



CIVIL AVIATION AUTHORITY  
OF THE PHILIPPINES

# CITIZEN'S CHARTER

2021 (1<sup>st</sup> Edition)



## **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

### Central Office

External Services	Page Number
Acceptance and Approval for On-the-Job Training	11
Amendment of the Philippine Civil Aviation Regulations - ICAO initiated	14
Application for Aeronautical Frequency Assignment	18
Application for ATS Disposition Letter for Training, Demo, Domestic and Maintenance Flights	21
Application for ICAO Three Letter & Telephony Designator (including any change in its details thereto)	23
Application for Non-Scheduled Runway Slots	25
Application for On-the-Job Training (OJT) Program	27
Application for Summer/ Flight Schedule Winter Clearance	29
Approval of Request to Conduct Product Presentation/Demonstration	31
Approval of Request to Conduct Research/Interview	33
Authentication of Airmen License for DFA used (Red Ribbon)	35
Authentication of CAAP Issued Certificates, Permits and Official Receipts	37
Authentication of Documents (Client with Photocopy/Machine Copy of Document/s and Travel Order)	40
Authentication of Documents (Client without Photocopy/Machine Copy of Document/s and Travel Order)	41
Authentication of Documents (Documents with Voluminous Pages and/or in Bulk (Client with Machine Copy of Documents)	43
Bidder's Purchase of Bid documents for Disposal of Unserviceable CAAP Properties (Per Transaction)	44
Certification and Issuances of Aviation Records	45
Certification of Type Validation	47
Check Preparation	54
Compliance to International Commitment	56
Conduct of Board Meetings	59
Facilitation of Approval For Airport Services Hours of Operations Extension	61
Facility/Site Visit, Interview and Research & Survey	63
Filing of Flight Plan prior to Departure	66
Flight Inspection Check of CNS & Visual Aids Facilities; Flight Validation of Instrument Flight Procedures	68
Height Clearance Permit and Height Limitation Applications	71
Issuance of Accounting Certificate for De-Registration and Transfer of Registration (Per Transaction)	75

Issuance of Accounting Certificate for Original Certificate of Registration and Certificate of Airworthiness (Per Transaction)	76
Issuance of Accounting Certificate for Overfly, Entry-Exit, Exit-Entry, Exit and Entry Permits (Per Transaction)	77
Issuance of Aerodrome Registration	78
Issuance of Air Operator Certificate (New and Recertification)	94
Issuance of Approved Contract of Agreement	110
Issuance of Approved Notice to Proceed	111
Issuance of Approved Training Organization Certificate (New and Re Certification)	112
Issuance of Approved Training Organization Certificate (Renewal)	122
Issuance of Authorization for Third (3rd) Party Procedure	125
Issuance of Aviation Medical Certificate	127
Issuance of Billing Statement: (Per Transaction)	130
✦ Certificate of Airworthiness (Original)	
✦ Approved Maintenance Organization (AMO)	
✦ Approved Material Distribution Certificate (AMDC)	
✦ Type Validation Certificate	
Daily Subsistence Allowance (DSA)	
Issuance of CAAP Identification (ID)	131
Issuance of Certificate of Airworthiness (Original/Renewal)	132
Issuance of Certificate of Registration	140
Issuance of Common Office Supplies / Equipment (Per Transaction) Based on Approved Annual Procurement Plan	148
Issuance of GSIS Loan Payments and Premium Contribution Certificate (Per Transaction)	149
Issuance of Import/Export Permit	151
Issuance of Income Tax Return (ITR) – Per Transaction	156
Issuance of Knowledge Test Report (TR)	157
Issuance of Legal Clearance	160
Issuance of Noise Certificate	162
Issuance of Official Receipt for Payment of CAAP Fees and Charges	167
Issuance of Official Receipt for Payment Received Through Telegraphic Transfers and UCPB Collection Facility	169
Issuance of Order of Payment Slip (Per Transaction)	170
Issuance of Pag-Ibig Loan Payments and Premium Contribution Certificate (Per Transaction)	171
Issuance of Pass Control	173
Issuance of Permit-to-Operate / Temporary PTO	174
Issuance of Philhealth Certification (Per Transaction)	179
Issuance of Property Clearance (Applicant with Property Accountability) Purpose: Application for Leave (Vacation/Maternity)/ Travel Abroad (Per Transaction)	180

Issuance of Property Clearance (Applicant with Property Accountability) Purpose: Retirement / Resignation / End of Contract (Per Transaction)	181
Issuance of Property Clearance – Applicant without Property Accountability (per transaction)	182
Issuance of Supplies/Equipment and Property Accountability (For Goods Delivered/Received On-Site Based on Contract Agreement)	183
Issuance of Supplies/Equipment and Property Accountability for Goods Received a Main Office Based on Contract Agreement (Per Transaction)	184
Knowledge Testing	185
Lease of the CAAP Multi-Purpose Covered Court	187
License Authentication for DFA Requirement	189
License Authentication for Promotion	190
Liquidation of Cash Advance (Per Transaction) (Petty Cash Fund, Local & Foreign Travel)	193
Liquidation of Cash Advance for DSA (Per Transaction)	196
Mandatory and Voluntary Reports	197
Online Scheduling of Examinations and Payment Queuing	200
Original Issuance of Airman License	202
Payment of Cash Advance, Reimbursement of Travel Expenses (Per Transaction)	209
Payment of DSA/Traveling, Training Expenses (Cash Advance)	213
Payment of Flying Pay	214
Payment of Goods	215
Payment of Infra Projects, Repairs	216
Payment of Infrastructure Project(s), Goods and Utilities (Per Transaction)	217
Payment of Job Order, Consultant, Contract of Service	221
Payment of Magna Carta, Hazard Pay, RATA	222
Payment of Night Differential/Overtime Service	223
Payment of Salaries, Allowances, Bonuses and Other Personnel Benefits (Per Transaction)	224
Preparation of Authority to Debit Account for Fund Transfer to CAAP Area Centers	227
Processing of Acquiring Philippine Bidding Document	229
Processing of Contracts of Lease for Renewal	231
Processing of Final Billing and Payment	235
Processing of Foreign Training/Meeting	240
Processing of Issuance of Final Acceptance After 1-Year Defects Liability Period (DLP)	241
Processing of Issuance of Notice for Liquidated Damages	244

Processing of Issuance of Notice of Delay	246
Processing of Issuance of Notice of Time Extension	247
Processing of Issuance of Work Resumption	249
Processing of Issuance of Work Suspension	250
Processing of New Concession Applications Submitted to Airport (Stage One)	252
Processing of New Concession Applications Submitted to Airport (Stage Two)	255
Processing of New Concession Applications Submitted to Airport (Stage Three)	258
Processing of New Concession Applications Submitted to the Business Development Division (Stage One)	260
Processing of New Concession Applications Submitted to the Business Development Division (Stage Two)	262
Processing of New Concession Applications Submitted to the Business Development Division (Stage Three)	265
Processing of Payment of Salaries, PERA & Government Share	267
Processing of Program of Work, Purchase Request	268
Processing of Progress Billing and Payment	269
Processing of Release of Withheld Retention Money	271
Processing of Technical Inspection Evaluation and Validation Report for Final Billing	273
Processing of Variation Order	276
Purchasing of AIP Manual Subscription for International Subscribers (e-mail)	278
Purchasing of AIP Pages and Charts (Walk-in)	281
Receiving of delivered goods from Supplier (Per Transaction)	283
Release of Check	284
Renewal of Airman License	286
Registration of 406MHz beacons in the 406MHZ IBRD	292
Request for AVSEC Courses (Individual)	294
Request for Issuance of Notice to Airmen (NOTAM) Bravo and Charlie Series- Planned Activities	297
Request for Issuance of Notice to Airmen (NOTAM) Bravo and Charlie Series-Unplanned Activities	299
Request for Reconciliation of Flight Discrepancy (For International and Domestic Flights) – Per Transaction	301
Request for Regular Courses (Individual)	303
Request for Specialized AVSEC Courses (Company)	305
Review for Application for Issuance and Re-issuance of Certification of Registration of Aircraft Cancellation/ Inclusion of Annotation on Certificate of Registration of Aircraft	308
Special Facilitation of Flight Operations Permits (Entry/Exit, Overflight, Domestic Flights and Permit Amendment)	309

Submission of Advance Copy of Procurement Documents (Goods Only) to COA	312
Subscription of the Annual Ammendment Service (AIP Manual) for Local Clients (Walk-in)	313
Subscription of the Annual Ammendment Service (AIP Manual) for International Clients	315
Supplier Signing of Contract	317
Telegraphic Transfer Preparation	318

## Central Office

Internal Services	Page Number
8888 Citizen's Complaint	320
Analyzing, Classifying, Sorting and Filing of Other Documents Received by CRAD such as MOA, MOU, Letters/Communications From Different Government and/or Private Offices	322
Application for Leave of Absence	323
Application for Monetization of Leave Credits – Area Center	324
Approval of Purchase Request (PR) for 15 Thousand and Below	326
Audit Process- Audit Engagement Planning	327
Audit Process – Audit Execution	329
Audit Process – Initial Audit Findings with Recommendations	330
Audit process – Final Audit Reporting	332
Audit Process – Audit Follow-up	334
Authority Order/Service Order (AFS & FSIS), Travel Order (Foreign & Local) / Memorandum Circular Number Assignment	336
Biometric Enrollment of Employee	338
Cash Transfer For:	339
<ul style="list-style-type: none"> <li>Personnel Service (P.S.) and Maintenance &amp; Other Operating Expenses (M.O.O.E.) of Area Centers\</li> <li>Repair &amp; Maintenance and Capital Expenditures of Area Centers</li> </ul>	
Dissemination of Documents Including Email for Area Centers (Documents Received Before 4:00pm of the Day)	341
Disseminations of Documents Including Email for Area Centers (Documents Received After 4:00pm of the Day)	342



Facilitation of Request for Travel Authority in Relation to Personal Travel Abroad of ATS Personnel	343
Facilitation/Selection of Participants for International Meetings/ Trainings/ Workshops	346
Facilitation/Selection of Participants for Local Training at Civil Aviation Training Center (CATC)	351
Fidelity Bond Facilitation	354
Filing of Documents for Employees, Official and Consultants	356
Hiring of Contract of Service Personnel	357
Hiring of Job Order Personnel for Central Office	359
Issuance of Foreign Travel Authority (FTA)	361
Landbank Mobile Loan Saver Application	364
Memorandum for Recommended Monthly Financial Transaction	365
- Investment of Funds	
- Renewal of Termination of Investment	
- Conversion of Dollar to Peso	
- Transfer of Cash from UCPB to LBP	
Monthly Payroll Process	367
Performance Evaluation of Job Order/Contract of Service	369
Personal Delivery of Communications Such as Letters, Letter-Replies, Requests, Reports and Others to Different Offices	370
Preparation and Approval of Annual Work Plan/Program	371
Preparation of Appointment (Promotion and Entry Level)	372
Print-out, Release and Submission of Employees' Monthly Daily Time Record	375
Processing and Mailing of Documents	376
Recruitment and Selection for Entry Level Positions	377
Repair/Replacement/ Installation/Repainting	379
Request and Approval of CAAP Vehicle	382
Request for Travel Authority for Personal Travel Abroad for Area Center Personnel	383
Retrieval of Active 201 Files of Employees and/or Official (As Requested by HRMD and/or ODG)	385
Retrieval of Active and/or Inactive 201 Files of Consultants (As Requested by HRMD and/or ODG)	386
Retrieval of Inactive 201 Files of Employees and/or Official (As Requested by HRMD and/or ODG)	387
Retrieval of Other Documents Such as Authority Orders, Memos, etc. (As Requested by Different CAAP Office to Get a Copy/Reference)	388
Sorting and Dispatching of All Mails Received Within the Day	389
Submission of Reportorial Requirements	390
Terminal Leave Benefit Claim Application	392

