

Airports

External Services

1. Accounting Clearance

| Office or Division: | Accounting Section/Finance Division – Airports | | | |
|---|---|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen; G2G- Government to Government | | | |
| Who May Avail: | CAAP Employees, Retiree and Concessionaires | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| None | | | | |
| <i>*Duration of the activity will depend on the volume of clearances being processed.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Accounting Unit | | None | | |
| 2. Fill out and submit request for Accounting Clearance | Receive duly accomplished Accounting Clearance Form | None | 2 Minutes | Accounting Personnel |
| | Check the subsidiary ledger of unliquidated cash advances or delinquent account in case of concession. Issue order of payment if needed | None | 5 Minutes | Accounting Personnel |
| 3. Pay the unliquidated cash advances, if any and receive Official Receipt | Issuance of Official Receipt in case of unliquidated cash advances/payment | None | 5 Minutes | Collecting Officer |
| 4. Receive the duly approved accounting clearance | Signs, approve and issue the Accounting Clearance | None | 5 Minutes | Area Accountant |
| | TOTAL: | None | 17 Minutes | |

2. Application of Height Clearance

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|--|---|------------------------|------------------------|---------------------------------|
| Office or Division: | Safety Office – Airports | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen | | | |
| Who May Avail: | Airport Clients, Infrastructure adjacent to the runway strip | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Building/Structure plan and drawings of elevations | | Applicant | | |
| 2. Geographical coordinates duly certified and sealed by Geodetic Engineer | | Applicant | | |
| 3. Official Receipt of Payment | | CAAP | | |
| <i>*If upon survey, an infrastructure is assessed to be non-compliant to obstacle limitation surface requirement, a notice will be sent to the owner thereof for proper demolition</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to ASSO Office | | | | |
| 2. Fill out and submit the height clearance form together with the required documents | Receive and acknowledge the duly accomplished height clearance form, check the completeness of the required documents | None | 20 Minutes | Aviation Safety Service Officer |
| | Indorse the submitted documents to ADMS | None | 5 Minutes | Aviation Safety Service Officer |
| | Inform the applicant that he/she will receive a notice of approval/disapproval of the application | None | 2 Minutes | Aviation Safety Service Officer |
| | TOTAL: | None | 27 Minutes | |

3. Crash Fire and Rescue Response

| Office or Division: | Crash Fire and Rescue Unit | | | |
|--|---|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2G – Government to Government | | | |
| Who May Avail: | Airport Facilities and Aircrafts | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| None | | | | |
| *The CFR will immediately request assistance from the nearby Fire Station in case of massive fire. | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Distress Call | Dispatch the necessary equipment and sufficient personnel to the crash site and commence first suppression and rescue | None | 3 Minutes | Fire/Crew Supervisor |
| | Establish on scene command post | None | 3 Minutes | Fire/Crew Supervisor |
| | Request additional support as required | None | 3 Minutes | Fire/Crew Supervisor |
| | Coordinate on scene activities with senior airport official, medical officer and police and incident officer | None | 15 Minutes | Fire/Crew Supervisor |
| | Assigns area for initial medical triage and assembly area for ambulatory passengers | None | 5 Minutes | Fire/Crew Supervisor |
| | TOTAL: | None | 29 Minutes | |

4. Grant Access to Airside

| Office or Division: | Air Traffic Service – Airports | | | |
|---|---|------------------------|------------------------|-----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen | | | |
| Who May Avail: | Government Agencies and Hospitals | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Request Access to Airside (RAA) Form | | | CAAP | |
| <i>*In case of emergency and security threat, the Agency will absolutely close access to Airside to non-passengers and non-airport personnel.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to CAAP Office Receiving Clerk | | None | | |
| 2. Submit the duly accomplished RAA Form | Receive and evaluate duly accomplished Request Access to Airside Form | None | 5 minutes | Receiving Clerk |
| | Evaluate, verify and recommend for approval the request access to airside | None | 3 Minutes | CSI |
| 3. Receive the duly approved RAA | Approve/disapprove RAA | None | 2 Minutes | Civil Aviation Area Manager |
| | Assess the movement of the airside and send final signal when to go in | None | 5 minutes | Air Traffic Service |
| | TOTAL: | None | 15 Minutes | |

