاولة والمحمول	ni bara na mana mana mana mana mana mana man				
	3 Hours		Total	Tc		
	2 Dave and	THEORY CHINA	11. 			
		Implementing Guidelines of PSC	- 0 -			
		of 2017	o. Mi			

SERVICE INFORMATION         LIST OF REQUIREMENTS       LIST OF STEPS AND PROCEDURES       Total         Requirement       Legal Basis       Client Steps/Procedures       Legal Basis       Total         N/A       1. Submit complete       N/A       N/A       1. Submit complete       N/A       N/A       A		3 Minutes		Total	То	
LIST OF REQUIREMENTS     SERVICE INFORMATION       LIST OF REQUIREMENTS     LIST OF STEPS AND PROCEDURES     Total Processing       Requirement     Legal Basis     Client Steps/Procedures     Legal Basis     Time       Client Steps/Procedures     Legal Basis     Client Steps/Procedures     Legal Basis     Time       Requirement     N/A     1. Submit complete     N/A     1 Day and 3 Minutes		hue vell k				
SERVICE INFORMATION         REQUIREMENTS       LIST OF STEPS AND PROCEDURES         Legal Basis       Client Steps/Procedures         Legal Basis       as indicated in the         Citizen's Charter       Legal Basis	NN	1 Day and 3 Minutes	NA	<ol> <li>Submit complete documents for refund of PSC</li> </ol>	N/A	N/A
SERVICE INFORMATION         REQUIREMENTS       LIST OF STEPS AND PROCEDURES         Legal Basis       Client Steps/Procedures         Legal Basis       as indicated in the         Citizen's Charter       Legal Basis	ARN	4 7 2 2 2 2 2	Number of the state of the stat			
SERVICE INFORMATION LIST OF STEPS AND PROCEDURES Total Brocessing	to be Paie		Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legai Basis	Requirement
SERVICE INFORMATION	Total Fee		ROCECONES	LIST OF STEPS AND F	MENTS	LIST OF REQUIRE
			N	SERVICE INFORMATIC		
		4.2 R#10034.24.14.40		ytal	To	
Total		9 Ráinstac				Division

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hand				<b>Check Pay-out</b>	Q	D	σ	σ	Ø	a.	Þ		Ŵ	Q	7							ö				ω	a	***	g
Division	MIAA Accounting	Request for payment to	Summary of PSC refund	N P	authorizing refund	non-corporate entity	payee is an individual or	Power of Attorney if	a corporation, Special	document if the payee is	Authority or any	Board Resolution /	with photograph and;	government issued ID	representative, Valid	If through	nu	da	pa	cla	Ca		de	nat	pas	a. Photocopy of	available:	If boarding pass is not	pass
ion	AC	lest	man	ay-o	orizir	corp	0	of	pora	nen	ority	Re	hoto	mme.	sent	ngh	number	te a	SSE	ima	irrier	rtific	departure	mea	sspc	otoc	ble:	rding	
	coul	for r	/ of	)ut	ng re	orate	an i	Atto	tion	1	or a	solu	elbo	ant is	ative		-	nd fi	leer	nt w	tha	cate	ure	and	ort s	<b>Vdo</b>		pa	
	nting	bayn	PSC		sfun	e en	ndivi	orney	, Sp	he p	iny	ition	iph a	SSUE	e, Va			date and flight	, inc	claimant was their	Carrier that the	from		name and date of	how	of		88 18	
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													PSC Integration		2		MC No 6 Series		PSC	MC No. 8 Series	horit	<u>m</u>		Commission and	Spor	een	1	of OFW and	moti
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LIST OF REQUIREMENTS	SIN	Client	A 40 I A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A	Total Droppesing	Total Fees
Requirement	Legal Basis	Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	i otal me	to be Paid
<ol> <li>Personal Data Sheet</li> <li>Resume</li> <li>School Credentials - Transcript of Record /</li> </ol>	N/A		MC No. 9 s. 2020 – Recruitment Policy for Outsourced Personnel	2 Hours	N/A
Diploma 4. Picture		<ol> <li>Acceptione</li> <li>endorsement slip</li> </ol>			
6. Signature on the					
examination to LSERVC					
<ol> <li>Signature on the endorsement slip for</li> </ol>					
interview to the End-User					
8. Signature on the letter to					
to the End-User and					
endorsement to ID/PCD					
for hiring				2 Hours	

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GOVERNMENT SERVICE: HIRING OF OUTSOURCED EMPLOTEES
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	ARA 1.		Total		
			2. Receives the interview/ assessment slip and applicant documents		
		Recruitment Policy for Outsourced Personnel	from LSERVC/service		Examination result and referral letter from LSERVC/ service provider
NIN	1 Day	MC No. 9 s. 2020	1. Submits the examination	N/A	E common tion receilt and
to be Paid	Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
Total Fees	Total Processing	PROCEDURES	LIST OF STEPS AND PROCEDUKES	EMENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		

Total

3 Days				
		5. LSERVC/service provider		
		Applicant for OJT		
		contacts of considered		
		provider receives		
		4. LSERVC/ service		
		daily pass of the trainee		
		request for issuance of		
		3. IDPCD receive the		
		Applicant period of OJT		
		Memorandum for		
		2. End-users receive the		
		form		
ne	Outsourced Personne	Interview/assessment		
for	Recruitment Policy for	evaluated		form to the End-User
1	MC No. 9 s. 2020 -	1. End-users submit the	N/A	Interview/assessment
		Charter		
	Legal Basis	indicated in the Citizen's	Legal Basis	Requirement
		Client Steps/Procedures as		
	PROCEDURES	LIST OF STEPS AND PROCEDURES	EMENTS	LIST OF REQUIREMENTS
	C 1 4	APINAL INT ALANALISIA		

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

T							3 8/10		
						Evaluation Report from the End-User	Memorandum/	Requirement	LIST OF REQUIREMENTS
							N/A	Legal Basis	AENTS
-	,5 7 <b>-</b> 7 <b>t</b>	.4 () = 0	0 # #	ω. T T	2.	7 7	- <u>1</u>	indic	
Total	for issuance of on duty pass of newly hired employees. LSERVC/ service provider receives the documents	employees. ID and Pass Control Division (IDPCD) receive the request	the memorandum regarding the conduct of MIAA basic orientation to the newly hired	The Human Resource Development Division receive	LSERVC/ service provider receives the letter.	memorandum/ evaluation report of their applicant/s OJT.	<ol> <li>End User submits the</li> </ol>	Client Steps/Procedures as indicated in the Citizen's Charter	LIST OF STEPS AND PROCEDURES
						Recruitment Policy for Outsourced Personnel	MC No. 9 s. 2020-	Legal Basis	OCEDURES
7 Days							/ Days	Time	Total Processing
							ININ	to be Paid	Total Fees

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

or and es	Newly Registered Supplier/ Contractor 17 Days and 50 Minutes		TOTAL		
es	Existing Supplier Comaco 16 Days and 25 Minutes				
		Submission and Receipt of Bids	<ul> <li>fees</li> <li>6. Return to Procurement Division to furnish a</li> <li>6. Return to Procurement Division to furnish a</li> <li>Copy of Official Receipt as proof of payment</li> <li>7. Claim the approved Certificate of Registration</li> <li><b>Registered Supplier Contractor</b></li> <li>8. Submit the following requirements: <ul> <li>a. Warranty Certificate</li> <li>b. Original Copy of RDQ</li> <li>c. Detailed Quotations (if with labor)</li> <li>g. Receive notification letter and proceed to</li> <li>Procurement Division to accept the approved pO/WO</li> </ul> </li> </ul>		
	Supplier/ Contractor 17 Days and 50 Minutes	Advertising and Posting of the invitation to Bid/Request for Expression of Interest Section 25 –	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		
	Contractor 16 Days and 25 minutes Newly Registered	Handbook on Philippine Government Procurement Section 21 2.1 -	<ol> <li>Check PhilGEPOINIAA Website Demonstration</li> <li>Submit RFQ/Bid Proposal</li> <li>Receive letter and submit sample, if needed</li> <li>Unregistered Supplier/ Contractor</li> <li>Proceed to Procurement Division to fill</li> </ol>	AO No. 1 s. 2000 Administrative Order for Fees and Charges	1. Quotation from supplier
N/A	Existing Supplier/	R A 9184	Citizen's Charter	Legal Basis	Requirement
Fees to	Total Processing Time	I equal Basis	LIST OF STEPS AND PROCEDURE	OF REQUIREMENTS	LIST OF REG
			PROCESSING OF REQUESTS FOR PROCUREMENT OF GOODO FINE COMPANY OF PROCUREMENT / SHOPPING)		GOVERNMENT SERVICE:

<b>IST OF REQUIRE</b> <b>uirement</b> <b>v</b> of the following <b>se Order (P.O)</b> ply and Delivery <b>e</b> – Parts, <b>s</b> , Materials and ent chase Order (very Receipt es Invoice ent and ply and Delivery <b>e</b> -Parts, <b>s</b> , Materials, ent and se of Vehicles thract very Receipt er documents ntioned in the tract (e.g. thnical seference) reference in the therials and Terms Reference aluation, Bill of terials and Terms Reference in the therials and Terms Reference aluation, Bill of terials and Terms Reference Reference				Delivery Receipt Sales Invoice Other documents mentioned in the Contract (e.g. Technical Evaluation, Bill of Materials and Tei Other docume mentioned in Contract ( Technical Evaluation, Bill Materials and Te
SERVICE INFORMATION       IST OF REQUIREMENTS     LIST OF STEPS AND PROCEDURES     Total       uirement     Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       v of the following     Government     1. Delivery of Spare-parts, Supplies, Materials and Equipment at the MIAA-PMD     MC No. 29 s. 2000 – Policies     4 Days and 6 Hours     4 Days and 6 Hours       s Materials and bit y of the following     Manual Vol. 1     Vol. 1     Supplies, Materials and Equipment at the MIAA-PMD     2000 – Policies and Procedure     4 Days and 6 Hours       s Materials and     Supplies, Materials and Equipment at the MIAA-PMD     Management     4 Days and 8 Materials and				Equipment a. Purchase Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate 2. For Contract (Supply and Delivery) For Supply and Delivery of Spare-Parts, Supplies, Materials, Equipment and Purchase of Vehicles a Contract
EQUIREMENTS LIST OF STEPS AND PROCEDURES Total Legal Basis indicated in the Citizen's Legal Basis Time Charter	-PND and Procedure Governing Property Management		Governmen Accounting Manual Vol.	Original copy of the following documents: <b>1. Purchase Order (P.O)</b> For Supply and Delivery of Spare – Parts, Supplies Materials and
OF REQUIREMENTS LIST OF STEPS AND PROCEDURES Total	Legal Basis Processing Time		Legal Ba	Requirement
	ROCEDURES Total	LIST OF	MENTS	LIST OF REQUIRER
	RVICE INFORMATION	SERVIC		
			UNIMACI	IC
CONTRACT SUPPLY			ONTRACT S	00