## Airports

<b>External Services</b>	<b>Page Number</b>
Accounting Clearance	395
Application of Height Clearance	396
Crash Fire and Rescue Response	397
Grant Access to Airside	398
Heroes' Lounge Access	399
Issuance of Access Pass	400
Pay Parking Collection	401
Processing Application for Concession	402
Processing of Flight Plan	405
Processing of Monetary Claims	406
Processing of Request for Extension of Hour Operation	408
<b>Guidelines on Customer Feedback and Satisfaction Rating</b>	<b>410</b>
<b>Feedback Mechanism and Complaints</b>	<b>412</b>
<b>List of Offices</b>	<b>413</b>

# Central Office External Services

## 1. Acceptance and Approval for On-the-Job Training

This service is under the Progression Division of the Air Traffic Planning & Progression Department (ATPPD), ATS provided to University/College students as part of their curriculum in school. Certificate of completion are given to students who have completed the required number of hours as enforced by the school.

<b>Office or Division:</b>	Progression Division, Air Traffic Planning & Progression Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government-to-Citizen			
<b>Who May Avail:</b>	University/College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter from school		To be submitted by the requesting party to CAAP HRMD office		
2. Participants' ID (1 photocopy)		Requesting party		
3. School waiver		University/College attended by the students		
4. NBI clearance		NBI Office		
5. Bio-data		Student		
6. CAAP Security clearance (1 original)		CAAP CSIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter to HRMD	1. HRMD to check/verify submitted documents	None	10 Minutes	Receiving staff HRMD Office
	1.1. HRMD to record request in the database		5 Minutes	HRMD officer in charge of OJT deployment
	1.2. CCS to attach routing/action slip		5 Minutes	
	1.3. Forward and endorse request to ATS for acceptance		5 Minutes	



2. Submit/hand-carry endorsement from HRMD to ATS Office	2. ATS receives the document and check for completeness	None	5 Minutes	Receiving Staff ATS Office
	2.1 Record in the incoming data log		5 Minutes	
	2.2 Endorsed to ATS Admin		5 Minutes	
3. Students to proceed to ATS	3. Review and verify submitted documents	None	10 Minutes	ATS Admin Head
			15 Minutes	

Admin for orientation	3.1 Orient students of the ATS guidelines and policies on accepting OJT trainees		5 Minutes	Progression Division's Office, ATS
	3.2 Endorse student to ATS focal person incharge of facility assignment in ATS Offices			ATS Focal person on OJT handling ATS HQ Office
4. Students to proceed to ATS focal person incharge	4. ATS focal person to coordinate with ATS facilities for assignment of OJT students	None	15 Minutes	ATS Focal person on OJT handling ATS HQ Office
	4.1 Assignment of students to ATS offices/facility		5 Minutes	
	4.2 Endorse to ATS Admin for endorsement to CSIS		5 Minutes	
5. Return to ATS Admin for endorsement to acquire security clearance	5. ATS Admin to review facility assignment	None	5 Minutes	ATS Admin Head Progression Division's Office, ATS
	5.1 Endorse approval to CSIS to request for issuance of OJT ID and security clearance		5 Minutes	

6. Proceed to CSIS for issuance of OJT ID and security clearance	6.1 Personal appearance of students for picture taking and submission of other necessary documents to secure CAAP OJT ID and security clearance	None	20 Minutes	Receiving staff/ Encoder CSIS Office
	6.2 Printing of security clearance		5 Minutes	
	6.3 Filing/recording in the database		5 Minutes	
	6.4 Issuance of security clearance		5 Minutes	CAAP CSIS Releasing office
	6.5 Issuance of CAAP OJT ID		5 Minutes	
	6.6 Issue security clearance and approval			
	<b>TOTAL:</b>	none	145 Minutes or 2 hrs., 25 minutes	

## 2. Amendment of the Philippine Civil Aviation Regulations – ICAO Initiated

<b>Office or Division:</b>	Regulatory Standards Development Division (RSDD)			
<b>Classification:</b>	Complex and Highly Technical			
<b>Type of Transaction:</b>	G2B-Government to Business			
<b>Who may avail:</b>	Any requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICAO State Letter		A. ICACS Office B. Download at ICAO Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward ICAO State Letter	1. Receive State Letter and check completeness of documents	None	5 mins (maximum)	Designated RSDD receiving personnel
	2. Recording and numbering of ICAO State Letter	None	2 mins	RSDD Personnel
	3. Preparation of Working Document	None	1 day (for simple amendment)  3-5 days (for complex/voluminous document)	Regulations Development Amendment Section (RDAS) Personnel
	4. Preparation of Justification for Amendment	None	4 hours	RDAS Personnel
	5. Review and endorsement by Division Chief, RSDD	None	4 hours (simple) 1 day (complex)	Division Chief, RSDD

	6. Review and notation by Department Manager III, RSD	None	2 hours	Department Manager III, RSD
	7. Forward the Working Document to the concerned FSIS Technical Working Group,	None	15 mins	RSDD Personnel
	8. Technical review and deliberation of the proposed amendment	None	1 day (simple) 3-5 days (complex)	Concerned FSIS Department Technical Working Group
	9. Drafting of Memorandum Circular	None	1 day (simple) 2 days (complex)	Regulations Development Amendment Section (RDAS) Personnel
	10. Consolidation and Review of the output of Public Hearing	None	2 days	RSDD Personnel and TWG
	11. Drafting of the Memorandum Circular	None	1 day	RDAS Personnel
	12. Endorsement of the draft Memorandum Circular	None	2 hours	Division Chief III, RSDD and Department Manager III, RSD
	13. Technical Working Group's endorsement/concurrence on the amendment	None	2 days	FSIS Technical Working Group
	14. Regulations Review Committee's endorsement/concurrence on the amendment	None	2 days	CAAP Regulations Review Committee
	15. Director General's approval of the Memorandum Circular	None	1 day	Director General
	16. Submission to the CAAP Corporate Secretary to calendar the approved Memorandum Circular for	None	15 mins	RSDD Personnel on duty



	CAAP Board Approval, if necessary			
	17. Preparation of documents for publication of the Approved Memorandum Circular	None	15 minutes (maximum) <i>*from receipt of the approved Memorandum Circular</i>	Regulations Maintenance Section (RMS) Personnel
	18. Preparation of Request for Publication	None	15 minutes	Regulations Maintenance Section (RMS) Personnel
	19. Review of newspaper layout before publication in the newspaper	None	30 minutes <i>*from receipt of the newspaper layout</i>	Regulations Maintenance Section (RMS) Personnel
	20. Request for authenticated Certified True Copies of the documents	None	10 minutes	Regulations Maintenance Section (RMS) Personnel
	21. Filing of Memorandum Circular at UP Law Center – ONAR	None	5 hours <i>*from receipt of the Certified True Copies</i>	Regulations Maintenance Section (RMS) - Civil Aviation Regulations Officer
	22. Preparation of Memorandum requesting for the uploading of the Memorandum Circular in the CAAP website and Intranet Access	None	30 minutes	Regulations Maintenance Section (RMS) - Civil Aviation Regulations Officer
	23. Approval of the Memorandum	None	15 minutes	Division Chief III – RSDD and Department Manager III - RSD
	24. Distribution of the published authenticated copies of the Memorandum Circular to concerned offices	None	20 minutes	Regulations Maintenance Section (RMS) - Civil Aviation Regulations Officer
TOTAL:			15 days 1 hour and 45 minutes	

		(simple)	
		18 days 7 hours and 27 minutes	
		(complex)	

Assumptions: 1 day = 8 hours

## 1. Application for Aeronautical Frequency Assignment

This service, under the Aeronautical Telecommunications Division, AICD, Air Traffic Service, is provided to aircraft operating agencies requiring an operations and control communications (OCC) air-ground frequency assignment for their company; to CNS/ATM and airport operators/authorities to support ATM and airport operations.

### 1. OCC - VHF COM (129.000 MHz – 132.025 MHz)

<b>Office or Division:</b>	Aeronautical Telecommunications Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Accountable/Authorized Officers of Aircraft Operating Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request to include the following:				
a. Address of radio equipment including location/coordinates.		FSIS		
b. Type of radio equipment and power output		Survey		
c. Expected communications coverage (distance and altitude from station)				
d. Brief description of company fleet				
2. Current AOC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits/sends letter request	CAAP Receives letter request and endorses to concerned Service/Division  Concerned Service/Division checks for the completeness of information in the letter request	None	Ten (10) minutes	CCS  Air Traffic Service ATD
2. Client to follow-up letter request (via voice call/email)	Correspond (voice call/email) with client for missing information	None	One (1) day after receipt of letter request	Air Traffic Service ATD/Client
3.	Select a compatible frequency using Frequency Finder	None	Variable from thirty (30) minutes to two (2) hours	ATD
	Program		(depends on internet speed)	

4. Try-out candidate frequency for at least a week	Advise client (voice call/email) to test candidate frequency on site		At least a week	ATD/Client
5. Client to notify ATD of the results of test (via voice call/email)	Prepare letter reply indicating assigned frequency to be signed by the DG in duplicate together with memo brief. Attach original letter request and other pertinent papers.	None	Ten (10) minutes	Client/ATD
OR				
Client to notify ATD of the failed results of test (via voice call/email)	Proceed back to step 3.			
	<b>TOTAL</b>	<b>None</b>	<b>9 to 10 days</b>	

**2 ATC/COM – VHF COM (117.975 MHz – 137.000 MHz except OCC) and NAV AIDS (108.000 MHz – 117.975 MHz)**

<b>Office or Division:</b>	Aeronautical Telecommunications Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Accountable/Authorized Officers of CNS/ATM or Airport Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to include the following:				
a. Location of radio equipment as coordinates.		Survey		
b. Type of service		ATS/Airport Operator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits/sends letter request	CAAP Receives letter request and endorses to concerned Service/Division	None	Ten (10) minutes	CCS
	Concerned			Air Traffic Service



	Service/Division checks for the completeness of information in the letter request			ATD
2. Client to follow-up letter request (via voice call/email)	Correspond (voice call/email) with client for missing information	None	One (1) day after receipt of letter request	Air Traffic Service ATD/Client
3.	Select a compatible frequency using Frequency Finder Program	None	Variable from thirty (30) minutes to two (2) hours (depends on internet speed)	ATD
4. Try-out candidate frequency for at least a week	Advise client (voice call/email) to test candidate frequency on site		At least a week	ATD/Client
5. Client to notify ATD of the successful results of test (via voice call/email)	Prepare letter reply indicating assigned frequency to be signed by the DG in duplicate together with memo brief. Attach original letter request and other pertinent papers.	None	Ten (10) minutes	Client/ATD
OR				
Client to notify ATD of the failed results of test (via voice call/email)	Proceed back to step 3.			
	<b>TOTAL</b>	<b>None</b>	<b>9 to 10days</b>	

## 2. Application for ATS Disposition Letter for Training, Demo, Domestic and Maintenance Flights.

This service is under the Aerodrome Division, ATCAMD, Air Traffic Service provided to clients wherein the Flight Dispatchers or company Flight Operations Officer (FOO) is filing prior to the start of flight which indicate the aircraft's call sign, time, route, date, purpose and nature of flight.

