



BAGONG PILIPINAS



MANILA INTERNATIONAL AIRPORT AUTHORITY

CITIZEN'S CHARTER
2025 (1st Edition)



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FOREWORD



Pursuant to Section 6 of Republic Act (RA) 11032, or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”, the Manila International Airport Authority (MIAA) proudly presents this Citizen’s Charter for FY 2025, signifying our commitment to the government’s fight against red tape and push for the ease of doing business.

As a Government-Owned and Controlled Corporation (GOCC) under the Department of Transportation, MIAA has embraced a transformative role of regulating the premier airport following the implementation of the NAIA Public-Private Partnership (PPP) Project. This milestone reflects our evolving dedication to fostering resilience, innovation, and sustainability within the aviation sector.

This Citizen’s Charter signifies our readiness to rise to the challenges and opportunities that come with the transition. It encapsulates our pledge to integrity and service excellence, ensuring that we meet the evolving needs of the public and our stakeholders while upholding the highest standard of regulatory compliance and operational excellence.

This Citizen’s Charter stands as a testament to our collective efforts and unwavering resolve to deliver on our mission. Together, let us continue to elevate the standards of airport service with a shared vision of progress and service for Filipinos and global travelers.

ERIC JOSE C. INES
General Manager



AGENCY PROFILE

I. Mandate

Executive Order No. 778, as amended by Executive Order No. 903 mandates the Manila International Airport Authority (MIAA) to:

- Formulate and adopt for application in the airport internationally acceptable standards of airport accommodation service;
- Upgrade and provide safe, efficient and reliable airport facilities for international and domestic air travel;
- Help encourage and promote international and domestic air traffic in the country as a means of making the Philippines a center of international and domestic air travel;
- Perform other functions as maybe provided by the law while maintaining financial viability as an autonomous government entity.

II. Vision

By 2029, MIAA shall be at the forefront in regulating the premier airport, managing its other assets, showcasing sustainable environmental practices, and fostering Filipino hospitality, diversity, and inclusivity.

III. Mission

To ensure a passenger-centric, safe, secure, seamless, and sustainable airport environment contributing to the economic growth of the Philippines.



IV. Core Values

- Integrity** - We conduct our work with deep sense of honesty, transparency, and uprightness.
- Resilience** - We are resistant to disruption, unforeseen events, and economic uncertainty.
- Innovation** - We adapt and respond to the changing demands of the work environment.
- Service Excellence** - We deliver personalized customer experience to our stakeholders.
- Sustainability** - We enhance our commitment to advance environmental stewardship.



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LEGAL OFFICE

External Services



1. CONTRACT PREPARATION THROUGH PROCUREMENT PROCESS

Post-Award Process for the winning bidder

Office or Division:	Legal Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Contractors/ Suppliers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Approved Purchase Request (PR), Terms of Reference (TOR), Bill of Quantities (BOQ), Bill of Materials (BOM), Plans, Approve Budget for the Contract (1 Original) 2. Complete Bid Documents with attachments (1 Original and 3 Photocopy) <ol style="list-style-type: none"> a. Original Technical Documents of Lowest Calculated Responsive Bid (LCRB)/Highest Rated and Responsive Bid (HRRB) or Single Calculated and Responsive Bid (SCRB) or a Single Rated and Responsive Bid (SRRB) b. Original Financial Documents of LCRB/HRRB or SCRБ/SRRB 3. Bids and Awards Committee (BAC) Resolution with General Manager's approval (1 Original Copy) 4. Authority to use alternative method of procurement from the Board of Directors or General Manager (GM), if applicable (1 Certified thru Copy) 5. MIAA Board Resolution/Approved Memo to GM, for projects within the delineated authority (1 Original) 6. Notice of Award (1 Original) 	To be furnished by MIAA BAC Secretariat



CHECKLIST REQUIREMENTS	WHERE TO SECURE
7. Contract Review from the Office of the Government Corporate Counsel (OGCC) - (1 Original)	OGCC
8. Proof of Posting Performance Bond a. If surety bond (1 Original) b. Official Receipt, if cash/check (1 Photocopy)	Contractor/Supplier's Insurance Company Collection Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BAC Secretariat to furnish the complete documents (Nos. 1 to 6) as enumerated in the above checklist	1.1 Receive complete documents as enumerated in the above checklist	None	15 Minutes	<i>Legal Researcher</i> Legal Office
	1.2 Contract Preparation* a. Draft the contract b. Review the contract c. Finalize the contract	None	7 Days	<i>Legal Researcher</i> Legal Office <i>Assigned Attorney</i> Legal Office <i>OIC/ Manager</i> Legal Office
	1.3 Notify and inform the contractor/supplier to pick-up the contract for their signature a. via phone call b. via SMS	None	5 Minutes 5 Minutes	<i>Legal Researcher</i> Legal Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. via letter, if no action after 3 days		1 Day	
2. Contractor/Supplier to secure the required copies of the contract for signature. Representative must present a letter of authorization.	2. Release the required copies of the contract with instructions to sign and return within three (3) days	None	10 Minutes	<i>Legal Researcher</i> Legal Office
3. Contractor/Supplier to return the copies of the contract within three (3) days	3.1 Receive and check if all copies of the contract are signed by the contractor/supplier	None	10 Minutes	<i>Legal Researcher</i> Legal Office
	3.2 Forward to OGCC for contract review Note: Based on OGCC Citizen's Charter, the processing time of Contract Review is 20 working days	None	1 Day	<i>Legal Researcher</i> Legal Office
	3.3 Prepare Memo Brief (MB) and Notice to Proceed (NTP)	None	2 Hours	<i>Legal Researcher</i> Legal Office
	3.4 Collate documents for routing to the following offices: a. Accounting	None	5 Days	<i>Legal Researcher</i> Legal Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Budget c. Finance d. AGMFA e. SAGM			
	3.5 For GM's signature	None	1 Day	<i>Legal Researcher</i> Legal Office
	3.6 Notarization	None	2 Hours	<i>Legal Researcher</i> Legal Office
	3.7 Notify the contractor/supplier to pick-up the signed Contract and Notice to Proceed upon posting of Performance Bond a. via phone b. via SMS c. via letter, if no action after three (3) days	None	5 Minutes 5 Minutes 1 Day	<i>Legal Researcher</i> Legal Office
4. Contractor/supplier to post the required Performance Bond and submit the required copy to the Legal Office	4.1 Receive the required copy of the Performance Bond and release the signed Contract and NTP to the contractor/supplier	None	15 Minutes	<i>Legal Researcher</i> Legal Office
	4.2 Disseminate remaining original copies of the contract to the following:	None	3 Hours	<i>Legal Researcher</i> Legal Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. End-user; b. Commission on Audit c. Budget Division d. Notary e. Legal Office			
TOTAL:		None	15 Days + 20 Days Contract Review from OGCC** + 2 Days if notifications are via letter	

Refer to the document requirements under instructions to bidders (ITB), adopt the list given by the Commission on Audit in their request for documents;

*Prepare and print seven (7) clear copies of the contract;

**Service is covered by OGCC Memorandum Circular No. 2023-1 – Reiterating the Policy on the OGCC Review of Contracts Before Execution



BUSINESS AND REAL ESTATE INVESTMENT DEVELOPMENT DIVISION

External Services



2. ISSUANCE OF NOTICE OF CONDITIONAL AWARD (NOCA)/NOTICE OF AWARD (NOA)

Preparation and approval of NOCA/NOA for applicants intending to conduct business within the NAIA Complex outside the Project Land.

Office or Division:	Business and Real Estate Investment Development Division (BRIDD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Concessionaire/Lessee

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<u>NEW LEASE</u>	
1. Letter of Intent (1 Original)	Concessionaire/Lessee
2. Letter (1 Original) containing the following information: <ul style="list-style-type: none"> • Development Plan • Lease or Rental Offer 	Concessionaire/Lessee
Supporting Documents per Annex A	
3. Company Profile (1 Photocopy)	Concessionaire/Lessee
4. SEC/DTI Registration with updated General Information Sheet (GIS) - (1 Photocopy)	SEC/DTI
5. Articles of Incorporation and By-Laws (1 Photocopy)	Concessionaire
6. Latest Mayor's Permit & Business Permit (1 Photocopy)	LGU (Pasay/Paranaque)
7. Latest Sanitary Permit (1 Photocopy)	BOQ
8. Latest Income and Business Tax Returns duly stamped and received by the BIR including latest Audited Financial Statements (1 Photocopy)	BIR
9. BIR Certificate of Registration and Latest Tax Clearance (1 Photocopy)	BIR



CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>10. Certification under oath from a responsible officer of the Company/applicant, that it is free and clear of tax liabilities to the government (1 Original)</p> <p>11. Notarized written authority for Company's representative as the signing official solely intended for the Contract and/or Accreditation:</p> <ul style="list-style-type: none"> • Affidavit of the Owner or a Special Power of Attorney (SPA), if Single Proprietorship (1 Original) • Partnership Resolution from the GM or President, if Partnership (1 Original) • Board Resolution with Secretary Certificate, if Corporation (1 Original) • Resolution signed by all JV Partnership, if Joint Venture (1 Original) <p>12. Certification from the Applicant that personnel under their employment has been background-checked (1 Original)</p> <p>13. Certification that each of the documents submitted is an authentic copy or a true and faithful reproduction of the original and that all statements and information provided therein are true and correct (1 Original)</p>	<p>Concessionaire/Company</p> <p>Concessionaire/Company</p> <p>Concessionaire/Company</p> <p>Concessionaire/Company</p>
<p><u>RENEWAL OF LEASE</u></p> <p>1. Letter of Intent (1 Original)</p> <p>2. Letter containing the following information:</p> <ul style="list-style-type: none"> • Development Plan • Lease or Rental Offer <p>Supporting Documents per Annex A</p> <p>3. Accounting Clearance (1 Original)</p> <p>4. SEC/DTI Registration with updated General Information Sheet (GIS) - (1 Photocopy)</p> <p>5. Proof of Payment of Real Property Tax of Leased Premises</p> <p>6. Latest Mayor's Permit & Business Permit (1 Photocopy)</p>	<p>Concessionaire/Company</p> <p>Concessionaire/Company</p> <p>MIAA - Accounting Division SEC/DTI BIR LGU (Pasay/Paranaque)</p>



CHECKLIST REQUIREMENTS	WHERE TO SECURE
7. Latest Sanitary Permit (1 Photocopy)	BOQ
8. Latest Income and Business Tax Returns duly stamped and received by the BIR including latest Audited Financial Statements (1 Photocopy)	BIR
9. BIR Certificate of Registration and Latest Tax Clearance (1 Photocopy)	BIR
10. Certification under oath from a responsible officer of the Company/applicant, that it is free and clear of tax liabilities to the government (1 Original)	Concessionaire/Company
11. Notarized written authority for Company's representative as the signing official solely intended for the Contract and/or Accreditation: <ul style="list-style-type: none"> • Affidavit of the Owner or a Special Power of Attorney (SPA), if Single Proprietorship (1 Original) • Partnership Resolution from the GM or President, if Partnership (1 Original) • Board Resolution with Secretary Certificate, if Corporation (1 Original) • Resolution signed by all JV Partnership, if Joint Venture (1 Original) 	Concessionaire/Company
12. Certification from the Applicant that personnel under their employment has been background-checked (1 Original)	Concessionaire/Company
13. Certification that each of the documents submitted is an authentic copy or a true and faithful reproduction of the original and that all statements and information provided therein are true and correct (1 Original)	Concessionaire/Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Intent (LOI) addressed to the Officer-In-Charge/Manager, Business Development	1.1 Receive LOI and forward to the OIC/Manager BDCMD	None	1 Hour	<i>Business Development Officer A</i> BDCMD
	1.2 Endorse the LOI to BRIDD for evaluation	None		OIC/Manager BDCMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concessions Management Department (BDCMD)	1.3 Release the LOI to BRIDD	None	4 Hours	<i>Business Development Officer A</i> BDCMD
	1.4 Receive LOI and forward to OIC/Manager, BRIDD for instruction	None		<i>Business Development Officer B</i> BRIDD
	1.5 Give instruction for initial evaluation	None		<i>OIC/Manager</i> BRIDD
	1.6 Conduct the initial evaluation and prepare a reply letter to the concessionaire/ lessee informing the result of the initial evaluation. If passed, advise to submit the following: a. Development plan b. Lease or rental offer c. Supporting documents per Annex A	None		<i>Business Development Specialist</i> BRIDD <i>Business Development Officer B</i> BRIDD
	1.7 Review and affix initial to the reply letter	None		<i>OIC/Manager</i> BRIDD
	1.8 Release the reply letter to the BDCMD for signature	None		<i>Business Development Officer B</i> BRIDD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Receive the reply letter and endorse to the OIC/Manager BDCMD for signature.	None	1 Hour	<i>Business Development Officer A</i> BDCMD
	1.10 Review and sign the reply letter	None		<i>OIC/Manager</i> BDCMD
	1.11 Release the signed reply letter to BRIDD for dissemination	None		<i>Business Development Officer A</i> BDCMD
	1.12 Receive and email the reply letter to the concessionaire/ lessee	None	5 minutes	<i>Business Development Officer B</i> BRIDD
2. Submit a letter containing the development plan, lease or rental offer and supporting documents per Annex A	2.1 Check the completeness of documents. If complete, receive the documents and forward to the OIC/Manager, BDCMD	None	1 Hour	<i>Business Development Officer A</i> BDCMD
	2.2 Endorse the letter with supporting documents to BRIDD for evaluation	None		<i>OIC/Manager</i> BDCMD
	2.3 Release the letter with supporting documents to BRIDD	None		<i>Business Development Officer A</i> BDCMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Receive the letter with supporting documents and forward to OIC/Manager, BRIDD	None	1 Day	<i>Business Development Officer B BRIDD</i>
	2.5 Give instruction for evaluation	None		<i>OIC/Manager BRIDD</i>
	2.6 Evaluate if the offer is acceptable. If acceptable, prepare MB and NOCA or NOA	None		<i>Business Development Specialist BRIDD</i> <i>Business Development Officer B BRIDD</i>
	2.7 Review and affix initial on the MB	None		<i>OIC/Manager BRIDD</i>
	2.8 Release the MB with NOCA/NOA for coordination and approval	None		<i>Business Development Officer B BRIDD</i>
	2.9 Coordination /Approval a. BDCMD b. Legal Office c. OSAGM d. GMO	None		<i>OIC/Manager BDCMD OIC/Manager Legal Office SAGM OSAGM General Manager GMO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.10 Receive the approved MB with signed NOCA/NOA	None	10 Minutes	<i>Business Development Officer B</i> BRIDD
	2.11 Notify the concessionaire/ lessee via SMS or call to pick up the copies of NOCA or NOA with transmittal letter for their signature	None		<i>Business Development Officer B</i> BRIDD
3. Pick up two (2) copies of NOCA/NOA with transmittal letter	3. Release the two (2) copies of NOCA/NOA with transmittal letter for them to sign and return within three (3) days	None	5 Minutes	<i>Business Development Officer B</i> BRIDD
4. Return two (2) copies of the conformed/signed NOCA/NOA with the transmittal letter	4.1 Receive two (2) copies of conformed/signed NOCA/NOA with the transmittal letter.	None	10 Minutes	<i>Business Development Officer B</i> BRIDD
	4.2 Release one (1) copy of the signed NOCA/NOA with the transmittal letter.	None		<i>Business Development Officer B</i> BRIDD
TOTAL:		None	2 Days, 7 Hours, 30 Minutes	



3. ISSUANCE OF LEASE AND CONCESSIONS CONTRACT

Preparation and approval of Lease and Concession Contract

Office or Division:	Business & Real Estate Investment Development Division (BRIDD)
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	Concessionaire/ Lessee

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Signed/Conformed Notice of Conditional Award (NOCA) or Notice of Award (NOA)	BRIDD
2. Order of Payment (1 Original)	BRIDD
3. Official Receipt as proof of payment for one (1) month advance rental and other charges (Duplicate copy)	Collection Division
4. Deposit Slip or Manager's check – three (3) months rental and other charges (1 Photocopy)	Concessionaire/Lessee
5. Post-dated checks with acknowledgment receipt – for rentals and fixed charges for the duration of the contract but not more than one (1) year - (Original copies)	Concessionaire/Lessee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Prepare draft Contract of Lease based on the signed NOCA/NOA and Memorandum endorsing to Legal	None	1 Day	<i>Business Development Specialist BRIDD Business</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office for Contract Review of OGCC. Forward to the OIC/Manager, BRIDD for signature			<i>Development Officer B BRIDD</i>
	1.2 Review and sign the Memorandum to Legal endorsing the Contract for review of OGCC	None		<i>Manager/OIC BRIDD</i>
	1.3 Release the Memorandum with draft Contract of Lease to Legal Office	None		<i>Business Development Officer B BRIDD</i>
	1.4 Receive and forward the lease contract to OGCC for review. Note: Based on OGCC Citizen's Charter, the processing time of Contract Review is 20 working days	None	1 Day*	<i>Legal Researcher Legal Office</i> <i>Manager/OIC Legal Office</i>
	1.5 Receive the final and official contract review from OGCC and endorse to BRIDD	None	1 Day	<i>Legal Researcher Legal Office</i> <i>Manager/OIC Legal Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Receive the final and official contract review from OGCC	None	4 Hours	<i>Business Development Officer B BRIDD</i>
	1.7 Prepare Memorandum Brief and five (5) copies of the Lease and Concession Contract incorporating the comments from OGCC, if any.	None		<i>Business Development Specialist BRIDD</i> <i>Business Development Officer B BRIDD</i>
	1.8 Review the documents and affix the initial on the Memorandum Brief	None		<i>OIC/Manager BRIDD</i>
	1.9 Release the Memorandum Brief with the copies of the Lease and Concessions Contract for coordination and approval	None		<i>Business Development Officer B BRIDD</i>
	1.10 Coordination and Approval a. BDCMD b. Legal Office c. Office of the SAGM d. GMO	None	3 Days	<i>OIC/Manager BDCMD OIC/Manager Legal Office SAGM Office of the SAGM General Manager</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>GMO</i>
	1.11 Receive the approved MB with the signed Lease and Concession Contract. Prepare transmittal letter to concessionaire/lessee	None	2 Hours	<i>Business Development Officer B BRIDD</i>
	1.12 Review and affix initial on the transmittal letter	None		<i>Manager/OIC BRIDD</i>
	1.13 Release the transmittal letter to BDCMD for signature	None		<i>Business Development Officer B BRIDD</i>
	1.14 Receive the transmittal letter and forward to OIC/Manager, BDCMD for signature	None	2 Hours	<i>Business Development Officer A BDCMD</i>
	1.15 Review and sign the transmittal letter	None		<i>Manager/OIC BDCMD</i>
	1.16 Release the signed transmittal letter to BRIDD	None		<i>Business Development Officer A BDCMD</i>
	1.17 Receive the signed transmittal letter and notify the concessionaire/lessee through email or SMS	None	5 Minutes	<i>Business Development Officer B BRIDD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to pick up the signed contract upon payment of advance and deposit for rental and other charges			
2. Receive the order of payment the Security Deposit	2. Issue Order of Payment for Security Deposit (1 month advance and 3 months deposit for rental)	None	5 Minutes	<i>Business Development Officer B BRIDD</i>
3. Submit proof of payment of Security Deposit	3.1 Check and receive the submitted proof of payment	None	5 Minutes	<i>Business Development Officer B BRIDD</i>
	3.2 Release five (5) copies of the Lease and Concessions Contract with transmittal letter for their signature. Advise to return within five (5) days after notarization	None		<i>Business Development Officer B BRIDD</i>
4. Return the five (5) notarized copies of the lease and concession contract with the transmittal letter	4.1 Receive five (5) notarized copies of lease and concession contract with the transmittal letter	None	5 Minutes	<i>Business Development Officer B BRIDD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Release one (1) copy of the notarized lease and concession contract with transmittal letter	None		<i>Business Development Officer B BRIDD</i>
TOTAL:			7 Days, 20 Minutes + 20 Days Contract Review from OGCC*	

