



**Central Office
Internal Services**

1. 8888 Citizen's Complaint

Office or Division:	Human Resource Management Division – Administrative and Finance Service			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Concerned Citizens and CAAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint at CSC Contact Center ng Bayan (CCB) or 8888 Citizen's Complaint				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 8888 Citizen's Complaint Hotline or Send Message through Presidential Complaint Center (PCC) /CSC Contact Center ng Bayan (CCB)	Receive written complaints filed through electronic mail or website portal	None	30 minutes	8888 Permanent Focal Person/ Alternate Focal Person and Technical Officers
2.	Evaluate the nature of the complaint and determine which CAAP Office has the jurisdiction over the subject matter. Note: If without jurisdiction, concern shall be referred to the appropriate government agency	None	1 day	8888 Permanent Focal Person/ Alternate Focal Person and Technical Officers
3.	Prepare endorsement letter and transmit to the concerned CAAP Office/ Airport and copy furnished the complainant through electronic mail		1 hour	8888 Technical Officers
4.	Concerned CAAP Office/ Airport act on the complaint	none	1 day	Concerned CAAP Office/ Airport Personnel
5.	Evaluate the action taken/ feedback if responsive and satisfactory	none	1 day	Concerned CAAP Office/ Airport Personnel; 8888 Technical Officers
6. Receive reply on	Inform complainant of	none	30 minutes	Concerned CAAP

action/s taken on complaint	action/s taken on complaint thru email For anonymous complaints, replies are addressed directly to the office of origin of the 8888 citizens' concern/ issues			Office/ Airport Personnel 8888 Technical Officers
	TOTAL:	none	3 days and 2 hours	



2. Analyzing, Classifying, Sorting and Filing of Other Documents Received by CRAD such as MOA, MOU, Letters/Communications From Different Government and/or Private Offices

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to citizen; G2G- Government to Government			
Who May Avail:	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents for file		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Receives documents for file	None	5 Minutes	Records Officer, CRAD
	2. Analyze, classify, and sorts other documents received for file	None	15 Minutes	Records Officer, CRAD
	3. Files documents on other Miscellaneous Files maintain by CRAD	None	Within two (2) working days after receipt	Admin. Aide II/ UW, CRAD
	TOTAL:	none	Two (2) working days	

3. Application for Leave of Absence

Office or Division:	Human Resource Management Division – Administrative and Finance Service
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Permanent, Temporary, Presidential Appointee, and Co-Terminus CAAP Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 copies signed application for Leave (CSC Form N0. 6) Additional Requirements: <ol style="list-style-type: none"> a. For under time and >5 days Sick Leave: Medical Certificate b. For Solo Parent Leave: Valid Solo Parent ID issued by DSWD c. For special Emergency Leave/Calamity Leave: Declaration of Calamity Area d. For Paternity Leave: Medical Certificate/Certificate of Live Birth, Marriage Contract e. For allocation of Maternity Leave: Written Notice of the female worker indicating allocation of maternity leave, approved maternity leave application f. For Compensation Time/Day Off: Statement of Overtime, Copy of DTR, Overtime Authorization Slip 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved leave application and required documents (if applicable) to HRMD	Receive form; evaluate the leave application and verify authenticity of the documents submitted	None	15 Minutes	HRM Assistant
2.	Record availment to employee's leave card	None	10 Minutes	HRM Assistant
3.	Certify leave credits	None	5 Minutes	HRM Officer
4.	Retain one (1) original copy for file and release one (1) copy for employee	none	10 Minutes	HRM Assistant
	TOTAL:	none	40 Minutes	

4. Application for Monetization of Leave Credits – Area Center

Office or Division:	Human Resource Management Division – Administrative and Finance Service			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All CAAP Personnel (Permanent, Temporary, Co-terminus)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request citing reason of monetization 2. Duly signed Application for leave (in accordance with Delegation of Authority Manual) 3. Proof of reason for monetization (e.g. medical certificate, school expenses or pictures of damaged property, etc.)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for monetization with complete attachments	Check if the required documents/attachments are complete, including proper signatories. Review application in accordance with CSC provision.	None	10 Minutes	HRM Aide/ HRMO-In-Charge
2.	Stamped receive and record in logbook of Incoming documents	None	5 Minutes	HRM Aide
3.	Computes money value of monetized leave in accordance with DBM-CSC approved formula	None	10 Minutes	HRM Aide/ HRMO-In-Charge
4.	Prepares Budget Utilization Request (BUR) and Disbursement Voucher (DV)	none	30 Minutes	HRM Aide/ HRMO In-Charge
5.	Sign BUR and DV	None	10 Minutes	Chief, HRMD
6.	Funding of application	None	1 hour	Budget Division
7.	Advise the concerned Area (thru Telephone or thru text) that the application was already forwarded to Budget Division for funding		5 Minutes	HRM Assistant
	TOTAL:	none	2 Hours, 10 Minutes	

5. Approval of Purchase Request (PR) for 15 Thousand and Below

Office or Division:	Procurement Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	End-Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved RIS (Requisition and Issue Slip) stamped with "NO STOCKS AVAILABLE" 2. APP 3. Three (3) Quotations (Items amounting to 1.5K & above) 4. Right form of PR (completely filled up, signed and approved by the Requesting Division Head)			Procurement Division, Supply building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR with complete requirements	1. Receives PR (w/ complete documents)	None	1 Day	PD Admin Assistant
2. Receives PR	2. Reviews/ Assign Control No./ Logs PR	None		
	3. PD Chiefs approves/signs PR	None		
	TOTAL:	None	1 Day	

6. Audit Execution/ Process

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who May Avail:	Any Requesting Party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Audit Work Plan/Program (AWP) 2. Travel Order or Memoranda 3. Audit Checklist and Audit Criteria			Internal Audit Service, 3 rd floor, Main building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Memoranda to auditee or Travel Order for the conduct of audit	None	2 Hours	IAS Chiefs
	2. Approval of Memoranda or Travel Order of from IAS Division Chief and below	None	15 Minutes	Head of IAS
	3. Approval of Travel Order of IAS Head	None	1 day	DDGA
	4. Received approved Travel Order of IAS Head	None	5 Minutes	Admin Asst. I
	5. Serve or mail signed Memoranda to Auditee for the conduct of audit activity	None	1 day	CRAD
	6. File approved/signed copy of Travel Order and Memoranda	None	10 Minutes	Office Clerk
	7. Conduct entry conference with the head of office or airports to be audited	None	1 Hour	Audit Team Leader
	8. Conduct audit as per approved travel order or memoranda	None	As specified in the travel order / Memoranda	Audit team
	9. Conduct exit conference with the head of office or airport	None	3 Hours	Audit Team Leader