<b>Office or Division:</b>	ATCAMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Flight Dispatchers, Company authorized Flight Operations Officer (FOO)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Waiver		FSIS-FOD		
2. Runway Slot Request Form (for Arriving/Departing RPLL Flights)		ATS		
3. Letter of Request		Airline/ Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to submit all requirements	1. Receive documents/ requirements in filing a non-scheduled runway slot.	NONE	10 Minutes	ATCAMD Secretary
	1.1 Check for the completeness of the requirements		10 Minutes	
2. Client to wait for the Agency's approval of their request.	2. Check for restrictions and conditions of their request.	NONE	10 Minutes	ATCAMD Secretary
	2.1 Coordinate with concerned ATS facilities (departure and arrival Aerodrome.		20 Minutes	ATS Division Chiefs
	2.2 For assessment and initial signature of the Department		5 Minutes	ATCAMD Dep. Manager

	Manager			
	2.3 For approval of the ATS Chief		5 Minutes	ATS Chief
	<b>TOTAL</b>	<b>NONE</b>	<b>1 Hour</b>	

### 3. Application for ICAO Three Letter & Telephony Designator (Including any change in details thereto)

This service is provided directly by ICAO in coordination with the 3LD Focal person under the Aeronautical Telecommunications Division, AICD, Air Traffic Service to aircraft operating agencies engaged in air transport operations which in the opinion of CAAP have a need for an exclusive designator; government authorities and services which use and/or provide air navigation, communication and other facilities and services for international civil aviation and organizations, other than governmental organizations, which provide services for international civil aviation. (refer to ICAO Doc 8585)

<b>Office or Division:</b>	Aeronautical Telecommunications Division			
<b>Classification:</b>	Above Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Accountable/Authorized Officers of Aircraft Operating Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client applies directly to ICAO's 3LD On-line System. a. If CAAP receives letter request, inform Client of ICAO website.		www4.icao.int/3LD/		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits/sends on-line application via ICAO's 3LD website	Receives email notification from ICAO 3LD system administrator and verifies request via 3LD portal	None	Five (5) minutes	3LD Focal person under ATD
	Conducts verification on the credentials and need of applicant to have an exclusive 3LD	None	From one (1) to three (3) days	ATD
2. Satisfy CAAP's queries	Correspond (voice call/email) with Client for missing information	None	Within three (3) days above	ATD/Client
3.	Validate and submit to ICAO the on-line application of the Client via the	None	One (1) minute at normal internet speed	ATD



	3LD system			
4.	Track the status of request via the 3LD On-line System OR Wait for confirmatory email from 3LD system administrator	None	One (1) to five (5) working days	ATD/ICAO
5.	Retrieve email and print ICAO's approval of 3LD request  Prepare letter to Client with information that their 3LD request has been approved by ICAO to be signed by the DG in duplicate together with memo brief. Attach ICAO's approval of 3LD request and other pertinent papers.		Ten (10) minutes	
	<b>TOTAL</b>	<b>None</b>	<b>9 to 10 days</b>	

#### 4. Application for Non-Scheduled Runway Slots

This service is under the Aerodrome Division, ATCAMD, Air Traffic Service provided to clients wherein the Flight Dispatchers or company Flight Operations Officer (FOO) is filing prior to the start of flight which indicate the aircraft's call sign, time, route, date and nature of flight.

<b>Office or Division:</b>	Aerodrome Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Flight Dispatchers, Company authorized Flight Operations Officer (FOO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Flight Permit		OPCEN/FSIS		
2. Runway Slot Request Form		ATS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit all requirements	1. Receive Documents/ requirements in filing a non-scheduled runway slot.  1.1 Check for the completeness of the requirements	NONE	10 Minutes	ATS Runway Slot Coordinator
2. Client to wait for the Agency's verification of their slots.	2. Check for available slots; assignment of slots is on a first come, first served basis.	NONE	10 Minutes	ATS Runway Slot Coordinator
	2.1 Coordinate with concerned ATS facilities (ATFM and AIS) with the approved slots.		15 Minutes	ATFM Unit/ AIS Operations
	2.2 For assessment and signature of the Aerodrome Division Chief		10 Minutes	Chief, Aerodrome Division

	<b>TOTAL</b>	<b>NONE</b>	<b>45 Minutes</b>	

## 5. Application for On-the-Job Training (OJT) Program

<b>Office or Division:</b>	Human Resource Management Division – AFS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	1. Graduating College students eligible to undergo On-the-Job Training <ul style="list-style-type: none"> <li>• Preferably those in Aviation-related, Engineering, Management, Accounting/Finance, Information Technology, Legal, Medical, or Human Resources-related courses</li> </ul>

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Recommendation from School 2. Updated Resume 3. Notarized waiver signed by parents or guardian 4. NBI or Police Clearance 5. Valid Enrollment / Registration Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HRMD; Submit all requirements	Receive and review submitted documents	None	15 Minutes	HRM Personnel
2.	Coordinate with Office concerned regarding OJT applicants	None	30 Minutes	HRM Personnel
3. Attend interview	Interview applicant	None	30 Minutes	HRMO and Representative of Office Concerned
4.	Endorse application to office concern for acceptance	None	10 Minutes	HRM Personnel
5. Receive call and accept OJT confirmation	Acceptance of OJT	None	2 hours	Office Concerned
6.	Upon acceptance, prepare endorsement to CSIS	None	15 Minutes	HRM Personnel
7. Bring endorsement to CSIS	Issuance of Security Clearance and CSIS ID	None	2 hours	CSIS
8. Proceed to HRMD for final processing	Receive Security Clearance and orient the client	None	30 Minutes	HRM Personnel
9. Receive call and....	Provide instructions on policies and documents required to receive Certificate of Completion	None	30 Minutes	HRM Personnel

	<b>TOTAL:</b>	None	6 Hours, 40 Minutes per Applicant	
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**Note:**

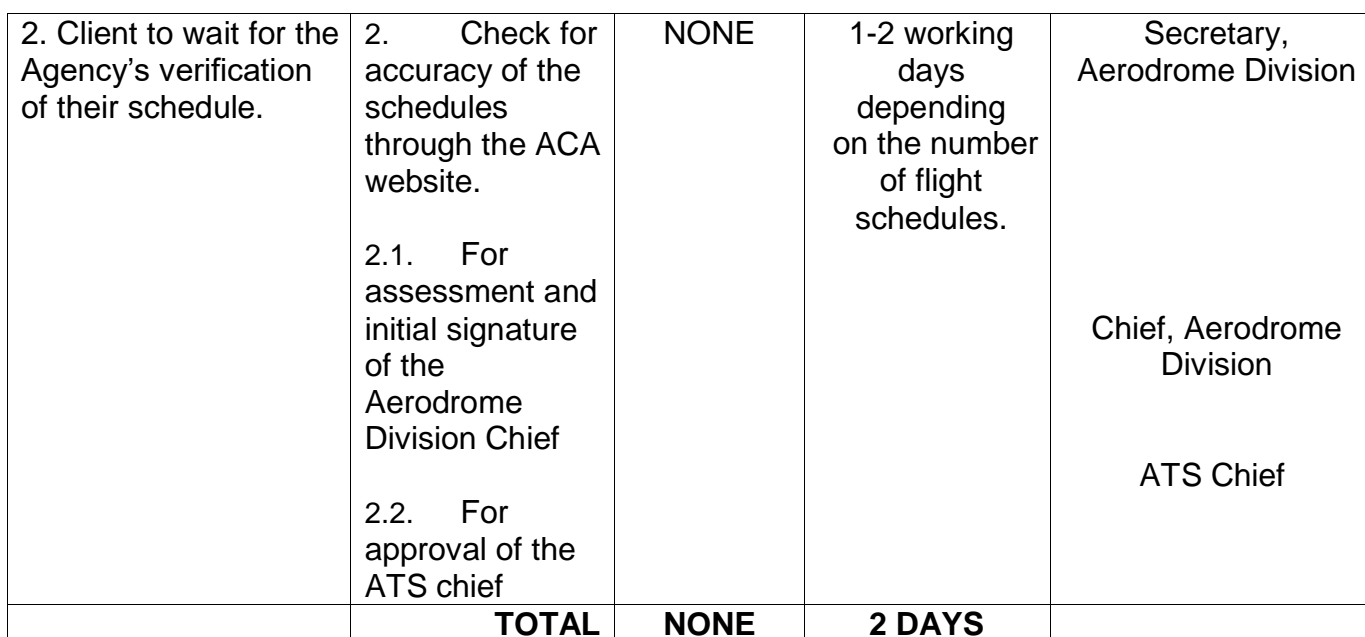
- Applicants will be entertained on a first-come-first-served basis;
- All document should be made in photocopies, submitted copies will be the copy of the CAAP

## 6. Application for Summer/Winter Flight Schedule Clearances

This service is under the Aerodrome Division, ATCAMD, Air Traffic Service provided to clients wherein the Flight Dispatchers or company Flight Operations Officer (FOO) is filing prior to the start of flight seasons which indicate the aircraft's call sign, time, route and date of flight.