*Service is covered by OGCC Memorandum Circular No. 2023-1 – Reiterating the Policy on the OGCC Review of Contracts Before Execution



ACCOUNTING DIVISION

External Services



4. ISSUANCE OF ACCOUNT CLEARANCE

Account Clearance is a document stating that a Concessionaire or an Accredited Company of the Authority **has no outstanding obligation as of cut-off date.**

Office or Division:	Accounting Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	MIAA Concessionaires and Accredited Companies

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Written Request (1 Hardcopy or Softcopy) 2. Order of Payment Slip (1 Original)	Requesting Concessionaire Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter request for the issuance of an Account Clearance to the Accounting Division (hardcopy or via email: accounting.ar@miaa.gov.ph)	1.1 Check and update the account of the Concessionaire/ Accredited company	None	1 Day	<i>Accounting Processor A/B</i> Accounting Division
	1.2 Assign and encode the control number in the system	None	15 Minutes	<i>Accounting Processor A/B</i> Accounting Division
	1.3 Prepare three (3) original copies of the Account Clearance (two for the client and one accounting)	None	30 Minutes	<i>Accounting Processor A/B</i> Accounting Division <i>Senior Corporate Accountant B</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	records) and forward them to the Section Head for verification			<i>(Section Head)</i> Accounting Division
	1.4 Approve the Account Clearance of the Concessionaire	None	30 Minutes	<i>Manager</i> Accounting Division
	1.5 Notify the client that the Account Clearance is ready for release and inform them of the required fee to be settled	None	1 Day	<i>Accounting Processor A/B</i> Accounting Division
2. Secure the Order of Payment slip from the Accounting Division	2. Issue the Order of Payment slip	None	15 Minutes	<i>Senior Corporate Accountant B</i> <i>(Section Head)</i> Accounting Division
3. Proceed to the Collection Division, present the Order of Payment slip, remit the required payment, and obtain the Invoice.	3. Receive the Order of Payment slip and the payment, then issue the Invoice	Php 100.00 + (Vat 12%) <hr/> Php 112.00	10 Minutes	<i>Credit Officer</i> Collection Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the Invoice to the Accounting Division, receive two copies of the Account Clearance, and sign the Accounting Division's copy to confirm receipt.	4. Record the transaction in the logbook, indicate the Invoice number on the Account Clearance, and release two copies to the Concessionaire.	None	15 Minutes	<i>Accounting Processor A/B Accounting Division</i>
TOTAL:		Php 112.00	2 Days, 1 Hour, 55 Minutes	



ACCOUNTING DIVISION/ BUDGET DIVISION/ CASHIERING DIVISION

External Services



5. PROCESSING OF REQUEST FOR PAYMENT FOR EXTERNAL CLIENTS

Processing of checks as payment of MIAA liabilities to external clients such as suppliers, contractors, and service providers.

Office or Division:	Accounting Division, Budget Division, and Cashiering Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business
Who may avail:	General Public, Contractor/Supplier and Personnel of MIAA and other Government Agencies

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Request for Payment with complete applicable attachments (1 Original)	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: a. Record the RFP b. Disseminate the RFP to designated accounting personnel for	None	2 Hours	<i>Sr. Corporate Accounts Analyst Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	preparation of Disbursement Voucher (DV), if in order			
	1.2 Perform the following tasks: <ul style="list-style-type: none"> a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the tax, if applicable e. Prepare DV f. Forward DV to the end-user for signature of Box A. 	None	1 Day	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.3 Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Received DV from End user and perform the following action: a. Verify the DV with the approved budget	None	1 Day	<i>Corporate Budget Assistant Budget Division</i> <i>Corporate Budget Analyst Budget Division</i> <i>Corporate Budget Specialist Budget Division</i>
	b. Review and affix initial in the DV	None		<i>Chief Corporate Budget Officer Budget Division</i>
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC Budget Division</i>
	1.5 Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division	None	6 Hours	<i>Sr. Corporate Accounts Analyst Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> c. Prepare Memo Brief for claims more than ₱1 million d. Initial of box B of DV 			
	1.6 <ul style="list-style-type: none"> a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist 	None	4 Hours	<i>Accounting Processor Accounting Division</i> <i>Sr. Corporate Accountant B Accounting Division</i>
	1.7 Verify and sign Box B of DV	None	3 Hours	<i>Manager /OIC Accounting Division</i>
	1.8 Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.9 Receive voucher from accounting and verify cash position	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.10 Prepare check	None	1 Hour	<i>Cashier C Cashiering Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Review prepared check and affix initial in check voucher	None	1 Hour	<i>Cashier B Cashiering Division</i>
	1.12 Review and sign check register, affix initial in the voucher and sign check	None	2 Hours	<i>Manager/OIC Cashiering Division</i>
	1.13 a. Receive check and DV from Cashiering Division b. For checks below Php100,000.00: Forward to Finance officer for Review of check DV, and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.17	None	2 Hours	<i>Secretary Finance Department</i> <i>Finance Officer Finance Department</i> <i>Manager/OIC Finance Department</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.14 For checks amounting to 100,001 – 500,000: a. Forward to Finance Officer for Review of check, DV and its supporting documents b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher c. Forward to the AGMFA. For signature on the check and DV. d. Proceed to step 1.17	None	3 Hours	<i>Secretary Finance Department</i> <i>Finance Officer Finance Department</i> <i>Manager/OIC Finance Department</i> <i>Manager/OIC AGMFA</i>
	1.15 For checks amounting to 500,001 – 1,000,000:	None	4 Hours	<i>Secretary Finance Department</i> <i>Finance Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV b. Forward to OAGMFA to affix initial on the DV and signature on the check. c. Forward to SAGM to affix signature on the check and DV. d. Proceed to step 1.17			<i>Finance Department</i> <i>Manager/OIC Finance Department</i> <i>Manager/OIC AGMFA</i> <i>Senior Assistant General Manager SAGM Office</i>
	1.16 For checks above 1,000,000: a. Forward to OIC, Manager to affix initial on the check and DV b. Forward to AGMFA to affix initial on the check and DV c. Forward to SAGM to affix signature on	None	5 Hours	<i>Secretary Finance Department</i> <i>Finance Officer Finance Department</i> <i>Manager/OIC Finance Department</i> <i>Manager/OIC AGMFA</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the check and initial on the DV</p> <p>d. Forward to GM to affix signature on the check and DV.</p>			<p><i>Senior Assistant General Manager SAGM Office</i></p> <p><i>General Manager General Manager Office</i></p>
	<p>1.17 Receive signed/approved checks from the Finance Department/ OAGMFA/ OSAGM/ GMO</p>	None	1 Hour	<p><i>Cashier B/C Cashiering Division</i></p>
	<p>1.18 Inform the client that the check/s are available for release through email, phone via call/text</p>	None	1 Hour	<p><i>Cashier B Cashiering Division</i></p>
<p>2. Receive advice and proceed to the Cashiering Division to receive the check and sign in the logbook.</p>	<p>2. Issue the check to the client and record in the logbook for acknowledgement of client</p>	None	5 Minutes	<p><i>Cashier B/C Cashiering Division</i></p>
TOTAL:		None	7 Days, 5 Minutes	



ACCOUNTING DIVISION/ BUDGET DIVISION/ CASHIERING DIVISION

Internal Services



6. PROCESSING OF REQUEST FOR PAYMENT FOR INTERNAL CLIENTS

Processing of check as payment of MIAA liabilities to internal clients.

Office or Division:	Accounting Division, Budget Division, and Cashiering Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employee

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Request for Payment with complete applicable attachments (1 Original)	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: <ol style="list-style-type: none"> a. Record the RFP b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order 	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Perform the following tasks: <ul style="list-style-type: none"> a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the tax, if applicable e. Prepare DV f. Forward DV to the end-user for signature Box A. 	None	1 Day	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.3 Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	1.4 Receive DV from the End-user and perform the following action: <ul style="list-style-type: none"> a. Verify the DV with the approved budget 	None	1 Day	<i>Corporate Budget Assistant Budget Division Corporate Budget Analyst Budget Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Corporate Budget Specialist Budget Division</i>
	b. Review and affix initial in the DV	None		<i>Chief Corporate Budget Officer Budget Division</i>
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC Budget Division</i>
	1.5 Receive the DV from Budget Division and verify whether: a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of Box B of DV	None	6 Hours	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.6 b. Prepare tax certificate c. Affix initial on the Tax Certificate	None	4 Hours	<i>Accounting Processor Accounting Division</i> <i>Sr. Corporate Accountant B Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	d. Verify the completeness of the supporting documents based on the checklist			
	1.7 Verify and sign Box B of DV	None	3 Hours	<i>Manager / OIC Accounting Division</i>
	1.8 Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.9 Receive voucher from accounting and verify cash position	None	1 Hour	<i>Cashier B/C Cashiering Division</i>
	1.10 Prepare check	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.11 Review the prepared check and affix initial on check voucher	None	1 Hour	<i>Cashier B Cashiering Division</i>
	1.12 Review and sign the check register, affix initial on the voucher and sign the check	None	2 Hours	<i>Manager/OIC Cashiering Division</i>
	1.13 a. Receive check and DV from Cashiering Division	None	2 Hours	<i>Secretary Finance Department Finance Officer Finance Department</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> b. For checks below 100,000.00: Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.17 			<p><i>Manager/OIC Finance Department</i></p>
	<p>1.14 For checks amounting to 100,001 – 500,000:</p> <ul style="list-style-type: none"> a. Forward to Finance Officer for Review of check, DV and its supporting documents b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher c. Forward to the AGMFA for signature 	None	3 Hours	<p><i>Secretary Finance Department</i></p> <p><i>Finance Officer Finance Department</i></p> <p><i>Manager/OIC Finance Department</i></p> <p><i>Manager/OIC AGMFA</i></p>



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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	check and DV c. Forward to SAGM to affix signature on the check and initial on the DV d. Forward to GM to affix signature on the check and DV.			<i>Manager/OIC AGMFA Senior Assistant General Manager SAGM Office General Manager General Manager Office</i>
	1.17 Receive signed/approved checks from the Finance Department/ OAGMFA/ OSAGM/ GMO	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.18 Inform the client that the check/s are available for release thru email or phone via call/text	None	1 Hour	<i>Cashier B Cashiering Division</i>
2. Receive advice and proceed to the Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to the client and record in the logbook for acknowledgement of client	None	5 Minutes	<i>Cashier C Cashiering Division</i>
TOTAL:		None	6 Days, 7 Hours, 5 Minutes	



COLLECTION DIVISION

External Services



7. ISSUANCE OF MIAA EXEMPTION CERTIFICATE (MEC) TO LOCALLY RECOGNIZED EXEMPTED PASSENGERS

MEC issued to locally - recognized exempted passengers to avail of Passenger Service Charge exemption.

Office or Division:	Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Locally recognized exempted passengers (by law)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p><u>Upon Application</u></p> <ol style="list-style-type: none"> 1. Letter request for exemption of Passenger Service Charge (PSC) – (1 Original) <ul style="list-style-type: none"> • If Philippine Sports Commission Delegates • If Pilgrims • Others authorized by law/Office of the President <p><u>Upon Pick-up of MEC</u></p> <ol style="list-style-type: none"> 1. Government-issued ID (1 Original) 2. If representative, Authorization Letter (1 Original) 	<p>Philippine Sports Commission (PSC) National Commission of Muslim Filipinos (NCMF) Office of the President (OP)</p> <p>Client/Representative Client</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the General Manager's Office	1.1 Receive the letter request	None	1 Hour	<i>Receiving Clerk GM's Office</i>
	1.2 Review and evaluate the request and recommend approval to GM	None	4 Hours	<i>Head Executive Assistant GM's Office</i>
	1.3 Approval of letter request	None	1 Day	<i>General Manager GM's Office</i>
	1.4 Release the approved letter to the Collection Division	None	1 Hour	<i>Receiving Clerk GM's Office</i>
	1.5 Receive the approved letter	None	5 Minutes	<i>Supervising Credit Officer Collection Division</i>
	1.6 Prepare the MIAA Exemption Certificate (MEC) <ul style="list-style-type: none"> a. Encode the names in the MEC Application b. Print Individual MEC c. Sign each MEC d. Cut the MEC <ul style="list-style-type: none"> • Airport Copy • Passenger Copy • File Copy 	None	5 Minutes	<i>Credit Officer Collection Division</i> <i>Supervising Credit Officer Collection Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	e. Segregate and Staple individual MEC			
	1.7 Notify client thru email, phone, and text	None	5 Minutes	<i>Credit Officer Collection Division Supervising Credit Officer Collection Division</i>
2. Present government-issued ID and authorization letter (if representative) to pick up the signed MEC	2. Check presented documents, release the signed MEC, and return the ID.	None	5 Minutes	<i>Credit Officer Collection Division Supervising Credit Officer Collection Division</i>
TOTAL:		None	1 Day, 6 Hours, 20 Minutes	



8. OVER-THE-COUNTER PAYMENT

Issuance of Invoice to Concessionaires, and other airport users for fees and charges due to the MIA Authority.

Office or Division:	Collection Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Airport Concessionaires and Government Agencies

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<u>Rental, Utilities, CPF</u> 1. MIAA Billing – (1 Original or Photocopy) 2. BIR Form 2307 (if payment is net of tax) from Airlines, Concessionaires, and other airport users - (3 Original)	Collection Division / Accounting Division BIR
<u>Unbilled CPF</u> 1. Notarized Sworn Statement - (1 Original)	Concessionaires
<u>Passenger Service Charge Remittance (unflown tickets)</u> 1. International and Domestic Passenger Service Charge (IPSC / DPSC) Remittance Report from Airlines (1 Original)	Airlines
<u>Miscellaneous Fees and Charges</u> 1. Order of Payment - (1 Original)	Concerned MIAA Office/ OPR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any of the following: a. MIAA Billing b. IPSC or DPSC Remittance report c. Notarized Sworn Statement d. Order of Payment	1.1 Receive and review presented documents	a. Rental Utilities, CPF	5 minutes	<i>Collection Representative</i> Collection Division
	1.2 Compute the amount to be paid	b. PSC Remittance (unflown tickets) c. Other charges		
2. Pay appropriate fees thru: a. Cash b. Check Note: Submit BIR Form 2307, if payment is net of tax	2.1 Accept payment a. If via cash, count and verify the authenticity of the bills b. If payment is via check, verify the details of the check presented as to: <ul style="list-style-type: none"> • Date • Amount in words and figures • Payable to MIAA • Signature 	None	5 minutes	<i>Collection Representative</i> Collection Division
	2.2 Issue MIAA Invoice and give change, if any	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	a. Rental Utilities, CPF b. PSC Remittance (unflown tickets) c. Other charges	10 Minutes	



9. REFUND OF PASSENGER SERVICE CHARGE (PSC) – INDIVIDUAL TRANSACTION

Refund of PSC for locally exempted passengers after departure and expired airline tickets.

Office or Division:	Collection Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Locally - Exempted Passengers whose ticket was purchased up to September 13, 2024

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Refund Declaration Form – (1 Original) 2. Passenger ticket/ Itinerary Receipt/ Official Receipt/ Invoice clearly showing payment of Terminal Fee with the code (“LI” International) – (1 Original) 3. MIAA Exemption Certificate (1 Original - Airport copy) 4. Any of the following Proof of Departure: <ol style="list-style-type: none"> a. Boarding Pass (1 Original or Photocopy) b. Passport showing passenger identity and date of departure (1 Photocopy) c. Certificate from Air Carrier showing passenger identity, date, and flight number (1 Original) <p>Additional requirements if representative:</p> <ol style="list-style-type: none"> 5. Valid government-issued ID with photograph (1 Original) 6. Special Power of Attorney (1 Original) if the payee is an individual or non-corporate entity or Secretary’s Certificate (1 Original) if the payee is a corporate entity 	<ul style="list-style-type: none"> - Collection Division/ MIAA website - Passenger - Collection Division - Client/Passenger - Client/Passenger - Air Carrier - Representative - Client/Passenger/Corporate Entity



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Refund Declaration Form (RDF) and supporting documents	1.1 Check the completeness of RDF and supporting documents. If complete, accept the documents.	None	10 Minutes	<i>Collection Representative Collection Division</i>
	1.2 Prepare the PSC refund and provide an acknowledgment receipt for the signature of the client/representative	None		<i>Collection Representative Collection Division</i>
2. Sign the acknowledgment receipt and return it to the collection representative	2. Receive the signed acknowledgment receipt and release the PSC refund.	None	5 Minutes	<i>Collection Representative Collection Division</i>
TOTAL:		None	15 Minutes	



10. REFUND OF PASSENGER SERVICE CHARGE (PSC) – GROUP OR CORPORATE TRANSACTION

Refund of PSC for locally exempted passengers after departure **for group/corporate**.