G. PROPERTY MANAGEMENT DIVISION

CEDURES       Total         Legat Basis       Processing         MC No. 29 s.       6 Days         2000 - Policies       6 Days         Management       Management			SERVICE INFORMATION	CC11411		
Requirement         Legal Basis         Client StepsProcedures at Indicated in the Citizen's         Legal Basis         Frome           Gignal Copy of the following currents:         N/A         1. Delivery on site of Capital Construction, Services and Services and Construction, Repair, Repair, and Construction, and Construction, and Construction, and Construction, Services and Construction, Services and Construction, Services and Construction, Services and Construction, and Construction, Services and Construction, and Construction, Services and Construction, Services and Construction, Services and Construction, Supply and Delivery Receipit         6 Days         6 Days           Violat Order Construction, and Construction, and Construc	Q T	ENTS	LIST OF STEPS AND PRO	CEDURES	Total	Taba 44 50
Ignal copy of the following     N/A     1. Delivery on site of Capital Expenditures (CAPEX)- Capital Expenditures (CAPEX)-Construction, Services and Consultancy), Repair, Renovation, and Improvement a. Work Order     MC No. 29 s. 2000 - Policies Consultancy), Repair, Renovation, and Delivery Receipt     MC No. 29 s. Consultancy, Repair, Renovation, Repair, Consultancy), Repair, Renovation, and Improvement for: a. Work Order     2000 - Policies Consultancy), Repair, Renovation, and Delivery Incurding Supply and Services and Consultancy), Repair, Renovation, and Improvement (Delivery Receipt Delivery Incurding Supply and Services and Delivery Incurding Supply and Services and Delivery Incurding Supply and Delivery In	Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	lotal Fees to be Paid
For Work Order (W.O.)       Expenditures (CAPEX)       Constluction, Services and Consultancy), Repair, (Consultancy), Repair, Renovation, and Improvement for;         Consultancy), Repair, Renovation, and Improvement a       a) Work Order       a) Work Order         b. Delivery Receipt       c) Sales Invoice       a) Work Order       b) Contract         c. Sales Invoice       c) Including Supply and Delivery thru Contract with Bulk Quantity       Delivery thru Contract with Bulk Quantity         c. Sales Invoice       c) Including Supply and Delivery thru Contract with Bulk Quantity       Delivery thru Contract with Bulk Quantity         c. Sales Invoice       completion       f. Accomplishment Report of Serviceable and Condemnable Materials Report Serviceable and Condemnable Materials Report)       b) Delivery Receipt         c. Contract with Labor Component Capital Expenditures (CAPEX)-(Construction, Services and Construction, Services and Constract Materials Construction, Services and	Original copy of the following	N/A		MC No. 29 S.	6 Days	N/A
Capital Expenditures (CAPEX)-(Construction, Services and a. Work Order       Consultancy), Repair, Renovation, and Improvement a. Work Order       Renovation, and b. Delivery Receipt         b. Delivery Receipt       Delivery Receipt         c. Sales Invoice       Delivery first Contract Warranty Certificate         c. Sales Invoice       Delivery first Contract Warranty Certificate of Completion         f. Accomplishment Report g. Report of Serviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)       Delivery first Contract with Bulk Quantity         For Contract with Labor Component (CAPEX)-(Construction, Services and Consultancy), Repair, Report)       For Contract with Labor Construction, Services and Construction, Services and Construction, Servi	documents: 1. For Work Order (W.O.)		(Construction, Services and	and Procedure		
Services and Consultancy), Repair, Renovation, and Improvement Consultancy), Repair, Renovation, and Improvement Polivery Receipt Constructe of Completion f. Accomplishment Report Serviceable and Condemnable Materials, Supplies and/or Construction, Services and Capital Expenditures (CAPEX)-(Construction, Services and Consultancy), Repair, Report Consultancy), Repair, Renovation, and Improvement Consultancy), Repair, Renovation, and Improvement Consultancy), Repair, Consultancy, Repair, Contract Consultancy, Repair, Construct Consultancy, Repair, Construct Consultancy, Repair, Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct Construct	-		Consultancy), Repair, Renovation, and	Property		
<ul> <li>Consultancy), Repair,</li> <li>Renovation, and</li> <li>Improvement <ul> <li>a. Work Order</li> <li>b. Delivery Receipt</li> <li>c. Sales Invoice</li> <li>d. Warranty Certificate of</li> <li>Completion</li> <li>f. Accomplishment</li> <li>Report of</li> <li>Serviceable or</li> <li>Unserviceable and</li> <li>Condemnable</li> <li>Materials, Supplies</li> <li>and/or Equipment</li> <li>(Waste Materials</li> <li>Report)</li> </ul> </li> <li>For Contract with <ul> <li>Labor Component</li> <li>CAPEX)-(Construction, Services and</li> <li>Consultancy), Repair,</li> <li>Renovation, and</li> <li>Improvement.</li> <li>a. Contract</li> <li>b. Delivery Receipt</li> <li>c. Sales Invoice</li> <li>d. Warranty Certificate</li> </ul> </li> </ul>	Services and		Improvement for;	Management		
Renovation, and Improvement a. Work Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Certificate of Completion f. Accomplishment Report of Serviceable or Unserviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report) For Contract with Labor Component Capital Expenditures (CAPEX)-(Construction, Services and Consultancy), Repair, Renovation, and Improvement. a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Other documents	Consultancy), Repair,					
<ul> <li>Improvement</li> <li>Work Order</li> <li>Delivery Receipt</li> <li>Sales Invoice</li> <li>Warranty Certificate</li> <li>Certificate of Completion</li> <li>Accomplishment Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report)</li> </ul> For Contract with Labor Component Capital Expenditures (CAPEX)-(Construction, Services and Consultancy), Repair, Renovation, and Improvement. <ul> <li>Contract</li> <li>Delivery Receipt</li> <li>Solution documents</li> <li>Other documents</li> </ul>	Renovation, and					
a. Work Order b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Certificate of Completion f. Accomplishment Report of Serviceable or Unserviceable and Condemnable Materials, Supplies and/or Equipment (Waste Materials Report) For Contract with Labor Component Capital Expenditures (CAPEX)–(Construction, Services and Consultancy), Repair, Renovation, and Improvement. a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Other documents	Improvement					
<ul> <li>c. Sales Invoice</li> <li>d. Warranty Certificate</li> <li>e. Certificate of</li> <li>Completion</li> <li>f. Accomplishment</li> <li>Report of</li> <li>Serviceable or</li> <li>Unserviceable and</li> <li>Condemnable</li> <li>Materials, Supplies</li> <li>and/or Equipment</li> <li>(Waste Materials</li> <li>Report)</li> </ul> For Contract with Labor Contract with Labor Construction, Services and Consultancy), Repair, Renovation, and Improvement. a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate			Bulk Quantity			
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	Serviceable or					
	Condemnable					
	Materials, Supplies					
	and/or Equipment					
	(vvaste materials Report)					
Labor Component Capital Expenditures (CAPEX)-(Construction, Services and Consultancy), Repair, Renovation, and Improvement. a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate	pape					
(CAPEX)-(Construction, Services and Consultancy), Repair, Renovation, and Improvement. a. Contract b. Delivery Receipt c. Sales Invoice d. Warranty Certificate e. Other documents	Capital Expenditures					
tp en on	Services and					
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q	Renovation, and					
	Improvement.					
1						

and/or Equipment (Waste Materials	Condemnable Materials. Supplies	Unserviceable and	Report of	Report	Accomplishment	Completion	Certificate of	Notice to Proceed	of Reference)	Materials and Terms	Evaluation, Bill of	Technical	Contract (e.g.,
			-										
										<u> </u>			

## H. GENERAL SERVICES DIVISION

20	CONTRACTOR	CONTRACTOR SERVICE INFORMATION			
LIST OF REQUIREMENTS	ENTS	LIST OF STEPS AND PROCEDURES	CEDURES	Total	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	iotal Fees to be Paid
<ol> <li>Statement of Account</li> <li>Affidavit/ Sworn</li> </ol>	N/A	1. Submit Complete Requirements	MC No. 49 s. 1999 - Policies	2 Days 4 Hours and 49 Minutes	N/A
			Drocedures		
3. Copy of Notice of Award (Initial Billing)			Governing		
4. Copy of Signed Contract			Centicae		
5. Copy of Notice to Proceed (Initial Billing)			OCIVICOS		
<ol> <li>Copy of Wage Order from DOLE</li> </ol>					
7. Copy of Performance Bond					
8. Copy of PAG-IBIG fund					
official receipt and					
9. Copy of Philhealth					