	10. Prepare audit report from the result of findings/ observation and develop audit recommendation	None	10 Working Days	Audit Team
	11. Prepare memoranda to the office or airports on the audit findings/observation	None	2 Working Days	Audit Team Leader
	12. Submit audit report together with prepared memoranda to DG or DDGA	None	10 Minutes	Office Clerk
	13. Memorandum to auditee for approval/signature	None	1 day	DG or DDGA
	14. Receive signed memorandum to auditee	None	5 Minutes	Admin Asst. I
	15. Serve or mail signed memorandum	None	1 day	CRAD
	16. File copy of signed memorandum and Audit Report	None	10 Minutes	Office Clerk
	17. Monitor/follow up feedback activity and actions taken by the Auditee	None	4 days	Audit team
	TOTAL:	none	20 Working Days + 6 Hours, 60 Minutes	



7. Authority Order/Service Order (AFS & FSIS), Travel Order (Foreign & Local) / Memorandum Circular Number Assignment

Office or Division:	Administrative and Finance Service			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	CAAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved/Signed Authority Order / Service Order (AFS & FSIS) / Travel Order (Foreign & Local)/ Memorandum Circular			Administrative Department, 3 rd floor, Main building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ADMINISTRATIVE DEPARTMENT 1. Receive Authority Order/ Service Order (AFS & FSIS)/ Travel Order (Foreign & Local)/ Memorandum Circular; 2. Log entry in the incoming logbook; 3. Assign Authority Order/ Service Order (AFS & FSIS) / Travel Order (Foreign & Local) / Memorandum Circular Number; 4. Forward to Central Record and Archives Division	None	15 Minutes	Administrative Assistant
	TOTAL:	none	15 Minutes	

8. Biometric Enrollment of Employee

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All CAAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee/s must have an issued official CAAP ID Number		CSIS, Ground floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to FSCAN Unit for employee registration	Get CAAP ID number	None	1 Minute	FSCAN Unit Staff/Personnel
2. Proceed to location/facility with biometric unit for biometrics enrollment	Enroll employee using the finger prints and ID number (default & alternate)	None	10 Minutes	FSCAN Unit Staff/Personnel
	Encode employee's data to system	none	10 Minutes	FSCAN Unit Staff/Personnel
	TOTAL:	None	21 Minutes per Employee	

9. Cash Transfer For:

- **Personnel Service (P.S.) and Maintenance & Other Operating Expenses (M.O.O.E.) of Area Centers**
- **Repair & Maintenance and Capital Expenditures of Area Centers**

Office or Division:	Treasury Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Area Centers 1-12 & Head Office (PS – Permanent Employees, MOOE – Job Order & Consultancy)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Budget Allocation (NBA) of Area Center 2. Funds Flow Statement of Area Center 3. Notice of Award / Purchase Order / Job Order or Audited Payroll 4. Report of Budget Utilization (RBU) of Area Center		- Head Office Budget Division, 3 rd floor, Admin building - Head Office Budget Division - Head Office Budget Division - Area Center 1 – 12		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive complete documents from Budget Division <ul style="list-style-type: none"> - NBA of Area Center - Funds Flow Statement Area Center - NOA/PO/JO of Projects Receive complete document from Area Centers via email <ul style="list-style-type: none"> - Detailed RBU of Area Centers 	None	15 Minutes 15 Minutes	Treasury Personnel
	2. Validates the completeness of supporting documents per Area Center	None	1 Hour	Treasury Personnel
	3. Reviews the budget utilization and reconcile it with the report of cash released to Area centers	None	12 Hours	Treasury Personnel

	4. Prepares summary report of cash transfer per Area Center	None	1 Hour	Treasury Personnel
	5. Reviews and finalize cash to be transferred to Area Centers	None	4 Hours	Chief, Treasury Division
	6. Preparation of Journal Entry Vouchers (JEV), Disbursement Voucher (DV), and Memo Brief	None	1 Hour	Treasury Personnel
	7. Reviews/checks documents and endorse it to Chief, Finance Department for approval	None	1 Hour	Chief, Treasury Division
	TOTAL:	None	2 days, 4 Hours, 30 Minutes	



10. Dissemination of Documents Including Email for Area Centers (Documents Received Before 4:00pm of the Day)

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authenticated copy/s of documents		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Disseminates documents to different CAAP Offices (Main Office) including email to Area Center	none	Within 2 Hours if all Offices are concerned Within 20 Minutes if not all Offices are concerned For TO: Within 20 Minutes	Admin. Aide II/ UW, CRAD For email: Records Officer, CRAD
	TOTAL:	none	2 Hours	

11. Disseminations of Documents Including Email for Area Centers (Documents Received After 4:00pm of the Day)

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authenticated copy/s of documents		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Disseminates documents to different CAAP Offices (Main Office) including email to Area Center	none	Within 2 Hours if All Offices are concerned Within 20 Minutes if not All Offices are concerned For TO: Within 20 Minutes Note: All within the 1 st hour of the next working day except email (email-within the day received)	Admin. Aide II/ UW, CRAD For email: Records Officer, CRAD
	TOTAL:	none	2 Hours	

12. Facilitation of Request for Travel Authority in Relation to Personal Travel Abroad of ATS Personnel

This service is under the Progression Division of the Air Traffic Planning & Progression Department (ATPPD), ATS provided to all ATMO personnel in relation to their personal travel abroad at no government expense.