Office or Division:	Collection Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Locally - Exempted Passengers whose ticket was purchased up to September 13, 2024

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Refund Declaration Form – (1 Original) 2. Passenger ticket/ Itinerary Receipt/ Official Receipt/ Invoice clearly showing payment of Terminal Fee with the code (“LI” International) – (1 Original) 3. MIAA Exemption Certificate (1 Original - Airport copy) 4. Any of the following Proof of Departure: <ol style="list-style-type: none"> a. Boarding Pass (1 Original or Photocopy) b. Passport showing passenger identity and date of departure (1 Photocopy) c. Certificate from Air Carrier showing passenger identity, date, and flight number (1 Original) <p>Additional requirements if representative:</p> <ol style="list-style-type: none"> 5. Valid government-issued ID with photograph (1 Original) 6. Special Power of Attorney (1 Original) if the payee is an individual or non-corporate entity or Secretary’s Certificate (1 Original) if the payee is a corporate entity 	<ul style="list-style-type: none"> - Collection Division/ MIAA website - Passenger - Collection Division - Client/Passenger - Client/Passenger - Air Carrier - Representative - Client/Passenger/Corporate Entity



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Refund Declaration Form (RDF) and supporting documents	1.1 Check the completeness of RDF and supporting documents. If complete, accept the documents.	None	10 Minutes	<i>Collection Representative Collection Division</i>
	1.2 Summarize corporate claims, prepare Request for Payment, and affix initial before forwarding to OIC, Collection Division	None	1 Day	<i>Collection Representative Supervising Credit Officer Collection Division</i>
	1.3 Recommend approval by affixing signature on the Request for Payment and forward to the Accounting Division	None		<i>Collection Representative Collection Division Manager/OIC Collection Division</i>
	1.4 Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks: a. Record the RFP b. Disseminate the RFP to designated	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>accounting personnel for preparation of Disbursement Voucher (DV), if in order</p>			
	<p>1.5 Perform the following tasks:</p> <ul style="list-style-type: none"> a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the tax, if applicable e. Prepare the DV f. Forward DV to the end-user for signature of Box A. 	<p>None</p>	<p>1 Day</p>	<p><i>Sr. Corporate Accounts Analyst Accounting Division</i></p>
	<p>1.6 Affix signature on Box A of the DV</p>	<p>None</p>	<p>3 Hours</p>	<p><i>End-user</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Receive DV from End-user and perform the following action: <ul style="list-style-type: none"> a. Record DV in the Registry b. Review and affix initial in the DV c. Affix signature in the DV and forward to Accounting Division 	None	1 Day	<i>Corporate Budget Assistant</i> Budget Division <i>Chief Corporate Budget Officer</i> Budget Division <i>Manager/ OIC</i> Budget Division
	1.8 Receive the DV from Budget Division and verify whether: <ul style="list-style-type: none"> a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of box B of DV 	None	6 Hours	<i>Sr. Corporate Accounts Analyst</i> Accounting Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist	None	4 Hours	<i>Accounting Processor Accounting Division</i> <i>Sr. Corporate Accountant B Accounting Division</i>
	1.10 Verify and sign Box B of DV	None	3 Hours	<i>Manager /OIC Accounting Division</i>
	1.11 Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.12 Receive voucher from accounting and verify cash position	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.13 Prepare check	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.14 Review prepared check and affix initial on check voucher	None	1 Hour	<i>Cashier B Cashiering Division</i>
	1.15 Review and sign check register, affix initial on the voucher and sign check	None	2 Hours	<i>Manager/OIC Cashiering Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16 For checks below 100,000.00: a. Receive check and DV from Cashiering Division b. Forward to Finance officer for Review of check, DV and its supporting documents and initial on the DV c. Forward to OIC, Manager for signature on the check and DV. d. Proceed to step 1.20	None	2 Hours	<i>Secretary Finance Department</i> <i>Finance Officer Finance Department</i> <i>Manager/ OIC Finance Department</i>
	1.17 For checks amounting to 100,001 – 500,000: a. Receive check and DV from Cashiering Division b. Forward to Finance Officer for Review of check, DV and its	None	3 Hours	<i>Secretary Finance Department</i> <i>Finance Officer Finance Department</i> <i>Manager/ OIC Finance Department</i> <i>Manager/ OIC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supporting documents c. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher d. Forward to the AGMFA for signature on the check and DV e. Proceed to step 1.20			AGMFA
	1.18 For checks amounting to 500,001 – 1,000,000: a. Receive check and DV from Cashiering Division b. Forward to OIC/ Manager Finance Department to affix initial on the check and DV	None	4 Hours	Secretary <i>Finance Department</i> Finance Officer <i>Finance Department</i> Manager/ OIC <i>Finance Department</i> Manager/ OIC AGMFA AGMFA Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. Forward to OAGMFA to affix initial on the DV and signature on the check. d. Forward to SAGM to affix signature on the check and DV. e. Proceed to step 1.20			<i>Senior Assistant General Manager SAGM Office</i>
	1.19 For checks above 1,000,000: a. Receive check and DV from Cashiering Division b. Forward to OIC, Manager to affix initial on the check and DV c. Forward to AGMFA to affix initial on the check and DV d. Forward to SAGM to affix signature on the check and initial on the DV	None	5 Hours	<i>Secretary Finance Department Finance Officer Finance Department Manager/ OIC Finance Department Manager/ OIC AGMFA AGMFA Office Senior Assistant General Manager SAGM Office General Manager</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	e. Forward to GM to affix signature on the check and DV.			<i>General Manager Office</i>
	1.20 Receive signed / approved checks from Finance Department/ OAGMFA/ OSAGM/ GMO	None	1 Hour	<i>Cashier B/C Cashiering Division</i>
	1.21 Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	<i>Cashier B Cashiering Division</i>
2. Receive advice and proceed to the Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to the client and record in the logbook for acknowledgement of client.	None	5 Minutes	<i>Cashier C Cashiering Division</i>
TOTAL:		None	7 Days, 7 Hours, 15 Minutes	



PERSONNEL DIVISION

External Services



11. HIRING OF OUTSOURCED EMPLOYEES

Processing of requests for hiring of human resources to fill vacant outsourced position/s.

Office or Division:	Personnel Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	End-user – MIAA Offices

CHECKLIST REQUIREMENTS	WHERE TO SECURE
FOR MIAA OFFICES: 1. Memorandum regarding request for hiring or filling-up of vacant outsourced position/s – (1 Original)	End-user - MIAA
FOR APPLICANTS: 1. Duly Accomplished Personal Data Sheet (PDS) – (1 Photocopy)	Contracted Human Resource Provider
2. Resume - (1 Photocopy)	Applicant
3. Passport size pictures (White Background) – (2 pieces)	Applicant
4. Transcript of Records/Diploma - (1 Photocopy)	School
5. Valid NBI Clearance - (1 Photocopy)	NBI
6. Certificate/s of employment, if any - (1 Photocopy)	Previous employer
7. Certificate/s of Eligibility/valid PRC License, if applicable - (1 Photocopy)	PRC/CSC
8. Certificate/s of Training, if any - (1 Photocopy)	Applicant / previous employer
9. Performance Rating, if applicable (1 Photocopy)	Previous employer
<i>*Note: All requirements submitted by applicants are subject to verification of the contracted human resource service provider.</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memorandum addressed to the Personnel Division, requesting for hiring or filling up of vacant outsourced position/s. a. Received approved creation and filling up of positions; b. Received copy of Notice of Separation of an employee; c. Received request from the End-user d. Instruction from the Management to fill up vacant positions	1.1 Receive the request memorandum from the end-user and review/evaluate the same.	None	1 Day	<i>Industrial Relations Development Officer B Recruitment Section, Personnel Division</i> / <i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	1.2 Prepare letter addressed to the Contracted Human Resource Provider re: request for dispatch of qualified applicant/s.	None		<i>Industrial Relations Development Officer B Recruitment Section, Personnel Division</i> / <i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	1.3 Review and affix initial on the letter addressed to the Contracted Human Resource Provider re: request for dispatch of applicants and forward the same to the Manager/OIC,	None		<i>Industrial Relations Development Officer B Recruitment Section, Personnel Division</i> / <i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Personnel Division for signature.			
	1.4 Affix signature on the letter addressed to the Contracted Human Resource Provider re: request for dispatch of applicant/s	None		<p style="text-align: center;"><i>Manager, Personnel Division</i></p>
	1.5 Forward the letter to the Contracted Human Resource Provider re: request for dispatch of applicant/s	None		<p style="text-align: center;"><i>Industrial Relations Development Officer B Recruitment Section, Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i></p>
2. Receive the letter from the Personnel Division re: request for dispatch of applicants for the vacant position, conduct initial interview to the applicants and endorse the Applicants' Evaluation Form, including its	2.1 Receive the Evaluation Form of the qualified applicant/s, including its submitted documents from the Contracted Human Resource Provider.	None	3 Days	<p style="text-align: center;"><i>Industrial Relations Development Officer B Recruitment Section, Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
document to the Personnel Division.	<p>2.2 Evaluate the said Applicants' Evaluation Form, documents and qualifications vis-à-vis the QS and the requirement of the vacant outsourced position.</p> <p>a. If incomplete and/or not qualified, return all the documents of the applicants to the Contracted Human Resource Provider and request for dispatch another applicant/s.</p> <p>b. If qualified, prepare the Endorsement Slip to the end-user for final interview and/or further evaluation of the qualifications of the applicant/s.</p>	None		<p><i>Industrial Relations Development Officer B Recruitment Section, Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i></p>
	<p>2.3 Review and affix initial on the Endorsement</p>			None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Slip addressed to the end-user for further evaluation of the qualifications of the applicant/s and/or letter to the Contracted Human Resource Provider, returning the documents of the disqualified applicants and forward the same to the Manager/OIC, Personnel Division for signature.			<i>Recruitment Section, Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	2.4 Affix signature on the endorsement slip to the End-user and/or letter to the Contracted Human Resource Provider, returning the documents of the disqualified applicants.	None		<i>Manager, Personnel Division</i>
	2.5 Forward Endorsement Slip to the end-user for final interview/ further evaluation of the applicant/s and/or letter	None		<i>Industrial Relations Development Officer B Recruitment Section, Personnel Division / /</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the Contracted Human Resource Provider, returning the documents of the disqualified applicants			<i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
3. Receive the Endorsement Slip from the Personnel Division, contact/inform the applicant/s regarding the schedule of the interview, conduct the final interview and submit result and the duly accomplished New NAIA Security Identification Badge (if required by the End-user's) to the Personnel Division	3.1 Receive the Endorsement Slip from the end-user re: result of the Final interview and check if in order, particularly the completeness of documents.	None	1 Day	<i>Industrial Relations Development Officer B Recruitment Section Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	3.2 If failed, endorse the results of the end-user's final interview to the Contracted Human Resource Provider and request dispatch of another applicant/s.	None		<i>Industrial Relations Development Officer B Recruitment Section, Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	3.3 If passed, prepare the following:	None		<i>Industrial Relations Development Officer B Recruitment Section, Personnel Division /</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>a. Memorandum to the end-user regarding the schedule of the 5-days OJT of the applicant/s copy furnished to the Contracted Human Resource Provider, and</p> <p>b. Endorsement to the IDPCO-NNIC, requesting for issuance of appropriate New NAIA Security Identification Badge of the applicant/s (if required by the End-user)</p>			<p><i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i></p>
	<p>3.4</p> <p>a. Review and affix initials on the prepared memorandum to the End-user re: schedule of the 5-</p>	<p>None</p>		<p><i>Industrial Relations Development Officer B Recruitment Section, Personnel Division / Industrial Relations Management Assistant B</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>days OJT of the applicant/s</p> <p>b. Review and affix initial on the prepared endorsement to IDPCO-NNIC re: request for issuance of New NAIA Security Identification Badge duly signed by the Authorized Signatories for NAIA Access Pass and Related Matters (Office Order No. 219 s. 2024)</p>			<p><i>Recruitment Section, Personnel Division</i></p>
	<p>3.5 Affix signature on the memorandum to the end-user schedule of the 5-days OJT of the applicant/s</p>	<p>None</p>		<p><i>Manager, Personnel Division</i></p>
	<p>3.6 Forward the signed memorandum to the end-user schedule of</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Industrial Relations Development Officer B Recruitment Section, Personnel Division</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the 5-days OJT of the applicant/s			/ <i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	3.7 Forward the signed New NAIA Security Identification Badge Application to the IDPCO, NNIC	None		
4. Receive the memorandum from the Personnel Division re: schedule of the 5-day OJT applicants, conduct 5 days OJT, and submit the Memorandum regarding the Completion of OJT of applicants with the attached Accomplished OJT Assessment Form and duly accomplished New NAIA Security Identification Badge Form to the Personnel Division.	4.1. Receive the accomplished OJT Assessment Form and memorandum from the end-user re: completion /result of the OJT and review/ evaluate the same if in order.	None	1 Day	<i>Industrial Relations Development Officer B Recruitment Section Personnel Division</i> / <i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	4.2. If the applicant/s failed the assessment, prepare letter to the Contracted Human Resource Provider, endorsing the results of the OJT and request for	None		<i>Industrial Relations Development Officer B Recruitment Section Personnel Division</i> / <i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>urgent dispatch of new applicant/s</p> <p>4.3. If passed, prepare all pertinent documents of the applicants and process the following:</p> <p>a. Memorandum to the AGMFA regarding the deployment of the applicant/s.</p> <p>b. Letter to the Contracted Human Resource Service Provider on the deployment of the newly hired employee/s, copy furnished the End-user.</p> <p>c. Endorsement of the duly accomplished New NAIA Security Identification Badge Application of the</p>	None		<p><i>Industrial Relations Development Officer B Recruitment Section Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>concerned personnel</p> <p>d. Memorandum to the HRDD regarding the conduct of the MIAA Basic Orientation (MBO) to the new employee/s</p>			
	<p>4.4. Review and affix initials on the prepared memo to the AGMFA, Letter to the Contracted Human Resource Provider, copy furnished the End-user, memo to HRDD and Endorsement of the duly accomplished New NAIA Security Identification Badge Application of the concerned personnel.</p>	<p>None</p>		<p><i>Industrial Relations Development Officer B Recruitment Section Personnel Division</i></p> <p><i>/</i></p> <p><i>Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i></p>
	<p>4.5. Review and affix initials on the prepared memorandum to the AGMFA, Letter to the Contracted Human Resource Provider,</p>	<p>None</p>		<p><i>Manager, Personnel Division</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	copy furnished the End-user, memo to HRDD and Endorsement of the duly accomplished New NAIA Security Identification Badge Application of the concerned personnel.			
	4.6. Affix initials on the letter to the Contracted Human Resource Provider and memorandum to the AGMFA	None	4 Hours	<i>Officer-In-Charge, Administrative Department</i>
	4.7. Affix signature on the letter to the Contracted Human Resource Provider, copy furnished the End-User.	None	4 Hours	<i>Assistant General Manager, Finance and Administration</i>
	4.8. Release all the above documents to the concerned offices.	None	1 Hour	<i>Industrial Relations Development Officer B Recruitment Section Personnel Division / Industrial Relations Management Assistant B Recruitment Section,</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Personnel Division</i>
5. Receive the copy of the letter regarding the deployment of the newly hired employee/s	5.1. Receive the memorandum from the end-user regarding the Assumption to duty of the newly hired employees and forward the same to the Contracted Human Resource Provider through a letter, copy furnished the End-user	None	1 Day	<i>Industrial Relations Development Officer B Recruitment Section Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	5.2. Review and affix initial on the prepared letter to the Contracted Human Resource Provider	None		<i>Industrial Relations Development Officer B Recruitment Section Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
	5.3. Affix signature on the prepared letter to the Contracted Human Resource Provider	None		<i>Manager, Personnel Division</i>
	5.4. Forward the letter to the Contracted Human	None	1 Hour	<i>Industrial Relations Development Officer B Recruitment Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Resource Provider, copy furnished the end-user.			<i>Personnel Division / Industrial Relations Management Assistant B Recruitment Section, Personnel Division</i>
6. Receive the copy of the letter to Contracted Human Resource Provider		None		<i>End-user</i>
TOTAL:		None	8 Days, 3 Hours	



PERSONNEL DIVISION

Internal Services



12. PROCESSING OF PAYROLL OF EMPLOYEES

Processing of payroll for salaries of employees including deduction of absences, monthly mandatory contribution, loans and exclusion of on-hold employees covering the period 1-15 for the first cut-off and 16-30 for the second cut-off.

Office or Division:	Personnel Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Signed Daily Time Records of the previous month (1 Original)	Wages & Compensation Section of Personnel Division
2. Report of on hold Employees - (1 Original)	
3. Salary Adjustments and Deductions - (1 Original)	HRDD Leave Section of Personnel Division
4. Official Business Form, if there are official travels (1 Original, signed by immediate supervisor)	
5. Office Order or Travel Order, if on out-of-town Official Travel (1 Photocopy)	
6. Report on Absences - (1 Original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Release DTR to employee	None	5 Minutes	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	uploading in the Payroll System			
	2.4 Compute salaries and allowances adjustments to be uploaded to the Payroll System	None	1 Hour	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	2.5 Process and generate report of allowances from the earnings application to be uploaded to the Payroll System	None	2 Hours	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	2.6 Tag the personnel not included in the payroll	None	30 Minutes	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	2.7 Process and generate payroll	None	3 Hours	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	2.8 For 2 nd cut-off period, perform the following:	None	1 Hour	<i>Industrial Relations Management Assistant A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Check generated reports to determine the additional excluded personnel due to absences in the payroll b. Tag additional excluded personnel in the payroll			<i>Statistician A Personnel Division</i>
	2.9 Prepare, check and review Request for Payment including attachments prior signature of the Manager, Personnel Division	None	4 Hours	<i>Industrial Relations Management Assistant A Personnel Division Statistician A Personnel Division Senior Industrial Relations Management Officer A Personnel Division</i>
	2.10 Review and affix signature on the Request for Payment and forward to Admin Department	None	4 Hours	<i>Manager Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11 Review and affix signature on the Request for Payment and forward to Accounting Division	None	4 Hours	Secretary A <i>Admin Department</i> Manager / OIC <i>Admin Department</i>
TOTAL:		None	3 Days, 2 Hours, 35 Minutes	For 1st Payroll every 15th of the month
			3 Days, 7 Hours, 35 Minutes	For 2nd Payroll every 30th of the month



13. OVERTIME PAY AND NIGHT DIFFERENTIAL PAY

Processing payment for overtime rendered by MIAA Officers and Employees subject to existing policy guidelines as mandated by law.