		CONTRACTOR	CONTRACTOR SERVICE INFORMATION			
	LIST OF REQUIREMENTS	MENTS	LIST OF STEPS AND PROCEDURES	CEDURES	Treal	
			Client Steps/Procedures as		Processing	Total Fees to be
	Requirement	Legal Basis	indicated in the Citizen's	Legal Basis	Time	Paid
			Charter			
ω N H	Statement of Account Affidavit/ Sworn Certification Copy of Notice of Award	N/A	<ol> <li>Submit Complete Requirements</li> </ol>	MC No. 49 s. 1999 – Policies and Procedures Governing	2 Days 4 Hours and 49 Minutes	N/A

Total	Schedule of Hauling	<ol> <li>Attendance Sheet</li> <li>Daily Deployment Sheet</li> </ol>	17. Hauling Service Reports	Diesel of Garbage Truck	Tanker	Diesel of Water	Pressure Washer	<ul> <li>Gasoline of</li> </ul>	16. Copy of Official Receipt	Hauling Services	Trash Collection and	15. Payroll with signatures	Daily Timecards	13. Monthly Manpower Deployment Schedule	Annual) of Supplies	(Monthly, Quarterly and	Delivery transmittal	and remittance return	11. Copy of BIR deposit slip	remittance report	10. Copy of SSS R-5 and	contribution remittance
2 Days 4 Hours and 49 Minutes																						