Office or Division:	Progression Division, Air Traffic Planning & Progression Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All ATS Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to DG, CAAP		Requesting Party		
2. Certificate of no pending task		FIC/ Division Chief/ Department Manager		
3. Clearance Certificate		Progression Division		
4. Leave Application		Requesting Party		
5. Routing/Action Slip		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter with corresponding attachment to ATS HQ	1. Check/ verify submitted documents for completeness	None	5 Minutes	ATS Receiving Staff
	1.1 Record/log in the logbook/database	None	5 Minutes	ATS HQ Office
	1.2 Forward and endorse request to ATS Admin	None	5 Minutes	
	1.3 Start processing the request			
2. Submit/hand-carry request to Progression Division office	2. ATS Progression receives the documents and check for completeness	None	5 Minutes	ATS Admin Staff
	2.1 Record in the incoming data log	None	5 Minutes	ATS Progression Office
	2.2 Endorsed to ATS Admin	None	5 Minutes	
	2.3 Draft endorsement letter to HRMD to be signed by the ATS Chief	None	30 Minutes	ATS Admin ATS Progression Office

	<p>2.4 Forward to respective ATS Division/Department for initial and signature on the leave application and other necessary documents</p> <p>2.5 Signed documents forwarded to Office of the Chief ATS (ODATS) for signature on the endorsement letter</p>	<p>None</p> <p>None</p>	<p>30 Minutes</p>	<p>ATS Admin Staff</p> <p>ATS Progression Office</p> <p>Division/ Department Concerned</p>
3. Follow-up request to ODATS	<p>3. Check/verify documents for signature</p> <p>3.1 Forward/ endorse to ATS Chief for signature on the endorsement letter</p> <p>3.2 ATS Chief for signature on the endorsement letter to HRMD</p> <p>3.3 Forward/endorse to HRMD signed endorsement letter</p>	<p>None</p> <p>None</p> <p>None</p> <p>none</p>	<p>10 Minutes</p> <p>60 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p>ODATS Secretary</p> <p>ATS Chief Office of the Director for ATS (ODATS)</p> <p>ATS Admin Staff</p> <p>ATS HQ Office</p>
	TOTAL:	none	2 Hours, 50 Minutes	

13. Facilitation/Selection of Participants for International Meetings/ Trainings/ Workshops

This service is under the Progression Division of the Air Traffic Planning & Progression Department (ATPPD), ATS provided to all permanent ATMO personnel to attend International meetings, trainings, workshops, seminars, fora and conferences as commitment to support the endeavors of ICAO and other related organizations.

Office or Division:	Progression Division, Air Traffic Planning & Progression Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All ATS Technical Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation letter		ICACS		
2. Nomination form		ATS Progression Division		
3. ATS Routing/Action Slip		ATS Progression Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CAAP ICACS disseminates Invitation from ICAO and other related organizations	1. ATS check received document/s	None	5 Minutes	Receiving Staff ATS HQ Office
	1.1 Record the received document in the logbook/database		5 Minutes	
	1.2 Forward and endorsed document to ATS Progression Div.		5 Minutes	
2. Forward/ Hand-carry invitation to ATS Progression Div.	2. ATS Progression Div. receives the invitation and record in the logbook/database	None	5 Minutes	Receiving Staff ATS Progression Office
	2.1 Forward/endorsed to Asst. Chief, Progression Div. for evaluation		5 Minutes	
3. Evaluation/assessment of invitation	3. Evaluation of appropriate ATS Department to attend the meeting, training, workshop, etc.	None	120 Minutes (2 hours)	Asst. Div. Chief, Progression Division ATS Progression Office
	3.1 Preparation of Routing/Action Slip and nomination form for dissemination to		60 Minutes (1hour)	

	<p>ATS Department Managers</p> <p>3.2 Forward/disseminate to ATS Dept. Managers for nomination of participants with corresponding deadline</p> <p>3.3 ATS Dept. Managers to assess/evaluate of ATMO personnel under their Department for nomination to meeting, training, workshop, etc.</p> <p>3.4 Submit to Progression Div. the nomination of ATS Personnel under their Department to attend International meeting, training, workshop, etc.</p>		<p>30 Minutes</p> <p>5 Days</p> <p>5 Minutes</p>	<p>ATS Admin Staff, Progression Div.</p> <p>ATS Department Manager ATS HQ Office</p> <p>ATS Dept. Manager's Staff ATS HQ Office</p>
<p>4. Preparation of nomination to attend International meeting, training, workshop, etc. of ATMO personnel for submission to HRMD and ICACS</p>	<p>4. Receive nomination from different Departments of ATS to attend International meeting, training, workshop, etc.</p> <p>4.1 Prepare summary report of recommendations from the Departments of ATS</p> <p>4.2 Prepare Notice of Meeting for Progression Division, Department Managers, and ATS Chief to finalize ATS recommendation</p> <p>4.3 Disseminate Notice of Meeting to Department Managers</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>120 Minutes (2 hours)</p> <p>30 Minutes</p> <p>5 Minutes</p>	<p>ATS Admin Staff Progression Div. Office</p> <p>Asst. Chief, Progression Div. ATS Progression Div. Office</p> <p>ATS Admin Staff</p>

	for the deliberation of nominees to attend international meeting, training, workshop, etc.			ATS Progression Office
5. Conducting of ATS deliberation of nominees	<p>5. ATS deliberates participant/s to attend international meeting, training, workshop, etc. as nominated by the Dept. Managers</p> <p>5.1 Distribution of Nominees' Profile Form to recommended ATS personnel to attend International meeting, training, workshop, etc.</p> <p>5.2 Collation of Nominee's Profile Forms and preparation of resolution and justification</p>	<p>None</p> <p>None</p> <p>None</p>	<p>240 minutes (4 hours)</p> <p>30 Minutes</p> <p>5 Days</p>	<p>ATS Chief ATS HQ Office</p> <p>ATS Admin Staff ATS Progression Office</p> <p>Asst. Chief, Progression Div. ATS Progression Div. Office</p>
6. Submission of documents to CAAP PDC	<p>6. Draft resolution and justification for submission to CAAP PDC</p> <p>6.1 Submit Nominees' profile, justification and resolution to CAAP PDC for deliberation</p>	<p>None</p> <p>None</p>	<p>30 Minutes</p> <p>10 Minutes</p>	<p>Asst. Chief, Progression Div. ATS Progression Div. Office</p> <p>ATS Admin Staff ATS HQ Office</p>
7. Deliberation/selection of participants/attendees to attend International meeting, training, workshop, etc.	7. ATS to attend/ participate in the CAAP PDC deliberation	None	240 Minutes (4 hours)	<p>Progression Division</p> <p>ATS HQ</p>
8. Preparation of documents for selected participants to attend International meeting, training,	8. Prepare Memo to selected ATS participants for the submission of travel documents as requirement for the issuance of Travel Order from the DOTr	None	120 Minutes (2 hours)	<p>Asst. Chief, Progression Div.</p> <p>ATS Progression Div. Office</p>

workshop, etc.	8.1 Disseminate Memo to concerned ATS personnel who will attend international meeting, training, workshop, etc.	None	5 Minutes	ATS Admin Staff ATS HQ Office
9. Collation of travel documents	9. Progression Division to receive/collate travel documents from selected ATS participants	None	5 Days	Asst. Chief, Progression Div. ATS Progression Div. Office
10. Submission of travel documents to CAAP HRMD	10. Submit to CAAP HRMD the collected/collated documents from ATS participants/ representatives to attend International meeting, training, workshop, etc.	none	30 Minutes	Asst. Chief, Progression Div. ATS Progression Div. Office
	TOTAL:	None	15 Days, 18 Hours, 25 Minutes	

14. Facilitation/Selection of Participants for Local Training at Civil Aviation Training Center (CATC)

This service is under the Progression Division of the Air Traffic Planning & Progression Department (ATPPD), ATS provided to all permanent ATMO personnel for career development.