Office or Division:	Personnel Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Signed Daily Time Records of the previous month (1 Original) 2. Request for Overtime Authorization Form (ROAF), submitted every Mondays (1 Original) 3. Overtime Service Accomplishment Forms (OSAF) submitted every Monday of the following week (1 Original) 4. Approved overtime requests during Saturdays, Sundays and Holidays submitted every Thursday (1 Original) 5. Overtime Adjustments - (1 Original) 	Wages & Compensation Section (Personnel Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the applicable requirements to render overtime. 	<ol style="list-style-type: none"> 1.1 Receive applicable requirements to render overtime 	None	1 Hour	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check, verify and validate applicable requirements to render overtime vs. previously submitted DTRs.	None	5 Days	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.3 Compute rendered Overtime Services and Night Differential hours	None		<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.4 Prepare overtime adjustments	None		<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.5 Encode, check, and review overtime and night differential hours based on the existing guidelines and upload in the system to generate the payroll	None	3 Days	<i>Industrial Relations Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.6 Prepare, check and review Request for Payment on Overtime	None	4 Hours	<i>Industrial Relations Management Assistant A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Night Differential including attachments for signature of the Manager, Personnel Division			<i>Statistician A Personnel Division</i> <i>Senior Industrial Relations Management Officer A Personnel Division</i>
1.7	Review and affix signature on the Request for Payment of Overtime and Night Differential and forward to Admin Department	None	4 Hours	<i>Manager/OIC Personnel Division</i>
1.8	Review and affix signature on the Request for Payment of Overtime and Night Differential and forward to Accounting Division	None	4 Hours	<i>Manager / OIC Administrative Department</i>
TOTAL:		None	9 Days, 5 Hours	



14. FIRST SALARY OF NEWLY HIRED EMPLOYEES

Processing of payroll for the first salary of newly hired employees

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Daily Time Records (1 Certified True Copy) 2. Assumption to Duty (1 Certified True Copy) 3. Appointments (1 Certified True Copy) 4. SALN (1 Certified True Copy) 5. BIR 2305 or 1905 (1 Certified True Copy) 6. Oath of Office (1 Certified True Copy)	Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Personnel Division	1.1 Receive and check the completeness of requirements for first salary	None	1 Hour	<i>Industrial Relations Management Assistant A Personnel Division</i>
	1.2 Validate the DTR and compute the number of	None	1 Day	<i>Statistician A Personnel Division</i> <i>Industrial Relations Management Assistant A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	days rendered based on the same.			<i>Statistician A Personnel Division</i>
	1.3 Prepare, check, and review the Request for Payment of first salary including attachments prior signature of the Head, Wages and Compensation Section and the Manager, Personnel Division	None		<i>Industrial Relations Management Assistant A Personnel Division Statistician A Personnel Division Senior Industrial Relations Management Officer A Personnel Division</i>
	1.4 Review and affix signature on the Request for Payment and forward to Admin Department	None	4 Hours	<i>Manager Personnel Division</i>
	1.5 Review and affix signature on the Request for Payment and forward to Accounting Division	None	4 Hours	<i>Manager / OIC Administrative Department</i>
TOTAL:		None	2 Days, 1 Hour	



15. MIAA SEPARATION CLAIMS

Payment for terminal leave, last salary, and withheld benefits

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>Last Salary</p> <ol style="list-style-type: none"> 1. Last approved Daily Time Record (ROAF / OSAF) (1 Certified True Copy) 2. Letter Request for the release of withheld salary and benefits (1 Original) 3. Clearance from money, property and legal accountabilities (4 Original) 4. Authority to deduct accountabilities, if any (2 Original) 5. Certification of available leave credits (1 Original) 	Personnel Division
<p>Terminal Leave Benefits</p> <ol style="list-style-type: none"> 1. Agency Clearance from money, property and legal accountability from the Central Office and/or from the Regional Office of last assignment (4 Original) 2. Ombudsman Clearance (1 Original) 3. Certified photocopy of employees' leave card with computed leave credits as at last date of service by the Personnel Division/Unit/Office/Unit (HRO/U) (1 Original) 	Office Concern Ombudsman Personnel Division



CHECKLIST REQUIREMENTS	WHERE TO SECURE
4. Approved leave application. (1 Original) 5. Complete service record. (1 Original) 6. Statement of Asset, Liabilities and Net Worth (SALN) (3 Original) 7. Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest. (1 Original) 8. Computation of terminal benefits duly signed/certified by the Chief Accountant (1 Original) 9. Applicant's authorization (in affidavit form to deduct all financial obligations with the employer/agency LGU. (2 Original) 10. In case of resignation, employees' letter of resignation duly accepted by the Head of the Agency. (1 Original / Certified True Copy)	Personnel Division Personnel Division Personnel Division Personnel Division Accounting Division Personnel Division Personnel Division
If deceased: 11. Marriage Certificate if married (1 Original) 12. Death Certificate (1 Original) 13. Birth Certificate of children, if applicable (1 Original)	PSA PSA PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Personnel Division	1.1 Receive complete requirements	None	10 Minutes	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check payroll system for the last salary, overtime, night differential and other benefits received, if any.	None	3 Hours	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.3 Check DTR for the last 2 months (for salary, absences and overtime)	None	4 Hours	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.4 Compute last salary, overtime, night differential pays and other benefits, if any.	None	4 Hours	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.5 Prepare, check and review Request for Payment of MIAA separation claims including attachments for signature of the Head, Wages and Compensation Section and Manager, Personnel Division	None	4 Hours	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i> <i>Senior Industrial Relations Management Officer A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review and affix signature on the Request for Payment of MIAA separation claims and forward to Admin Department	None	4 Hours	<i>Manager/OIC</i> Personnel Division
	1.7 Review and signature on the Request for Payment of MIAA separation claims and forward to Accounting Division	None	4 hours	<i>Manager / OIC</i> Administrative Department
TOTAL:		None	2 Days, 7 Hours, 10 Minutes	



16. SPECIAL PAYROLL (PBB, CAN, MID-YEAR BONUS, YEAR-END BONUS AND OTHER BENEFITS)

Payment of Employees benefits

Office or Division:	Personnel Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Approval on the release of benefits and other allowances/incentives (1 Certified True copy) 2. OPCR or IPCR 3. SALN	Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents per applicable guidelines to the Personnel Division	1.1 Receive required documents	None	5 Minutes	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>
	1.2 Check and validate employees' qualifications to the benefits based on the existing guidelines with	None	5 Days	<i>Industrial Relation Management Assistant A Personnel Division</i> <i>Statistician A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Head, Wages and Compensation			<i>Senior Industrial Relations Management Officer A Personnel Division</i>
	1.3 Advise the MISD on the processing of special payroll for duplication of Personnel Information System (PIS)	None	5 Minutes	<i>Industrial Relation Management Assistant A Personnel Division Statistician A Personnel Division</i>
	1.4 Tags personnel not entitled to receive benefits in the Payroll System	None	2 Hours	<i>Industrial Relation Management Assistant A Personnel Division Statistician A Personnel Division</i>
	1.5 Process and generate special payroll	None	4 Hours	<i>Industrial Relation Management Assistant A Personnel Division Statistician A Personnel Division</i>
	1.6 Prepare, check and review of Request for Payment of special payroll including attachments prior signature of the	None	4 Hour	<i>Industrial Relation Management Assistant A Personnel Division Statistician A Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Manager, Personnel Division			<i>Senior Industrial Relations Management Officer A Personnel Division</i>
1.7	Review and affix signature on the Request for Payment on special payroll and forward to Admin Department	None	4 Hours	<i>Manager/OIC Personnel Division</i>
1.8	Review and signature on the prepared Request for Payment on special payroll and forward to Accounting Division	None	4 Hours	<i>Manager / OIC Administrative Department</i>
TOTAL:		None	7 Days, 2 Hours, 10 minutes	



17. TRAVEL AUTHORITY (PERSONAL TRAVEL)

Processing of request for approval to travel outside the country for personal purposes

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p><u>MIAA Organic Personnel</u></p> <ol style="list-style-type: none"> 1. Letter Request addressed to the Manager of Personnel Division - (1 Original) 2. Duly Approved Leave Application Form (must be encoded in the ELWA system) - (1 Original) 3. PAIC/SICOP Certificate - (1 Original) 4. Certificate of no Pending Task - (1 Original) 5. Clearance Form for Money & Property Accountability- regardless of number of days (4 Original) 	<p>Requestee</p> <p>Personnel Division</p> <p>Legal Office</p> <p>Requestee</p> <p>MIAA Website / Personnel Division</p>
<p><u>For Managers/OICs</u></p> <ol style="list-style-type: none"> 6. Memorandum addressed to the Personnel Division for designation of Temporary OIC (TOIC) if the travel period is more than 5 working days (2 Original) 	<p>Requestee</p>
<p><u>For GM</u></p> <ol style="list-style-type: none"> 7. Travel Order Request Form (2 Original) 	<p>DOTR / Personnel Division</p>
<p>Note: Submission of complete requirements 15 working days prior to travel period</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Personnel Division	1.1 Receive complete requirements and forward to Personnel Manager	None	10 Minutes	<i>Industrial Relations Development Assistant B</i> Personnel Division
	1.2 Review and forward to Wages & Compensation Section for information and instruction.	None	2 Hours	<i>Manager</i> Personnel Division
	1.3 Post details to leave card. Prepare and review MB/Authority to Travel	None	4 Hours	<i>Industrial Relations Development Assistant B</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division <i>Head, Wages & Compensation Section</i> Personnel Division
	1.4 Review, affix initial on the MB and forward to the Admin Department	None	1 Hour	<i>Manager</i> Personnel Division
	1.5 Review, affix initial on the MB and forward to the AGMFA	None	1 Hour	<i>Officer-In-Charge</i> Administrative Department
	1.6 Review, affix initial on the MB and forward to	None	1 Hour	<i>Assistant General Manager for Finance and Administration</i>



	the Senior Assistant General Manager			Office of the Assistant General Manager for Finance and Administration
	1.7 Review, affix initial on the MB and forward to the General Manager	None	1 Hour	<i>Senior Assistant General Manager</i> Office of the Senior Assistant General Manager
	1.8 Approve/Sign the Authority to Travel and return to Personnel Division ** For the GM's Authority to Travel forward the same to DOTr for approval	None	1 Hour	<i>General Manager</i> Office of the General Manager
	1.9 Inform the employee of the approved authority to travel via phone	None	5 Minutes	<i>Industrial Relations Development Assistant B</i> Personnel Division
2. Proceed to Personnel Division to receive and acknowledge the approved authority to travel	2. Record in the logbook and release the approved authority to travel.	None	5 Minutes	<i>Industrial Relations Development Assistant B</i> Personnel Division
TOTAL:		None	1 Day, 3 hours, 20 Minutes	



18. LEAVE OF ABSENCE WITHOUT PAY (LWOP) CERTIFICATE

LWOP is a requirement for GSIS Retirement and/or Step increment

Office or Division:	Personnel Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 Original)	Personnel Division, Wages & Compensation Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Form to the Personnel Division	1.1 Receive request form	None	1 Hour	<i>Industrial Relations Development Assistant B</i> Personnel Division
	1.2 Check leave applications in the ELWA system and update the Leave Card.	None	1 Day	<i>Industrial Relations Development Assistant B</i> Personnel Division
	1.3 Prepares the summary of absences without pay reflected in LWOP Certificate.	None	1 Day	<i>Industrial Relations Development Assistant B</i> Personnel Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Submit the LWOP Certificate to the Head, Wages & Compensation Section, for review and/or Initial	None	4 Hours	<i>Industrial Relations Development Officer B</i> Personnel Division <i>Head, Wages & Compensation Section</i> Personnel Division
	1.5 Submits the LWOP Certificate to the Manager, Personnel Division for signature	None	4 Hours	<i>Manager</i> Personnel Division
	1.6 Forward the signed Certificate of LWOP to the Records/Claims Section for release and inform the requestee that the Certificate of LWOP is signed and recorded in the employee's record.	None	30 Minutes	<i>Industrial Relations Development Assistant B</i> Personnel Division
2. Receive information and proceed to Personnel Division to claim the Certificate	2. Record in the logbook and release the Certificate	None	30 Minutes	Claims Section
TOTAL:		None	3 Days, 2 Hours	



19. MONETIZATION OF LEAVE CREDITS (MOLC)

Monetization of available Leave Credits

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Letter request to monetize the available leave credits- (1 Original)	Requestee
2. CSC - Application for Leave Form - (1 Original)	Personnel Division
3. Attachment based on the purpose of monetization – (1 Photocopy)	Requestee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Personnel Division	1.1 Receive request form with attachment (Cut-off period every Wednesday & Friday)	None	30 Minutes	<i>Secretary A</i> Administrative Department
	1.2 Receive complete requirements and forward to Personnel Manager	None	10 Minutes	<i>Industrial Relations Development Assistant B</i> Personnel Division
	1.3 Review and forward to Wages & Compensation Section for info and instruction	None	2 Hours	<i>Manager</i> Personnel Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Update Leave Card/s	None	30 Minutes	<i>Industrial Relations Development Assistant B Personnel Division</i>
	1.5 Post the number of days being monetized to the leave card	None	30 Minutes	<i>Industrial Relations Development Assistant B Personnel Division</i>
	1.6 Process Leave application for monetization	None	30 Minutes	<i>Industrial Relations Development Assistant B Personnel Division</i>
	1.7 Submit processed Application for Leave Forms with leave cards to the Head, Wages & Compensation Section.	None	30 Minutes	<i>Industrial Relations Development Officer B Personnel Division</i> <i>Head, Wages & Compensation Section Personnel Division</i>
	1.8 Prepare MOLC Summary for signature Head, Wages & Compensation Section and the Manager, Personnel Division	None	1 Hour	<i>Industrial Relations Development Assistant B Personnel Division</i> <i>Industrial Relations Development Officer B Personnel Division</i> <i>Head, Wages & Compensation Section Personnel Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Endorse Summary of MOLC reflecting the names of Personnel who monetized their leave credits, office assignment, Basic salary, Number of days filed, amount Monetized leave credits and remaining leave credits to Wages & Compensation Section for preparation RFP	None	30 Minutes	<i>Industrial Relations Development Assistant B</i> Personnel Division <i>Industrial Relations Development Officer B</i> Personnel Division
	1.10 Process, generate and prepare Request for Payment on Monetization	None	1 Hour	<i>Industrial Relations Management Assistant A</i> Personnel Division <i>Statistician</i> Personnel Division
	1.11 Check and verify the prepared request	None	1 Hour	<i>Head, Wages & Compensation Section</i> Personnel Division
	1.12 Review and signature on the prepared Request for Payment on Monetization and	None	1 Hour	<i>Manager</i> Personnel Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forwarded to Admin Department			
	1.13 Review and approved the Request for Payment on Monetization and return to Personnel Division	None	1 Hour	<i>Manager / OIC Administrative Department</i>
	1.14 Receive Request for Payment (RFP) and forwarded to Accounting Division	None	30 Minutes	<i>Industrial Relation Development Assistant B Personnel Division</i>
TOTAL:		None	1 Day, 2 Hours, 40 Minutes	



20. PROCESSING OF APPLICATION FOR LEAVE

The right granted to officials and employees not to report to work, with and without pay, as may be provided by law and the rules and regulations of the Civil Service Commission in the interest of the service.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	MIAA Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>Application for any type of leave shall be filed thru the ELWA system with documentary requirement/s, as follows:</p> <p>a. Vacation Leave (VL)</p> <p>b. Sick Leave (SL) filed in advance and exceeding five (5) days</p> <ul style="list-style-type: none"> • Medical certificate (1 Original) • or affidavit if medical consultation not availed of (1 Original); Exceeding to five (5) days <p>c. Maternity Leave</p> <ul style="list-style-type: none"> • Medical certificate (1 Original) • Signed Office Clearance (4 Original) • and accomplished notice of Allocation of Maternity Leave Credits, if applicable; (1 Original) <p>d. Paternity Leave</p> <ul style="list-style-type: none"> • Child's Birth Certificate (1 Certified True Copy) • Medical certificate (1 Certified True Copy) • Marriage contract (1 Certified True Copy) 	<p>Any Computer Installed with Electronic Leave Workflow Application (ELWA) System</p>



CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>e. Solo Parent Leave</p> <ul style="list-style-type: none"> • Solo Parent ID (1 Photocopy) <p>f. Study Leave – Shall meet the agency’s internal requirements.</p> <p>g. VAWC Leave</p> <ul style="list-style-type: none"> • Barangay Protection Order from the Barangay, Temporary/Permanent Protection Order from Court, if protection order is not yet issued, a certification issued by the Barangay or Court that the order has been filed with the said Office (1 Original) <p>h. Rehabilitation Leave</p> <ul style="list-style-type: none"> • Letter Request supported by Police Report, (1 Original) if any • Medical Certificate on the rehabilitation (1 Original) • Written Concurrence of a government physician if the attending physician is a private practitioner (1 Original) • signed Office Clearance if 30 calendar days or more: (4 Original) <p>i. Magna Carta for Women</p> <ul style="list-style-type: none"> • Letter Request (1 Original) • Medical Certificate (1 Original) <p>j. Adoption Leave – Authenticated copy of the Pre-Adoptive Placement Authority issued by the DSWD</p> <p>k. Union Time Off</p> <ul style="list-style-type: none"> • for bonafide members of the Union and written request from the Union President. (1 Original) <p>* Pursuant to MIAA MC No.8, S.2023 Revised Guidelines in the Processing and submission of Certificate of Clearance (30 days or more regardless of nature of leave application)</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a Leave thru the Electronic Leave Workflow Application System (ELWA)	1.1 Check the ELWA application and update the leave card. If documentary requirements are not submitted or incomplete, advise the employee to submit complete documents	None	4 Hours	<i>Industrial Relations Development Assistant B</i> Personnel Division
	1.2 Process the leave application by posting the details to the leave card and inform the employee that the approved leave is recorded in the ELWA.	None	4 Hours	<i>Industrial Relations Development Assistant B</i> Personnel Division
TOTAL:		None	1 Day	



PROCUREMENT DIVISION

Internal Services



21. PROCUREMENT OF GOODS AND SERVICES

This procedure is about the MIAA Procurement Activities for small value procurement/shopping and the delivery of goods and services in compliance with R.A 9184.