2 Days 4 Hours		Total	ID. OF C DELVICE Reported	-
		anorte		۵.
		st	17. Schedule of Pest	
			annlicable)	
		ervice	<ul> <li>Diesel of Service</li> </ul>	
			Machine	
		Frogging	<ul> <li>Gasoline of Frogging</li> </ul>	
			Machine	
		T ULV	<ul> <li>Gasoline of ULV</li> </ul>	
		Receipt	16. Copy of Official Receipt	den.
		ices		U"
		natures		
		()	14. Daily Timecards	Anna
		hedule	Deployment Schedule	
		wer	13. Monthly Manpower	Inne
		plies		
		terly and	(Monthly, Quarterly and	
		littal		12
			income taxes	
		return		
		posit slip	11. Copy of BIR deposit slip	dime
		ort		
		-5 and	10 Copy of SSS R-5 and	here
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		nittonna	contribution rom	
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LIST OF REQUIR Requirement Statement of Account Affidavit/ Sworn Certification Copy of Notice of Award (Initial Billing) Copy of Notice to Proceed (Initial Billing) Copy of Performance Bond Copy of PAG-IBIG fund official receipt and contribution remittance report Copy of SSS R-5 and remittance report Copy of BIR deposit slip and remittance return income taxes Delivery transmitta (Monthly, Quarterly and Annual) of Supplies Monthly Deployment Schedule Daily Timecards Payroll with signatures		an a substant of		40m 2 3			
SERVICE INFORMATION           SERVICE INFORMATION           LIST OF REQUIREMENTS         SERVICE INFORMATION         Total         Total           Requirement         Legal Basis         Client Steps/Procedures as Indicated in the Citizen's         Legal Basis         Total Time           Statement of Account         N/A         1.         Submit Charter         Complete         MC No. 49 s. and         5 Days 4 Hours and           Copy of Notice of Award (Initial Billing)         N/A         1.         Submit Requirements         Complete and         MC No. 49 s. and         5 Days 4 Hours and         Soles 4 Hours Band 19 Minutes Soles         Soles 4 Hours Band 19 Minutes Soles         Soles 4 Hours Band 19 Minutes Solesoles         Soles 4 Hours Band 19 Minutes Solesoles </th <th></th> <th>7</th> <th></th> <th></th> <th></th> <th>San the Same</th> <th>654</th>		7				San the Same	654
SERVICE INFORMATION           Statement         Legal Basis         Client Steps/Procedures as Client Steps/Procedures as Charter         Legal Basis         Processing Processing           Statement of Account         N/A         1. Submit Charter         Legal Basis         Processing           Copy of Notice of Award (Initial Billing)         N/A         1. Submit Requirements         Complete MC No. 49: Copy of Signed Contract Copy of Notice to Proceed (Initial Billing)         5 Days 4 Hours and 19 Minutes         5 Days 4 Hours and 19 Minutes           Copy of Notice to Proceed (Initial Billing)         N/A         1. Submit Requirements         Complete MC No. 49: and Procedures         5 Days 4 Hours and Procedures           Copy of Notice to Proceed (Initial Billing)         Signed Contract Copy of PAG-IBIG fund contribution remitance report         Signed Conter Governing General Copy of PAG-IBIG fund contribution remitance report         Signed Conter Governing General Copy of SIS R-5 and remitance report         Signed Signed Signed Governing General Copy of SIR deposit sip and remitance return income taxes         Signed Signed Governing General Signed Governing General Services         Signed Governing General Services         Signed Governing General Services         Signed Governing General Services         Signed Governing General Services         Signed Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Governing Gove						Monthly Deployment S	to
Ist of Requirement         Legal Basis         Client StepS AND PROCEDURES Indicated Inthe Citizen's         Legal Basis         Total Proceedures as Indicated Inthe Citizen's         Legal Basis         Total Processing           Statement of Account Affdavit Swom         N/A         1. Submit Charter         Complete Indicated Inthe Citizen's         Legal Basis         Processing Proceedures and         N/A         1. Submit Requirements         Image: Statement Statements         Image: Statement Statements         Image: Statement Statements         Image: Statement Statement Statement Statements         Image: Statement State Statement Statement Statement State Statement State							
SERVICE INFORMATION           LIST OF REQUIREMENTS         LIST OF STEPS AND PROCEDURES         Total indicated in the Citizen's indicated in the Citizen's Affidant's worm         Legal Basis indicated in the Citizen's Charter         Legal Basis indicated in the Citizen's Charter         Legal Basis indicated in the Citizen's Charter         Legal Basis Image         Total Processing Time         Processing Processing           Ceffication Copy of Notice of Award Copy of Signed Contract Copy of Notice to Proceed (Initial Billing) Copy of Vage Order from DOLE         1.         Submit Requirements         Complete 1999 – Policies and 19 Minutes         5 Days 4 Hours and 19 Minutes           Copy of Notice of Award Copy of PaG-IBIG fund official receipt and contribution remittance report         1.         Submit Requirements         Solve 4 Proceedures and 19 Minutes         3.         5 Days 4 Hours and 19 Minutes           Copy of PAG-IBIG fund official receipt and contribution remittance report         Solve 4 Proceedures and 19 Minutes         Services         Services           Copy of SSS R-5 and contribution remittance report         Services         Services         Services         Services           Copy of SSS R-5 and contribution remittance report         Services         Services         Services         Services						Delivery	N
SERVICE INFORMATIONLIST OF REQUIREMENTSSERVICE INFORMATIONRequirementLegal BasisClient Steps AND PROCEDURES Indicated in the octiver'sTotal Legal BasisTotal ProcessingStatement of AccountN/A1.Submit CharterComplete 199 – PoliciesBasisTotal ProcessingCopy of Notice of Award (Initia Billing) Copy of Notice to Proceed (Initia Billing) Copy of Nage Order from DOLEN/A1.Submit Complete Signed ContractSons 4 Hours 1999 – Policies5 Days 4 Hours procedures governing Governing Governing General Services5 Days 4 Hours Procedures procedures Governing General Services5 Days 4 Hours and Procedures governing General Services5 Days 4 Hours procedures procedures governing General ServicesCopy of PAG-IBIG fund ontribution remittance report Copy of SISR R-5 and remitance report Copy of SIR deposit slip1.Submit servicesServicesSigned Contract contribution remittance report Copy of SISR R-5 and remitance report Copy of SIR deposit slip1.Submit servicesServicesSigned Contract contribution remittance report Copy of SIR deposit slip1.Services1.ServicesSigned Contract contribution remittance report Copy of SIR deposit slip1.Services1.ServicesSigned Contract contribution remittance report Contract contract contract1.Services1.ServicesSigned Contract contractServices							
SERVICE INFORMATIONLIST OF REQUIREMENTSLIST OF STEPS AND PROCEDURESTotalRequirementLegal BasisClient Steps/Procedures as indicated in/Procedures as CharterLegal BasisTotalStatement of AccountN/A1.Submit CharterComplete 1999 – PoliciesBasisTotal ProcessingCopy of Notice of Award (Initial Billing)N/A1.Submit RequirementsComplete 1999 – Policies5 Days 4 Hours and 19 MinutesCopy of Notice of Order (Initial Billing)N/A1.Submit RequirementsMC No. 49 s. and 19 MinutesCopy of Notice to Proceed (Initial Billing)N/A1.Submit RequirementsMC No. 49 s. and 19 MinutesCopy of Notice to proceed (Initial Billing)N/A1.Submit RequirementsSolverning Governing General Services5 Days 4 Hours and 19 MinutesCopy of PAG-IBIG fund official receipt and contribution remittance reportSigned Carter (Solverning)Solverning General ServicesSolverning General ServicesSolverning General ServicesCopy of SSS R-5 andS Salverning (Solverning)Solverning (Solverning)Solverning (Solverning)Solverning (Solverning)Copy of SSS R-5 andSolverning (Solverning)Solverning (Solverning)Solverning (Solverning)Copy of SSS R-5 andSolverning (Solverning)Solverning (Solverning)Solverning (Solverning)Copy of SSS R-5 andSolverning (Solverning)Solverning (S							~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
SERVICE INFORMATION           LIST OF REQUIREMENTS         LIST OF STEPS AND PROCEDURES         Total           quirement         Legal Basis         Client Steps/Procedures as indicated in the Citizen's         Legal Basis         Total           rent of Account         N/A         1.         Submit Charter         Complete Charter         MC No. 49 s. 1999 – Policies         5 Days 4 Hours and Proceedures         5 Days 4 Hours and Proceedures           of Notice to Sliling) of Signed Contract of Notice to ad (initial Billing) of Wage Order OLE         N/A         1.         Submit Requirements         MC No. 49 s. and Proceedures         5 Days 4 Hours and Proceedures         and 19 Minutes           of PhaG-IBIG fund receipt and ution remittance         of Philheaith receipt and ution remittance         and 19 Minutes         and 19 Minutes						Copy of SSS R-5	10
LIST OF REQUIREMENTS         LIST OF STEPS AND PROCEDURES         Total           quirement         Legal Basis         Client Steps/Procedures as indicated in the Citizen's         Legal Basis         Total           rent of Account         N/A         1. Submit         Complete         MC No. 49 s. and         5 Days 4 Hours and         5 Days 4 Hours and         5 Days 4 Hours and         and 19 Minutes and         and 19 Minutes services         and 19 Minutes and         and 19 Minutes         Services         and 19 Minutes         and 19 Minutes         and 19 Minutes         and 19 Minutes         Services         and 19 Minutes         Services						oution remitta	
SERVICE INFORMATION       LIST OF REQUIREMENTS     LIST OF STEPS AND PROCEDURES     Total       quirement     Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total Processing       rent of Account it/l Sworn     N/A     1. Submit Signed Contract     Complete IIIIng)     MC No. 49 s. 1999 – Policies     5 Days 4 Hours and Procedures       of Notice to of Notice to of Notice to of Performance     1. Submit Services     Complete 1999 – Policies     5 Days 4 Hours and Procedures       of PAG-IBIG fund receipt and ution remittance     1. Submit N/A     Complete Services     1. Submit Services     5 Days 4 Hours and Procedures						of Philhe	.00
SERVICE INFORMATION       LIST OF REQUIREMENTS     LIST OF STEPS AND PROCEDURES Indicated in the Citizen's     Total Legal Basis       aquirement     Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total Processing       ment of Account vit/ Sworn cration of Notice of Award of Notice to ed (Initial Billing) of Wage Order DOLE of Performance     N/A     1. Submit Requirements     Complete 1999 – Policies and Procedures Governing General Services     5 Days 4 Hours and Procedures Governing General Services       of PAG-IBIG fund Incecipt and bution remittance     N/A     1.     Submit Requirements     5 Days 4 Hours and Procedures Governing General Services     5 Days 4 Hours and 19 Minutes							
SERVICE INFORMATION       LIST OF REQUIREMENTS     LIST OF STEPS AND PROCEDURES     Total       aquirement     Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       ment of Account     N/A     1. Submit     Complete     MC No. 49 s.     5 Days 4 Hours       of Notice of Award     N/A     1. Submit     Complete     1999 – Policies     5 Days 4 Hours       of Notice to of Notice to ed (Initial Billing)     of Notice for of Vage Order     1. Submit     Complete     MC No. 49 s.     5 Days 4 Hours       of PAG-IBIG fund     N/A     1. Submit     Complete     More and     Services						contribution remittance	
SERVICE INFORMATION       LIST OF REQUIREMENTS     LiST OF STEPS AND PROCEDURES     Total       quirement     Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       nent of Account vit/ Sworn cation of Notice of Award of Notice to ed (Initial Billing) of Vage Order OOLE     N/A     1. Submit Requirements     Complete Requirements     MC No. 49 s. 1999 – Policies and Procedures Governing General Services     5 Days 4 Hours and Procedures Governing General Services						official receipt and	0
SERVICE INFORMATION         LIST OF REQUIREMENTS       LiST OF STEPS AND PROCEDURES indicated in the Cilizen's indicated in the Cilizen's       Total Legal Basis       Total Processing         aquirement       Legal Basis       Cilent Steps/Procedures as indicated in the Cilizen's       Legal Basis       Processing         ment of Account ication of Notice of Award of Signed Contract of Notice to ed (Initial Billing) of Wage Order       N/A       1. Submit Requirements       Complete Requirements       MC No. 49 s. 1999 – Policies and Procedures Governing General Services       5 Days 4 Hours and 19 Minutes and 19 Minutes       5 Days 4 Hours and 19 Minutes						Bond	
SERVICE INFORMATION           OF REQUIREMENTS         LIST OF STEPS AND PROCEDURES LIST OF STEPS AND PROCEDURES         Total Processing           Imment         Legal Basis         Client Steps/Procedures as indicated in the Citizen's Charter         Legal Basis         Total Processing           orn         N/A         1. Submit         Complete         MC No. 49 s. 1999 – Policies and         5 Days 4 Hours and 19 Minutes           g) itial Billing)         N/A         1. Submit         Complete Requirements         MC No. 49 s. and 19 Minutes         5 Days 4 Hours and Procedures Governing General Services         5 Days 4 Hours and 19 Minutes						Copy of Performance	7.
SERVICE INFORMATION       SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       N/A     1. Submit     Complete     MC No. 49 s. 1999 – Policies     5 Days 4 Hours and       act     N/A     1. Submit     Complete     MOR No. 49 s. 1999 – Policies     5 Days 4 Hours and       act     Services     Services     Services     Services						from DOLE	
SERVICE INFORMATION       SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       N/A     1. Submit     Complete     MC No. 49 s. 1999 – Policies     5 Days 4 Hours and       Ird     N/A     1. Submit     Complete     MC No. 49 s. 1999 – Policies     5 Days 4 Hours and       act     Services     Services     Services     Services						Copy of Wage Order	
SERVICE INFORMATION       SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total Processing       N/A     1. Submit     Complete     MC No. 49 s. 1999 – Policies     5 Days 4 Hours and       Ard     N/A     1. Submit     Complete     MProcedures and     5 Days 4 Hours and       Ard     Services     Services     Services						Proceed (Initial Billing)	
SERVICE INFORMATION       SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       N/A     1. Submit     Complete     MC No. 49 s.     5 Days 4 Hours and       N/A     1. Submit     Complete     MPocedures and     5 Days 4 Hours and       act     and     Procedures Governing     and 19 Minutes			Services			Copy of Notice to	
SERVICE INFORMATION       SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's Charter     Legal Basis     Total       N/A     1. Submit     Complete     MC No. 49 s.     5 Days 4 Hours and       N/A     1. Submit     Complete     MProcedures and     5 Days 4 Hours and       Image: Strate in the citizen's     Image: Strate in the citizen's     5 Days 4 Hours			General			Copy of Signed Contract	
SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's Charter     Legal Basis     Total Processing       N/A     1. Submit     Complete     MC No. 49 s.     5 Days 4 Hours and       N/A     1. Submit     Procedures     and       Procedures     and     Procedures			Governing			(Initial Billing)	
SERVICE INFORMATION       IREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Processing       N/A     1. Submit     Complete     MC No. 49 s.     5 Days 4 Hours and			Procedures			Copy of Notice of Award	ω
SERVICE INFORMATION         IREMENTS       LIST OF STEPS AND PROCEDURES       Total         Legal Basis       Client Steps/Procedures as indicated in the Citizen's Charter       Legal Basis       Processing         N/A       1. Submit       Complete       MC No. 49 s.       5 Days 4 Hours         N/A       Requirements       1999 – Policies       and 19 Minutes			and	-			
IREMENTS LIST OF STEPS AND PROCEDURES Total Legal Basis indicated in the Citizen's Legal Basis Time N/A 1. Submit Complete MC No. 49 s. 5 Days 4 Hours	linutes	and 19 M	1999 - Policies	Requirements			0
EQUIREMENTS LIST OF STEPS AND PROCEDURES Total Legal Basis indicated in the Citizen's Legal Basis Time Charter		5 Days 4	MC No. 49 s.			-	
OF REQUIREMENTS LIST OF STEPS AND PROCEDURES Total Client Steps/Procedures as Processing		8454	Legal Basis	indicated in the Citizen's Charter	Legal Basis	Requirement	
OF REQUIREMENTS LIST OF STEPS AND PROCEDURES Total		Process		<b>Client Steps/Procedures as</b>			1
		Tota	EDURES	LIST OF STEPS AND PROC	TENTS	2	1
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	2 Hours and 15 Minutes		Total	m		
		Manila International Authority			/terminal / of Topics to be Target dat gathering no 15 working receipt of do Relevance o Specific di gathered Other relate such as s gathering forms/list o questions/ Contact deta	4 ro 0 1 0 0 0
N/A	2 Hours and 15 Minutes	MC No. 1 s. 2018 – Guidelines on Student On- the-Job Training at the	<ol> <li>Submit letter request with complete documentary requirements to the OGM</li> </ol>	N/A	<ol> <li>Letter - request noted by the Professor or thesis adviser addressed to the General Manager, MIAA</li> <li>Objectives of the Study</li> <li>Target respondents</li> </ol>	ωN
Total Fees to be Paid	Total Processing Time	EDURES Legal Basis	LIST OF STEPS AND PROCEDURES Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	LIST OF REQUIREMENTS Requirement Leg	
REMENT	AS SCHOOL REQUIREMENT	1 1	GOVERNMENT SERVICE: <u>APPLICATION FOR DATA GATHERING / SURVEY / INTERVIEW / ETC</u> SERVICE INFORMATION	PLICATION FOR D	GOVERNMENT SERVICE: AF	G