Office or Division:	Progression Division, Air Traffic Planning & Progression Department			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	All ATS Technical Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ATS Personnel training records		ATS Progression Division, CNS-ATS building		
2. ATS Routing/Action Slip		ATS		
3. Nomination Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CAAP HRMD disseminates Memo for number of participants for training requirements	1. ATS check received document/s	None	5 Minutes	Receiving Staff ATS HQ Office
	1.1 Record the received document in the logbook/database	None	5 Minutes	
	1.2 Forward and endorsed document to ATS Progression Div.	None	5 Minutes	
2. Hand-carry Memo to ATS Progression Div.	2. ATS Progression Div. receives the Memo/document and record in the logbook/database	None	5 Minutes	Receiving Staff, ATS Progression Office
	2.1 Forward/endorsed to Asst. Chief, Progression Div. for assessment of document	None	5 Minutes	

<p>3. Evaluation of ATS Personnel training records</p>	<p>3. Evaluation of ATS personnel training record to determine training allocation based on requirement per facility</p> <p>3.1 Preparation of Routing/Action Slip for dissemination to ATS Division Chiefs</p> <p>3.2 Forward/ disseminate to ATS Division Chiefs for nomination of participants with corresponding deadline</p> <p>3.3 Division Chiefs to assess/evaluate training records of personnel under their Division for nomination to training</p> <p>3.4 Submit to Progression Div. the nomination of ATS personnel under their Division to attend training</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>120 Minutes (2 hours)</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>3 Days</p> <p>5 Minutes</p>	<p>Asst. Div. Chief Progression Division</p> <p>ATS Progression Office</p> <p>ATS Admin Staff Progression Div.</p> <p>ATS Division Chief ATS HQ Office</p>
<p>4. Preparation of nomination for training of ATS personnel for submission to HRMD</p>	<p>4. Receives nomination for training from different Divisions of ATS</p> <p>4.1 Preparation of Memo for CAAP HRMD containing names of ATS personnel to attend training as nominated by the Division Chiefs</p>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>120 Minutes (2 hours)</p>	<p>ATS Admin Staff Progression Div. Office</p> <p>Asst. Chief, Progression Div.</p> <p>ATS Progression Div. Office</p>

	4.2 Submission of Memo to CAAP HRMD for ATS personnel to attend training	None	5 Minutes	ATS Admin Staff
5. Issuance of Memo to attend training	5. CAAP HRMD Receives Memo from ATS re: nomination to attend training	None	5 Minutes	CAAP HRMD Receiving HRMD Office
	5.1 HRMD to prepare Memo containing list of participants to attend training	None	3 Days	HRMD Training Unit HRMD Office
	5.2 Issuance/ Release/ Disseminate Memo to attend training	none	5 Minutes	
6. Dissemination of Memo to attend training	6. ATS Receives Memo from HRMD final list to attend training	None	5 Minutes	ATS Receiving Staff ATS HQ Office
	6.1 Disseminate Memo to concerned ATS facilities and offices		60 Minutes (1 hour)	ATS Admin Staff for outgoing documents ATS HQ Office
	TOTAL:	None	6 Days, 4 Hours, 55 Minutes	

15. Fidelity Bond Facilitation

Office or Division:	Administrative and Finance Service			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	CAAP Authorized Signatories/Special Disbursing Officer/Petty Cash Custodian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Appointment/ Authority Order 2. General Form 57 (A) 3. General Form 58 (A) – New Applicant 4. 2 copies Passport size ID photo 5. Latest SALN 6. Certificate of No Pending Administrative or Criminal Case or Certificate on Case Status 7. Sources of Income 		Administrative Department, 3 rd floor, Main building Central Records and Archives Division, 2 nd floor, Main building Enforcement and Legal Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 2. Proceed to Admin Department 3. Submit requirements 	ADMINISTRATIVE DEPARTMENT <ol style="list-style-type: none"> 7. Review documents submitted; 8. Prepare the following <ol style="list-style-type: none"> a. List of Accountable Public Officers (New Applicant); b. List of bonded Officials / Employees; c. BUR (4 copies); d. DV (4 copies); e. Memo brief f. Tracer 9. Sign List of Accountable Officers and List of Bonded Officials/ Employees 10. Endorse to Budget 	None	2 Hours	Administrative Officer Chief, Admin Department
	BUDGET DIVISION <ol style="list-style-type: none"> 1. Check budget allotment/ source of funding; 2. Approve BUR (funding) Endorse to Finance Department	none	1 Hour	Budget Officer, Chief, Budget Division
	FINANCE DEPARTMENT	None	2 Hours	Chief, Accounting

	<ol style="list-style-type: none"> 1. Receive and log entries in the incoming logbook; 2. Check, validate audit and approve DV; Endorse to Checking Section			Division
	CHECKING SECTION <ol style="list-style-type: none"> 1. Prepare check; 2. Sign check Endorse to Finance Dept	None	18 Minutes	Checking Personnel; Chief, Collection Division
	FINANCE DEPARTMENT <ol style="list-style-type: none"> 1. Sign check; 2. Forward to Checking Section 	none	30 Minutes	Chief, Finance Department
	CHECKING SECTION <ol style="list-style-type: none"> 1. Prepare ADA; 2. Release Check 	None	44 Minutes	Checking Personnel
	ADMINISTRATIVE DEPARTMENT <ol style="list-style-type: none"> 1. Forward check payment to the Bureau of the Treasury 	none	3 Hours	Administrative Officer
	TOTAL:	Depend on the amount of fidelity applied	1 day, 1 Hour, 32 Minutes	