Office or Division:	Procurement Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	MIAA Employee

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>1. Approved Purchase Request (3 Original) containing the following:</p> <ul style="list-style-type: none"> a. Complete specification b. Scope of Work if w/ labor c. Delivery/ Completion Period d. Warranty e. Approved Budget for the contract (ABC) f. End-user's Terms and Conditions <p>2. Attachments:</p> <ul style="list-style-type: none"> a. Stock position for supplies, materials and spare parts b. Pre-Inspection Report, if for replacement, rehabilitation or repair c. Plan, if any d. Certification of exclusive distributorship from end-user, if items are exclusive e. Certificate of Urgency, if needed ASAP f. Accountable Personnel Form, if equipment g. HGDG if ABC is 500,000.00 above h. Consumption Report, if consumables 	<p>End-User</p>



CHECKLIST REQUIREMENTS	WHERE TO SECURE
3. Delivery of Goods and Services Requirements: a. Signed RIAR b. Approved RIS for goods	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request to Property Management Division with complete attachments.	1.1 Receive the approved Purchase Request with complete attachments.	None	5 Minutes	<i>Clerk Processor A Property Management Division (PMD)</i>
	1.2 Check, review, and register the Purchase Request. Assign PR Number for signature of OIC/Manager PMD	None	4 Hours	<i>Supply Officer PMD Supervising Property Officer PMD Manager/OIC PMD</i>
	1.3 Forward the Purchase Request to the Budget Division for Budget control.	None	5 Minutes	<i>Clerk Processor A PMD</i>
	1.4 Receive the PR for allocation of budget and control.	None	5 Minutes	<i>Corporate Budget Assistant Budget Division</i>
	1.5 Check and evaluate PR with approved budget control, and record in	None	2 Hours	<i>Corporate Budget Analyst A Budget Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Registry of Budget Utilization, Obligation and Disbursement (RBUOD)			<i>Corporate Budget Specialist Budget Division</i>
1.6	Review PR and ensure proper allocation of budget and affixed initial to budget control	None	1 Hour	<i>Chief Corporate Budget Officer Budget Division</i>
1.7	Approve the allocation fund of PR and affix signature on budget control.	None	1 Hour	<i>Manager/OIC Budget Division</i>
1.8	Compile PR received for the day and prepare transmittal for signature of OIC/Manager Budget.	None	1 Hour	<i>Corporate Budget Assistant Budget Division Manager/OIC Budget Division</i>
1.9	Forward the transmittal of PR to Finance Department	None	20 Minutes	<i>Corporate Budget Assistant Budget Division</i>
1.10	Forward to OIC/ Manager Finance Department to affix initial on the transmittal	None	1 Hour	<i>Officer-In-Charge Finance Department</i>
1.11	Forward to OIC/ Manager AGM for	None	1 Hour	<i>AGM for Finance and Administration</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Finance and Administration to affix signature on the transmittal			OGMFA
	1.12 Forward to Senior Assistant General Manager for notation on the transmittal	None	1 Hour	<i>Senior Assistant General Manager OSAGM</i>
	1.13 Forward transmittal of PR to the Office of the General Manager for approval. If approved, forward to the Procurement Division *Items disapproved and with further clarification are forwarded to the end-user or concerned office for appropriate action.	None	1 Hour	<i>General Manager GMO</i>
	1.14 Receive transmittal of approved purchase request with complete specifications and supporting documents	None	5 Minutes	<i>Clerk Processor B Procurement Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.15 Prepare Request for Quotation (RFQ) average of fifteen (15) RFQs per day, and for signature of the Procurement Manager	None	4 Hours	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>
	1.16 Post the project to the Philippine Government Electronic Procurement System (PhilGEPS) / MIAA Website / Bulletin Board *With a minimum period of 4-days posting in PhilGEPS	None	30 Minutes	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>
	1.17 Accept responses/ Bid Proposal through walk-in or email from supplier/ contractor	None	30 minutes	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>
	1.18 Open and consolidate the proposals on the scheduled date of opening. (Unaccredited Suppliers/ Contractors must submit the	None	4 Hours	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements for accreditation when a project/contract is awarded in their favor)			
	1.19 Prepare the following: <ul style="list-style-type: none"> a. Abstract of Price Quotations (APQ) (average of fifteen 15) APQs per day) b. Letter to Supplier/ Contractor to submit sample, if needed, signed by the Manager *The supplier/contractor must present the sample within 3 days upon receipt	None	3 hours	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>
	1.20 Receive sample from supplier, if needed	None	30 Minutes	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>
	1.21 Prepare Notice for technical evaluation and	None	2 Hours	<i>Procurement Officer B Procurement Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	recommendation to be signed by the OIC/ Manager Procurement Division and forward to end-user			<i>Manager/OIC Procurement Division</i>
2. Receive the Technical Evaluation and return to Procurement Division the result of evaluation	2.1 Receive result of the technical evaluation. Prepare letter to selected/ winning Supplier/Contractor to submit the following requirements within three (3) days upon receipt of the letter	None	3 Hours	<i>Procurement Officer B Procurement Division</i> <i>Manager/OIC Procurement Division</i>
	2.2 Receive and review the following documents from the selected/ winning Supplier/ Contractor: <ul style="list-style-type: none"> • Warranty Certificate • Original Copy of RFQ • Detailed Quotations (if with labor) 	None	30 Minutes	<i>Procurement Officer B Procurement Division</i>
	2.3 Prepare and review Purchase Order (PO)/	None	5 Days	<i>Procurement Officer B Procurement Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Work Order (WO) and required supporting documents (average of fifteen (15) POs/ WOs per day)			<i>Manager/OIC Procurement Division</i>
2.4	Forward to Accounting Division	None	30 Minutes	<i>Clerk Processor B Procurement Division</i>
2.5	Receive, review and certify fund availability for the purchase of supplies/ implementation of project (average of fifteen (15) POs / WOs per day)	None	1 Day	<i>Accounting Division</i>
2.6	<p>For POs/ WOs amounting to ₱ 250,000.00 and below:</p> <ul style="list-style-type: none"> a. Forward to Administrative Department for recommending approval and b. Forward to AGM for Finance and Admin for approval and 	None	1 Day	<p><i>Officer-In-Charge Administrative Department</i></p> <p><i>AGM for Finance and Administration OGMFA</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	returned to Procurement Division			
	*If POs/ WOs amounting to ₱250,001.00 to ₱500,000.00 and below: a. Forward to AGM for Finance and Admin for recommending approval, and b. Forward to SAGM for approval, and return to Procurement Division	None		<i>AGM for Finance and Administration OGMFA</i> <i>Senior Assistant General Manager OSAGM</i>
	*If POs/ WOs amounting to ₱500,001.00 to ₱1M and below: a. Forward to Finance Department for affix initial to the MB and AGM for Finance and Admin on the	None		<i>Officer-In-Charge Finance Department</i> <i>AGM for Finance and Administration OGMFA</i> <i>Senior Assistant General Manager OSAGM</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>recommending approval and</p> <p>b. Forward to SAGM for recommending approval, and</p> <p>c. Forward to GM for approval, and return to Procurement Division</p>			<p><i>General Manager OGM</i></p>
	<p>2.7 Prepare letter to notify the Supplier/ Contractor of the approved PO/WO(Average of ten (10) letters per day)</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Clerk Processor B Procurement Division</i></p> <p><i>Manager/OIC Procurement Division</i></p>
	<p>2.8 Issue the approved PO/WO to the winning Supplier / Contractor for delivery of goods or services and forward to Accounting Division the Original Copy of PO/WO and the complete supporting documents</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Clerk Processor B Procurement Division</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Once the WO/PO/Contract is completed, forward the required documents stated in the checklist of requirements to the Property Management Division	3.1 <ul style="list-style-type: none"> a. For delivery of Services: Check, receive delivery and verify if in accordance with the W.O. or contract, if not, outright rejection of the delivery, else receive delivery. Proceed to 3.2 b. For delivery of Goods: Check, receive delivery and verify if in accordance with the P.O. or contract, if not, outright rejection of the delivery, else receive delivery. 	None	4 Hours	<i>Storekeeper Property Management Division</i> <i>Supply Officer Property Management Division</i>
	3.2 Prepare and review Receiving, Inspection, Acceptance Report (RIAR);	None	4 Hours	<i>Storekeeper Property Management Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Assign control number, designate PMD inspector who shall coordinate/ forward the RIAR to end-user and Accounting Division	None	30 Minutes	<i>Supervising Property Officer Property Management Division</i>
	3.4 Prepared notice of inspection and send thru email for notification purposes to Account division and end-user/s.	None	1 Hour	<i>Storekeeper Property Management Division</i>
4. Receive the Notice of Inspection and proceed to the Warehouse on the assigned date for goods and on-site inspection for services.	4.1 Inspection Team composed of end-user, Accounting Division and PMD representatives shall conduct the required inspection; a. If compliant with the specifications in the PO/contract, sign RIAR. b. If not, notify the findings/report to end-user and procurement division or Bids and	None	2 Days	<i>Storekeeper PMD</i> <i>Supply Officer PMD</i> <i>Supervising Property Officer PMD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Awards Committee (BAC) for compliance. *Some inspections are conducted remotely.			
	4.2 Forward the signed RIAR including attachments to the end-user for preparation of Request for Payment	None	1 Hour	
5. Prepare the RIS and forward to PMD	5.1 Assign control number and prepare Warehouse Issue Slip (WIS)	None	1 Hour	<i>Storekeeper PMD</i> <i>Supply Officer PMD</i>
	5.2 Release the delivery of goods	None	30 Minutes	<i>Supervising Property Officer PMD</i>
6. Receive the delivery of Goods.		None		<i>End - User</i>
TOTAL:		None	15 Days, 20 Minutes	


*Per Transaction



22. ACCREDITATION OF SUPPLIERS/CONTRACTORS

This procedure is about the accreditation of suppliers and contractors as required before proceeding to MIAA Procurement Activities for small value procurement/shopping of goods and services in compliance with R.A 9184.

Office or Division:	Procurement Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Unregistered Suppliers and Contractors

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application for Registration (1 Notarized) 2. Documentary requirements for accreditation: <ol style="list-style-type: none"> a. Company Profile (1 Certified True Copy) b. SEC/DTI Registration (1 Certified True Copy) c. Mayor's Permit (1 Certified True Copy) d. Tax Clearance Certificate (1 Certified True Copy) e. PhilGEPS Certificate of Registration (1 Certified True Copy) f. Audited Financial Statement (1 Certified True Copy) g. Notice of Electronic Filing Procurement System (EFPS) Enrollment (1 Certified True Copy) h. Latest Income Tax Return (1 Certified True Copy) i. Business Tax Return: BIR Forms 2550M and 2550Q (1 Certified True Copy) j. Statement of all completed Government and Private Contracts (1 Certified True Copy) 	<p>Procurement Division or thru MIAA website/Downloadable Forms/Application for Registration (Supplier of Goods) or scan QR Code</p> <div style="text-align: right;">  </div>



CHECKLIST REQUIREMENTS	WHERE TO SECURE
k. Omnibus Sworn Affidavit (Duly Notarized) (1 Original Copy) l. Certificate of No Pending Case/s Against the Government (Duly Notarized) (1 Original Copy) 3. Payment of ₱500.00 Registration Fee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form with complete documentary requirements enumerated above to Procurement Division.	1.1 Received the MIAA accreditation form with complete requirements.	None	30 minutes	<i>Procurement Officer B Procurement Division</i>
	1.2 Review & evaluate submitted documents for approval.	None	1 Hour	<i>Procurement Officer B Procurement Division Manager/OIC Procurement Division</i>
	1.3 Prepare the Certificate of Registration for signature of Manager/OIC, Procurement Division	None	3 Hours	<i>Procurement Officer B Procurement Division Manager/OIC Procurement Division</i>
	1.4 Inform the Supplier/Contractor that the request is approved and proceed to	None	20 Minutes	<i>Procurement Officer B Procurement Division</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Procurement Division for issuance of Order of Payment.			
2. Proceed to Procurement Division and received the Order of Payment	2. Issue the Order of Payment for accreditation fee	None	10 minutes	<i>Procurement Officer B Procurement Division</i>
3. Proceed to Collection Division to pay the accreditation fees. <ul style="list-style-type: none"> • Present Order of Payment • And receive Invoice 	3. Receive the Order of payment and issue MIAA Invoice.	Php 500.00 (12% VAT Inclusion)	10 minutes	<i>Collection Representative Collection Division</i>
4. Return to the Procurement Division to present the Invoice as proof of payment and receive the Certificate of Registration.	4. Issue the Signed Certificate of Registration and encode in the database	None	20 Minutes	<i>Procurement Officer B Procurement Division</i>
TOTAL:		Php 500.00	5 Hours, 30 Minutes	



GENERAL SERVICES DIVISION

External Services



23. PREPARATION OF REQUEST FOR PAYMENT FOR SERVICES RENDERED BY SERVICE PROVIDER/CONTRACTOR

Payment for services rendered by service provider/contractors.

Office or Division:	General Services Division (GSD)
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	Service Provider for Trash Collection

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Affidavit/ Sworn Certification (1 Original)	Service Provider
2. Notice of Award (Initial Billing) (1 Original)	Legal Office
3. Signed Contract (Initial Billing) (1 Original)	Legal Office
4. Notice to Proceed (Initial Billing) (1 Original)	Legal Office
5. Wage Order from DOLE (1 Photocopy)	DOLE
6. Performance Bond (1 Photocopy)	Insurance
7. PAG-IBIG fund official receipt and contribution remittance report (1 Original)	PAG-IBIG
8. PhilHealth official receipt and contribution remittance report (1 Original)	PhilHealth
9. SSS R-5 and remittance report (1 Original)	SSS
10. BIR deposit slip and remittance return income taxes (1 Original)	BIR
Documents to be submitted by service provider for Trash Collection and Hauling Services	
11. Official Receipt of Fuel (Original Copies) <ul style="list-style-type: none"> Gasoline of Pressure Washer 	Service Provider



CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Diesel of Water Tanker • Diesel of Garbage Truck 12. Hauling Service Reports (1 Original) 13. Attendance Sheet (1 Original) 14. Daily Deployment Sheet (1 Original) 15. Schedule of Hauling Activity (1 Original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Billing statement with required documents to the General Services Division	1.1 Accept and record the documents based on the required checklist.	None	5 Minutes	<i>Head - Records Management Section GSD</i>
	1.2 Check, review, and verify submitted documents against TOR requirements. a. Billing Statement b. Contract Cost Computation c. Summary of Human Resource d. Daily Deployment Forms e. Payroll Report f. Certified True Copy of Original Receipt from SSS, Pag-Ibig and PhilHealth	None	1 Day	<i>Agriculturist II GSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	g. Affidavit / Sworn Statement			
	1.3 Prepare Request for Payment, and certificate of satisfactory performance	None	30 Minutes	<i>Agriculturist II GSD</i>
	1.4 Verify documents and affix initial on Request for Payment and Certificate of Satisfactory Performance.	None	1 Hour	<i>Head – Trash Collection Services Unit GSD</i>
	1.5 Verify documents and affix signature on Request for Payment and Certificate of Satisfactory Performance. Forward request for Payment and Billing Documents to the Administrative Department for proper recording and photocopying.	None	1 Hour	<i>Manager GSD</i>
	1.6 Forward request for payment and Billing Documents to Accounting Division	None	30 Minutes	<i>Head - Records Management Section GSD</i>
	1.7 Receive Request for Payment (RFP) and all supporting documents from the end-user and perform the following tasks:	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Record the RFP b. Disseminate the RFP to designated accounting personnel for preparation of Disbursement Voucher (DV), if in order			
	1.8 Perform the following tasks: a. Review all documentary requirements b. Verify the nature and amount of claim c. Determine deductions required by the contract or law d. Compute the tax, if applicable e. Prepare DV f. Forward DV to the end-user for signature of Box A.	None	1 Day	<i>Sr. Corporate Accounts Analyst</i> <i>Accounting Division</i>
	1.9 Affix signature on Box A of the DV	None	3 Hours	<i>End-user</i>
	1.10 Receive DV from End-user and perform the following action:	None	1 Day	<i>Corporate Budget Assistant</i> <i>Budget Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Verify the DV with the approved budget			<i>Corporate Budget Analyst Budget Division</i> <i>Corporate Budget Specialist Budget Division</i>
	b. Review and affix initial in the DV	None		<i>Chief Corporate Budget Officer Budget Division</i>
	c. Affix signature in the DV and forward to Accounting Division	None		<i>Manager/ OIC Budget Division</i>
	1.11 Receive the DV from Budget Division and verify whether: <ul style="list-style-type: none"> a. Box A of DV is signed by the end-user b. Budget is available as stamped by Budget Division c. Prepare Memo Brief for claims more than ₱1 million d. Initial of box B of DV 	None	6 Hours	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.12	None	4 Hours	<i>Accounting Processor Accounting Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> a. Prepare tax certificate b. Affix initial on the Tax Certificate c. Verify the completeness of the supporting documents based on the checklist 			<i>Sr. Corporate Accountant B Accounting Division</i>
	1.13 Verify and sign Box B of DV	None	3 Hours	<i>Manager /OIC Accounting Division</i>
	1.14 Forward DV to the Cashiering Division for check preparation	None	1 Hour	<i>Sr. Corporate Accounts Analyst Accounting Division</i>
	1.15 Receive voucher from accounting and verify cash position	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.16 Prepare check	None	1 Hour	<i>Cashier C Cashiering Division</i>
	1.17 Review prepared check and affix initial in check voucher	None	1 Hour	<i>Cashier B Cashiering Division</i>
	1.18 Review and sign check register, affix initial on the voucher and sign check	None	2 Hours	<i>Manager/ OIC Cashiering Division</i>
	1.19 <ul style="list-style-type: none"> a. Receive check and DV from Cashiering Division b. For checks below 	None	2 Hours	<i>Secretary Finance Department Finance Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Php100,000: Forward to Finance officer for review of check, DV and its supporting documents and initial on the DV</p> <p>c. Forward to OIC, Manager for signature on the check and DV.</p> <p>d. Proceed to step 1.23</p>			<p><i>Finance Department</i></p> <p><i>Manager/OIC</i> <i>Finance Department</i></p>
	<p>1.20 For checks amounting to 100,001 – 500,000:</p> <p>a. Forward to Finance Officer for Review check, DV and its supporting documents</p> <p>b. Forward to the OIC/Manager Finance Department for signature on the check and initial on the disbursement voucher</p> <p>c. Forward to the AGMFA. For signature on the check and DV.</p> <p>d. Proceed to step 1.23</p>	None	3 Hours	<p><i>Secretary</i> <i>Finance Department</i></p> <p><i>Finance Officer</i> <i>Finance Department</i></p> <p><i>Manager/OIC</i> <i>Finance Department</i></p> <p><i>Manager/OIC</i> <i>AGMFA</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.21 For checks amounting to 500,001 – 1,000,000: a. Forward to OIC/ Manager Finance Department to affix initial on the check and DV b. Forward to OAGMFA to affix initial on the DV and signature on the check. c. Forward to SAGM to affix signature on the check and DV. d. Proceed to step 1.23	None	4 Hours	<i>Secretary</i> Finance Department <i>Finance Officer</i> Finance Department <i>Manager/OIC</i> Finance Department <i>Manager/OIC</i> AGMFA <i>Senior Assistant General Manager</i> SAGM Office
	1.22 For checks above 1,000,000: a. Forward to OIC, Manager to affix initial on the check and DV b. Forward to AGMFA to affix initial on the check and DV c. Forward to SAGM to affix signature on the check and initial on the	None	5 Hours	<i>Secretary</i> Finance Department <i>Finance Officer</i> Finance Department <i>Manager/OIC</i> Finance Department <i>Manager/OIC</i> AGMFA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	DV d. Forward to GM to affix signature on the check and DV.			Senior Assistant General Manager SAGM Office General Manager General Manager Office
	1.23 Receive signed/approved checks from Finance Department/ OAGMFA/ OSAGM/ GMO	None	1 Hour	Cashier B/C Cashiering Division
	1.24 Inform the client that the check/s are available for release thru email, phone via call/text	None	1 Hour	Cashier B Cashiering Division
2. Receive advice and proceed to the Cashiering Division to receive the check and sign in the logbook.	2. Issue the check to the client and record in the logbook for acknowledgement of client	None	5 Minutes	Cashier C Cashiering Division
TOTAL:		None	8 Days, 2 Hours, 10 Minutes	