<b>Office or Division:</b>	Aerodrome Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Flight Dispatchers, Company authorized Flight Operations Officer (FOO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CAB Approval		CAB		
2. MIA Approval		MIAA		
3. ACA Approved slots		ACA (Slots Airport Coordination)		
4. Request Letter addressed to the Director General thru the ATS Chief		Airline		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit all requirements	1. Receive documents/ requirements in filing a summer/winter flight schedule clearances.  1.1 Check for the completeness of the requirements	NONE	10 Minutes	Secretary, Aerodrome Division





## 7. Approval of Request to Conduct Product Presentation / Demonstration

<b>Office or Division:</b>	<b>Administrative Department - AFS</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	1. Stakeholders 2. Private Companies 3. Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request / Intent 2. Valid Identification Card or Any Government Issued ID 3. NBI or Police Clearance or Barangay Certificate		Administrative Department, 3F Main Building, CAAP Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admin Department; Submit requirements	Administrative Department: 1. Receive and review documents submitted 2. Record / Log entries in the incoming documents 3. Forward request to Chief, Administrative Department	None	15 Minutes	Office / Administrative Assistant
	4. Approves / Disapproves	None	45 Minutes	Chief, Administrative Department
	5. Forward approved request to CSIS	None	5 minutes	Office / Administrative Assistant

2. Proceed to CSIS for the issuance of security clearance				
<b>TOTAL:</b>		None	<b>1 Hour, 5 Minutes</b>	

## 8. Approval of Request to Conduct Research/Interview

<b>Office or Division:</b>	Administrative and Finance Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Colleges/Universities/Students/Airline Companies/Stakeholders/ other Government Agencies/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request 2. Valid ID and/or NBI / Police Clearance		Client/ Administrative Department, 3 <sup>rd</sup> floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admin Department 2. Submit requirements	ADMINISTRATIVE DEPARTMENT 2.1 Review letter request according to intent; 2.2 Check, complete requirements; 2.3 Check availability of date/ time/office concerned/ number of participants; 2.4 Receive and log entries in logbook/monitoring sheet; 2.5 Endorse approval of request	None	35 Minutes	Administrative Officer
3. Proceed to Facility/ Office concerned 4. Submit requirements and endorsement	FACILITY/OFFICE CONCERNED (1) Receive and log entries in the incoming logbook (2) Check availability of requested information/ resource person, date and time of activity, number of participants; (3) Approve and endorse approval to CSIS	None	33 Minutes	Admin Officer on Duty

5. Proceed to CSIS	CSIS	None	38 Minutes	CSIS Officer on Duty
6. Submit requirements and endorsement	(1) Conduct verification; (2) Issue security clearance			
7. Receive security clearance				
	<b>TOTAL:</b>	none	1 Hour, 46 Minutes	

## 9. Authentication of Airmen License for DFA Used (Red Ribbon)

<b>Office or Division:</b>	Central Records and Archives Division (CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	Airmen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Scanned copy of license with signature of Chief/Signatory of Regulatory Standards Department (RSD) 2. ID and/or Authorization letter (If applicant is not the license owner) 3. Schedule of Fees (listed under Fees)		1. RSD Office – 2 <sup>nd</sup> Floor, Annex Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to RSD; present plastic card license	1. Receive and check the requested license;  Check the validity of license;  Scan the license	none	10 Minutes	Aviation Records Mgt. Division (ARMD), RSD
	2. Forward documents to Chief/Signatory for signature		5 Minutes	Chief/Signatory, ARMD
2. Proceed to CRAD and present scanned copy of license, plastic card license	2.1 Check/review the document/s presented;	P170.00 set	10 Minutes	Records Officer, CRAD (2 <sup>nd</sup> Floor, Main Building)
	2.2 Record in the logbook  2.3 Prepare Order of Payment Slip (OPS)		5 Minutes	Records Officer



3. Proceed to Collection Office	3. Receive payment and issue Official Receipt (OR)		4 Minutes	Collecting Officer, Collection Office (Ground Floor, Annex Bldg.)
4. Proceed back to CRAD; present OR	4.1 Check OR; 4.2 Records in the OPS file;	None  None	12 Minutes	Records Officer, CRAD
	Prepare CAAP Certification; Forward documents to Chief/Signatory for signature			
	4.3 Sign the documents	None	5 Minutes	Chief/Signatory
	4.4 Stamp dry seal on the documents	None	3 Minutes	Records Officer
	4.5 Sealing of envelope	None	2 Minutes	Records Officer
5. Fill-out DFA claim stub	5.1 Check Filled-out claim stub	None	7 Minutes	Records Office, CRAD
6. Present valid ID/Authorization to claim	6.1 Release the documents	none	2 Minutes	Records Office, CRAD
	<b>TOTAL:</b>	P170.00 set	1 Hour, 5 Minutes	

## 10. Authentication of CAAP Issued Certificates, Permits and Official Receipts

<b>Office or Division:</b>	Central Records and Archives Division (CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G; G2B			
<b>Who May Avail:</b>	CAAP Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy or scanned copy of CAAP issued Certificates, Permits, Official Receipts with signature of the concerned issuing/originating office as “verified correct from the documents on file” 2. ID and/or Authorization letter (If the document is named to another person) 3. Schedule of Fees (listed under Fees)		1. Concerned issuing/originating office: a. FOD – 2 <sup>nd</sup> Floor, FSIS Building b. Airworthiness – 2 <sup>nd</sup> Floor, FSIS Building c. TOCID – 1 <sup>st</sup> Floor, FSIS Building d. ADMS – 2 <sup>nd</sup> Floor, Main Building e. Collection Office – 2 <sup>nd</sup> Floor, Annex Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to (whichever is applicable) a. FOD, b. Airworthiness, c. TOCID d. ADMS e. Collection	1.1 Receive and check the requested document/s	None	10 Minutes	Receiving Officer of the concerned/ issuing office
	1.2 Check validity of documents and stamp “verified correct from the documents on file”	None		Receiving Officer of the concerned/ issuing office
	1. Forward documents to Chief/Signatory for signature	None	5 Minutes	Chief/Signatory of the concerned/ issuing office

2. Proceed to CRAD and present verified photocopy or scanned copy of CAAP Certificates/Permits, Official Receipts	1. Check/review documents presented;		10 Minutes	Records Officer, CRAD (2 <sup>nd</sup> Floor, Main Building)
	Prepare Order of Payment Slip (OPS)	CTC P20.00/page  Verification P30.00/same type of document  Research P20.00/same type of document	5 Minutes	Records Officer
		Photocopy P3.00 per page		
3. Proceed to Collection Office	1. Receive payment and issue Official Receipt (OR)		4 Minutes	Collecting Officer, Collection Office (Ground Floor, Annex Bldg.)
4. Proceed back to CRAD; present OR	4.1 Check OR;	None	7 Minutes	Records Officer
	4.2 Record in the OPS file;			
	4.3 Forward documents to Chief/Signatory for signature	None		
	4.4 Sign the documents	None	5 Minutes	Chief/Signatory
	1. Stamp dry seal on the documents	none	3 Minutes	Records Officer
4 Present valid ID/Authorization to claim	1. Release the documents		2 Minutes	Records Officer, CRAD

	<b>TOTAL:</b>	Php20.00 CTC/page Php30.00 verification of the same type of document Php3.00 photocopy/ page	50 Minutes	
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# 11. Authentication of Documents (Client with Photocopy/ Machine Copy of Document/s and Travel Order)

<b>Office or Division:</b>	Central Records and Archives Division (CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of documents 2. Original copy of Travel Order (TO)		1. CRAD – 2 <sup>nd</sup> Floor, Main Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CRAD	1. Receiving and recording of the document/s for authentication thru DTS	None	15 Minutes	Records Officer, CRAD
	<b>For TO:</b> Receiving and recording to logbook		5 Minutes	Records Officer, CRAD
	2. Review of the document/s	None	15 Minutes	Chief, CRAD
	3. Authenticates/signs the machine copy/s of the document/s	None	10 Minutes	Chief, CRAD
	<b>For TO:</b> Authenticates/signs the machine copy/s of the Travel Order	none	5 Minutes	Records Officer, CRAD
	<b>TOTAL:</b>	none	40 Minutes TO: 10 Minutes	

## 12. Authentication of Documents (Client without Photocopy/ Machine Copy of Document/s and Travel Order)

<b>Office or Division:</b>	Central Records and Archives Division (CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of documents 2. Original copy of Travel Order (TO)		1. CRAD – 2 <sup>nd</sup> Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Receiving and recording of the document/s for authentication thru Document Tracking System (DTS)	None	15 Minutes	Records Officer, CRAD
	<b>For Travel Order (TO):</b> Receiving and recording to logbook	None	5 Minutes	Records Officer, CRAD
	2. Review of the document/s	None	15 Minutes	Chief, CRAD
	<b>For TO:</b> Review of the Travel Order		5 Minutes	Records Officer, CRAD
	3. Photocopy of the document/s	None	15 Minutes	Admin, Aide II/ UW, CRAD
	<b>For TO:</b> Photocopy of the Travel Order	None	5 Minutes	Admin, Aide II/ UW, CRAD
	4. Authenticates/signs the machine copy/s of the document/s	None	10 Minutes	Chief, CRAD
	<b>For TO:</b> Authenticates/signs the machine copy/s of the Travel Order	None	5 Minutes	Records Officer, CRAD



	<b>TOTAL:</b>	None	55 Minutes TO: 20 Minutes	
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### 13. Authentication of Documents (Documents with Voluminous Pages and/or in Bulk (Client with Machine Copy of Documents))

<b>Office or Division:</b>	Central Records and Archives Division (CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Documents/Contracts		1. CRAD – 2 <sup>nd</sup> Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CRAD	1. Receiving and recording of the document/s for authentication thru DTS;	None	15 Minutes	Records Officer, CRAD
	Recording to logbook	None	30 Minutes	Records Officer, CRAD
	2. Review of the document/s	None	15 Minutes	Chief, CRAD
	3. Authenticates/signs the machine copies of the documents and/or Contracts	none	4 Hours	Records Officer, CRAD
	<b>TOTAL:</b>	none	5 Hours	

#### 14. Bidder's Purchase of Bid documents for Disposal of Unserviceable CAAP Properties (Per Transaction)

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees / Consultant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original of Payment Request		Supply Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bidder purchase Bid Documents	Prepare Order of Payment Request for purchase of Bid Documents			Head Secretariat (Disposal Committee)
2. Submit order of Payment to Revenue Section and pay corresponding payment at Collection Unit	Instruct the Bidder to submit Order of Payment to Revenue Section and pay corresponding payment at Collection Unit	336.00	1 day	Revenue Section Staff & Collection Unit Staff
3. Present the Official Receipt to the Secretariat and get the Bid Documents	Give the Bid Documents to Bidder upon presentation of Official Receipt			Head Secretariat (Disposal Committee)

## 15. Certification and Issuance of Aviation Records

<b>Service:</b>		CERTIFICATION AND ISSUANCE OF AVIATION RECORDS		
<b>Office or Division:</b>		AVIATION RECORDS MANAGEMENT DIVISION (ARMD)		
<b>Classification</b>		SIMPLE		
<b>Type of Transaction</b>		G2B-Government to Business		
<b>Who may avail:</b>		Any requesting party		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		ARMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ARMD for the Request Form	1. Fill-Up Request Form	None	2 min	ARMD Personnel
Submit the Request Form to ARMD personnel	2. ARMD personnel check the Request Form and forward to Chief ARMD for signature	None	2 min	ARMD Personnel Chief ARMD
	3. Check record in database for airmen/aircraft record Check the list of Technical Guidance Materials if available check procedure with the custodian on how to borrow	None	3 min	Records Section Custodian  Technical Library Custodian