Requirement       Legal Basis       Client Steps/Procedures as indicated in the Citizen's       Legal Basis       Processing       Total Fees to be         1. Cover Letter       N/A       1. Present       the required       MC No. 1 s.       3 Hours and       N/A         2. Accomplished       Application       N/A       1. Present       the required       MC No. 1 s.       3 Hours and       N/A	T	LIST OF REQUIREMENTS	ENTS	LIST OF STEPS AND PROCEDURES	CEDURES	Total	
ement     Legal Basis     indicated in the Citizen's     Legal Basis     rroccessing       Application     N/A     1. Present     the required     MC No. 1 s.     3 Hours and       d     Application     documents     for     school     2018 –     50 Minutes	T			Client Steps/Procedures as		Dennoncimm	Total Fees to be
d Application N/A 1. Present the required MC No. 1 s. 3 Hours and documents for school 2018 – 50 Minutes		Requirement	Legal Basis	indicated in the Citizen's Charter	Legal Basis	Time	Paid
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GOVERNMENT SERVICE: APPLICATION FOR STUDENT ON-THE-JOB TRAINING	GOVERNMENT	GOVERNMENT	8. Contact De	B. Contact Det GOVERNMENT	GOVERNMENT	GOVERNMENT	GOVERNMENT	calendar among othe current liabilities. 8. Contact Def	the immedi calendar among othe current liabilities. 8. Contact Dei GOVERNMENT	GOVERNMENT	GOVERNMENT	GOVERNMENT GOVERNMENT GOVERNMENT Cooperative Authority cooperative proof such and; 7. For priva audited statements, "received" t duly acalendar calendar liabilities. 8. Contact De	GOVERNMENT GOVERNMENT	GOVERNMENT	(SEC) Depa and Industry proprietorsh Cooperative Authority cooperative proof such and; 7. For priva audited statements, "received" t duly ac authorized the immed calendar among othe current liabilities. 8. Contact De	Exchange (SEC) Depa and Industry proprietorsh Cooperative Authority cooperative proof such and; 7. For priva audited statements, "received" t duly ac authorized the immedi calendar among othe current liabilities. 8. Contact Def	the Set Exchange (SEC) Depa and Industry proprietorsh Cooperative proof such and; 7. For priva audited statements, "received" t duly ac authorized the immedi calendar among othe current liabilities. 8. Contact Def	registration the Set Exchange (SEC) Depa and Industry proprietorsh Cooperative Authority cooperative proof such and; 7. For priva audited statements, "received" t duly ac authorized the immed calendar among othe current liabilities. 8. Contact De	<ul> <li>5. Governmenthe Commit Education (Commit Education (Commit Education (Comparent Sector Privation Proprietorsh Cooperative Authority cooperative Proof such and; T. For privation audited statements, "received" to duly actionative authorized the immedicalendar among othe current liabilities.</li> <li>8. Contact Details.</li> </ul>	<ul> <li>5. Government the Commit Education (( 6. For privat registration the See (SEC) Depa and Industry proprietorsh Cooperative proof such and;</li> <li>7. For privat audited statements, "received" t duly ac authorized the immed calendar among othe current liabilities.</li> <li>8. Contact De</li> </ul>	5. Government the Commit Education (( 6. For prival registration the See Exchange (SEC) Depa and Industry proprietorsh Cooperative proof such and; 7. For priva statements, "received" t duly ac audited the immed calendar among othe current liabilities. 8. Contact De	where the p business of school is loc 5. Government the Commit Education (i 6. For privat proprietorsh Cooperative proof such and; 7. For priva audited statements, "received" t duly ac authorized the immed calendar among othe current liabilities. 8. Contact De	the city where the p business of school is loc 5. Government the Commit Education (( 6. For privat and Industry proprietorsh Cooperative Authority cooperative Authority cooperative for privat audited statements, "received" t duly ac authorized the immed calendar among othe current liabilities. 8. Contact De	<ol> <li>Business P the city where the p business of school is loc School is loc Education (( 6. For priva and Industry proprietorsh Cooperative Proof such and; T. For priva audited statements, "received" t duly ac authorized the immedi calendar among othe current liabilities.</li> <li>Contact Dei</li> </ol>
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Requirement	LIST OF REQUIREMENTS		VERNMENT SERVICE: DEI		the School	Moral Character from	Certification of Good	copy and 2 photocopies	NBI clearance 1 original	Waiver duly notarized	2R size)	(attire: uniform/corporate	1 pc. Half body picture	background	ID picture with white	2 pcs. (2 x 2) size recent	Sheet	Resume/Personal Data	areas of interest	the objectives and the
Legal Basis	IENIS		PLOYMENT OF AI	Т																
Client Steps/Procedures as indicated in the Citizen's	LIST OF STEPS AND PROCEDURES	SERVICE INFORMATION	GOVERNMENT SERVICE: DEPLOYMENT OF APPROVED STUDENT TRAINEE	Total													orientation.	working days for the date of	HRDD Office after three	w with advise
Legal Basis	EDURES														Authority	Airport	International	Manila	I raining at the	the-Job
Processing Time	Total			3 Hours and 45 Minutes																
i otal Fees to be Paid	Wester Property for																			

Legal Basis in N/A 1. At 01 2. De as		4 Hours and 30 Minutes				ander	Total			
Legal Basis indicated in the Citizen's Legal Basis Time Charter	NA	4 Hours and 30 Minutes	MC No. 1 s. 2018 – Guidelines on Student On- the-Job Training at the Manila International Airport Authority	office office	MIAA to MIAA nt	Attend Orientatio Deploy assignme	N	NIA		N/A
LIGI CI CILI C DITE I ICCUMPCIUM TOIR	Total Fees to be Paid	Processing Time	Legal Basis	es as en's	s/Procedur in the Citiz harter	Client Step indicated	<u>8</u> .	Legal Ba	Requirement	
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	1 Hour and 45 Minutes		Total	T	
₱ 300.00 per hour or fraction thereof or maximum rate of ₱ 3,000.00 per day)			submit 2 photocopies of receipt for authentication to the HRDD		
Laptop and Projector - ₱ 400.00 per day		Guidelines on MIAA Learning Development	MLDR form. 2. Proceed to the Collection Division to pay Rental Fee 3. Present the MLDR Form, original Official Receipt and	Order for Fees and Charges	
Sound System - P 200.00 per day	1 Hour and 45 Minutes	MC No. 9 - M s. 2016 - Revised	<ol> <li>Pick up letter of approval and order of payment (if applicable) from the HRDD and fill up</li> </ol>	AO No. 1 S. 2000 Administrative	1. Letter request addressed to the General Manager with complete details
Total Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
	TC+22	EDURES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
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UIREMENTS     Li       Legal Basis     Client india       ssed     AO No. 1 S.     1.       ager     2000     1.       Administrative     2000     1.       Order for Fees     2.     Pick       and Charges     HRL       3.     Proc       4.     Pres       origi     subr       rece     the H		2 Hours and 5 Minutes		Total	Тс	
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UIREMENTS         LIST OF STEPS AND PROCEDURES         Total           Legal Basis         Client Steps/Procedures as indicated in the Citizen's         Legal Basis         Total           ssed         AO No. 1 S.         1. Submit letter to the HRDD at least 5 working days prior to date of activity         MC No. 9 – M         2 Hours and 5 Minutes           Order for Fees and Charges         2. Pick up letter of payment from the HRDD and fill up MLDR form.         MIAA         2 Hours and Suidelines on to pay Rental Fee         MIAA	₱ 300.00 per hour or fraction thereof					
UIREMENTS     LIST OF STEPS AND PROCEDURES     Total       Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis     Total       ssed     AO No. 1 S.     1. Submit letter to the HRDD at least 5 working days prior to date of activity     MC No. 9 - M     2 Hours and 5 Minutes       Order for Fees     2. Pick up letter of approval and     Guidelines on     5 Minutes	Projector - # 400.00 per day		MIAA Learning Development Room			
EQUIREMENTS LIST OF STEPS AND PROCEDURES Total Legal Basis indicated in the Citizen's Legal Basis Time Charter	Sound System - P 200.00 per day	2 Hours and 5 Minutes	MC No. 9 – M s. 2016 – Revised Guidelines on	Submit letter to the HRDD at least 5 working days prior to date of activity Pick up letter of approval and	es S	Letter request addressed to the General Manager with complete details
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	T Hour and		Total	200		
	A 5 5 5 5 5 5 5 5 5		<ul> <li>6. Submit copy of Official Receipt to ICOD Office</li> <li>7. Request for change or cancellation of approved schedule (at least three (3) days before the date of commitment)</li> </ul>			
c. Projector with Projector Screen ₱ 200.00/day		Room	<ol> <li>Follow-up thru phone call</li> <li>Obtain approval of Request</li> <li>Secure Order of Payment</li> <li>Payment for the request to use of MLDR (ICT Training Room)</li> </ol>		Order of payment Official Receipt	,A. (c)
a. wiLDK (iC) Training Room) ₱ 2,000.00/day ₱ 200.00/hour b. Sound System	5 Minutes	MC No. 9-IM s. 2016 Revised Guidelines on MIAA Learning	1. Submit letter of request addressed to the Manager/OIC, International Cargo Operations Division (ICOD)	A.O No. 1 s. 2000 Administrative Order for Fees and Charges	Letter of request for the use of MIAA Learning Development Room (ICT Training Room) Letter of Approval	N .→
Total Fees to be Paid	Total Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Legal E Charter	Legal Basis	LIST OF REQUIREMENTS Requirement Leg:	
	AINING ROOM)	T ROOM (ICT TR	GOVERNMENT SERVICE: UTILIZATION OF MIAA LEARNING AND DEVELOPMENT ROOM (ICT TRAINING ROOM) SERVICE INFORMATION	ILIZATION OF MIA	VERNMENT SERVICE: UT	GOV

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

	SERVICE INFORMATION	ON		
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES	ROCEDURES	Total	
	Client Steps/Procedures as		Processing	l otal rees to be Paid
Requirement Legal Basis	indicated in the Citizen's Charter	Legal Basis	Time	992
	1 Submit accomplished	ed MC No. 19	6 Days	₱ 336.00
Application form 2000	tion forms	with s.2018 -		
2. Letter of Endorsement Administrative	complete requirements/attachments	Guidelines of		
LTO	(bulk applications)	Airside Driving		
Official Receipt (OR)	3. Pay corresponding fee	Permit		

	new	Driv	Atte	8. Cert	renewal)	7. Phot	Acce	6. Colo	Con	5. Colo	(Latest)
	new applicant)	Driving Seminar (for	Attendance to Airside	Certificate of	wal)	Photocopy of ADP (for	Access Pass	Colored Photocopy of	Company ID	Colored Photocopy of	(1Se
		Q		<u>o</u>		or		of		of	
Total											
2											
0	A										
o Days											