5. Heroes' Lounge Access

| Office or Division: | CSIS - Airports | | | |
|---|---|-------------------------|------------------------|-------------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government | | | |
| Who May Avail: | Government Agencies and Societies with VIP Guests | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Heroes' Lounge Application Form | | CAAP | | |
| <i>*The Heroes' Lounge is non-exclusive to one party, except in case of the President of the Republic of the Philippines wherein the reservations made with the same time slot will be cancelled subject to refund.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to CAAP Office Security Guard House and secure a copy of VIP Lounge Reservation Form | | | | Guard on Duty |
| 2. Fill out and submit the duly accomplished VLA Form to AVSE and OTS in case of departure | Receive, evaluate and sign the duly accomplished Heroes' Lounge Application Form | None | 3 Minutes | AVSE and OTS (in case of departure) |
| 3. Proceed to CSI | Evaluate and sign the Heroes' Lounge Application Form | None | 3 Minutes | CSI |
| | Signify the availability of the Heroes' Lounge and approve the HLA | None | 3 Minutes | Office of the CAAM |
| 4. Pay the HLA fee and receive the Official Receipt | Receive payment for the Heroes' Lounge and issue Official Receipt | Php 560.00/ Hour | 3 Minutes | Collecting Officer |
| | TOTAL: | Php560.00/ hour | 12 Minutes | |

6. Issuance of Access Pass

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|--|---|-----------------------------------|------------------------|---------------------------|
| Office or Division: | CSIS – Airports | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government | | | |
| Who May Avail: | Concessionaires, Government Agencies and CAAP Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Police Clearance/ NBI 2. (1 pc) 2” x 2” Picture 3. (2 pcs) 1” x 1” Picture | | PNP/NBI Applicant Applicant | | |
| <i>*Upon recommendation of the AVSE and the CSI, issued access pass will be withdrawn from the bearer thereof.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to CSI | | | | |
| 2. Fill out and submit request for Access pass | Receive request together with the supporting documents and the duly accomplished Application form | None | 6 Minutes | CSIS |
| 3. Submit for interview | Evaluate application and submitted documents/ interview the applicant | None | 15 Minutes | CSIS |
| | Review / investigate / Recommend/disapprove | None | 3 Minutes | AVSEU |
| | Approve/Disapprove sign the Application | None | 3 Minutes | CAAM |
| 4. Pay the Access ID fee and received the Official Receipt and the Access Pass | If approved, collect Access Pass fee | Php 50.00 | 2 Minutes | Collecting Officer |
| | Print Access pass | None | 3minutes | CSIS |
| | Signature of client/ applicant | None | 3 minutes | Client |
| | Countersign of CSIS Chief | None | 3 minutes | Chief Security |
| 5. Receive duly approved Access Pass | Sign and issue Access Pass | None | 3 minutes | CAAM |
| | Laminate Access Pass | None | 1 Minute | CSIS |
| | TOTAL: | Php50.00 access pass fee | 42 Minutes | |

7. Pay Parking Collection

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|---|--|---|------------------------|---------------------------|
| Office or Division: | Air Traffic Service – Airports | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen | | | |
| Who May Avail: | Government Agencies and Hospitals | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Overnight Parking 1. Driver's License 2. OR/CR 3. Parking Waiver | | Client Client CAAP | | |
| FEES: Overnight Parking – Php112.00 24 hours parking – Php168.00 Regular Parking – Php22.40 for the first 2 hours Php11.00 for the succeeding hours | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Regular Parking | | | | |
| 1. Proceed to Parking Entrance | | | | |
| 2. Pay Parking Fee | Issue Parking Fee Ticket and Receive Parking Fee Payment | Php22.40 for the 1 st 2 Hours and Php11.00 for the Succeeding Hours | 30 seconds | Parking Fee Collector |
| | TOTAL: | | 30 Seconds | |
| Overnight Parking | | | | |
| 1. Proceed to Parking Entrance and show pertinent documents | Check the Driver's License, OR/CR and Mobile Number and issue Parking Waiver | | 2 minutes | Parking Fee Collector |
| 2. Receive the Parking Fee Ticket and Pay the Parking Fee | Issue Parking Fee Ticket and collect the fee | a. Php112.00 – Overnight Parking b. Php168.00 – Twenty Four Hours | 30 Seconds | Parking Fee Collector |
| | TOTAL: | | 3 minutes | |