16. Filing of Documents for Employees, Official and Consultants

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents for file		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Receives documents for file	None	5 Minutes	Records Officer, CRAD
	2. Files documents at individual 201 files of Employees, Official and Consultants	None	Within two (2) working days	Admin. Aide II/ UW, CRAD
	TOTAL:	none	Two (2) Working Days	

17. Financial Transaction

- Investment of Funds
- Conversion of Dollar to Peso
- Transfer of Cash from UCPB to LBP

Office or Division:	Treasury Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Signed Letter for the previous maturity 2. Copy of approved monthly Financial Transaction 3. Updated Certificate of Time Deposit (CTD) and Passbook 4. Daily Deposit and Account Status Report 5. Other Required Documents		- Treasury Personnel - Treasury Personnel - Banks (LBP & UCPB) - Cashiering Division - Banks (LBP & UCPB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive daily deposit and Account Status Report from Cashiering Division	None	10 Minutes	Treasury Personnel
	2. Monitors maturity dates of investments and prepares monthly cash projection report	None	2 Hours	Treasury Personnel
	3. Reviews and finalize monthly cash projection report	None	3 Hours	Chief, Treasury Division
	4. Drafts memo brief for Chief, Finance Department informing her of the cash status report	None	3 Hours	Treasury Personnel
	5. Reviews and finalize memo brief and suggest possible action regarding the excess or shortage of fund. Excess: Invest Cash Shortage: Convert Dollar to Peso/ Transfer Cash from UCPB to LBP	None	2 Hours	Chief, Treasury Division
	6. Endorsement of documents to Chief Finance Department for approval.	None	10 Minutes	Chief, Treasury Division
	TOTAL:	none	1 day, 2 Hours, 20 Minutes	

18. Hiring of Contract of Service Personnel

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request / Justification for Consultant 2. Endorsement Memo from Service/Office 3. Applicable Attachments of Applicant/s <ol style="list-style-type: none"> a. Application Letter b. Accomplished Personal Data Sheet (PDS) c. Detailed Resume d. Diploma/Transcript of Records e. Certificate of Training f. Certificate of Employment (if previously employed) g. NBI Clearance/ Police Clearance h. PSA Birth Certificate i. Valid Government ID (TIN/ SSS/GSIS/ PAG IBIG, PHIL HEALTH) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Consultant Personnel	Review and assess the request for Consultant, including Terms of Reference	None	1 Hour/ Applicant	
2.	Endorsement of request to AFS and DDGA by HRMD Chief		30 Minutes	
3.	Receive response from AFS and DDGA approved or disapproved		10 Minutes	
4.	Notify the Office concerned regarding the result. If disapproved, file in the Archive		15 Minutes	
5.	Prepare draft Contract/s and attachments	None	30 Minutes	
6.	Endorsement of Contract/s by Chief HRMD	None	10 Minutes	
7.	Approval and signature of Contract/s by DDGA and	none	1 day	ODG/ODDG

	DG			
8.	Send the signed/approved documents to Office concerned		1 Day	HRMD
	TOTAL:	none	2 days, 2 hours, 35 minutes	

19. Hiring of Job Order Personnel for Central Office

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Services of Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request / Justification for Additional Job Order 2. Endorsement Memo from Service/Office 3. Applicable Attachments of Applicant/s <ol style="list-style-type: none"> a. Application Letter b. Accomplished Personal Data Sheet (PDS) c. Detailed Resume d. Diploma/Transcript of Records e. Certificate of Training f. Certificate of Employment (if previously employed) g. NBI Clearance/ Police Clearance h. PSA Birth Certificate i. Valid Government ID (TIN/ SSS/GSIS/ PAG IBIG, PHIL HEALTH) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Job Order Personnel	Review and assess the request for additional Job Order of Office	None	1 Hour/ Applicant	HRMO
2.	Endorsement of request to AFS and DDGA by HRMD Chief		30 Minutes	Chief, HRMD
3.	Receive response from AFS and DDGA approved or disapproved		10 Minutes	HRMD
4.	Notify the Office concerned regarding the result. If disapproved, file in the Archive		15 Minutes	HRMD
5.	Prepare draft Contract/s and attachments		15 Minutes	HRMD
6.	Endorsement of Contract/s by HRMD Chief		10 Minutes	Chief, HRMD
7.	Approval and signature of Contract/s by DDGA and	None	1 day	ODG/ODDG

	DG			
8.	Send the signed/approved documents to Office concerned	None	1 Day	HRMD
	TOTAL:	none	2 Day, 2 Hours, 20 Minutes	

20. Issuance of Foreign Travel Authority (FTA)

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	1. Personnel Development Committee (PDC) nominated employee 2. Office of the Director General (ODG) approved participant to attend meeting or conference abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation 2. Legal clearance 3. Certification of No Pending Task 4. Three airline quotations and latest Daily Subsistence Allowance (DSA) 5. Certification of No Cash Advance 6. Filled up Scholarship Service Contract (for Training/Seminar/Course/Workshop) 7. Certification of Undertaking 8. Registration/Nomination Form 9. Justification/Resolution 10. Medical Certificate issued by OFSAM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMD; submit required documents	Receive and review completeness of documents.	None	5 Minutes	Receiving HRM Assistant
2.	Prepare Memo Brief, Certification of Non-Retireable, Request for Funding, Request for Travel Authority, Memo Brief for DOTr, and Cover Letter	None	1 Working Day	HRMO
3.	Review and sign memo brief and request for funding	None	10 Minutes	Chief, HRMD
4.	Log and forward travel documents to Budget/ Finance for certification of funds	None	5 Minutes	HRM Assistant
5.	Budget allocation and issuance of Certification of funds availability	none	30 minutes	Budget Division
6.	Signature/Approval of the Director General on the request for Travel Authority	none	1 day	ODG

7.	Review the approved/ disapproved request for foreign travel authority and inform the participant		15 Minutes	HRM Assistant
8.	Record the travel documents and endorse to Liaison Officer for submission to the Department of Transportation (DOTr)		15 Minutes	HRMO
9. Wait for DOTr approval of FTA Ten (10) working days for training, workshop, course, seminar and the like; Fifteen (15) working days for meeting, conference and the like			15 working days	DOTR
10. Receive approved/ disapproved FTA	Release the approved/ disapproved FTA to participant		5 Minutes	HRM Assistant
	TOTAL:	None	15 Working Day, 55 Minutes	