GENERAL SERVICES DIVISION

Internal Services



24. REPRODUCTION OF DOCUMENTS

Certification to reproduce documents.

Office or Division:	General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Various MIAA offices / Personnel / Organic, Job Order, OJT

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Original Copy of the documents	Office / Personnel / Concerned / Availing the Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy with the request form for photocopy reproduction	1.1 Evaluate / Check the document	None	5 Minutes	<i>Equipment Machine Operator GSD</i>
	1.2 Return documents to the client after reproduction	None		<i>Equipment Machine Operator GSD</i>
2. Receive documents and proceeds to Record Custodian	2. Certify true Copy the document	None		<i>Reproduction Machine Operator GSD Administrative Service Aid GSD</i>
TOTAL:		None	5 Minutes	



25. DISSEMINATION OF OFFICE ORDERS, MEMORANDUM CIRCULAR AND OTHER MEMORANDA

To disseminate Office Orders, Memorandum Circulars, and other Memoranda

Office or Division:	General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Government / Concessionaires

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Documents to be disseminated (Office Order, Memorandum Circular, or Memoranda) – (1 Original) 2. Approved Memo brief, if available – (1 Photocopy)	Office Concerned / End-User availing the service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original copy of the documents for evaluation and dissemination	1.1 Receive and record document details to Google Sheets (GSD Incoming/ Outgoing Docs.)	None	5 Minutes	<i>Clerk Processor GSD</i> <i>Head Records Management Section, GSD</i>
	1.2 Attach form for evaluation (approval for dissemination)	None	5 Minutes	<i>Machine Operator GSD</i> <i>Clerk Processor GSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Head Records Management Section, GSD</i>
	1.3 Check and evaluate document for GSD Manager approval	None	10 Minutes	<i>Head Records Management Section, GSD</i>
	1.4 Determine recipients (concerned office)	None	5 Minutes	<i>Clerk Processor GSD Clerk Processor GSD Head Records Management Section, GSD</i>
	1.5 Scan document for record safekeeping/preservation	None	20 Minutes	<i>Machine Operator GSD Office Assistant GSD Head Records Management Section, GSD</i>
	1.6 Disseminate through electronic mail	None	10 Minutes	<i>Machine Operator GSD Clerk Processor GSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<p><i>Office Assistant GSD</i></p> <p><i>Head Records Management Section, GSD</i></p>
	1.7 Print list of recipients	None		<p><i>Machine Operator GSD</i></p> <p><i>Clerk Processor GSD</i></p> <p><i>Office Assistant GSD</i></p> <p><i>Head Records Management Section, GSD</i></p>
	1.8 File original copy of document	None	5 Minutes	<p><i>Clerk Processor GSD</i></p> <p><i>Head Records Management Section, GSD</i></p>
TOTAL:		None	1 Hour	



26. TRANSFER OF RECORDS

To transfer custody to GSD records for storage

Office or Division:	General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	MIAA Offices

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Letter of request for transfer (1 Original)	Office concerned / End-User availing the Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of transfer with complete listing of documents for transfer/turn-over	1.1 Receive letter for turn-over and log	None	5 Minutes	<i>Clerk Processor GSD</i> <i>Head - Records Management Section GSD</i>
	1.2 Evaluate documents	None	1 Hour	<i>Clerk Processor GSD</i> <i>Head - Records Management Section GSD</i>
	1.3 Prepare letter for the approval of transfer	None	30 minutes	<i>Clerk Processor (Contracted Manpower) GSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Head - Records Management Section GSD</i>
2. Receive letter of approval	2. Schedule the transfer	None	30 Minutes	<i>Clerk Processor (Contracted Manpower) GSD</i> <i>Head - Records Management Section GSD</i>
3. Transport documents to Records Center	3. Physical inspection of records based on the submitted listing	None	3 Hours	<i>Office Assistant GSD</i> <i>Record Assistant GSD</i> <i>Head - Records Management Section GSD</i>
TOTAL:		None	5 Hours 5 Minutes	



27. DELIVERY OF MAILING LETTERS/DOCUMENTS

To deliver letters/documents to government offices, concessionaires, airlines, and employees.

Office or Division:	General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C - Government to Citizen G2G – Government to Government
Who may avail:	MIAA Offices

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Letter / Document for Delivery	Office concerned / End-User availing the Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/ document for delivery or mailing	1.1 Receive letter/documents and reproduce as receiving copy	None	5 Minutes	<i>Clerk Processor (Contracted Manpower) GSD</i> <i>Head - Records Management Section GSD</i>
	1.2 Verify/locate documents addresses and zip code	None	30 Minutes	<i>Clerk Processor GSD</i> <i>Reproduction Machine Operator GSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<p><i>Liaison Aid GSD</i></p> <p><i>Head - Records Management Section GSD</i></p>
	<p>1.3 Deliver letters /documents by Liaison officer or by mail</p>	<p>None</p>	<p>30 Minutes (within Admin Building)</p> <p>1 Hour (within NAIA Complex)</p> <p>1 Day (Outside NAIA Complex)</p>	<p><i>Equipment Machine Operator GSD</i></p> <p><i>Clerk Processor GSD</i></p> <p><i>Head - Records Management Section GSD</i></p>
TOTAL:		<p>None</p>	<p>1 Hour, 5 Minutes</p>	<p><i>Within Admin Building</i></p>
		<p>None</p>	<p>1 Hour, 35 Minutes</p>	<p><i>Within NAIA Complex</i></p>
		<p>None</p>	<p>1 Day, 35 Minutes</p>	<p><i>Outside NAIA Complex</i></p>



HUMAN RESOURCE DEVELOPMENT DIVISION

External Services



28. DATA GATHERING OF SCHOOL REQUIREMENTS

The Human Resource Development Division shall receive and process all applications of students requesting to conduct data gathering/survey/interview/etc. at the MIA Authority as a school requirement.

Office or Division:	Human Resource Development Division (HRDD)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students (College and Post Graduate Studies)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Letter – request noted by the Professor or thesis adviser addressed to the Manager/OIC, HRDD <ul style="list-style-type: none"> • Objectives of the Study • Target respondents/office • Topics to be covered • Target date of data gathering not earlier than 15 working days upon receipt of documents • Relevance of the study • Specific data to be gathered • Other related document, such as sample data gathering tools/survey forms/list of interview questions • Contact details including telephone number, cellphone number and email address 	School/ Personal Files



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request with complete requirements to the Officer-In-Charge/ Manager, HRDD	1.1 Receive letter request with complete information	None	10 minutes	<i>Industrial Relations Development Officer A</i> HRDD
	1.2 If not complete, return to the client			
	1.3 Review and evaluate the request letter and identify the concerned office	None	1 Hour	<i>Industrial Relations Development Officer A</i> HRDD
	1.4 Prepare memorandum addressed to concerned office signed by the Manager/ Officer-In-Charge, HRDD	None	1 Hour	<i>Industrial Relations Development Officer A</i> HRDD OIC/ Manager HRDD
	1.5 Forward the signed Memorandum to the concerned office for their appropriate action.	None	10 Minutes	<i>Industrial Relations Development Officer A</i> HRDD
	1.6 Receive the Memorandum and inform the client thru phone or email of the action taken, providing	None	10 Minutes	<i>End-user of the Concerned Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with contact details of the concerned office.			
2. Receive the information and wait for the instructions of the concerned office	2. None	None	10 Minutes	<i>Concerned Office</i>
TOTAL:		None	2 Hours, 40 Minutes	



29. SCHOOL ACCREDITATION FOR MIAA OJT PROGRAM

This process involves application for school accreditation for Student On-the-Job Training Program.

Office or Division:	Human Resource Development Division (HRDD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Public and Private Colleges and State Universities

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. SCHOOL ACCREDITATION	
a. Accomplished Application Form	HRDD Office
b. Cover Letter indicating the following: <ul style="list-style-type: none"> • Accreditation of school for MIAA OJT Program • Courses to be accredited • Number of students to be endorsed • Required No. of OJT hours • Timeline and Duration of OJT • Full name and contact details of the student applicants (if available) • Full name, position, and contact details of the OJT coordinator • Signatory in the Memorandum of Agreement (MOA) 	School
c. School Profile	School
d. Government Permit from the Commission on Higher Education (CHED)	School



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. A. For School Accreditation - Secure form through HRDD Office</p> <p>Note: We require the student applicants / School OJT Coordinator to inquire physically to explain the full details and procedures.</p> <p>B. For School Re-accreditation – the school shall only submit a letter request indicating the additional course to be included in the existing partnership</p>	<p>1. Release the form and list of requirements to the student/OJT Coordinator</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Industrial Relations Development Officer A</i> HRDD</p>
<p>2. Present for checking the accomplished form with the complete requirement to HRDD with label and annexes as attachments</p>	<p>2.1 Evaluate the requirements with complete attachments.</p> <p>Note: Incomplete requirements will not be accepted and processed</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Industrial Relations Development Officer A</i> HRDD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Submit the complete requirements to the Office of the AGMFA for information Note: HRDD will evaluate first the submission before it will be forwarded to AGMFA	None	10 Minutes	<i>Industrial Relations Development Officer A</i> HRDD
	2.3 AGMFA to forward the documents to HRDD for processing	None	5 Minutes	<i>Clerk Processor B</i> Office of the AGMFA
	2.4 Receive documents from AGMFA	None	5 Minutes	<i>Industrial Relations Development Officer A</i> HRDD
	2.5 Prepare 3 original copies of the Memorandum of Agreement (MOA)	None	30 Minutes	<i>Industrial Relations Development Officer A</i> HRDD
	2.6 Inform the client thru phone to pick up the MOA for signature of the School President/Head/Dean.	None	5 Minutes	<i>Industrial Relations Development Officer A</i> HRDD
3. Receive information and proceed to HRDD to receive the MOA.	3. Record in the Logbook and release the MOA.	None	5 Minutes	<i>Industrial Relations Development Officer A</i> HRDD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Review and sign the MOA and submit the same to HRDD. (Note: In case the school has a correction or additional information to be included in the MOA, the school will directly submit a letter to Legal Office for approval)	4.1 Receive the signed MOA from the school and prepare the Endorsement Memo for approval of school accreditation and letter of partnership for initial of Manager/OIC HRDD	None	4 Hours	<i>Industrial Relations Development Officer A HRDD</i> <i>Senior Industrial Relations Officer B HRDD</i> <i>OIC/ Manager HRDD</i>
	4.2 Forward to Admin Department to affix initial on the MOA and letter of partnership.	None	4 Hours	<i>OIC / Manager Administrative Department</i>
	4.3 Forward to Legal Office to recommend approval of the Endorsement Memo and affix signature as witness in the MOA.	None	4 Hours	<i>OIC / Manager Legal Office</i>
	4.4 Forward to AGMFA to affix signature and approval on the Endorsement Memo, letter of partnership and MOA.	None	4 Hours	<i>OIC / Manager Office of the AGMFA</i>
	4.5 Forward the approved Endorsement Memo,	None	5 Minutes	<i>Clerk Processor B Office of the AGMFA</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	letter of partnership, and MOA to HRDD for release to client.			
	4.6 Receive and inform the client to pick up the signed MOA and letter of partnership.	None	10 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
5. Proceed to HRDD to claim signed letter of partnership and 3 copies of MOA.	5. Release the 3 copies of MOA for notarization.	None	10 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
6. Receive the 3 copies of the signed MOA for notarization.	6. Receive the 2 copies of the notarized MOA and release the letter of partnership. Advise the coordinator to inform their students to apply to HRDD.	None	10 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
TOTAL:		None	2 Days, 1 Hour, 55 Minutes	



30. STUDENT ON-THE-JOB TRAINING

The process involves the deployment and management of students for on-the-job training.

Office or Division:	Human Resource Development Division (HRDD)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Public and Private Colleges and State Universities

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. STUDENT OJT <ul style="list-style-type: none"> a. School recommendation signed by the Dean/Head of School b. Application letter stating the objectives and areas of interest/skills c. Resume d. 2 pcs. (2 x 2) size recent ID picture with white background e. Terms and Conditions for Student On-The-Job Training (Waiver) duly notarized f. NBI clearance (1 Original and 1 Photocopy) g. Certification of Good Moral Character from the School h. Registration Confirmation Receipt of Practicum Subject or proof of enrollment (1 Photocopy) 	School Student/ Applicant Student/ Applicant Student/ Applicant HRDD Office NBI School Student/ Applicant
2. STUDENT OJT EXIT REQUIREMENTS <ul style="list-style-type: none"> a. Exit Interview Form b. Memorandum as to the no. of OJT Hours Rendered (indicate the duration of OJT) c. Weekly accomplishment report (1 Original) 	HRDD Office End-user HRDD Office



CHECKLIST REQUIREMENTS	WHERE TO SECURE
d. Exit Interview part 1 e. Exit Interview part 2 f. Performance Evaluation Report g. Daily Time Record (DTR) signed by the End-user/Manager (1 Original) h. Time Monitoring Forms (1 Original)	HRDD Office HRDD Office HRDD Office HRDD Office HRDD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. School Coordinator to inform the student applicants to get the list of requirements and inquire to HRDD.	1.1 Receive the inquiry and check if there are slots for OJT	None	10 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
	1.2 If there are available slots, give list of requirements to student applicant	None	30 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
	1.3 After 1 to 2 days, schedule interview and prepare a summary of the list of interviewees (Note: To give ample time for the student applicant to complete the set of requirements.)	None	5 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
	1.4 Inform student applicants for the schedule of interview	None	10 Minutes	<i>Industrial Relations Development Officer A HRDD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(This can be done via text, or messenger.)			
<p>2. During the final interview, the student submits all the requirements to HRDD</p> <p>(Note: If the requirements are incomplete, they have the chance to submit it on the following days prior the start of their official deployment, failure to complete the requirements before assumption means that the students will not allow to assume / proceed to his/her OJT duty.</p>	<p>2.1 Receive the complete requirements of interviewees</p> <p>Note: We do not allow the student trainees to undergo final interview without schedule</p>	None	1 Hour	<i>Industrial Relations Development Officer A HRDD</i>
	<p>2.2 Conduct the final interview (the allotted time for each interviewee is 15-20 minutes)</p>	None	2 Hours	<i>Industrial Relations Development Officer A HRDD</i>
	<p>2.3 Assess and prepare the result of the interview to be signed by the interviewer and supervisor.</p>	None	1 Hour	<i>Industrial Relations Development Officer A HRDD</i> <i>Senior Industrial Relations Development Officer B HRDD</i>
	<p>2.4 Inform the client on the result of the interview.</p>	None	30 Minutes	<i>Industrial Relations Development Officer A HRDD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: If passed, proceed to the next process. If failed, end of the process.			
3. Receive the result of the interview Note: Only student trainees who passed the interview will receive the interview result	3.1 Prepare approval of student OJT deployment and letter of acceptance to be signed by the AGMFA.	None	30 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
	3.2 Forward to Admin to affix initial on the approval of student OJT deployment and letter of acceptance.	None		<i>Industrial Relations Development Officer A HRDD</i>
	3.3 Receive and affix initial on the letter of acceptance and forward to OAGMFA	None	4 Hours	<i>Manager/ OIC Administrative Department</i>
	3.4 Receive the student OJT deployment	None	4 Hours	<i>Clerk Processor B Office of the AGMFA</i>
	3.5 Approve the student OJT deployment and letter of acceptance.	None		<i>Manager/OIC Office of the AGMFA</i>
	3.6 Forward to HRDD the approved OJT deployment and letter of acceptance	None		<i>Clerk Processor B Office of the AGMFA</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Report to HRDD office	4. Conduct briefing and orientation	None	1 Hour	<i>Industrial Relations Development Officer A HRDD</i>
5. Report to assigned office for assumption of duty	5. Accept the student and prepare memorandum for assumption of duty	None	10 Minutes	<i>End-user</i>
6. Render the required number of OJT hours	6. Monitor the student OJT's performance	None	OJT Required no. of Hours	<i>End-user</i>
7. Upon completion of the required number of OJT hours, submit exit requirements.	7.1 Receive complete exit requirements and conduct exit interview. Forward the complete exit requirements and result to the OIC/ Manager. Note: The schedule of the Exit Interview shall only be done if all the requirements are complete.	None	1 Hour	<i>Industrial Relations Development Officer A HRDD</i>
	7.2 Prepare the certificate of completion for the initial of the Manager/OIC of HRDD.	None	1 Hour	<i>Industrial Relations Development Officer A HRDD</i> <i>OIC/Manager HRDD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.3 Forward to the administrative department to affix initial	None	4 Hours	<i>Manager/OIC Administrative Department</i>
	7.4 Forward to AGMFA to affix signature on the certificate	None	4 Hours	<i>Clerk Processor B Office of the AGMFA OIC/Manager Office of the AGMFA</i>
	7.5 Forward the signed certificates to HRDD and inform the student trainee to pick-up the certificate	None	5 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
8. Receive the information and proceed to HRDD to claim the certificate	8.1 Record and release the certificate to be acknowledged by the client.	None	5 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
	8.2 Update the MIAA OJT Database	None	30 Minutes	<i>Industrial Relations Development Officer A HRDD</i>
TOTAL:		None	3 Days, 1 Hour, 45 Minutes	