	4. Retrieve the Record	None	5 min	Designated ARMD personnel
	5. Print/Photocopy the record and forward to Section Chief for initial	None	5 min Depending on the no. of pages to be printed/photocopied	Designated ARMD personnel Section Chief
	6. Forward the printed/photocopied record to chief	None	5 min	Chief ARMD
	7. Issue Order of Payment Slip (OPS) Note: CAAP employees are exempted for payment	<b>Applicable fees as needed:</b> <b>CTC</b> Php20.00 <b>Verification</b> Php30.00 <b>Certification</b> Php50.00 <b>Authentication</b> Php50.00 <b>Scan</b> Php50.00 <b>Research</b> Php20.00 <b>Envelope</b> Php20.00 <b>Photocopy</b> Php3.00/page Php6.00/back to back Free-if less than Five(5)pages	2 min	Designated ARMD personnel
Proceed to Collection for Payment	<b>PAUSE CLOCK</b>	None		
Proceed back to ARMD and present Official Receipt	Check Official Receipt (OR) and release Certified copy of record to client	None	2 min	Designated ARMD personnel
<b>END OF TRANSACTION OF</b>			<b>TOTAL DURATION</b>	
			<b>ACTIVITY</b>	
<b>Note: Applicable fees pending upon the approval of CAAP's new fees and charges.</b>			<b>26 mins</b>	

## 16. Certification of Type Validation

### PHASE ONE (PAYMENT OF FEES AND CHARGES) CERTIFICATION OF TYPE VALIDATION)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form No. AS5-4.01 2. Letter of Intent (LOI)		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (hard copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the accomplished form (AS5-4.01) and Letter of Intent thru email or send via courier	1.1 Recipient (EARD) of the email will send it to the window 4 of FSIS for processing	None	10 Minutes	Owner/operator, AESI, AWD, Ground Floor, FSIS building
	1.2 If via courier it should be addressed to FSIS for processing	none	5 minutes	Owner/operator
2. Get the receiving copy of the letter of Intent at the FSIS receptionist	2. Return the receiving copy of the submitted letter of intent	none	5 minutes	Recipient and FSIS Receptionist
3. Request for Order of Payment slip to Airworthiness Department	3. Determine corresponding fees and charges and issue advance billing NOTE: This process included during preparation of travel order	Php10,000.00 + Inspection Fee + Php600.00 Admin fee	1 hour	Operator/owner and AWD staff



4. Payment thru wire transfer submit the proof of wire payment/transfer to the assigned airworthiness inspector	4.1 Received proof of wire transfer	None	15 minutes	Operator/Owner, AESI
	4.2 Copy of the advance billing and wire transfer submit to Collection Unit for verification	none	15 minutes	Collection Officer, 2 <sup>nd</sup> Floor, annex building
	4.3 Issue Order of Payment Slip		15 minutes	Collection/Accounting Officer
	4.4 Issue Official Receipt	Applicable on the new fees and charges	15 minutes	Collection Officer
	Total duration of activities	Php10,000.00 + Inspection Fee + Php600.00 Admin fee	2 hour, 20 minutes	

## PHASE TWO (PRE-INSPECTION PROCESS FOR CERTIFICATION OF TYPE VALIDATION)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form No. AS5-4.01 2. Letter of Intent (LOI)		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (hard copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the accomplished form (AS5-4.01) and Letter of Intent thru email or send via courier	1.1 Recipient (EARD) of the email will send it to the window 4 of FSIS for processing	None	10 Minutes	Owner/operator, AESI
	1.2 If via courier it should be addressed to FSIS for processing	none	5 minutes	Owner/operator
	1.3 Document tracking and logging and initiate an appropriate action; forward documents to AWD	none	15 minutes	FSIS Receiving Staff, Ground Floor, FSIS building
	1.4 Receive, encoding the tracking number of Type Validation application	none	2 hours	AWD Receiving Staff, Ground Floor, FSIS building

	1.5 Evaluate and examine the application package and transfer to EARD	none	15 minutes	AWD Manager Ground Floor, FSIS building
	1.6 Evaluate the application package and assign to engineering inspectors	none	15 minutes	Chief EARD, Ground Floor, FSIS building
	1.6 Document evaluation and coordinate with the type certificate holder/manufacturer	none	3 hours	AESI Ground Floor, FSIS building
	1.7 Prepare memorandum/travel order, advance billing and conform letter (as applicable)	Inspection Fee	1 hour	AESI and AWD Staff
	1.8 Validate and sign the memorandum/travel order documents, endorse to ADG II, FSIS	None	20 minutes	Department Manager, AWD, Ground Floor, FSIS building
	1.9 Endorse the conforme/foreign travel order documents to DDG-O	none	2 hours	ADG II, FSIS, 2 <sup>nd</sup> Floor, FSIS building
	1.10 Endorse the conforme/foreign travel order documents to Director General	none	1 day	DDG-O Office, 4 <sup>th</sup> floor, Main building
	1.11 Sign the conforme/foreign travel order documents	none	1 day	Director General Office, 4 <sup>th</sup> Floor, Main building
	Total duration of activities	none	3 days, 1 hour, 20 minutes	

### PHASE THREE (INSPECTION PHASE)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and confirm the said schedule of inspection	1. Inform the type certificate holder/ manufacturer	None	15 Minutes	Owner/operator, AWD Inspector
2. Demonstration, technical meeting, validation	2. Conduct inspection (inclusive of Travel time)	none	7 hours	AWD Inspector
	Total duration of activity	none	7 hours, 15 minutes	

## PHASE FOUR (POST INSPECTION PROCESS FOR CERTIFICATION OF TYPE VALIDATION)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form No. AS5-4.01 2. Letter of Intent (LOI)		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (hard copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Creating post travel report/ final report and prepare the memorandum and type validation certificate for endorsement	None	10 days	AESI, Ground Floor, FSIS building
	2. Endorse to Chief EARD for quality review; endorsement of the certificate	none	3 hours	Chief EARD/AESI, Ground floor, FSIS building
	3. Endorse to AWD Manager for review and endorsement to ADG II, FSIS	none	15 minutes	AWD Manager and Chief CATCID
	4. Endorse to ADG II, FSIS for review and endorsement to DDG-O	none	1 day	AWD Manager and ADG II, FSIS
	5. Endorse to Director General for signature and approval	none	1 day	DDG-O and Director General, 4 <sup>th</sup> Floor, Main building
	6. Forward the signed type validation certificate	none	30 minutes	DG Clerk/ AWD Clerk

2. Acknowledge the signed type validation certificate	2.1 Scan the signed type validation certificate together with official receipt and send thru email for advance copy	none	15 minutes	AESI, AWD, Ground Floor, FSIS building
	2.2 Release certificate of type validation certificate via courier to deliver the hard copy	none	15 minutes	Operator/ Owner, AESI
	Total duration of activities	none	12 days, 4 hours, 30 minutes	
	Total duration of whole activities (Certification of type validation)		23 days, 5 minutes	

## 17. Check Preparation

<b>Office or Division:</b>	Checking Account Section – Cashiering Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	CAAP Employees/Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved disbursement vouchers and/or payrolls as to its completeness of entries, signatures and attachments.		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents with supporting attachments to Accounting Division for review and auditing	1. Checks, receive and record document forwarded by Accounting Division	None	2 Minutes	Accounting Assistant
	2. Check the account balance before check preparation	None	1 Minute	Cashier IV/ Cashiering Assistant
	3. Prepare Check and approve by Authorizer through the LBP Corporate Check Printing System (CCPS)	None	1 Minute	Accounting Assistant/ Division Chief III /Authorized Representative
	4. Segregate original and duplicate copy of check	None	1 Minute	Accounting Assistant
	5. Review of check as to date, name of payee, amount in figure and in words and sign check	None	1 Minute	Check Signatories
	6. Preparation of Advice of Checks and Cancelled (ACIC) for approval through the LBP We access facility	None	5 Minutes	Accounting Assistant/ Division Chief III

	7. Data-based indexing of check and recording in the outgoing logbook for countersigning	None	1 Minute per check	Admin Assistant
	8. Countersigning of check	None	1 Minute	Please refer to attached Delegation of Authorities
	9. Encoding of duplicate copies of checks in the Check Disbursements Record (CDR) and Report of Checks Issued and Cancelled (RCI)	None	1 Minute per check	Cashier IV
	10. Safekeeping of unreleased checks together with processed vouchers	None		Cashier IV/ Cashiering Assistant
	<b>TOTAL:</b>	none	14 Minutes	



## 18. Compliance to International Commitment

Receipt of State Letters Coming from the International Civil Aviation Organization (ICAO) Head Office, (Montreal), Regional Office (Bangkok), Regional Sub-Office (Beijing) and other Regional Offices

<b>Office or Division:</b>	Office of the International Civil Aviation Coordinating Staff (ICACS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C); Government to Business (G2B); Government to Government (G2G); Government to Government (International)			
<b>Who May Avail:</b>	Airport Authorities, Airline Operators/Stakeholders/Other Government Agencies and CAAP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. State Letter(s)/ Invitation(s) /Proposal(s)/ Survey(s) 2. Correspondence(s)/document(s) addressed to CAAP Officer(s) or Employee(s)		1. ICAO Headquarters/Regional Office/ICAO Portal 2. Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PHASE I</b>				
1. Send Letters/ invites/ proposals/ survey/ notices/ ICAO documents/ Annexes and other matters from other international organizations via ICAO Portal or email	1. Receive/download and acknowledge receipt	None	15 Minutes	Admin. Asst. I
	2. Record entries in the incoming logbook	None	5 Minutes	Admin. Asst. I
	3. Review and identify which CAAP office/s is involved in the undertaking	None	30 Minutes	Chief/ICA Coordinator

	4. Photocopy and forward to concerned office/s for appropriate action  ***For Proposals or Surveys: Forward to CAAP concerned office/s/ other government agencies/stakeholders	None	10 Minutes  ***10 Days	Utility Worker II
	For invitation to attend training/seminar/ workshop: Forward to HRMD			
	5. Received document from the concerned office/s	None	5 Minutes	ICACS Staff
	6. Prepare Indorsement/ Reply Letter and forward to Chief ICACS for review	None	30 Minutes	Admin. Asst. I/ ICA Coordinator
	7. Review and Initial Indorsement/ Reply Letter	None	30 Minutes	Chief
	8. Forward to the Director General for Signature	None	5 Minutes	Utility Worker II
	9. Scan signed documents and send to ICAO thru email	None	15 Minutes	Admin. Asst./ ICACS Staff
	10. Forward documents to Central Records for mailing	None	10 Minutes	Utility Worker II
	<b>TOTAL DURATION FOR PHASE I:</b>	None	2 days and 35 Minutes	
<b>PHASE II</b>				
	1. Send a follow-up through letter to ICAO or thru email for the Official Confirmation Letter for training/ seminar/ workshop or meeting	None	15 Minutes	Admin. Asst. I/ ICA Coordinator

1. Send Confirmation Letter	2. Receive confirmation letter and record entries in the logbook	None	5 Minutes	Admin. Asst. I
	3. Forward copies of confirmation letter to the office/s if participant/s	None	10 Minutes	UW II
	<b>TOTAL DURATION FOR PHASE II:</b>	None	30 Minutes	
	<b>TOTAL DURATION OF ACTIVITY (including 10 days period*)</b>	None	10 Days, 3 Hours, 5 Minutes	