8. Processing Application for Concession

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|--|--|---|
| Office or Division: | Concession Unit – Airports | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen | |
| Who May Avail: | Any citizen/client who want to do business at CAAP Airport | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <p>New Applicant:</p> <ol style="list-style-type: none"> 1. Letter of Intent 2. Request for Proposal (RFP) 3. Business Plan for Concession/Products/Service/Year Profits and Losses/Pricing/Design of Proposed Concession 4. Company Profile/Experience on business applied 5. Location Site Plan 6. Evaluation of Site Visit; Water and Electric Service Plan/Request 7. Evaluation of Interview of Proposed Concession <p>After approval</p> <ol style="list-style-type: none"> 8. Permits (Business/Mayor) 9. Height clearance (if construction needed) 10. Architectural plans for new structures 11. CGL (Comprehensive General Liability) Insurance <p>Renewal Items 1-11 (Effective 01/2017)</p> <ol style="list-style-type: none"> 12. Certificate of No Pending Outstanding Balance 13. History of Concession Activities with CAAP 14. Former and existing concession contracts with CAAP <p>Additional requirement for Corporation</p> <ol style="list-style-type: none"> 15. Secretary's Certificate 16. SEC Registration/BSP 17. Compliance with Electrical Code 18. Compliance with the Building Code 19. Recommendation from Airport Manager 20. Sanitary Permit <p>Additional requirements for Single Proprietorship</p> <ol style="list-style-type: none"> 21. DTI Certificate 22. Sanitary Permit 23. Health Clearance for service personnel 24. Ground Handling/Cargo Services (if applicable) 25. CAB Certificate/CPCN if required <p>Transport Services (if applicable)</p> <ol style="list-style-type: none"> 26. CPCN if required; or 27. LTFRB Certificate 28. DOT Accreditation <p>If the contract is approved</p> <ol style="list-style-type: none"> 29. NBI or Police Clearance of Service Crew/Personnel | | <p>Applicant CAAP Applicant</p> <p>Applicant CAAP CAAP</p> <p>CAAP</p> <p>Applicant Applicant Applicant Applicant</p> |
| <p>Note: All approval/disapproval of new application & renewal of permit will be in the Central Office but follow ups be made in the Area Concession-in-Charge</p> | | |

| CLIENT STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------------|------------------------|---|
| 1. Submit letter of intent together with the documentary requirements | Received and acknowledge submitted documents | None | 2 Minutes | Receiving Clerk |
| 2. Wait for initial evaluation of submitted documents | 2.1 Review the completeness of the submitted documents | None | 3 Minutes | Concession-in-Charge Officer |
| | 2.2 Inform applicant that he/ she will receive a notice of approval/disapproval and appropriate action of the application | None | 2 Minutes | Concession-in-Charge Officer |
| | 2.3 Indorse the submitted documents to the Corporate Planning Office, CAAP Head Office for final evaluation and appropriate action | none | 3 Minutes | Civil Aviation Area Manager |
| 3. Present Business Proposal | 3.1 Conduct assessment & review the application; Discuss, deliberate & submit recommendation | None | | Business Dev. Staff |
| | 3.2 Draft Contracts of Lease | None | | Business Dev. Staff |
| | 3.3 Review of Draft Contract & forward to Chief, Corplan | None | | Chief, Business Dev. |
| | 3.4 Review & approve draft Contract of Lease | None | | Chief, Corplan |
| | 3.5 Send draft contract to Area/Airport/ Concession-in-Charge | none | | Business Dev. Staff |
| 4. Present valid ID and authorization letter, whichever is applicable | 4.1 Checking of valid ID; Release of draft contract for review Signing of contract; Notarial fee & | Php 150.00 | 2 Hours | Business Dev./ Concession-in-Charge Officer |
| | 4.2 Send signed contract to Corplan | none | | Concession-in-Charge Officer |
| | 4.3 Receipt of Collection | | | Corplan |