**TERMINAL POLICE DIVISION/
AIRSIDE POLICE DIVISION/
LANDSIDE POLICE DIVISION/
POLICE INTELLIGENCE AND INVESTIGATION DIVISION**

External Services



31. HANDLING OF COMPLAINTS AND FILING OF CRIMINAL CHARGES

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

Office or Division:	Terminal Police Division (TPD) Airside Police Division (AirPD) Landside Police Division (LPD) Police Intelligence and Investigation Division (PIID)
Classification:	Simple Complex
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B - Government to Business
Who may avail:	All

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Valid Identification 2. Complaint Form 3. Dispatch slip in case of Transport complaint	Applicant TPD/AirPD/LPD NNIC

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant may approach any duty APD personnel or personally lodge a complaint in the nearest APD Office.	1.1 Interview the complainant	None	1 Hour	<i>Desk / Attending Officer TPD/AirPD/ LPD</i>
	1.2 Provide a complaint form to the complainant.	None		<i>Desk / Attending Officer TPD/AirPD/ LPD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the complaint form and request for CCTV viewing (if necessary) and submit to attending officer. Receive the copy of the accomplished complaint form	2.1 Receive and evaluate the complaint	None	30 Minutes	<i>Desk / Attending Officer TPD/AirPD/LPD</i>
	2.2 Conduct initial investigation. Identify, locate, and if warranted, arrest the suspect involved.	None	1 Hour	<i>Desk / Attending Officer TPD/AirPD/LPD</i>
	2.3 Gather supporting evidence	None	1 Hour	<i>Desk / Attending Officer TPD/AirPD/ LPD</i>
	2.4 Bring the complainant and/or suspect to Pasay City General Hospital for medical examination.	None	2 Hours	<i>Desk / Attending Officer TPD/AirPD/LPD</i>
	2.5 Endorse the case together with all parties involved (suspect, complainant, witness, arresting officer) to PIID/LPD	None	30 Minutes	<i>Desk / Attending Officer TPD/AirPD/LPD</i>
	2.6 Take cognizance of the case and conduct formal investigation	None	2 Hours	<i>Investigator- on-Case PIID/ LPD</i>
3. Review and sign the Affidavit of Complaint	3.1 If the suspect is at large, prepare the following documents	3 Hours	3 Hours	<i>Investigator- on-Case PIID/LPD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for regular filing of case: a. Affidavit of Complaint b. Affidavit of witness (if any) c. Supporting evidence d. Investigation Data Form			
	3.2 If the suspect is arrested, PIID/LPD prepares the following documents for inquest proceeding: a. Transmittal Letter/Case Referral b. Inquest Form c. Booking Sheet d. Affidavit of complaint e. Affidavit of arrest f. Affidavit of witness (if any)	None	Reglementary period (commencing from the time of arrest until inquest proceeding): 12 hours - light offenses 18 hours - less grave offenses 36 hours - grave offenses	<i>Investigator- on-Case PIID/LPD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	g. Evidence/ other supporting documents			
4. Personally appear during inquest proceeding or regular filing of case at the Prosecutor's Office.	4.1 For 3.1, Present all the parties involved (via online or face to face) to the Prosecutor's Office for inquest proceedings of the arrested suspect.	None	1 Hour (Paused Clock)	<i>Investigator- on-Case PIID/ Arresting Officer AirPD/ LPD/ TPD</i>
	4.2 For 3.2, Assist the complainant in the regular filing of the case at the Prosecutor's Office.	None	1 Hour (Paused Clock)	<i>Investigator On-Case PIID/LPD</i>
TOTAL:		None	2 Days	Simple (Light Offenses)
			3 Days, 4 Hours	Complex (Less Grave Offenses)
			6 Days	Complex (Grave Offenses)



TERMINAL POLICE DIVISION/ POLICE INTELLIGENCE AND INVESTIGATION DIVISION

External Services



32. HANDLING OF COMPLAINTS FOR ADMINISTRATIVE CHARGES

Handling of Administrative complaints.

Office or Division:	Terminal Police Division (TPD) Police Intelligence and Investigation Division (PIID)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
Who may avail:	Public

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Two (2) Valid Identification 2. Duly accomplished Complaint Form (1 Original)	1. Applicant 2. TPD/PIID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal complaint in person to TPD/PIID	1. Interview the complainant and provide a Complaint Form	None	1 Hour	<i>Desk / Attending Officer TPD/PIID</i>
3. Fill out the Complaint Form and submit it to the attending officer (for walk-in complainant)	2.1 Receive the accomplished form, evaluate the complaint, and prepare the incident/ information report	None	2 Hours	<i>Desk / Attending Officer TPD/PIID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Endorse the complaint to Office of the Airport Police Department and AGMSES for investigation of IID	None	1 Day	<i>Desk / Attending Officer TPD/PIID</i>
3. Receive a copy of the accomplished complaint form signed by the attending officer	3. Advise the client to expect a call from the investigating office for updates and clarification	None	15 Minutes	<i>Desk / Attending Officer TPD/PIID</i>
TOTAL:		None	1 Day, 3 Hours, 15 Minutes	



LANDSIDE POLICE DIVISION

External Services



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

Reported/ Walk-In Complaint/s of Road Crash Incidents

Office or Division:	Landside Police Division (LPD)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Person Involved in Road Crash Incident/ Authorized Representative

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Estimated Cost of Damages	1. Driver/owner
2. Policy Insurance (1 Photocopy)	2. Driver/owner
3. Photos of Damaged Portions	3. Driver/owner
4. MVRR /OR/CR (1 Photocopy)	4. Driver/owner
5. Driver's License (1 Photocopy)	5. Driver/owner
6. Sworn Statement/ Affidavit (1 Original)	6. Driver/owner
7. Notarized Authorization Letter for Representative (1 Original)	7. Driver/owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to LPD to Report the incidents	1.1 Conduct referred Road Crash Investigation. (on-scene / walk-in)	None	1 Hour	<i>Duty Traffic Investigator LPD</i>
	1.2 If the client/s sustained injuries / death, refer to the nearest hospital.	None	1 Hour	<i>Duty Traffic Investigator LPD</i>
2. Receive Citation Ticket	2. Issue a citation ticket.	None	5 Minutes	<i>Duty Traffic Investigator LPD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Deputized LTO/OVR Officer</i>
3. Secure and fill-out the Sworn Statement Form with attached complete documents.	3. Release the sworn statement form and inform the client to return the form duly notarized.	None	30 Minutes	<i>Duty Traffic Investigator LPD</i>
4. Submit Duly Notarized Form with Complete Documents	4.1 Receive the filled-out and notarized sworn statement form with the complete documents.	None	10 Minutes	<i>Duty Traffic Investigator LPD</i>
	4.2 Check if the documents are complete.	None	15 Minutes	<i>Duty Traffic Investigator LPD</i>
	4.3 Submit the Road Crash Incident Report and other documents to the Section Chief Traffic Police Section or Manager/OIC Landside Police Division for approval.	None	1 Hour	<i>Duty Traffic Investigator LPD</i> <i>Section Chief Traffic Police Section, LPD</i> <i>Manager/OIC LPD</i>
5. Receive the Road Crash Incident Report.	5. Issue Road Crash Incident Report	None	30 Minutes	<i>Duty Traffic Investigator LPD</i>
TOTAL:		None	4 Hours, 30 Minutes	



POLICE INTELLIGENCE AND INVESTIGATION DIVISION

External Services



34. ISSUANCE OF CERTIFICATE OF DETENTION

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

Office or Division:	Police Intelligence and Investigation Division (PIID)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Relatives of detainees or any authorized persons/ representatives.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 original) 2. Inquest Resolution/Information from the City Prosecutor's Office (1 Photocopy and or e-mail copy from Prosecutor's Office sent to PIID e-mail) 3. Authorization Letter from detainee (If requested thru a representative) (1 original) 4. Barangay Clearance with residence location sketch (1 Original) 5. Valid Government Identification Card of authorized representative (1 original)	1. PIID Office 2. Prosecutors Office (Pasay or Parañaque City) 3. Requester 4. Barangay where the guest currently resides 5. Any issuing Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of request form	1. Provide a request form and list of requirements to requestee	None	5 Minutes	<i>Duty Desk Office per Shift Police Investigation Section (PIS), PIID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out and submit a request form with attached complete requirements.	2.1 Accept Request Form and verify the completeness of submitted requirements	None	30 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.2 Accomplish certification	None		<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.3 Forward the requirements and accomplished certification to the Police Investigation Section.	None		<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.4 Receive and review the requirements and accomplished certificate of detention for initial.	None	15 Minutes	<i>Section Chief/ Shift-In-Charge PIS, PIID</i>
	2.5 Forward Certificate of Detention to the Manager for approval/ signature.	None		<i>Section Chief/ Shift-In-Charge PIS, PIID</i>
	2.6 Verify and approve Certificate of Detention	None	5 Minutes	<i>Manager/OIC PIID</i>
3. Receive the approved Certificate of Detention.	3. Issue the approved certificate of detention.	None	5 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
TOTAL:		None	1 Hour	



35. ISSUANCE OF INCIDENT CERTIFICATE

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

Office or Division:	Police Intelligence and Investigation Division (PIID)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Airport Passengers, Users, and Authorized Persons/Representatives

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Request Form (1 original) If requested thru a representative - Authorization Letter / Special Power of Attorney (SPA) (1 Original) Blotter entry (1 Photocopy) or Accomplished Complaint Form (1 original or photocopy) issued to requestee. Valid Government Identification Card (1 from the owner, 1 from the authorized representative) 	<ol style="list-style-type: none"> PIID Office Requester PIID Office Any issuing Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of request form.	1. Provide a request form to requestee.	None	5 Minutes	<i>Duty Desk Officer per Shift Police Investigation Section (PIS), PIID</i>
2. Fill-out and submit request form with	2.1 Accept Request Form and validate the	None	5 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
attached complete requirements.	submitted requirements.			
	2.2 Validate with Lost & Found Section if there is recovered item	None	30 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.3 Validate with SSD if there is CCTV footage; if none request certification from SSD that there is no CCTV footage captured in the area	None	30 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.4 Accomplish 2 copies of certification (original for requestee/ duplicate as file)	None	1 Hour	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.5 Forward accomplished certification and requirements to Shift in Charge for initial	None	10 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.6 Receive, review documents, and affix initial in the accomplished certification.	None	30 Minutes	<i>Shift in Charge PIS, PIID</i>
	2.7 Forward requirements and accomplished	None	10 Minutes	<i>Shift in Charge PIS, PIID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	certification to the Section Chief for initial.			
	2.8 Receive, review documents, and affix initial in the accomplished certification	None	30 Minutes	<i>Section Chief PIS, PIID</i>
	2.9 Forward requirements and accomplished certification to the Manager	None	10 Minutes	<i>Shift-In-Charge/ Section Chief PIS, PIID</i>
	2.10 Verify and approve document by affixing signature on the certification.	None	5 Minutes	<i>Manager/OIC PIID</i>
3. Receive and acknowledge the duplicate copy of the signed certification.	3. Issue the original certification to requestee and keep the acknowledged duplicate copy for file and reference.	None	5 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
TOTAL:		None	3 Hours, 50 Minutes	



36. REQUEST FOR ISSUANCE OF POLICE REPORT

Preparation of police report for reported/ walk-in complaint/s of theft incident/s and/or personal accident/s that occurred within the Airport Complex.

Office or Division:	Police Intelligence and Investigation Division (PIID)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Airport Passengers, Users, and Authorized Persons/Representatives

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 original)	1. PIID Office
2. Accomplished Complaint Form (1 original)	2. PIID Office or TPD Office
3. Notarized Affidavit of Loss (e.g., Passport and Lost Items)	3. Requester
4. If requested thru a representative - Authorization Letter (blood related to the owner)/ Special power of Attorney (SPA) (if not related to the owner) with active contact number of the owner for validation	4. Requester
5. Accomplished CCTV Footage provided by SSD or certification issued by SSD (if CCTV footage is not available)	5. SSD
6. Valid Government Identification (1 from the owner, 1 from the authorized representative)	6. Any issuing Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of request form.	1. Provide a request form to requestee.	None	5 Minutes	<i>Duty Desk Officer per Shift Police Investigation Section (PIS), PIID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the filled-out Request Form and complete requirements.	2.1 Receive accomplished Request Form and validate/verify submitted requirements.	None	10 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.2 Validate with Lost & Found Section if there is recovered item.	None	30 minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.3 Validate with SSD if there is CCTV footage; if none, request certification from SSD that there is no CCTV footage captured in the area	None	30 minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.4 Accomplish police report.	None	1 Hour	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.5 Forward the requirements and accomplished police report to the Police Investigation Section for review and initial.	None	10 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
	2.6 Receive, review the requirements and accomplished police report, and affix initial.	None	30 Minutes	<i>Shift-In-Charge/ Section Chief PIS, PIID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Forward accomplished police to the Manager for approval/signature	None	10 Minutes	<i>Shift-In-Charge/ Section Chief PIS, PIID</i>
	2.8 Verify and approve by affixing signature on the accomplished police report	None	30 Minutes	<i>Shift-In-Charge/ Section Chief PIS, PIID Manager/OIC PIID</i>
3. Receive the original copy of police report and return the acknowledged duplicate copy.	3. Issue the original copy of the approved police report and keep acknowledged duplicate copy for file.	None	5 Minutes	<i>Duty Desk Officer per Shift PIS, PIID</i>
TOTAL:		None	3 Hours, 40 Minutes	



SURVEILLANCE OPERATIONS DIVISION

External Services



37. APPROVAL FOR CCTV VIEWING REQUEST

For verification and investigation purposes. Filing of the Request is open 24/7

Office or Division:	Surveillance Operation Division (SOD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Passenger, Airport Employees, Concessionaires, and the General Public

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Written formal or email Complaint Letter. or “APD Complaint Form” 2. Filled-out CCTV Viewing Request Form (CVRF) 3. One (1) Valid Government issued ID Additional Requirements, if Representative: 4. Authorization Letter 5. One (1) Valid Government issued ID	- Complainant/Data Subject “Terminal Police Section” - Surveillance Terminal Section/ Terminal Police Section - Complainant - Complainant/Data Subject - Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete requirements to the Surveillance Terminal Section. (Complainant/ Data Subject must be	1.1 Receive and check validity and completeness of documents presented. Evaluate the purpose of	None	10 Minutes	<i>Shift-In-Charge or Section Head Surveillance Terminal Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
accompanied by APD personnel)	request (Must not violate provisions of Data Privacy Act of 2012)			SOD
	1.2 Approve / Disapprove.	None		<i>Section Head Surveillance Terminal Section, SOD</i>
2. Receive approved/disapproved request for CCTV viewing.	2. Release the approved/disapproved request	None	5 Minutes	<i>Section Head Surveillance Terminal Section, SOD</i>
3. Present a copy of the approved request to the Surveillance Terminal Section's supervisor on duty.	3.1 Receive and verify the copy of the approved request.	None	2 Hours	<i>Shift-In-Charge Surveillance Terminal Section, SOD</i>
	3.2 Instruct the CCTV Operator to assist the Requesting Party in viewing the CVF inside the CVF Viewing Area.	None		
4. Receive Result of CCTV Viewing Form (RCVF)	4.1 Issue result of CCTV Viewing Form (RCVF).	None	15 Minutes	<i>Shift-In-Charge Surveillance Terminal Section, SOD</i>
	4.2 If the CVF provides NO sufficient proof as to the occurrence of the crime, request the complainant to sign an affidavit/waiver ending	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the request and granting permission to execute disposal of the viewed CFV.			
	4.3 Request Complainant to accomplish Client Satisfaction Measurement Form.	None		
TOTAL:		None	2 Hours, 30 Minutes	



38. APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST (SIMPLE CASES)

For investigation purposes. Filing and Releasing of Request is from Monday – Friday (except holidays) 8:00AM – 05:00PM

Office or Division:	Surveillance Operation Division (SOD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Airlines, Government Agencies, and the General Public