	LIST OF REQUIREMENTS	MENTS	SERVICE INFORMATION LIST OF STEPS AND PROCEDURES	EDURES	
	Requirement	Legal Basis	Client Steps/Procedures as Indicated in the Citizen's	Legal Basis	ů.
<u>-</u>	Accomplished	AO No. 1 s.	1. Submit accomplished	MC No. 19 s.2018	0. 19
Ņ	Endorsement Letter from	Administrative	requirements /attachments	70	Policy and
	Company/Agency	Order for Fees	(bulk applications)		Guidelines of
	Authorized Official	and Charges	2. Obtain Order of Payment		Airside Driving
ω	Chauffer/Authorized				and Venicle
	Driver's Information		4. Collect AVP		Permit
4	Colored photocopy of				
	The second		10000		
	Owner and Autionized				
1	Driver				
5	Photocopy of Owner and				
	Receipts				
	ADP/TDP				
0	Photocopy of Company				
	non-MIAA employee				
-1	Photocopy of CAAP				
	License for Pilots and				
	Aircraft Mechanics				
00	Photocopy of Vehicles				
	LTO Certificate of				
	a				
	Colorador and				

-	LIST OF REQUIREMENTS		GOVERNMENT SERVICE: APPLICATION	L. PUBLIC AFFAIRS DEPARTMENT		company logo	permanent/magnetic	12. Vehicle is equipped with	rotating beacon light	11. Vehicle is equipped with	MIAA	Accreditation Permit with	10. Photocopy of Company's	Clearance	latest MIAA Accounting	9. Photocopy of Company's
Client Steps/Procedures as	LIST OF STEPS AND PROCEDURES	SERVICE INFORMATION	GOVERNMENT SERVICE: APPLICATION FOR MEET AND ASSIST SERVICE (FACE TO FACE TRANSACTION)		Total											
Processing	Total		NSACTION)		11 Days											
Total Fees to be					P 560.00											

LIST OF REOLIREMENTS	TMENTS	SERVICE INFORMATION	CEDURES		
Requirement	Lega Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Total Fees to be Paid
1. Documentary Requirements	AO No. 1 S. 2000	1. Submit written request for Meet and Assist Service	MC No. 05 s. 2013 - Airport	15 Minutes	International Flights from 1 to 10
a. Letter Request for	Administrative	(MAS) thru the following	Courtesies and		passengers in
Meet and Assist	Order for Fees	communication channels:	Accommodation		excess of 10
Service (MAS) with	and Charges	• Electronic mail			passengers
the following		<ul> <li>Facsimile/face to face/personal appearance</li> </ul>			Additional
information:		2. Pay appropriate Fees and			₱ 201.60/head
<ul> <li>Requesting party</li> </ul>					
(name, office,					
designation)					Domestic Flights
<ul> <li>Passenger (name,</li> </ul>					noreconcere in
designation if there					excess of 10
is any)					passengers
<ul> <li>Flight Details</li> </ul>					P 1,120.00
(airline, date, flight					Additional
number, estimated					P 112.00/head
time of					Inclusive of 12%
departure/arrival)					
<ul> <li>Name of person to</li> </ul>					
be issued access					
ssed					
b. In the absence of					
latter is most o mall.					

	N/A AO No. 1 s. 2000 Administrative Order for Fees and Charges	Requirement	LIST OF REQUIREMENTS		GOVERNMENT SERVICE: APPLICATION FOR MEET AND ASSIST SERVICE (E-PAYMENT TRA		actual flight. 3. Payment of fees	requirements at least three (3) days before the	(PAD Form No. 8) 2. Submission of	MAS Request Form	request by
Total	<ol> <li>Submit written request for Meet and Assist Service (MAS) thru the following communication channels:</li> <li>Electronic mail</li> <li>Facsimile/face to face/personal appearance</li> <li>Acknowledge total cost of service and pay thru MIAA e-payment channel</li> <li>Send proof of payment via email</li> </ol>		LIST OF STEP	SERVICE INFORMATION	ION FOR MEET AND ASSIST SE	Total					
	ervice 2013 – Airport lowing Courtesies and annels: Accommodation ru MIAA I I		LIST OF STEPS AND PROCEDURES	FORMATION	ERVICE (E-PAYMENT TRANS						
28 Minutes	I D MIHULES	Processing	Total		NSACTION)	15 Minutes					
	Flights from 1 to 10 passengers in excess of 10 passengers P 4,032.00 Additional P 201.60/head Domestic Flights from 1 to 10 passengers in excess of 10 passengers P 1,120.00 Additional P 112.00/head Inclusive of 12% EVAT	Paid	Total Tippon to To								

	3 Days		Total	To	
		or Documentary Filming / Photography at the NAIA Complex			board/script d. Detailed list of equipment, props and vehicles including generator sets
NA	3 Days	MC No. 53 s. 1999 – Issuance of Special Permit for Movie, Television, Advertisement	<ol> <li>Submit written request for Movie, Television, Advertisement, Documentary Filming and Photography</li> <li>Attend coordination meeting for Conduct of Filming Activity</li> </ol>	<ol> <li>AO No. 1 s. 2000 Administrative Order for Fees and Charges</li> </ol>	<ol> <li>Documentary Requirements         <ul> <li>Written request</li> <li>List of staff/crew/artist</li> <li>Detailed scenario or synopsis/story</li> </ul> </li> </ol>
l otal Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
	Tota	EDURES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION		

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

M. MEDIA AFFAIRS DIVISION

N. OFFICE OF THE AGM FOR ENGINEERING

	5 Days			Total		
		Excentration, Excentration, Reposition or Repair, and Utility Service Permit 2. Presidential Proclamation 2146				2. One (1) Copy of Notice of Award/Contract
		MIAA Construction.	Receive and concur the Inspection Report	2. Red		Work, timetahla/timetrame
		the Issuance of	preliminary documents	pre		plans (A3 size), Scope of
		Guidelines in	BDCMD including the above	BD		1. Three (3) copies initial
		2019 -	Intent/Request to the	Inte	4 Letter K	DOCUMENTS
N/A	5 Days	1. MC No. 10 s.	a Letter of	1. Send	EO 903 Section	PRELIMINARY
Total Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Client	Legal Basis	Requirement
	Total	CEDURES	LIST OF STEPS AND PROCEDURES		MENTS	LIST OF REQUIREMENTS
			SERVICE INFORMATION			
					PERMITS	סין
JERVICE	REPAIR AND UTILITY SERVICE	KENOVA HOW KEPA	RUCHUN, EXCAVATION, N	CONSIT	SUANCE OF MIAL	GOVERNMENT SERVICE: ISSUANCE OF MIAA CONSTRUCTION, EXCAVATION, RENOVATION

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

	PERMITS(ISSUANCE OF	NEV	AJOR RENOVATION	REPAIR PERMI	(S)
Requirement Leg	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Legal E	Legal Basis	Total Processing Time	Total Fees to be Paid
FINAL REQUIREMENTS 1. Duly accomplished Application Form (2 copies) E-AEN-E-002 –	1. EO 903 Section 4 Letter K	<ol> <li>Submit complete final requirements to the OAGME</li> <li>Prepare revision of</li> </ol>	MC No. 10 s. 2019 - Guidelines in the Issuance of MIAA Construction.	15 Days 4 Hours and 5 Minutes	P 1,218.00
for new construction, major renovation, or excavation 2. Detailed Engineering Drawings (5 sets) in <u>20"</u>	2. AO No. 1 S. 2000 Administrativ e Order for Fees and	submitted plans, necessary. Informs AGN in writing within 48 hou upon receipt of the comments. If n	Excavation, Renovation or Repair, and Utility Service Permit		
x 30" Blueprint plans for major construction/	Charges	acceptable, meeting shall	Presidential Proclamation 2146		
(Note: All plans must be signed and sealed		<ol> <li>Pays corresponding fees/post bond and forwards</li> </ol>			
by Lessees Engineer/Architect and concurred by the					
Lessee. Copy of PRC & PTR of professionals					
included.)					
<ul> <li>Detailed</li> <li>Architectural and</li> </ul>					
Civil Works plans b. Detailed Plumbing &					
e. Electrical Plan					
conditioning System, Exhaust System,					
FDAS and Gas line					
a Electronics &					
Plans including					

	[	14				ā	3	O		8		7.	ş	ç	5)		*******		, CT			4			ç	C.				
	Bond (upon approval of MIAA Permit)		Permit)	(upon approval of MIAA	/Excavation Permit Fee		Dayment of	Notarized Letter of	Plan (for excavation)	Clearance Certificate	Permit (as applicable)	Bounding	(LLDA) (as applicable)	Development Authority	applicable	Proclamation 2146) as	Presidential	Clearance Certificate (tor	Environmental	construction or vertical	applicable (for new	Height Clearance, as	connection for water and	(for temporary	Service Application Form	duration	Bar Chart/Project	specification, and	h Bill of materials	and POS (as
Total																	isser ull'i				******									
							*******					******																		
4	15 Davs											****																		
4 Hours and 5 Minutes	SVS																	and the second second												

