



**CIVIL AVIATION AUTHORITY OF THE
PHILIPPINES**

CITIZEN'S CHARTER

2019 (1st Edition)



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2019 (1st Edition)

I. Mandate:

1. Establish and prescribe rules and regulations for the inspection and registration of all aircraft owned and operated in the Philippines and all air facilities;
2. Establish and prescribe the corresponding rules and regulations for the enforcement of laws governing air transportation;
3. Determine, fix and/or prescribe charges and/or rates pertinent to the operation of public air utility facilities and services;
4. Administer and operate the Civil Aviation Training Center (CATC);
5. Operate and maintain national airports, air navigation and other similar facilities in compliance to ICAO;
6. Perform such other powers and functions as may be prescribed by law.

II. Vision:

To be a pre-eminent Civil Aviation Authority in the world and a global brand of excellence in civil aviation.

III. Mission:

To ensure a safe, secure and green Philippine Sky.

IV. Principle:

“Sovereignty indivisible with National Security. Reciprocity indivisible with Parity”

V. Corporate Value of Good Governance

Fairness, Integrity, Accountability, Transparency (FIAT)

VI. Belief

“Yes, the Filipino Can”

VII. Dream

“The future is in the Skies”

VIII. Twin Pillars of Regulatory Framework

Aviation Safety
Good Corporate Governance

IX. CAAP QUALITY POLICY:

The Civil Aviation Authority of the Philippines (CAAP) is committed to provide safe, efficient, secure and environmentally-compliant air transportation system, through the following endeavors:

1. Fulfill its civil air regulatory oversight functions;
2. Develop, operate and maintain aerodromes and globally-compliant air navigations system;
3. Safeguard airports and facilities managed and operated by the Authority;
4. Guarantee dedicated, professional and technically competent workforce;
5. Pursue competency development of Next Generation Aviation Professionals (NGAP);
6. Sustain the operation through financial stability and viability;
7. Collaborate and harmonize best practices with all ICAO member-states in accordance with Chicago Convention; and
8. Realize continual improvement efforts and customer satisfaction across all processes.

This Quality Policy shall be made known to all employees and partners, and shall be reviewed periodically for its continuing suitability.

X. List of Service

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