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|------------------------------------|--|------------------------------------|---------------------|------------------------------|
| | 4.4 Forward contract to Chief, Corplan for endorsement to the Director General | None | | Chief, Corplan |
| | 4.5 Review and approve Contract of Lease | None | | Director General |
| | 4.6 Contract Notarization | None | | Business Dev. Staff |
| | 4.7 Send notarized Contract to Client | none | | Business Dev. Staff |
| | 4.8 Prepare request for Order of Payment | none | | Business Dev. Staff |
| | 4.9 Receive request for Order of Payment ; prepare Order of Payment Slip (OPS) | 2 Months Advance; 2 Months Deposit | | Accounting Staff |
| 5. Proceed to collection | 5.1 Receive payment | None | 1 Minute | Collection Officer |
| | 5.2 Issue Official Receipt (OR) | None | 3 Minutes | Collection Officer |
| 6. Submit copy of Official Receipt | 6.1 Check and photocopy of OR | None | 3 Minutes | Concession-in-Charge Officer |
| | 6.2 Release of original OR to client | None | 1 Minute | Concession-in-Charge Officer |
| | 6.3 Send to Business Dev (photocopy of OR) | None | 7 Minutes | Concession-in-Charge Officer |
| | 6.4 Prepare Notice to Proceed (if new application) | None | 5 Minutes | Business Dev. Staff |
| | 6.5 Release 1 original copy of Contract of Lease and Notice to Proceed | none | 1 Minute | Business Dev. Staff |
| | TOTAL: | 2 Months Advance; 2 Months Deposit | 2 Hours, 31 Minutes | |

9. Processing of Flight Plan

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|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Air Traffic Service – Airports | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen | | | |
| Who May Avail: | Licensed Pilot or License Flight Dispatcher | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 2. Pilot Licenses 3. Airworthiness of the Aircraft | | | Applicant | |
| <i>*Flight plan will not be process when the license of the pilot or the airworthiness of the aircraft are expired and when the weather conditions does not permit or when the airport of destination is closed, for the reason of limitation on hours of operation or any other safety issue</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Air Traffic Control Office | | None | | |
| 2. Fill out and submit the Flight Plan Form | Receive, acknowledge and check the duly accomplished Flight Plan Form | None | 3 Minutes | Air Traffic Controller |
| | Review, verify and evaluate the Flight Plan | None | 2 Minutes | Air Traffic Controller |
| 3. Receive briefing on route and destination | Brief on route and destination | None | 1 Minute | Air Traffic Controller |
| 4. Receive copy of the approved Flight Plan | Approve the Flight Plan and furnish copy to the pilot/flight dispatcher | None | 1 Minute | Air Traffic Controller |
| | TOTAL: | None | 7 Minutes | |

10. Processing of Monetary Claims

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|---|---|--|
| Office or Division: | Accounting Section/Finance Division – Airports | |
| Classification: | Simple | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government | |
| Who May Avail: | CAAP Employees/Personnel and Outside Creditors | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <p>Cash Advance of Traveling expenses:</p> <ol style="list-style-type: none"> 1. Disbursement Voucher Form 2. Approved Travel Order 3. Itinerary of Travel 4. Statement of Account (if applicable) <p>Payment/Reimbursement of Traveling Expenses:</p> <ol style="list-style-type: none"> 1. Disbursement Voucher Form 2. Approved Travel Order (Appendix “A”) 3. Itinerary of Travel (Appendix “B”) 4. Certificate of Travel Completed 5. Taxi, Bus, Van Tickets, Ferry tickets 6. Certificate of Appearance 7. Travel Report 8. Notice of Assumption for New/Transferred Personnel 9. Plane ticket with Official Receipt 10. Boarding Pass 11. Certificate of Expenses not requiring receipts (if applicable) <p>Reimbursement of Expenses Incurred for Airport Operations (urgent in nature)</p> <ol style="list-style-type: none"> 1. Disbursement Voucher Form 2. Purchase Request No. 3. OR with initial of the inspector and date of inspection 4. Inspection and Acceptance 5. List of Receipts and Expenditures with Certification 6. Requisition Issue Slip (RIS) 7. Inventory Custodian Slip/Acknowledgement Receipt for Equipment (if applicable) <p>Security Services</p> <ol style="list-style-type: none"> 1. Disbursement Voucher Form 2. Agency Billing Statement 3. Cert True Copy of OR of SSS, Pag-Ibig and Philhealth Contribution 4. Copy of Duty Detail Order 5. DTR of Security Guards 6. Summary of Time Record duly certified correct by CSIS 7. Copy of Payroll 8. Certification of Performance 9. Daily Reports of CSIS 10. Certification that all wages and benefits are in accordance with PADPAO rates 11. Contract | | <p>Accounting CAAP Claimant</p> <p>Accounting CAAP Claimant Claimant Claimant Claimant Claimant Claimant Claimant Claimant Claimant</p> <p>Accounting Supply Supply CAAP Claimant Supply Supply</p> <p>Accounting Claimant Claimant</p> <p>Claimant Claimant CSIS Claimant Claimant Claimant</p> <p>CSIS</p> |