21. Landbank Mobile Loan Saver Application

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All CAAP Regular Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up Landbank Mobile Loan Saver Form 2. Legal Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMD; submit requirements to HRM personnel in charge	Receive and submitted documents and evaluate the applicant's qualifications	None	20 Minutes	HRM Personnel
2.	If qualified, prepare endorsement for LANDBANK	None	40 Minutes	HRM Personnel
3.	For approval/signature on endorsement	None	20 Minutes	Chief, HRMD
4.	For approval/signature on endorsement	none	1 hour	Chief Financial Officer
5. Wait for notification and instructions from LANDBANK via text message	Forward endorsement to LANDBANK		1 hour	
	TOTAL:	none	3 Hours, 20 Minutes	

22. Monthly Payroll Process

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All CAAP Employees (Permanent, Co-terminus, Presidential Appointees)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Daily Time Record 2. Filled-up Request for Payroll Changes Form (as needed) 3. Loan Documents, if applicable (GSIS, PAG-IBIG, LANDBANK, etc.)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMD; submit requirements	At the start of every month, encode and update deductions and set formula (leave without pay, loans, insurances and etc.)	None	10 Working Days	Payroll Staff
2.	Payroll printing per service/ department	None	1 Working Day	Payroll Staff
3.	Verification /Checking of rates	None	1 Working Day	Payroll Staff
4.	Prepare Disbursement Vouchers and Budget Utilization Request	None	1 Working Day	Payroll Staff
5.	Certification as to current rate and designation	None	1 Working Day	HRMO
6.	Recommend Approval	None	3 hours	Chief, HRMD
7.	Funding process	None	2 hours	Budget Division
8.	Audit/Accounting processing		2 days	Accounting Division
9.	Encoding for Pay-out		1 Day	Payroll Staff
10. Receive salary on the 15 th and 30 th of the month	ADA preparation and endorsement to LANDBANK		3 hours	Cashiering Division
	TOTAL:		18 Working Days	

23. Performance Evaluation of Job Order/Contract of Service

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Job Order/Contract of Service Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Performance Assessment Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMD to get Performance Assessment Form	Fill-out the Form completely – Rating, Recommendation and signed by 2 CAAP officials (At least 15 days before expiration of contract)	None	15 Minutes	HR Personnel
2.	Unit Head to discuss ratings and recommendation with subjects Job Order/ Contract of Service Personnel	none	1 day	Office Concerned
3.	Submit to HRMD for appropriate file/reference	None	30 Minutes	HR Personnel
	TOTAL:	None	1 day, 45 Minutes	

24. Personal Delivery of Communications Such as Letters, Letter-Replies, Requests, Reports and Others to Different Offices

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G; G2B			
Who May Avail:	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of document/s for delivery 2. CRAD file copy of document/s 3. Filled-up Request for Delivery Form		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Get form at CRAD	None	1 Minute	Liaison Aide, CRAD
2. Fill-up Request Form	2. Receiving and recording of documents for delivery at logbook	None	10 Minutes	Liaison Aide, CRAD
	3. Review the documents for delivery as to its urgency	None	10 Minutes	Records Officer, CRAD
	4. Process and deliver documents to different offices concerned	none	Within Two (2) Working Days after receipt (Except those urgent, those documents from ODG and those with deadlines)	Liaison Aide, CRAD
	TOTAL:	none	Two (2) Working Days	

25. Preparation and Approval of Annual Work Plan/Program

Office or Division:	Internal Audit Service			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government (Internal)			
Who May Avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. COA Management Letter for the previous year 2. Special audit request			Internal Audit Service, 3 rd floor, Main building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Annual Work Plan/Program and Schedule of Audit Activities for the Coming Year	None	6 Working Days	Department/ Division Head
	2. Approval of Annual Work Plan/Program	None	1 day	Director General
	3. Received Approved Annual Work Plan/ Program	None	5 Minutes	Admin Asst. I
	4. File Approved Annual Work Plan/ Program	None	10 Minutes	Office Clerk
	TOTAL:	none	7 Working Days, 15 Minutes	

26. Preparation of Appointment (Promotion and Entry Level)

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Applicant/s (Promotion and Entry Level) Passed/Deliberated by the Human Resource Merit Promotion and Selected Board (HRMPSB)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. For original appointment: <ol style="list-style-type: none"> a. Personal Data Sheet (PDS), handwritten b. Minutes of Deliberation c. List of recommended personnel d. Authenticated copy of eligibility or license (for positions requiring eligibility or license) e. Position Description Form 2. For promotion: <ol style="list-style-type: none"> a. Personal Data Sheet (PDS) b. Minutes of Deliberation c. List of recommended personnel d. Copy of license, as eligibility requirement For ATS personnel (ASO/ATC license) For FSIS personnel (applicable License) For CSIS – Security Guard License for Industrial security guards B & C only 3. NBI clearance 4. Proof of supervisory experience for managerial positions 5. IPCR (below Division Chief) or OPCR (Division Chief or higher) 6. Position Description Form 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Prepare Minutes of Deliberation	None	5 Days	HRMA/HRMO
2.	Review completeness of the documents i.e. Item Number of positions to be filled, Number of vacant positions, publication process, etc.	None	10 Minutes per Position	HRMO
3.	Prepares individual appointment	None	10 Minutes per Appointment	HRMA
4.	Signature of the Chief HRMD at the back	None	10 Minutes per Appointment	Chief, HRMD
5.	Prepare Memo Brief indorsing the appointment/s for	none	30 Minutes;	HRMO DDG-A

	signature/approval of the appointing authority THRU the Chairperson, HRMPSB. Chairperson will sign at the back of the appointment certifying that the appointee has been screened and found qualified by the majority of the HRMPSB during deliberation.			
6.	Upon receipt of appointment from the Office of the Director General, check if all pages are signed; compile the above-required documents; and final review of the completeness and veracity of all documents and data	None	10 Minutes per Appointment	HRMO
7.	Encode or stamp date of appointment	none	1 Minute per Page	HR Assistant
8.	Endorse Appointment to CSC using the CSC prescribed standard form	None	1 Working Day	HR Liaison Officer
9.	Approved Appointment – copy for the employee and HRMD file	None	1 Working Day	HRMO
	TOTAL:	None	7 Days, 1 Hour 11 Minutes	