## 19. Conduct of Board Meetings

<b>Office or Division:</b>	Office of the Corporate Board Secretary			
<b>Classification:</b>	Highly Technical (Multi Agency stage)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	Internal customers/ CAAP Board of Directors and Top Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Board Meeting 2. Agenda 3. Attendance Sheet 4. Board Materials/Folders		Client CAAP Board of Directors and Top Management		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the Board members availability for the month	1. Call up the respective offices of the Board members to ask for their schedule 2. Send an email for those offices of the Board members who did not reply thru phone call	None	10 Minutes	Information Officer II or Admin Assistant II
2. Plot the schedule based on the given availability of the Board Members	3. Submit the schedule to the Corporate Board Secretary highlighting the date/s with quorum		3 Minutes	Board Secretary III
3. Wait for the final date from the Office of the Director General	4. Prepare and disseminate Memo to all services requesting for agenda that they wanted to present to the board 5. Prepare a tentative set of agenda 6. Wait for the final date of the Board meeting	None	5 Minutes  10 days	Board Secretary III Or Information Officer II

4. Approval of the final date for the Board Meeting	7. Prepare Notices of Board meeting 8. Send Notices of Meeting to the Board members thru email		3 Minutes 5 Minutes	Information Officer II
5. Approval of the agenda	9. Wait for the approval of the agenda 10. Finalize copy of the agenda		5 days 3 Minutes	Information Officer II
	11. Send copy of the agenda to the presenters		3 Minutes	
6. Preparation of Board Materials	12. Follow up on the presenters' materials 13. Submission of Board materials 14. Sent out Board materials to the Board members thru delivery	None	5 Minutes 3 Days 2 Hours	Information Officer II or Admin Assistant II Liaison Officer
7. Dry Run	15. Schedule the dry run 16. Prepare the venue and materials for the dry run 17. Inform the presenters of the schedule of the dry run	None	2 Days 5 Minutes 3 Minutes	Board Secretary II Admin Asst. II Information Officer II
8. Conduct of Board Meeting	18. Attendance of the Board Members 19. Board Meeting proper	None	3 Minutes 3 Hours	Board Secretary II Corporate Board Secretary
	Total	none	21 days, 2 hours, 48 minutes	

## 20. Facilitation of Approval for Airport Services Hours of Operations Extension

<b>Office or Division:</b>	Operations Center (OpCen)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B (Government to Business), G2G (Government to Government)			
<b>Who May Avail:</b>	Airline Operators, General Aviation, Military, Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requesting party should fill up request form with: <ul style="list-style-type: none"> <li>Name of the requesting party</li> <li>Complete Billing Address</li> <li>Contact Number</li> <li>Aircraft/Flight identification</li> <li>Requested airport</li> <li>Published hours of operators of requested airport</li> <li>Requested extension date</li> <li>Sign the certification as awareness of the fees</li> </ul>			Download request form at CAAP website <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> forms and application	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Requesting party</b> - Submits the accomplished request form to Airport concerned via official airport e-mail address (check CAAP website for official email address of airports)	<b>Airports concerned</b> Coordinate the extension with facilities	None	3 minutes	OpCen Officer
<b>9) Airport without internet access or AMHS</b> Requesting party shall submit their request thru OpCen email address (opcenfltprmts@gmail.com)	<b>OpCen</b> Coordinates with requesting party to complete requirements	None	3 minutes	OpCen Officer

Form with incomplete information	<b>OpCen/Airport concerned</b> Coordinate with requesting party to complete the required info			
<b>Approved Requests</b> Airport Managers/Airport IC or designated OIC send OpCen their endorsement thru e-mail, Viber message or thru AMHS	<b>OpCen</b>  Send administrative approval to airport concerned via AMHS and e-mail or Viber message	Php 500.00 per hour or fraction of an hour	3 minutes	OpCen Officer
Disapproved requests	<b>OpCen/Airports concerned</b> Coordinate to comply or relays regrets	None	3 Minutes	OpCen Officer/Airport manager/Airport OIC or designated OIC
	<b>TOTAL:</b>	Php 280.00 (permit fee)	17 Minutes	

**NOTE:**

Total time excludes the coordination between OpCen and the approving officer.

## 21. Facility/Site Visit, Interview and Research & Survey

This service is under the Progression Division of the Air Traffic Planning & Progression Department (ATPPD), Air Traffic Service provided to Citizens and Government entities who wished to avail facility/site visit, interview and research/survey for their research studies, educational briefings and the likes.

<b>Office or Division:</b>	Progression Division, Air Traffic Planning & Progression Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	University/College Students, Private Companies & Other Government Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request indicating intents/purposes, date and time of activity, subject/scope, name and number of participants and specific ATS facility/ies to be visited (1 original)			To be submitted by the requesting party to CAAP CCS Office	
2. Participants' ID (1 photocopy)			Requesting party	
3. CAAP Security Clearance (1 original)			CAAP CSIS Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to CCS	1. CCS to check/verify submitted documents	None	10 Minutes	Receiving staff  CCS Office
	1.1 CCS to record request in the database		5 Minutes	
	1.2 CCS to attach routing/action slip		5 Minutes	
	1.3 Forward and endorse request to ATS admin		5 Minutes	
	1.4 Start processing the request			



2. Submit/hand carry documents prepared by CCS to ATS Office	2. ATS receives the document and check for completeness	None	5 Minutes	Receiving Staff  ATS Office
	2.1 Record in the incoming data log		5 Minutes	
	2.2 Provide clients timeline/ schedule of approval		5 Minutes	
	2.3 Endorsed to ATS Admin		5 Minutes	
3. Submitted documents to be endorsed to ATS Admin for review and coordination with concerned facility. ***Client has the option to wait or return at another time for the issuance of approval	3. Review and verify submitted documents	None	10 Minutes	ATS Admin Head  Progression Division's Office, ATS
	3.1 Coordinate with concerned ATS facility for approval		10 Minutes	
	3.2 Forward/ endorsed to CSIS the approved request		5 Minutes	
4. Letter request endorsed to CAAP CSIS for processing of security clearance	4. CAAP CSIS accepts/verify documents	None	10 Minutes	Receiving Staff/ Encoder  CSIS Office
	4.1 Personal appearance of filer/focal person for picture taking		15 Minutes	
	4.2 Printing of security clearance		5 Minutes	
	4.3 Filing/recording in the database		5 Minutes	
	4.4 Issuance of security clearance		5 Minutes	

5. Return to CAAP CSIS for the release of approval and security clearance	5. Issue security clearance and approval  5.1 Release of security clearance and approval to the client	None	5 Minutes  5 Minutes	CAAP-CSIS  Releasing Office
	<b>TOTAL:</b>	None	120 Minutes or 2 hours	

## 22. Filing of Flight Plan prior to Departure

This service is under the Aeronautical Information Service/MAP Division, AICD, Air Traffic Service provided to clients wherein the pilot or company Flight Operations Officer (FOO) is filing prior to the departure which indicate the aircraft's planned route or flight path.

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Pilot-in-command (PIC), Company authorized Flight Operations Officer (FOO)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CAAP permit		Operations Center or FSIS		
2. Slotting permit		Approval from ATS		
3. Flight plan (3 copies)		AIS Operations		
4. General declaration (International flight)/ Passenger manifest (Domestic flight)		Airline		
5. CIQ (Customs, Immigration & Quarantine) form		Airline		
6. PNP Aircraft exit clearance		PNP – to be presented by the Airline upon filing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to submit all requirements	1. Receive documents/ requirements in filing a flight plan	NONE	5 Minutes	AIS Briefing Officer  AIS-Operations Station
	1.1 Check for the completeness of the requirements		5 Minutes	
	1.2 Review/check data on the filed flight plan		10 Minutes	
	1,3 Process flight plan thru INO-DU		5 Minutes	

	(International NOTAM Operations-Data User)			INO-DU Operator AIS-Operations Station
2. Check for accuracy of the sent Flight Plan	<p>2. Stamp processed flight plan of time sent thru INO-DU</p> <p>2.1. Print two (2) copies of the processed flight plan</p> <p>***1 copy for client and 1 copy for AIS</p> <p>2.2. Issue the sent flight plan to client</p>	NONE	<p>5 Minutes</p> <p>5 Minutes</p>	<p>AIS Briefing Officer</p> <p>AIS-Operations Station</p>
	<b>TOTAL</b>	<b>NONE</b>	<b>35 minutes</b>	

### 23. Flight Inspection Check of Communication, Navigation, Surveillance & Visual Aids facilities; Flight Validation of Instrument Flight Procedures

<b>Office or Division:</b>	Flight Inspection & Calibration Group
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B (Govt. to Govt), G2C (Govt to Client)
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CNS & Visual Aids Flight Inspection CARANS Part 10 Par. 10.3		CAAP Website : <a href="http://www.caap.gov.ph">www.caap.gov.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request for Flight Inspection, OLS survey plan, surveyed coordinates, and other facility details; Prepare facility for the check	Receive the RFI Package and review status/notams of the facility.		30 Minutes	<b>Manuel F. De Guzman</b> Chief Flight Inspector
	Determine flight inspection schedule.		10 Minutes	
	Coordinate schedule & activities with ATS & ANS		1 Hour	
	Conduct flight check		5 days	
	Conduct preliminary assessment/debriefing		2 Hours	

	Prepare flight inspection report		3 Days	
<b>TOTAL:</b>		Fees to be determined upon completion of the flight check, subject to type of aircraft and block time used.	8 days Hours Minutes	3 40
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ATM Flight Validation Memorandum Circular 51-13 - Quality Assurance Process for Instrument Flight Procedures		CAAP Website : <a href="http://www.caap.gov.ph">www.caap.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete Instrument Flight Procedure Design Package duly ground validated by AANSOO and present aircraft to be used for flight validation.	Receive the IFP Package.		5 Minutes	<b>Manuel F. De Guzman</b> Chief Flight Inspector

	Evaluate aircraft capability and authorization for flight validation operations		1 Hour	
	Determine flight inspection / flight validation schedule.		10 Minutes	
	Coordinate schedule & activities with ATS & ANS		1 Hour	
	Conduct flight check		5 days	
	Conduct preliminary assessment		2 Hours	
	Prepare flight inspection and flight validation report		5 Days	
<b>TOTAL:</b>		Fees to be determined upon completion of the flight check, subject to type of aircraft and block time used.	10 days Hour Minutes	4 10

## 24. Height Clearance Permit and Height Limitation Applications

<b>Office or Division:</b>	Aerodrome Development and Management Service (ADMS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Any requesting party (Planners, Designers, Builders, Developers, Lot Owners, etc.)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Updated HCP & HL Application Forms 2. Elevation Plan of the Proposed Structure (for HCP only) 3. Form GE0313 (Geodetic Engineer's Certificate) 4. Form GE0413 (Geodetic Engineer's Index Card) 5. Copy of Certification of Reference Stations used (if established by NAMRIA) 6. Location Plan with Vicinity Map (showing runway if applicable) 7. Computations (traverse, leveling and/or GNSS processing)			Aerodrome Development and Management Service (ADMS) – Operational Safety Division (OSD) or <a href="http://www.caap.gov.ph">www.caap.gov.ph</a>	
FEES: Php50.00 per application/structure				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Application Form from <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Forms are also available at Operational Safety Division (OSD) of ADMS		None		
2. Present HCP/HL application documents to OSD Staff	2.1 Assess compliance and completeness of documents	None	15 Minutes	OSD Staff
	2.2 Log & issue ADMS Order of Payment Request Form	None	2 Minutes	OSD Staff
3. Proceed to Collection (Annex Building)	3.1 Issue Order of Payment Slip (OPS)	None	2 Minutes	Collection Officer On-Duty
	3.2 Receive payment; 3.3 Issue Official receipt (OR)	₱50.00 per Application/ Structure	2 Minutes	Collection Officer-On-Duty