**The duration of activity will depend on the number of claims being processed.*

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|------------------------|------------------------|-----------------------------|
| 1. Proceed to Finance Unit/Receiving Clerk | Ask for checklist or list of requirements for the claims | None | 1 Minute | Finance/ Receiving Clerk |
| 2. Submit the necessary claims and supporting documents | Receive/acknowledge/ record on the logbook Assign DV Number | None | 1 Hour | Finance/ Receiving Clerk |
| | Receive, check, evaluate & record to JEV & SL (for CA & Liquidation) the submitted claims and supporting documents | None | 2 Hours | Pre-Audit |
| | Obligation of Funds | None | 15 Minutes | Budget Officer |
| | Certify as to availability of funds/completeness of document | None | 15 Minutes | Accountant |
| | Approval of Disbursement Voucher | None | 5 Minutes | Civil Aviation Area Manager |
| | Issuance of checks | None | 15 Minutes | Disbursing Officer |
| | Countersign the check | None | 5 Minutes | Civil Aviation Area Manager |
| 3. Receive the check | Release the check | None | 4 Minutes | Disbursing Officer |
| | TOTAL: | None | 4 Hours | |

11. Processing of Request for Extension of Hour Operation

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|--|---|------------------------|------------------------|---|
| Office or Division: | Air Traffic Service – Airports | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2C – Government to Citizen | | | |
| Who May Avail: | Airline Operators, General Aviation Operators, Military Planes | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Request for Extension of Hour of Operation (REHO) Form | | | CAAP | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to the Receiving Clerk and fill out the REHO Form | Receive, acknowledge and check the duly accomplished Request for Extension of Hour Operation Form (REHO) | None | 2 Minutes | Receiving Clerk |
| | Disseminate information to CFR/CSIS/ANS/ other concerned units Relay the request to the Operations Center for Processing | None | 1 Minute | Air Traffic Controller |
| | Recommends the REHO to the Office of the Director General thru the Operations Rescue Coordinating Center (ORCC) for approval | None | 5 Minutes | Civil Aviation Area Manager |
| | Approve/Disapprove the REHO | None | 10 Minute | Office of the Director general |
| | Furnish copy of the approved/disapproved REHO and inform the applicant that they will receive a bill | None | 15 Minutes | Office of the Civil Aviation Area Manager |
| 2. Receive the Copy of the Approve/Disapprove REHO | | None | 2 Minutes | |
| | TOTAL: | None | 35 Minutes | |



Guidelines on Customer Feedback and Satisfaction Rating

1. Office of Primary responsibility (OPR) delivering service to its client shall present a customer feedback in paper form (printed in A4 size) together with the delivered document/s and drop their entries to the suggestion boxes (made of glass or fiber glass) at designated places.

Customer feedback in electronic form i.e., embedded file through email, can be adopted provided proper repository of collected accomplished feedback shall be secured and forwarded to corporatecommunications.caap@gmail.com with:

Subject: Customer Feedbacks (For the period of MM/DD/YYYY to MM/DD/YYYY (Office/Area Center/Airport))

2. Accomplishment of customer feedback form shall contain the following minimum feedback points:
 - a. *Promptness of action on delivered service*
 - b. Completeness and accuracy of required information
 - c. Received courtesy upon and until receipt of service
 - d. Comment/s for further improvement of service delivery
 - e. Name of individual/s who can be recommended for recognition after receiving an excellent service.
3. For airport/area centers, receipt of the accomplished customer feedback form by the client shall be monitored and converted into PDF file format at the OPR prior sending to the above-stated email address, while for the central office, all original copies of the customer feedback forms shall be forwarded directly to the CCS office.
4. Service/Department/Division/Office/Unit Head and Airport/Area Managers shall authorize a focal person responsible for collecting customer feedbacks together with an authorize Citizen Charter focal person and shall sign a non-disclosure agreement of gathered information.
5. Data collection shall be performed weekly or in a shorter period as the case/situation may require taking into consideration the volume of date for analysis.
6. Identification and prioritization of data captured shall be performed by a person designated Service/ Department/ Division/ Office/ Unit Head/ Airport/ Area Managers whose competency shall be determined according to proven track record/background in data analysis. Should the customer feedback require immediate action, it shall be promptly acted upon by the concerned OPR.



7. The result of analysis and recommendations shall be documented and be made available by the Corporate Communications Staff in coordination with the Strategic Planning Division as input among others for Management Review.

8. Timeliness of submission must be strictly observed.



How to file complain