27. Print-out, Release and Submission of Employees' Monthly Daily Time Record

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employee who are enrolled in using the biometrics/fingerscan machine			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Attachment such as: copy of logbook/ operations log entries, Official Business Pass, Certificate of Attendance Form (time-in/time-out), Leave Application Forms, copy of Memorandum/Authority Order, Travel Order, Boarding Pass/Passport, Certificate of Appearance/Completion, copy of CASORT/Pilot Proficiency Flight Test Report, Official Travel Flight Time Log, and Facility Work Schedule (Technical). 2. Downloaded data from biometric machines and imported to system				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit attachment/s	Generate DTR shift schedule (as to period coverage) and assign monthly shift schedule (technical)	None	2 Minutes per Employee	FSCAN Unit Staff/ Personnel
2.	Encode and post submitted attachment/s	None	5 Minutes per Employee	FSCAN Unit Staff/ Personnel
3.	Process, adjust & print of DTR	None	6 Minutes per Employee	FSCAN Unit Staff/ Personnel
4. Receive printed DTRs	Release printed DTRs	None	2 Minutes	FSCAN Unit Staff/ Personnel
5. Sign printed DTR and submit to Immediate Supervisor	Verify and sign submitted DTR	none	2 hours	Immediate Supervisor
6. Submit duly signed DTR	Received duly signed DTR		3 Minutes	HRM Assistant
	TOTAL:		2 hours, 18 Minutes per Employee	

28. Processing and Mailing of Documents

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G; G2B			
Who May Avail:	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of document/s for mailing 2. CRAD file copy of document/s 3. Filled-up Request for Mailing Form		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Get form at CRAD	None	1 Minute	Liaison Aide, CRAD
2. Fill-up Request Form	2. Receiving and recording of documents for mailing at logbook	None	10 Minutes	Liaison Aide, CRAD
	3. Review the documents for mailing as to its urgency	None	10 Minutes	Records Officer, CRAD
	4. Process and mails documents thru Post Office or LBC/JRS	None	Within Three (3) Working Days after receipt (Except those urgent, those documents from ODG and those with deadlines)	Liaison Aide, CRAD
	TOTAL:	None	Three (3) Working Days	

29. Recruitment and Selection for Entry Level Positions

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Outside applicants and CAAP Job Order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter addressed to the Chairperson, HRMPSB thru the respective Airport/Area Managers 2. Scholastic Records (TOR/Diploma) 3. Medical Clearance 4. NBI Clearance 5. Personality Assessment Ratings 6. Job Knowledge Ratings 7. Minutes of Meeting				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to HRMD-Central Office the above-required documents	Forward to Receiving Clerk (Incoming/outgoing) for proper documentation and recording	None	30 Minutes	HRMA/HRMO
2.	Review the completeness of the required supporting documents	None	10 Minutes per Applicant	HRMA/HRMO
3.	Prepares/Encodes Comparative Assessment of all applicants/ contenders	None	1 Hour per Page	HRMA/HRMO
4.	Review the comparative assessment in accordance with the approved QS; indicate points score in accordance with the approved Merit Selection Plan (MSP)	None	30 Minutes per Page	HRMO In-Charge
5.	Forward to the HRMPSB Secretariat for final review and schedule of HRMPSB deliberation	none	1 hour	HRM Aide
	TOTAL:	none	3 Hours, 10 Minutes	

References:

1. CSC- approved Qualification Standard (QS)
2. Approved Merit Selection Plan (MSP)
3. Omnibus Rules on Appointments & other Human Resource Action (ORA-OHRA)

30. Repair/Replacement/ Installation/Repainting

Office or Division:	Buildings and Grounds Maintenance Section (BGMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Services/Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Service Report Form (SRF)			BGMS – FMD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via call	BLDG AND GROUNDS MNTC SECT. – FMD 1. Receive and record the request; 2. Dispatch personnel to site; 3. Conduct ocular inspection; 4. Prepare the Service Request Form	None	2 Hours and 30 Minutes	Office Assistant II. BGMS Maintenance Worker
2. Receive, check / validate, sign the SFR	BLDG AND GROUNDS MNTC SECT. – FMD 1. Receive the signed SRF; 2. Prepare the following: RIS, PR and PCV	none	30 Minutes	Office Assistant II
3. Approve/ sign the RIS, PR and PCV forward to Supply Div./ Procurement Div./ Admin. Dept.	SUPPLY DIVISION 1. Approve/sign	None	1 Hour	Chief, Supply Division or Alternate
	PROCUREMENT DIVISION 2. Approve / sign	None	1 Hour	Chief, Procurement Division or Alternate
	ADMIN. DEPARTMENT 3. Approve / sign	None	1 Hour	Acting Admin. Department
	BLDG AND GROUNDS MNTC SECT. – FMD 4. Canvass materials	None	1 Day	BGMS-FMD Staff
	5. Purchase materials	None	5 Hours	BGMS-FMD Staff
	6. Coordinate and set schedule of work	None	1 Hour	BGMS-FMD Staff
	7. Conduct repair/ replacement/	None	Repair : 2-3 Days Replace: 1 Day	BGMS-FMD Maintenance

	installation/ repaint works		Install: 1-2 Days Repaint: 4 Days Service: 2 Days	Personnel
	TOTAL:	None	Repair: 5 Days, 4 Hours Replacement: 3 Days, 4 Hours Installation : 4 Days, 4 Hours Repaint: 6 Days, 4 Hours Service: 4 Days, 4 Hours	

31. Request and Approval of CAAP Vehicle

Office or Division:	Motorpool Section – AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Vehicle Request Form 2. Travel Order if outside Metro Manila			Motorpool Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vehicle Request Form to Motorpool Section	MOTORPOOL SECTION 1. Receive and review the vehicle request form then record in to the incoming logbook, forward to the Dispatcher	None	5 Minutes	Office Assistant
	2. Check availability of the vehicle and driver	None	10 Minutes	Dispatcher
	3. Prepare Vehicle Trip Ticket	None	5 Minutes	Office Assistant
2. Sign/Approve Vehicle Trip Ticket	1. Sign the vehicle trip ticket	None	5 Minutes	Chief, Motorpool Section
	2. Forward to Chief, Admin. Department	None	5 Minutes	Chief Admin Department
	3. Receive approve Vehicle Trip Ticket	None	5 Minutes	Office Assistant
TOTAL:		None	35 Minutes	