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Requesting Party: 1. Result of CCTV Viewing Form (RCVF) 2. Filled-out CVF Copy Request Form (CCRF) 3. Letter of Request from any MIAA investigation Office “Or” Letter of Authority to Investigate.	- Surveillance Terminal Section - Surveillance Terminal Section / SOD Office - Requesting MIAA Investigation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal Request for CVF Copy attached with complete above-listed requirements, addressed to the OIC-SSD thru OIC-SOD. (via Email or Walk-in)	1.1 Receive and check validity and completeness of the documents presented (email or hard copy).	None	30 Minutes	<i>Admin Officer On-Duty SOD</i>
	1.2 Recommend for approval / disapproval	None		<i>Manager/OIC SOD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receive request with complete requirements (via email or hard copy) and evaluate	None	30 Minutes	<i>Admin Officer On-Duty Screening and Surveillance Department (SSD)</i>
	1.4 Approve / Disapprove	None		<i>Manager/Officer-in-Charge Screening and Surveillance Department (SSD)</i>
	1.5 Return the approved/disapproved request to SOD via email or hard copy.	None		<i>Admin Officer On-Duty SSD</i>
	1.6 Receive the approved/disapproved CVF Copy Request from SSD	None	30 Minutes	<i>Admin Officer On-Duty SOD</i>
	1.7 Notify and send copy of Approved Request to the concerned Surveillance Terminal Section via email.	None		<i>Admin Officer On-Duty SOD</i>
	1.8 Receive the notice and copy of Approved CVF Copy Request from SOD via email.	None	3 Hours	<i>Section Head/Shift-In-Charge Surveillance Terminal Section, SOD</i>
	1.9 Instruct the CCTV Operator to execute the	None		<i>Section Head/Shift-In-Charge</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	process according to the specific details of the request as to location, date, and part/portion of the CVF.			<i>Surveillance Terminal Section, SOD</i>
	1.10 Notify SOD Office as soon as the CVF Copy is ready for release.	None		<i>Section Head/Shift-In-Charge Surveillance Terminal Section, SOD</i>
2. Receive notification and copy of approved/ disapproved request thru email	2. Notify Requesting Party and send copy of approved/ disapproved request thru email	None	30 Minutes	<i>Admin Officer On-Duty SOD</i>
3. Pick-up CVF Copy and sign at the "Release of CVF Copy Form (RCCF) with Undertaking" and CVF Copy Release Logbook.	3.1 Release CVF Copy and require requesting party to sign at the "Release of CVF Copy Form (RCCF) with Undertaking" and CVF Copy Release Logbook.	None	30 Minutes	<i>Section Head / Shift-In-Charge Surveillance Terminal Section</i>
	3.2 Requests Complainant to accomplish Client Satisfaction Measurement Form.	None		<i>Section Head / Shift-In-Charge Surveillance Terminal Section</i>
TOTAL:		None	5 Hours, 30 Minutes	



39. APPROVAL OF CAPTURED VIDEO FOOTAGE (CVF) COPY REQUEST (COMPLEX CASES)

For investigation purposes. Filing and Releasing of Request is from Monday – Friday (except holidays) 8:00AM – 05:00PM

Office or Division:	Surveillance Operation Division (SOD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	Airlines, Government Agencies, and the General Public

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Result of CCTV Viewing Form (RCVF) 2. Filled-out CVF Copy Request Form (CCRF) 3. Letter of Request from other Investigation Agency / Office or Court of Law.	- Surveillance Terminal Section - Surveillance Terminal Section / SOD Office - Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for CVF Copy attached with complete above-listed requirements, addressed to the MIAA-GM/AGM-SES thru OIC-SSD (via Email or Walk-in)	1.1 Receive and check completeness of required documents presented.	None	30 Minutes	<i>Admin Officer On-Duty SOD</i>
	1.2 Forward the request attached with complete requirements (hard copy or email) to SSD.	None		<i>Admin Officer On-Duty SOD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receive Request for CVF Copy with complete attached requirements and evaluate.	None	1 Hour	<i>Admin Officer On-Duty Screening and Surveillance Department (SSD)</i>
	1.4 Endorse and Recommend Approval / Disapproval to The GM / AGM-SES (via email or hard copy).	None		<i>Manager/ OIC SSD</i>
	1.5 Receive and review.	None	2 Days	<i>General Manager GM's Office / AGMSES AGMSES Office</i>
	1.6 Approve / Disapprove	None		<i>General Manager GM's Office / AGMSES AGMSES Office</i>
	1.7 Receive the approved/ disapproved CVF Copy Request (via email or hard copy) from AGM-SES	None	30 Minutes	<i>Admin Officer On-Duty SSD</i>
	1.8 Forward approved/dis-approved Request to	None		<i>Admin Officer On-Duty SSD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the SOD via email or hard copy			
	1.9 Receive email of approved/disapproved CVF Copy Request from SSD.	None	30 Minutes	<i>Admin Officer On-Duty SOD</i>
	1.10 Notify and send approved/disapproved Request via email to the Surveillance Terminal Section.	None		<i>Admin Officer On-Duty SOD</i>
	1.11 Receive notice and email copy of approved CVF Copy Request from SOD Office.	None	3 Hours	<i>Section Head/ Shift-In-Charge Surveillance Terminal Section, SOD</i>
	1.12 Instruct CCTV Operator to execute the process according to the specific details of the request as to location, date, and part/portion of the CVF.	None		<i>Section Head/ Shift-In-Charge Surveillance Terminal Section, SOD</i>
	1.13 Notify SOD Office as soon as the CVF Copy is ready for release.	None		<i>Section Head/ Shift-In-Charge Surveillance Terminal Section, SOD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive notification and copy of approved/ disapproved request thru email	2. Notify Requesting Party and send copy of approved / disapproved request thru email.	None	30 Minutes	<i>Admin Officer On-Duty SOD</i>
3. Pick-up CVF Copy and sign at the “RELEASE OF CVF COPY Form (RCCF) with Undertaking” and CVF Copy Release Logbook from Surveillance Terminal Section.	3.1 Release CVF Copy and require requesting party to sign at the “Release of CVF Copy Form (RCCF) with Undertaking” and CVF Copy Release Logbook.	None	30 Minutes	<i>Section Head/ Shift-In-Charge Surveillance Terminal Section, SOD</i>
	3.2 Requests complainant to accomplish Client Satisfaction Measurement Form.	None		
TOTAL:		None	2 Days, 6 Hours, 30 Minutes	

Legend:

COMPLEX CASES - Complicated cases, i.e., related to acts of terrorism and/or sensational security-related incidents/crimes that need careful handling, attract media or public attention, and may require significant alteration to ordinary procedures to manage it. This includes all requests from NON-MIAA Offices.



SYSTEMS AND PROCEDURES IMPROVEMENT DIVISION

Internal Services



40. CONDUCT OF SURVEY OR STUDY ASSISTANCE

To process the request and conduct the survey or study as required by other offices.

Office or Division:	Systems and Procedures Improvement Division (SPID)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of MIAA

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Original)	Requestee
2. Activity Initiation Form (AIF) (1 Original)	SPID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and filled-out AIF to SPID	1.1 Check the completeness of the documents. If complete, acknowledge the request, record in the Office Logbook, and endorse to the OIC/ Manager of SPID for recommending approval	None	5 Minutes	<i>Management System Analyst SPID</i>
	1.2 Review and recommend the approval/ disapproval	None	2 Hours	<i>OIC/Manager SPID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Forward to the OIC/Manager-CMSD, and AGM-ADCA for approval/ disapproval	None	5 Minutes	<i>Management System Analyst SPID</i>
	1.4 Review and approve/ disapprove the AIF	None	4 Hours	<i>OIC/Manager CMSD Assistant General Manager ADCA</i>
	1.5 Conduct staff meeting to brief and assign personnel to handle the survey or study	None	2 Hours	<i>OIC/Manager SPID</i>
	1.6 Validate the methodology and process of the survey or study	None	3 Days	<i>Management System Analyst SPID Senior Management System Analyst SPID</i>
	1.7 Advise the requestee of the timeline and updates of the survey or study through official email	None	5 Minutes	<i>Management System Analyst SPID</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Conduct the data collection and encode the data gathered	None	7 Days	<i>Management System Analyst SPID</i>
	1.9 Validate and analyze the data gathered	None	7 Days	<i>Senior Management System Analyst SPID</i>
	1.10 Draft the report	None	1 Day	<i>Management System Analyst SPID</i> <i>Senior Management System Analyst SPID</i>
2. Confirm the meeting with SPID	2. Advise the requestee for a meeting to discuss the result of the survey or study	None	5 Minutes	<i>Management System Analyst SPID</i>
3. Attend the meeting with SPID	3.1 Discuss the results of the survey or study for comments/ additional inputs	None	2 Hours	<i>Senior Management System Analyst SPID</i>
	3.2 Finalize the report of the Survey or Study and endorse to the OIC/Manager of SPID, OIC/Manager of CMSD,	None	4 Hours	<i>Management System Analyst SPID</i> <i>Senior Management System Analyst SPID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and AGM of ADCA for approval			
	3.3 Release the Final Report together with the AIF for signature or acceptance of deliverables	None	5 Minutes	<i>Management System Analyst</i> SPID
4. Accept the Final Report and submit the signed AIF	4. Receive the signed AIF for file and reference	None	5 Minutes	<i>Management System Analyst</i> SPID
TOTAL:		None	19 Days, 6 Hours 30 Minutes	

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



41. FACILITATION FOR MEMORANDUM CIRCULAR CONSTITUTION AND REVISION

To facilitate the constitution and revision of memorandum circulars requested by MIAA offices.

Office or Division:	Systems and Procedures Improvement Division (SPID)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of MIAA

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Memorandum Request (1 Original)	Requestee
2. Systems and Procedure Review Form (SPRF) (1 Original)	SPID
3. Draft Memorandum Circular (1 Original or Photocopy)	Requestee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memorandum Request, filled-out SPRF, and draft Memorandum Circular (MC) to SPID	1.1 Check the completeness of the documents. If complete, acknowledge the request, record in the Office Logbook, and endorse to the OIC/ Manager of SPID for approval	None	5 Minutes	<i>Management System Analyst SPID</i>
	1.2 Assign personnel to handle the	None	2 Hours	<i>OIC/Manager SPID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	creation/revision of MC and approve the SPRF			
	1.3 Forward the SPRF for notation of OIC/Manager, CMSD	None	5 Minutes	<i>Management System Analyst SPID</i>
	1.4 Review and sign the SPRF. Forward the signed SPRF to SPID	None	2 Hours	<i>OIC/Manager CMSD</i>
	1.5 Review related documents, conduct research, and determine interfacing units	None	5 Days	<i>Management System Analyst SPID Senior Management System Analyst SPID</i>
	1.6 Email Notice of Meeting to interfacing units and requestee	None	5 Minutes	<i>Management System Analyst SPID</i>
2. Acknowledge the notice and attend the meeting	2.1 Conduct collaborative meetings with the requestee and interfacing units	None	10 Days	<i>Management System Analyst SPID Senior Management System Analyst SPID</i>
	2.2 Prepare initial draft of the MC	None	1 Day	<i>Management System Analyst SPID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Senior Management System Analyst SPID</i>
	2.3 Email the initial draft of the MC to the requestee and interfacing units for their review, and additional inputs	None	5 Minutes	<i>Management System Analyst SPID</i>
3. Receive, review, and provide additional inputs	3.1 Evaluate the inputs, revise the draft MC accordingly,	None	1 Day	<i>Management System Analyst SPID</i> <i>Senior Management System Analyst SPID</i>
	3.2 Email the latest draft of the MC to the requestee for their final review and approval	None	5 Minutes	<i>Management System Analyst SPID</i>
4. Receive and review the latest draft of the MC. Provide comments or recommendation for approval	4.1 Finalize the MC and prepare Memorandum Brief and attachments/references	None	1 Day	<i>Management System Analyst SPID</i> <i>Senior Management System Analyst SPID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Release the documents to the requestee for routing	None	5 Minutes	<i>Management System Analyst SPID</i>
TOTAL:		None	18 Days, 4 Hours 30 Minutes	

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



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>For walk-ins, the client may fill out the:</p> <ul style="list-style-type: none"> Client Satisfaction Measurement (CSM) Questionnaire through a Form or online (QR Code) available in MIAA Offices with external/internal services in the Citizen's Charter MIAA (ARTA) Feedback Form available at the Public Assistance and Complaints Desk (PACD) located in the lobby of the MIAA Administration Building <p>Other concerns may be coursed through the Public Assistance under the Public Assistance and Protocol Office (PAPO):</p> <ul style="list-style-type: none"> Email : publicassistance@miaagov.ph Call : (02) 8877-1109 local 4229 SMS : (63) 917-8396242 Facebook: Manila International Airport Authority (@MIAAGovPH) X (Twitter): @MIAAGovPH
<p>How is feedback processed?</p>	<p>For CSM Form:</p> <ul style="list-style-type: none"> The designated ARTA Coordinator/representative of each office shall bring their CSM drop box with CSM Form daily to the Systems and Procedures Improvement Division (SPID) for compilation and recording. If the CSM was sent through online, the designated personnel from MISD shall forward the feedback to SPID daily for compilation and recording. Feedback that requires answers is forwarded to the concerned personnel/office for their information and appropriate action.



FEEDBACK AND COMPLAINTS MECHANISM

For MIAA (ARTA) Feedback Form

- Public Assistance analyzes, encodes to the database, and acknowledges the feedback upon receipt. Feedback that requires answers is forwarded to the concerned personnel/office for their information and appropriate action.

For feedback received through email/call/text/social media

- Public Assistance analyzes, encodes to the database, acknowledges the feedback, and endorses the same to the following Office of Primary Responsibility (OPR) for the information and appropriate action.
 - a. MIAA offices
 - b. Government agencies operating at the NAIA
 - c. Airline offices
 - d. CRC – New NAIA Infra Corp
- Upon receipt of feedback from the OPR, Public Assistance sends the feedback or action taken through the email, mobile number, or social media account provided by the client.



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to file a complaint?</p>	<p>To file a complaint against the MIAA, you may use the following methods:</p> <ul style="list-style-type: none"> Fill-out the MIAA (ARTA) Feedback Form available at the Public Assistance and Complaints Desk (PACD) located in the lobby of the MIAA Administration Building Email: publicassistance@miaagov.ph Call : (02) 8877-1109 local 4229 SMS : (63) 917-8396242 <p>Make sure to provide the following details:</p> <ul style="list-style-type: none"> Full name and Contact Information of the complainant Sex (Male or Female) Narrative/Details of the complaint Evidence Name of the person/office being complained
<p>How are complaints being processed?</p>	<p>All complaints received against the MIAA will be analyzed, encoded to the database, and acknowledged by the Public Assistance under PAPO.</p> <p>Public Assistance endorses the complaint to the OPR for their information and appropriate action to address the complaint. There is a reglementary period where OPR can answer said complaints.</p>



FEEDBACK AND COMPLAINTS MECHANISM

Target timelines in resolving complaints are classified into three (3) levels:

Level	Type of Feedback	Processing Time
1	Simple (Requires ministerial actions of the OPRS, or that which presents only inconsequential issues for the resolution)	3 Working Days
2	Complex (Necessitates evaluation in the resolution of complicated issues by the OPR)	7 Working Days
3	Highly Technical (Requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation)	20 Working Days

When OPR has given back their comment/feedback/action taken, Public Assistance shall prepare a letter incorporating the answer of the OPR and send to the contact details provided by the complainant.

Contact Information of CCB, PCC, ARTA

Contact Center ng Bayan (CCB)

Email: email@contactcenterngbayan.gov.ph / SMS: 0908 881-6565

Presidential Complaint Center (PCC)

Email: pcc@malacanang.gov.ph / Hotline: 8888

Anti-Red Tape Authority (ARTA)

Email: complaints@arta.gov.ph / Contact No: 1-ARTA (2782)



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the General Manager	4 th Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 2336 / 716
Office of the Senior Assistant General Manager	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3112 / 3113
Office of the AGM for Finance and Administration	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4305
Office of the AGM for Operations and Safety Standards Compliance	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3735
Office of the AGM for Airport Development & Corporate Affairs	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4269
Office of the AGM for Engineering	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3042
Office of the AGM for Security and Emergency Services	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3054
Internal Audit Services Office	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 734
Public Affairs and Protocol Office	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 877-1109 local 748 / 3586
Legal Office	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 877-1109 local 738
Finance Department	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 743
Administrative Department	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3186



OFFICE	ADDRESS	CONTACT INFORMATION
Business Development & Concessions Management Department	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3709
Intelligence and ID Pass Control Department	5 th Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4257
Airport Police Department	Ground Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 4230
Airport Security Inspectorate Office	4 th Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3056
Civil Works Department	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3042
Screening and Surveillance Department	2 nd Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 3050
Office of the Corporate Board Secretary	4 th Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3716
Business and Real Estate Investment Development Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 759
Concessions Management Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 758
Accounting Division	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3180
Budget Division	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 745
Cashiering Division	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 747
Collection Division	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 748



OFFICE	ADDRESS	CONTACT INFORMATION
Personnel Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 753
Human Resource Development Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 2523
Procurement Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4300
Property Management Division	MIAA Warehouse, MIAA Admin Compound, MIA Road, Pasay City	(02) 8877-1109 local 4094
General Services Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3009
Airport Terminal Compliance Monitoring Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 877-1109 local 3735 / 4217
Airport Grounds Operations Compliance Monitoring Division	2 nd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 877-1109 local 3735 / 4217
Plans and Programs Division	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4089
Systems and Procedures Improvement Division	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 736
Management Information Systems Division	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4105
Mechanical Division	MIAA Admin Compound, MIA Road, Pasay City	(02) 8877-1109 local 782
Electrical Division	MIAA Admin Compound, MIA Road, Pasay City	(02) 8877-1109 local 431
Electronics & Communication Division	MIAA Admin Compound, MIA Road, Pasay City	(02) 8877-1109 local 3999



OFFICE	ADDRESS	CONTACT INFORMATION
Pavements & Grounds Division	MIAA Admin Compound, MIA Road, Pasay City	(02) 8877-1109 local 783
Buildings Division	MIAA Admin Compound, MIA Road, Pasay City	(02) 8877-1109 local 778
Design & Planning Division	3 rd Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 3991
Public Assistance Division	Ground Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4219
Intelligence and Investigation Division	5 th Floor, MIAA Administration Building, MIA Road, Pasay City	(02) 8877-1109 local 4257
Medical Division	Ground Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 794
Airside Police Division	2 nd Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 3911
Terminal Police Division	2 nd Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 3045
Landside Police Division	Ground Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 791 / 4288
Police Intelligence and Investigation Division	Ground Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 3653
Police Detection and Reaction Division	APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 4222
Screening Division	2 nd Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 3051
Surveillance Division	2 nd Floor, APD Headquarters, Chapel Road, Pasay City	(02) 8877-1109 local 3051



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