4. Proceed back to OSD- ADMS Submit application	4.1 Check OR and; review, receive and log application documents	None	7 Minutes	OSD Staff and Receiving Officer
	4.2 Conduct survey data verification	None	1 Day (5-15 Applications/ Structures)	OSD Staff
	4.3 Conduct technical assessment based on Obstacle Restriction and Limitation	None	2 Days (5-10 Applications/ Structures)	OSD Evaluator
	4. 4 Validate technical assessment	None	2 Days (5-10 Applications/ Structures)	OSD Supervisor
	4.5 Prepare HCP/Denial/HL recommendation (encode, check, code tagging & print); endorse to Service Chief, ADMS	None	1 Day (5-15 Applications/ Structures)	OSD Staff and Supervisor
	4.6 Review and sign HCP/Denial/HL recommendation	None	1 Day	Service Chief
	4.7 Log and endorse application to Air Traffic Service (ATS)	None	5 Minutes	ADMS Staff
	4.8 Conduct technical assessment (effect on instrument and visual flight procedure)	None	2 Days (8-32 Applications/ Structures)	AFPDD Evaluator
	4.9 Validate technical assessment; endorse to Service Chief, ATS	None		AFPDD Supervisor
	4.10 Review and sign HCP/ Denial/HL recommendation	None		Service Chief, ATS
	4.11 Log and endorse application to Air Navigation Service (ANS)	None	5 Minutes	ATS Staff
	4.12 Conduct technical assessment on effect to equipment (communications, navigation & surveillance)	None	2 Days (15 Applications/ Structure	QMD Evaluator

	4.13 Validate technical assessment; endorse to Service Chief, ANS	None	2 Days (15 Applications/ Structure	QMD Supervisor
	4.14 Review and sign HCP/Denial/HL recommendation	None	1 Day	Service Chief, ANS
	4.15 Log and endorse application to the Director General	None	5 Minutes	ANS Staff
	4.16 Approve/Sign HCP/Denial/ HL	None	2 Days	Director General/ Authorize Representative
	4.17 Dry-sealing signed HCP/Denial/HL; log and forward application to ADMS	None	15 Minutes	ODG Staff
	4.18 Scan and photocopy signed and drysealed HCP/Denial/HL for record purposes (bookkeeping of processed applications)	None	10 Minutes	OSD staff
5. Proceed to ADMS	5. Release HCP/Denial/HL	None	2 Minutes	OSD Staff
	<b>TOTAL:</b>	Php50.00/ application/ structure	19 Days, 1 Hour, 10 Minutes	

## 25. Issuance of Accounting Certificate for De-Registration and Transfer of Registration (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C - Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Airline Operators and Groundholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request Note: Both the seller and the buyer are required to apply for Accounting 2. Deed of Sale or contract of lease			Revenue Section- Accounting Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Accounting Division;  Submit the requirements	1. Check, completeness of document(s);	None	3 Minutes	Receiving Officer
	2. Request form all 12 Area Center respective Statements of Accounts	None	1 Day	Account Officer
	3. Completion of Statements of Account from 12 Area Centers	None	4 Days	Area Centers
	4. Reconciliation of Accounts	None	3 Days	Accounting Personnel
2. Receive the Accounting Certificate and proceed to FSIS	5. Release the Certificate and De-Registration & Transfer of Registration	None	5 Minutes	Accounting Personnel
	<b>TOTAL:</b>	none	8 Days, 8 Minutes	

## 26. Issuance of Accounting Certificate for Original Certificate of Registration and Certificate of Airworthiness (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C - Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Airline Operators and Groundholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request Note 2. Approved Reservation of Registration Marking 3. Proof of payment (for past due accounts)		Revenue Section- Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Accounting Division;  Submit the requirements	1. Check, completeness of document(s);	None	3 Minutes	Receiving Officer
	2. Validate status of account; if cleared; if not, return to client	None	5 Minutes	Accounting Personnel
	3. Prepare Accounting Certificate	None	5 Minutes	Accounting Personnel
	4. Sign Accounting Certificate	None	5 Minutes	Chief Accountant
2. Receive the Certificate and proceed to FSIS	5. Release Accounting Certificate	None	5 Minutes	Accounting Personnel
<b>TOTAL:</b>		none	23 Minutes	

## 27. Issuance of Accounting Certificate for Overfly, Entry-Exit, Exit Entry, Exit and Entry Permits (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C - Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Airline Operators and Groundholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from Flight Operations Department 2. Copy of Official Receipt of advance payment for air navigation charges (for non-scheduled flights)		Revenue Section-Accounting Division, 3 <sup>rd</sup> floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Accounting Division;  Submit the requirements	1. Check completeness of documents;	None	3 Minutes	Receiving Officer
	2. Validate status of account; if cleared; if not; return to client	None	5 Minutes	Accounting Personnel
	3. Prepare Accounting Certificate	None	5 Minutes	Accounting Personnel
	4. Sign Accounting Certificate	None	5 Minutes	Chief Accountant
2. Receive the Certificate and proceed to FSIS	5. Release Accounting Certificate	None	5 Minutes	Accounting Personnel
	<b>TOTAL:</b>	None	23 Minutes	

## 28. ISSUANCE OF AERODROME REGISTRATION TYPE 2 – Phase I

### Pre-Application

<b>Office or Division:</b>	Aerodrome and Air Navigation Safety Oversight Office (AANSOO) Aerodrome Registration Certification Inspectorate Division (ARCID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Aerodrome Operator / Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
AANSOO Form A3: AGA-R-2013 MARF Appendix B.2.2		AANSOO Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download form from CAAP website <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> . *Forms are also available at AANSOO				
2. Submit Letter of Intent and application form to AANSOO	1. Receive and record entries in database		3 Minutes	AANSOO Staff
	2. Endorse pre-application phase to Chief, ARCID		20 Minutes	Chief, AANSOO
	3. Chief, ARCID to assign lead inspector		10 Minutes	Chief, ARCID
	4. Inform applicant of the scheduled date of pre-		5 Minutes	Assigned Inspector

	application meeting			
3. Attend the scheduled pre-application meeting	1. Discuss the Aerodrome Operations Manual		20 Minutes	Assigned Inspector
	2. Record pre-application phase actions in database		2 Minutes	Assigned Inspector
<b>TOTAL DURATION OF PHASE I:</b>			1 Hour	

## ISSUANCE OF AERODROME REGISTRATION TYPE 2 – Phase II

### Initial Application Review

<b>Office or Division:</b>	Aerodrome and Air Navigation Safety Oversight Office (AANSOO) Aerodrome Registration Certification Inspectorate Division (ARCID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Aerodrome Operator / Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
AANSOO Form A3: AGA-R-2013 MARP Appendix B.2.2		AANSOO Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Inform applicant of the scheduled formal meeting		5 Minutes	Assigned Inspector

1. Attend the scheduled formal meeting	1. Discuss the details of Formal Application		5 Minutes	Assigned Inspector
	2. Conduct Initial Application review meeting		5 Minutes	Assigned Inspector
	3. Conduct Formal Application review meeting		1 Hour	Assigned Inspector
	4. Discuss the Aerodrome Operations Manual Information		30 Minutes	Assigned Inspector
<b>TOTAL DURATION OF PHASE II:</b>			1 Hour, 45 Minutes	

## ISSUANCE OF AERODROME REGISTRATION TYPE 2 – Phase III

### Document Conformance

<b>Office or Division:</b>	Aerodrome and Air Navigation Safety Oversight Office (AANSOO) Aerodrome Registration Certification Inspectorate Division (ARCID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Aerodrome Operator / Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pro-Forma Invoice (1 original)		ARCID Staff		
Official Receipt (1 photocopy)		Accounting Division – Collection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Review and evaluate the requirements submitted; Prepare letter of		3 Working Days	Safety Inspection Team



	endorsement to Phase 4			
	2. Determine the number of days of inspection		2 Minutes	Assigned Inspector
	3. Prepare Pro-Forma Invoice	For Admin Fee – PHP 500.00; For Inspection Fee – PHP 5,000.00	10 Minutes	AANSOO Staff
	4. Endorsement of Pro-Forma Invoice to Chief, AANSOO		10 Minutes	Chief, ARCID
	5. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division		10 Minutes	Chief, AANSOO
	6. Forward Pro-Forma Invoice to Accounting Division		10 Minutes	AANSOO Staff
	7. Billing Process			Accounting Division
	8. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	9. Inform the Operator for the billing payment		5 Minutes	ARCID Staff

1. Proceed to Accounting Division	1. Order of Payment Process			Accounting Division
2. Proceed to Collection	1. Receive Payment			Collection Staff
	2. Issuance of Official Receipt (OR)			Collection Staff
3. Proceed to ARCID-AANSOO and present Official Receipt	1. Check and secure Official Receipt and forward to the assigned inspector		2 Minutes	ARCID Staff
	2. Prepare Notice of Safety Inspection letter with team composition, daily activities, and Travel Order		4 Hours	Assigned Inspector
	3. Review and endorsement by Chief, ARCID, and forward to Chief, AANSOO		1 Hour	Chief, ARCID
	4. Review and recommendation by Chief, AANSOO		1 Hour	Chief, AANSOO
	5. Forward Notice of Safety Inspection and Travel Order to Deputy Director General for Operations		10 Minutes	AANSOO Staff
	6. Review and approval by Deputy Director General for Operations			Deputy Director General for Operations
	7. Recording and certified true			Central Records and Archives

	copy of Travel Order			Division (CRAD)
	8. Received signed Notice of Safety Inspection and Travel Order from the CRAD Staff and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	9. Coordinate with the operator regarding the conduct of inspection		10 Minutes	Safety Inspection Team
4. Organize Transportation for the Safety Inspection Team				
<b>TOTAL DURATION OF PHASE III:</b>			3 Days, 7 Hours, 29 Minutes	

## ISSUANCE OF AERODROME REGISTRATION TYPE 2 – Phase IV

### Site Inspection and Safety Inspection Report

<b>Office or Division:</b>	Aerodrome and Air Navigation Safety Oversight Office (AANSOO) Aerodrome Registration Certification Inspectorate Division (ARCID)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Aerodrome Operator / Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Aerodrome	1. Conduct initial safety inspection in compliance with Manual of Standards		3 Days *excluding travel time	Safety Inspection Team
	2. Prepare Safety Inspection Report		15 Working Days	Safety Inspection Team
	3. Review and endorsement by Chief, ARCID and forward to Chief AANSOO		2 Hours	Chief, ARCID
	4. Forward to Chief AANSOO for review and notation		10 Minutes	AANSOO Staff
	5. Review and notation by Chief, AANSOO		1 Hour	Chief, AANSOO
	6. Forward the signed Safety Inspection Report to ARCID, Chief.		10 Minutes	AANSOO Staff