32. Request for Travel Authority for Personal Travel Abroad for Area Center Personnel

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All CAAP Regular Plantilla Personnel (Permanent, Temporary, Co-terminus)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter request of employee to travel <ol style="list-style-type: none"> a. Reason for travel b. Official residence abroad c. Period of travel 2. Area Center and Airport Clearance 3. Notarized Affidavit of Authorization (to deduct disallowances, etc.) 4. Application for Leave 5. Certification of No Pending Task 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Review of the required documents are complete, including proper signatories.	None	10 Minutes	HRMA/HRMO
2.	Prepare Central Office Clearance	None	10 Minutes	
3.	Sign Certificate of Clearance	None	3 days	Concerned Offices
4.	Prepare Travel Authority (TA) and Memo Brief	None	30 Minutes	HRMA
5.	Review and sign Memo Brief	None	20 Minutes	Chief, HRMD
6.	Sign Recommend Approval	None	1 working day	Chief, Admin Dept. and Chief, Finance Dept.
7.	Sign Travel Authority and Certificate of Clearance	None	1 working day	DDGA
8.	Email advance copy of signed Travel Authority Prepare Request for Mailing	None	20 Minutes	HRMA/HRMO
9. Receive signed Travel Authority	Mailing of documents	None	30 minutes	CRAD
	TOTAL:	none	5 days, 2 hours	



33. Retrieval of Active 201 Files of Employees and/or Official (As Requested by HRMD and/or ODG)

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up Request Form			1. CRAD – 2 nd Floor, Main Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Get form at CRAD	None	1 Minute	Records Officer, CRAD
2. Fill-up Request Form to borrow active 201 file of employees/officials	2. Recording at logbook		10 Minutes	Records Officer, CRAD
	3. Retrieval of active 201 files of employees/officials		1 Hour	Admin. Aide II/ UW, CRAD
3. Receive active 201 files of employees/officials			4 Minutes	Admin. Aide II/ UW, CRAD
	TOTAL:		1 Hour, 15 Minutes	



34. Retrieval of Active and/or Inactive 201 Files of Consultants (As Requested by HRMD and/or ODG)

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up Request Form			1. CRAD – 2 nd Floor, Main Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Get form at CRAD	None	1 Minute	Records Officer, CRAD
2. Fill-up Request Form to borrow active and/or inactive 201 file of Consultants	2. Recording at logbook		10 Minutes	Records Officer, CRAD
	3. Retrieval of active and/or inactive 201 files of Consultants		1 Hour	Admin. Aide II/ UW, CRAD
3. Receive active and/or inactive 201 files of Consultants			4 Minutes	Admin. Aide II/ UW, CRAD
	TOTAL:		1 Hour, 15 Minutes	



35. Retrieval of Inactive 201 Files of Employees and/or Official (As Requested by HRMD and/or ODG)

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up Request Form			1. CRAD – 2 nd Floor, Main Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Get form at CRAD	None	1 Minute	Records Officer, CRAD
2. Fill-up Request Form to borrow inactive 201 file of employees/officials	2. Recording at logbook		10 Minutes	Records Officer, CRAD
	3. Retrieval of inactive 201 files of employees/officials		2 Hours	Admin. Aide II/ UW, CRAD
3. Receive inactive 201 files of employees/officials			4 Minutes	Admin. Aide II/ UW, CRAD
	TOTAL:		2 Hours, 15 Minutes	

36. Retrieval of Other Documents Such as Authority Orders, Memos, etc. (As Requested by Different CAAP Office to Get a Copy/Reference)

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up Request Form			1. CRAD – 2 nd Floor, Main Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Get form at CRAD	None	1 Minute	Records Officer, CRAD
2. Fill-up Request Form for a copy of documents such as Authority Orders, Memos, etc. for their reference	2. Retrieval or printing of documents requested	None	1 Hour	Records Officer, CRAD
	3. Photocopy of the documents requested	None	10 Minutes	Records Officer, CRAD
3. Receive copy of documents such as Authority Orders, Memos, etc.		None	1 Minute	Records Officer, CRAD
	TOTAL:	none	1 Hour, 12 Minutes	

37. Sorting and Dispatching of All Mails Received Within the Day

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G; G2B			
Who May Avail:	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mails received		1. CRAD – 2 nd Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Receives mail	None	5 Minutes	Records Officer, CRAD
	2. Sort Mails	None	30 Minutes	Records Officer, CRAD
	3. Record at logbook	None	30 Minutes	Records Officer, CRAD
	4. Dispatch to different CAAP Offices concerned	None	2 Hours	Admin. Aide II/ UW, CRAD
	TOTAL:	none	2 Hours, 35 Minutes	



38. Submission of Reportorial Requirements

Office or Division:	Central Records and Archives Division(CRAD)			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who May Avail:	CAAP Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Internal communications to all CAAP Offices and/or CRAD			1. CAAP Offices concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Reports submitted on set deadline	None	On set deadline	Chief, CRAD
	TOTAL:	none	On set deadline	

39. Terminal Leave Benefit Claim Application

Office or Division:	Human Resource Management Division (HRMD) – AFS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	CAAP Employees (Retired/Separated from the Service)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certificate of Clearance 2. GSIS Clearance 3. Leave Application Form 4. Latest Appointment 5. Notice of Salary Adjustment (NOSA) 6. Service Record 7. SALN as of last day of service 8. Affidavit of Authorization 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMD Office; submit required documents	Receive and review completeness of documents	None	5 Minutes	HRMO
2.	Retrieve all Leave Cards of applicant	None	10 Minutes	HRMO
3.	Audit leave cards as to correctness of posting and deduction of leave credits during the entire period of service	None	3 Working Days	HRMO
4.	Prepare schedule of Terminal Leave Benefits and attach supporting documents	None	5 Minutes	HRMO
5.	Prepare memo brief for endorsement to DG	None	5 Minutes	HRMO
6.	Review all submitted documents, sign leave application and memo brief	None	20 Minutes	Chief, HRMD
7.	DG sign/approve the Schedule of Terminal Leave Benefit and Leave Application	None	1 working day	ODG
8.	Prepare voucher and attach signed/approved terminal leave benefit application	None	10 Minutes per Applicant	HRMO

9.	Sign vouchers and endorsement to Budget Division for funding	None	10 Minutes	Chief, HRMD
10.	Budget Allocation	None	4 hours	Budget Division
11.	Final Audit and processing	None	2 working days	Accounting Division
12. Claim Check	Release payment in the form of check	None	4 hours	Cashiering Division
	TOTAL:	None	7 Working Days, 1 Hour, 5 Minutes	