Manila International Airport Authority

CERTIFICATE OF COMPLIANCE
YEAR: 2026

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **MARIA LOURDES S.J. REYES**, Filipino, of legal age, **Senior Assistant General Manager of the Manila International Airport Authority**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:*

1. **Manila International Airport Authority** including its has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

   Citizen' Charter Handbook Edition: 2026 1st Edition

2. The following required forms of posting of the Citizen's Charter are present:

   ☑ Citizen's Charter Information billboard
   (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
   ☑ Citizen's Charter Handbook
   (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
   ☑ Official website/Online Posting

3. The Citizen's Charter Information Billboard enumerates the following information:

   a. External services;
   b. Checklist of requirements for each type of application or request;
   c. Name of the person responsible for each step;
   d. Maximum processing time;
   e. Fee/s to be paid, if necessary; and
   f. Procedure for filing complaints and feedback.

4. The Citizen's Charter Handbook enumerates the following information:

   a. Mandate, vision, mission, and service pledge of the agency;
   b. Government services offered (External and Internal Services);

      I. Comprehensive and uniform checklist of requirements for each type of application or request;
      II. Classification of service;
      III. Type of transaction;
      IV. Who may avail;

V. Client steps and agency actions to obtain a particular service;
VI. Person responsible for each step;
VII. Processing time per step and total;
VIII. Fee/s to be paid per step and total, if necessary.

c. Procedure for filing complaints and feedback;
d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
e. List of Offices

5. The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6. The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7. The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8. The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9. There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

Ma. Lourdes S.J. Reyes

MARIA LOURDES S.J. REYES
Senior Assistant General Manager
Manila International Airport Authority