<del>P</del> 365.40	5 Days, 4 Hours and 5 Minutes			Total		
					4. Payment of Minor Renovation Permit Fee (upon approva!)	4:
		2146			applicable) Duly accomplished I Service Application (for temp connection for wate	ယ္
		Permit Presidential Proclamation			includes material specifications and Location Plan, signed by the Owner and their Architect/Engineer (as	***********
		Construction, Excavation, Renovation or Repair, and Utility Service	forwards	2000 Administrative Order for Fees and Charges	2. Detailed Drawings of work to be done (3 sets) in <u>A3 Size</u> for minor renovation/repair that	Ņ
₱ 365.40	5 Days, 4 Hours and 5 Minutes	MC No. 10 s. 2019 – Guidelines in the Issuance of MIAA	. Submit complete final requirements to the OAGME Pays corresponding fees/post bond and	1. EO 903 1. Section 4 Letter K 2. AO No. 1 s. 2.	1. Duly accomplished Application Form (2 copies) E-AEN-F-003 for minor	
Total Fees to be Paid	Total Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Bassis	Requirement	
			I IST OF STEPS AND PROCEDURES	MENTO	I IST OF REQUIREMENTS	
		R PERMIT)	PERMITS(ISSUANCE OF MINOR RENOVATION/REPAIR PERMIT)	RMITS(ISSUANCE OF	P	

		SERVICE INFORMATION			
LIST OF REQUIREMENTS	IMENTS	LIST OF STEPS AND PROCEDURES	EDURES	Total	
Presidente	0222	Client Steps/Procedures as indicated in the Citizen's	Legal Basis	Processing	Total Fees to be Paid
Redniement	Leyai Lasio	Charter		3 Ime	
Request	E.O No. 778	1. Submit any of the following MC No. 14 H	MC No. 14 H	1 Day	A/N
Office	Authority dated March 1982 and	softcopy thru email at naiaccess@maa.gov.ph	at Policies and procedures		

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

P 365,40	6 Days, 4 Hours, and 5 Minutes		Total	То	Today Lodder
					Kenovation/Kepair or Excavation Permit, if needed 5. Payment of Utility Service Permit Fee (upon approval)
		Presidential Proclamation 2146	<ol> <li>Receive approved Order of Payment and pays corresponding fees/post bond and forwards</li> </ol>		antenna, and netwo installation, layout pla and single line diagrau Minor
		Permit	acceptable, a technical meeting shall be conducted.)		duly signed by a licensed Engineer
		of MIAA Construction, Excavation, Renovation or Repair, and	2. Frepare formor OAGME, if comment from OAGME, if necessary. (Informs AGME in writing within 48 hours upon receipt of the comments. If not	2. AC NO. 1 S. 2000 Administrative Order for Fees and Charges	copies) E-AEN-F-004 - for each specified utility service installation 2. Utility layout or Engineering Plan in A3 size with load schedule
₽ 365.40	6 Days 4 Hours and 5 Minutes	MC No. 10 s. 2019 - Guidelines in	Send a Letter of Intent/Request to the BDCMD ravision as per		FINAL REQUIREMENTS 1. Duly accomplished Application Form (2
Total Fees to be Paid	Processing	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
	I CTOT	CEDURES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS
		CE PERMIT)	PERMITS(FINAL REQUIREMENTS FOR UTILITY SERVICE PERMIT)	RMITS(FINAL REQI	

		11000				Access Request Form	2. Downloadable NAIA
Total					1983	dated 21 July	E.O. No. 903
Total				0		b. \	in in
			Request Form	Filled-out NAIA Access	Form	r Pass	Letter Request
				Access		Request	
	access pass	card and	identification	NAIA	use of the	issuance and	governing the
1 Day							

	1 Day		Total			1
		MC No. 19 S. 2018 – Policies and Guidelines of Airside Driving and vehicle permit				
		Section 3.3 of Part III: Airside and Landside Perimeter Protection and Access Control	a. Letter Request b. Filled-out NAIA Access Request Form c. Filled-out Coordination Permit Form	Authority dated March 1982 and E.O. No. 903 dated 21 July 1983	<ol> <li>NAIA Access Request Form</li> <li>Coordination Permit Form</li> <li>(General Aviation Area)</li> </ol>	ωΝ
N/A	1 Day	ASP 6" Edition	1. Submit any of the following	E.O No. 778	Request	1 - 1
Total Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement	
	Total	OCEDURES	LIST OF STEPS AND PROCEDURES	MENTS	LIST OF REQUIREMENTS	
			SERVICE INFORMATION			1
			GOVERNMENT SERVICE: <u>APPROVAL FOR PERSONNEL AND VEHICLE ENTRY</u>	PPROVAL FOR PE	GOVERNMENT SERVICE: A	
			f & bend plant if and i fair 5.2 parts / was a was a war a second and a second and	town out over you a to m a point ofto town point point		1

#### P. LANDSIDE POLICE DIVISION

0	OVERNMENT SERVICE:	REQUEST FOR ISS	GOVERNMENT SERVICE: <u>REQUEST FOR ISSUANCE OF POLICE REPORT</u> SERVICE INFORMATION			
T	LIST OF REQUIREMENTS	EMENTS	LIST OF STEPS AND PROCEDURES		Treal	
			Client Steps/Procedures as		Processing	Total Fees to be
	Requirement	Legal Basis	indicated in the Citizen's Charter	Legal Basis	Time	Paig
	Estimated of Damages	RA 10173	1. Filling-up Sworn Statement	N/A	2 Hours	N/A
N	Photocopy of Policy	of Policy (Data Privacy	with attached complete			
		Photos of Act of 2012)	requirements			
			2. Agree or Disagree to settle			

Damage

7		4		ω				
	Letter for	. Notarized Authorization	Affidavit	. Sworn Statement /	Chasis No.	Stencil of Motor and	MVRR/OR/CR, Pencil	Photocopy of
Total						received Police Report	4. Both parties concurred,	3. Received Citation Ticket
2 Hours								

#### Q. TERMINAL POLICE DIVISION

# GOVERNMENT SERVICE: FILING OF COMPLAINTS FOR ADMINISTRATIVE CHARGES

	d Hours			200 E	Total			
N/A	4 Hours	of MC No. 05 C s. 2022 and Guidelines and Procedures in Investigation of Administrative Cases	Form a officer Comple	<ol> <li>Personal appea formal complainant</li> <li>Fill up Complaint</li> <li>submit to attending</li> <li>Receive copy of Form</li> </ol>		Valid N/A n case of laint	<ol> <li>Two (2) Valid Identification</li> <li>Complaint Form</li> <li>Dispatch slip in case of Transport complaint</li> </ol>	1. Two Iden 2. Corr 3. Disp Tran
Total Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Client Step	Legal Basis	195 195 195 195 195 195 195 195 195 195	Requirement	
	Total	EDURES	LIST OF STEPS AND PROCEDURES	LIST O	SINE	LIST OF REQUIREMENTS	LIST OF	
			SERVICE INFORMATION	SER				

				SERVICE INFORMATION			
	LIST OF REQUIREMENTS	MENTS		LIST OF STEPS AND PROCEDURES	EDURES	Tréal	
	Requirement	Legal Basis		Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Total Fees to be Paid
NA	Valid Identification Complaint Form	N/A		<ol> <li>Personal appearance of formal complainant</li> </ol>	MC No. 05 C s. 2022	6 Hours	N/A
ŝ	Dispatch slip in case of Transport complaint		N	Fill up the complaint form and submit to attending officer	Guidelines and		
4	Warrant of Arrest		ŝ	<ol><li>Receive the copy of the</li></ol>	Procedures in		
ζ <b>η</b>	Hold departure order		_	complaint form	the Investigation of		

Total		
	case	administrative
6 Hours		

#### Z POLICE INTELLIGENCE AND INVESTIGATION DIVISION

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

Total

* Day

	2 Davs			and the second se	ICENTRICATION CALA	
			Request Form to claim the Certification.			<u>.</u>
			2. Return on the following day	Act of 2012)	Authorization Letter (If requested thru a	ωŅ
	2 Days	N/A	<ol> <li>Fill-up and submit a Request Form with attached complete</li> </ol>	RA 10173 (Data Privacy	Request Form	ه. د
N//A	0 0000	A 6 7 A	Cilditas			
Paid	Processing Time	Legai Basis	indicated in the Citizen's	Legal Basis	Requirement	
Total Fees to be	Total	EDURES	LIST OF STEPS AND PROCEDURES	SINUM	LIST OF REQUIREMENTS	
			SERVICE INFORMATION			
			OARCE OF CENTRAL CONTRACT	EQUES   FOR 199	OVERNMENT SERVICE: M	
		CC111 million	GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF CERTIFICATION FOR LOOP TERMINE	EQUEST FOR ISS	VERNMENT SERVICE: R	Q

Total

GOVERNMENT SERVICE: REQUEST FOR ISSUANCE OF POLICE REPORT

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

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

3asís Clien 903 1. Indi 4 in dia	SERVICE INFORMATION       EQUIREMENTS     LIST OF STEPS AND PROCEDURES       t     Legal Basis     Client Steps/Procedures as indicated in the Citizen's     Legal Basis       EO     903     1. Inquiry thru phone or walk     MC No. 7       Section     4     5     Submit requirements     Eound	EQUIREMENTS     SERVICE INFORMATIO       EQUIREMENTS     LIST OF STEPS AND PROCEdures as indicated in the Citizen's charter       t     Legal Basis     indicated in the Citizen's Charter       EO     903     1. Inquiry thru phone or walk in Charter       Section     4     2
SERVICE INFORMATIC       NTS     LIST OF STEPS AND PRI       Legal Basis     Client Steps/Procedures as indicated in the Citizen's Charter       EO     903     1. Inquiry thru phone or walk in       Section     4     2. Submit requirements	SERVICE INFORMATION         NTS       LIST OF STEPS AND PROCEDURES         Legal Basis       Client Steps/Procedures as indicated in the Citizen's Charter       Legal Basis         EO       903       1. Inquiry thru phone or walk Section 4       MC No. 7 -M s. 2010 - Lost and in 1000 - Lost and 10000 - Lost and 10000 - Lost and 100000 - Lost and 10000 - Lo	
SERVICE INFORMATION LIST OF STEPS AND PROVIDENT Steps/Procedures as indicated in the Citizen's Charter 1. Inquiry thru phone or walk in 2. Submit requirements	SERVICE INFORMATION         LIST OF STEPS AND PROCEDURES         Client Steps/Procedures as indicated in the Citizen's         Legal Basis       Legal Basis         Charter       MC No. 7 -M s. in         1.       Inquiry thru phone or walk in         2.       Submit requirements	SERVICE INFORMATION         LIST OF STEPS AND PROCEDURES         Client Steps/Procedures as indicated in the Citizen's Charter         1.       Inquiry thru phone or walk in       Legal Basis         2.       Submit requirements       2010 - Lost and Found Items
	N OCEDURES Legal Basis MC No. 7 -M s. 2010 - Lost and Found Items	

Total

1 Hour

T. ID AND PASS CONTROL DIVISON

MC No. 14 s. 2010 – Policies and Guidelines the issuance the use of the MIAA Identification Card and Access Pass	Pass		1		
A 14 s. Policies uidelines ance the he MIAA he MIAA d Access					
normalities	Card and				
n 14 s. Policies iuidelines ance the he MIAA	Identification				
n 14 s. Policies uidelines ance the	use of t		Charges		
Policies Juidelines	the issua		and		
Policies	and G		for Fees		
. 14 s.	2010 -		ve Order		
	MC No. 14		Administrati		
	Pass		S. 2000		
Stick- on	Visitor Stick-		2. AO No. 1		
arges for	and Cha	2. Surrender Visitor Pass		Visitor Pass Fee (P50.00)	ω
Governing Fees	Governin	Counter Staff	Letter K	Valid ID of applicant	N
2007 - Policies	2007 -	valid ID to IDPCD	Section 4	Letter Request	
. 12 s. 5 Minutes \$50.00	MC No. 12	1. On day of use, present	1. EO 903	Request for Visitor pass / 1. EO 903	
0		indicated in the Citizen's Charter	Legal Wasis	Requirement	
Total Fees to be		Client Steps/Procedures as			
	PROCEDUR	LIST OF STEPS AND PROCEDURES	NTS	LIST OF REQUIREMENTS	
	TION	SERVICE INFORMATION			
	A North Content	GOVERNMENT SERVICE ISSUED OF FISTION STONION FASS (WELE-TRISTING)	IMINCE OF VISIO	CONTRACTAL OCNAICE. 1990	GC

### U. SURVEILLANCE OPERATIONS DIVISION

		SERVICE INFORMATION	N		
LIST OF REQUIREMENTS	SLN	LIST OF STEPS AND PROCEDURES	OCEDURES		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Total Fees to be Paid
I. Written/formal or email	EO 903	1. Complainant/	MC No. 09-C s.	4 Hours and	N/A
Complaint Letter/APD	Section 4	Representative presents	2022 - Policies	30 Minutes	
Complaint Form	Letter K	complete above listed	and Procedures		
2. CCTV Viewing Request		requirements to	Governing the		
Form (CVRF)		Surveillance Terminal	Operation of		
3. One (1) Valid Government		Section. (Must be	Closed-Circuit		
issued ID		accompanied by an	Television		
f Representative: (with		authorized APD personnel)	(CCTV) Systems		
Additional Requirements)		2. Received approved/	and CCTV		
4. Authorization Letter		disapproved Request for	Control Rooms		
5. At least Two (2) Valid		CCTV Viewing	(CCR) at NAIA		
Government issued ID		3. Present a copy of			
		annovad regulat to			

			Total		
		AVA (CC)	omplete aquirement aquirement ecceive n opy aquest thru aquest thru ick-up CVF t the "REL OPY Forr OPY Forr ndertaking" ection.		<ol> <li>Result of CCTV Viewing Form (RCVF)</li> <li>CVF Copy Request Form (CCRF)</li> <li>Written/email Letter of Complaint/APD Complaint Form</li> <li>One (1) Valid Government issued ID</li> <li>Letter of Request from any Government investigation Agency/Court Order</li> <li>Result of CCTV Viewing Form (RCVF)</li> <li>Letter Request from MIAA Investigation Office/any Government investigation Agency</li> <li>Information/ Incident Report endorsed for Investigation</li> </ol>
NIA	4 Hours	Guidelines and	1. Submit formal request for CVF Conv attached with	EO 903 Section 4 Letter K	Complainant's Request Thru
Total Fees to be Paid	Processing	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
	Total	PROCEDURES	LIST OF STEPS AND	ENIS	LIST OF REQUIREMENTS
		OPY REQUEST	GOVERNMENT SERVICE: APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST SERVICE INFORMATION	ROVAL OF CAPT	GOVERNMENT SERVICE: APP
	nutes	4 Hours and 30 Minutes	200 million	Total	
	2	ika Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Martina Ma			<ul> <li>7. At least 2 government issued ID</li> <li>8. Complaint Form from Terminal Police Section.</li> </ul>
			Surveillance Supervisor- on-duty Receives Result of CCTV Viewing Form (RCVF)		Non-Passenger 6. Authorization letter from the

	A TONYA		T 2 4 2		
			<ol> <li>Pick-up CVF Copy and sign at the "RELEASE OF CVF COPY Form (RCCF) with undertaking" from Surveillance Terminal Section.</li> </ol>		<ul> <li>issued ID</li> <li>Letter of Request from any Government investigation Agency/Court Order</li> <li>Other Investigation Agency:</li> <li>1. Result of CCTV Viewing Form (RCVF)</li> <li>2. Letter Request from MIAA</li> </ul>
N/A	4 Hours	MC No. 5 s. 2016 – Guidelines and Procedures on the Management of Closed-Circuit Television – Security Control Rooms (CCTV- SCR) at NAIA	<ol> <li>Submit formal request for CVF Copy attached with complete above-listed requirements, addressed to the MIAA-GM/AGMSES thru OIC-SSD</li> <li>Receive notification and copy of approved/disapproved request thru email</li> </ol>	EO 903 Section 4 Letter K	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
Total Fees to be Paid	Total Processing Time	PROCEDURES Legal Basis	LIST OF STEPS AND PROCEDURES Client Steps/Procedures as indicated in the Citizen's Charter	ENTS Legal Basis	LIST OF REQUIREMENTS Requirement
			SERVICE INFORMATION		

#### V. TERMINAL OPERATION T1, T2, T3, T4

	6 Days and 7 Hours		Total	T	
		Guidelines, on No Airport Slot Clearance No Operation (NANOPS)	Ŭ	Letter K	
N/A	6 Days 7 Hours	MC no. 7 s. 2017 - Revised	1. Submit Terminal Facilities Slot Clearance from	EO 903 Section 4	<ol> <li>Terminal Facilities Slot Clearance</li> </ol>
Total Fees to be Paid	Processing Time	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
	Total	OCEDURES	LIST OF STEPS AND PROCEDURES	IENTS	LIST OF REQUIREMENTS
		NC	SERVICE INFORMATION		
		VRANCE	GOVERNMENT SERVICE: APPROVAL OF TERMINAL FACILITIES SLOT CLEARANCE	PROVAL OF TEP	GOVERNMENT SERVICE: A
	2 Days		Total		
			completion requirements		

W. CURBSIDE MANAGEMENT SERVICES T1, T2, T3, AND T4

n the it of NAIA	at NAIA Terminals			
2017 1 Minute N/A to m 5. 02 2017:	MC No. 4 s. 2017 Amendment to Memorandum Circular No. 02 Series of 2017: Guidelines on the Management of	<ol> <li>Proceed to designated Yellow Metered/Coupon/Regular Taxi service counter</li> <li>The passenger boards the assigned Yellow Metered/Coupon/Regular Taxi</li> </ol>	N/A	1. Dispatch Slip
sis Processing Processing Paid	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Requirement
T>+>	ROCEDURES	LIST OF STEPS AND PROCEDURES	IMENTS	LIST OF REQUIREMENTS
	ON	SERVICE INFORMATION		

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GUIREMENTS       SERVICE INFORMATION         QUIREMENTS       LIST OF STEPS AND PROCEDURES       Total         Legal Basis       Client Steps/Procedures as indicated in the Citizen's       Total         Legal Basis       indicated in the Citizen's       Legal Basis       Processing         Charter       Charter       Time       Time		3 Days	MC No. 49 S.		EO 903	R - BILLING	TOF
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SERVICE INFORMATION		Total	OCEDURES	LIST OF STEPS AND PR	SIN	LIST OF REQUIREME	
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GOVERNMENT SERVICE: UTILIZATION OF LEARNING AND DEELOPMENT ROOM AND FUNCTION HALL	ILLIZATION OF LEAM	INING AND DEELOPMENT	KOOW AND FUNCTIC	IN MALL	
		SERVICE INFORMATION	ION		
LIST OF REQUIREMENTS	IMENTS	LIST OF STEPS AND PROCEDURES	PROCEDURES	Trach	
		Client Steps/Procedures		Drococcima	Total Fees to be
Requirement	Legal Basis	as indicated in the	Legal Basis	Timo	Paid
		Citizen's Charter		I FERCE	
1. Letter request for use of	1. AO No. 1 s.	1. Submit letter of request	MC No. 9 - M s.	1 Day	MLDR -
Training Room in T3	2000	with complete	2016 - Revised		₱ 2, 000.00day /
2. Application for MLDR – T3	Administrative	requirement addressed	Guidelines on		₱ 200.00 hours
	Order for	to the Terminal	Terminal MIAA Learning		
	Fees and	Manage	Development		Function hall –
	Charges	2. Fill-up Application	Room		₱ 5,000.00 day
		Form and submit to			
		Terminal Admin			

	Total										
			0		5.		-	4			ω.
		to Terminal Admin	Submit copy of receipt	T3 for payment	Proceed to Cashiering	rental fee	payment and Pay the	Secure order of	is not available	reconsideration if date	3. Request for
	1 Day										
	ŝ										
Function hall P 5,000.00 day	MLDR - ₱ 2, 000.00day / ₱ 200.00 hours										

ARLENE B. BRITANICO Chairperson MIAA – CART enc