	7. Forward the signed Safety Inspection Report to the Operator.		10 Minutes	ARCID Staff
<b>TOTAL DURATION OF PHASE IV:</b>			18 Days, 3 Hours, 30 Minutes	

## ISSUANCE OF AERODROME REGISTRATION TYPE 2 – Phase V

### Submission and Evaluation of Corrective Actions

<b>Office or Division:</b>	Aerodrome and Air Navigation Safety Oversight Office (AANSOO) Aerodrome Registration Certification Inspectorate Division (ARCID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Aerodrome Operator / Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pro-Forma Invoice (1 original)		ARCID Staff		
Official Receipt (1 photocopy)		Accounting Division – Collection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Safety Inspection Report and to address all non-compliance findings generated from the Safety Inspection.				
1. Submit Corrective Actions / Corrective Action Plan to AANSOO	1. Receive Corrective Actions / Corrective Action Plan and forward to ARCID Inspector.		3 Minutes	AANSOO Staff

	<p>2. Review and evaluate the corrective actions submitted. If:</p> <ol style="list-style-type: none"> <li>1. Acceptable but needs on-site evaluation, proceed to next step;</li> <li>2. Not acceptable-prepare letter of non-acceptance;</li> <li>3. Addressed all the findings-proceed to Phase VI</li> </ol>		3 Working Days	Safety Inspection Team
	3. Inform applicant of the scheduled formal meeting		5 Minutes	Assigned Inspector
2. Attend the scheduled formal meeting	1. Discuss the evaluation details of the submitted corrective actions and schedule on site verification inspection		2 Hours	Assigned Inspector
	2. Determine number of days of inspection		2 Minutes	Assigned Inspector
	3. Prepare Pro-Forma Invoice	For Admin Fee – PHP 500.00; For Inspection Fee – PHP 5,000.00	10 Minutes	AANSOO Staff
	4. Endorsement of Pro-Forma Invoice to Chief, AANSOO		10 Minutes	Chief, ARCID

	5. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division		10 Minutes	Chief, AANSOO
	6. Forward Pro-Forma Invoice to Accounting Division		10 Minutes	AANSOO Staff
	7. Billing Process			Accounting Division
	8. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	9. Inform the Operator for the billing payment		5 Minutes	ARCID Staff
3. Proceed to Accounting Division	1. Order of Payment Process			Accounting Division
4. Proceed to Collection	1. Receive Payment			Collection Staff
	2. Issuance of Official Receipt (OR)			Collection Staff
5. Proceed to ARCID-AANSOO and present Official Receipt	1. Check and secure Official Receipt and forward to the assigned inspector		2 Minutes	ARCID Staff
	2. Prepare Notice of Safety Inspection letter with team composition, daily activities, and Travel Order		4 Hours	Assigned Inspector
	3. Review and endorsement by Chief, ARCID,		1 Hour	Chief, ARCID



	and forward to Chief, AANSOO			
	4. Review and recommendation by Chief, AANSOO		1 Hour	Chief, AANSOO
	5. Forward Notice of Safety Inspection and Travel Order to Deputy Director General for Operations		10 Minutes	AANSOO Staff
	6. Review and approval by Deputy Director General for Operations			Deputy Director General for Operations
	7. Recording and certified true copy of Travel Order			Central Records and Archives Division (CRAD)
	8. Received signed Notice of Safety Inspection and Travel Order from the CRAD Staff and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	9. Coordinate with the operator regarding the conduct of inspection		10 Minutes	Safety Inspection Team
10. Organize Transportation for the Safety Inspection Team				
<b>TOTAL DURATION OF PHASE V:</b>			4 Days, 1 Hour, 37 Minutes	

\* Back to Phase IV (Site Inspection and Safety Inspection Report) and Phase V (Submission and Evaluation of Corrective Actions)

\* Phase VI will not proceed if the corrective action for the findings generated from Phase IV are not acceptable.

## ISSUANCE OF AERODROME REGISTRATION TYPE 2 – Phase VI

### Final Registration Type 2 Action

<b>Office or Division:</b>	Aerodrome and Air Navigation Safety Oversight Office (AANSOO) Aerodrome Registration Certification Inspectorate Division (ARCID)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Aerodrome Operator / Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pro-Forma Invoice (1 original)		ARCID Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Conduct meeting and prepare Registration Certificate/ Temporary Registration Certificate / Extension Registration Certificate		1 Working Day	Safety Inspection Team
	2. Review and endorsement Registration Certificate / Temporary Registration Certificate / Extension Registration to Chief, AANSOO		2 Hours	Chief, ARCID

	3. Forward to Chief AANSOO for review and notation		10 Minutes	AANSOO Staff
	4. Review and recommendation by Chief, AANSOO to the Director General		1 Hour	Chief, AANSOO
	5. Review and approval by Director General or Deputy Director General for Operations			Director General or Deputy Director General for Operations
	6. Received signed Registration Certificate / Temporary Registration Certificate / Extension Registration.		3 Minutes	AANSOO Staff
	7. Forward the signed Registration Certificate / Temporary Registration Certificate / Extension Registration.to ARCID, Chief.		10 Minutes	AANSOO Staff
	8. Coordinate with applicant regarding payment of Registration Certificate		5 Minutes	ARCID Staff
	9. Prepare Pro-Forma Invoice	Certificate Fee – PHP 500	10 Minutes	ARCID Staff
	10. Endorsement of Pro-Forma Invoice to Chief, AANSOO		10 Minutes	Chief, ARCID

	11. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division		10 Minutes	Chief, AANSOO
	12. Forward Pro-Forma Invoice to Accounting Division		10 Minutes	AANSOO Staff
	13. Billing Process			Accounting Division
	14. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	15. Forward the billing to Chief, ARCID		10 Minutes	AANSOO Staff
	16. Inform the Operator for the billing payment		5 Minutes	ARCID Staff
1. Proceed to Accounting Division	1. Order of Payment Process			Accounting Division
2. Proceed to Collection	1. Receive Payment			Collection Staff
	2. Issuance of Official Receipt (OR)			Collection Staff
3. Proceed to ARCID- AANSOO and present Official Receipt	1. Check and secure Official Receipt and forward to the assigned inspector		2 Minutes	ARCID Staff
4. Present valid ID or authorization letter	1. Release Registration Certificate Type 2 / Temporary Registration		10 Minutes	AANSOO Staff

	Certificate Type 2 / Extension Registration Certificate Type 2			
5. Sign the Client Log Book and received copy of the issued Registration Certificate Type 2 / Temporary Registration Certificate Type 2 / Extension Registration Certificate Type 2	1. Record the signed Registration Certificate Type 2 / Temporary Registration Certificate Type 2 / Extension Registration Certificate Type 2 in database		1 Hour	ARCID Staff
<b>TOTAL DURATION OF PHASE VI:</b>			1 Day, 5 Hours, 45 Minutes	
<b>TOTAL DURATION FROM PHASE I TO PHASE VI:</b>			<b>28 Days, 5 Hours, 6 Minutes</b>	

## 29. Issuance of Air Operator Certificate (New & Recertification)

### PHASE ONE – PRE-APPLICATION

<b>Office or Division:</b>	<b>Flight Operations Department</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2B – Government to Business</b>			
<b>Who may avail:</b>	<b>Stakeholders</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>What are the requirements:</b> 1. Letter of intent 2. Completed Pre-application Statement of Intent (Form 560)		Flight Operations Department and Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download Form from CAAP website <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Forms are also available at FOD Office		None		
2. Submit Letter of Intent and application form to FSIS	1. Receive, log and review application;  Forward documents to Flight Operations Department	None	2 hours	FSIS Staff
	2. Receive, log and encode	None	15 mins	FOD receiving

	application on the database;  Forward application to Chief, FOD			
	3. Check, assign and endorse application to Certification Project Manager (CPM)	None	15 mins	Chief, FOD
	4. Review application and recommend Certification Team to Chief, FOD	None	30 mins	CPM
	5. Prepare order initials and endorse to ADG II, FSIS	None	30 mins	Chief, FOD
	6. Review and sign the order of Certification Team  Forward order to CPM	None	2 hours	ADG II, FSIS  FSIS Releasing Staff
	7. Conduct technical meeting with Certification Team  Encode information in the CASORT  Prepare invitation letter and inform applicant re: pre-	None	2 hours	CPM  Certification Team  CPM

	application meeting			
3. Submit confirmation letter of pre-application meeting to FOD	1. Receive confirmation letter	None	5 mins	CPM
4. Attend Pre-application meeting at CAAP Office	1. Conduct pre-application meeting	None	4 hours	Certification Team
	2. Prepare minutes of the meeting	None	30 mins	CPM
	3. Conduct CAAP Certification Team meeting for Preparation of Phase II  Encode information in the CASORT		2 hours	Certification Team
<b>Total duration of activities:</b>			<b>1 day 6 hours 5 mins</b>	



## PHASE TWO – FORMAL APPLICATION

<b>Office or Division:</b>	Flight Operations Department (FOD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Stakeholders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>What are the requirements:</b></p> <ol style="list-style-type: none"> <li>1. Formal application letter</li> <li>2. Completed formal application (Form 561)</li> <li>3. Completed Air Operator Complexity (Form 562)</li> <li>4. Completed Schedule of Event (563)</li> <li>5. Organizational Structure</li> <li>6. Resume of Management Personnel with qualifications</li> </ol> <p>Accountable Manager  Director of Operations  Director of Maintenance  Director of Safety  Chief Pilot  Head of Training  Quality Manager  Director of Cabin Crew Service (if applicable)</p> <ol style="list-style-type: none"> <li>7. Financial Statement</li> <li>8. Certificate of Public Convenience and Necessity (CAB Permit)</li> <li>9. Completed Regulation Conformance Checklist</li> </ol> <p>Part 7—Instrument and equipment  Part 8—Operations  Part 9—Air Operator Certificate and Administration</p>	

10. Proposed Operations Manual Part A (General Operations) 11. Proposed Operations Manual Part B (Aircraft Specific) 12. Proposed Operations Manual Part C (Route) 13. Proposed Operations Manual Part D (Training) 14. Flight Operating Manual 15. Quick Reference Handbook 16. Airplane Flight Manual 17. Proposed Safety Management System Manual 18. Proposed Quality Management System Manual 19. Proposed Cabin Crew Operations Manual 20. Proposed Cabin Crew Training Manual 21. Proposed Flight Dispatcher Manual 22. Proposed Aircraft Checklist 23. Proposed Passenger Briefing Card 24. Proposed Operational Flight Plan 25. Proposed Maintenance Control Manual 26. Proposed Maintenance Program/ Schedule Manual 27. Proposed Ground Handling Manual 28. Proposed Emergency Response Manual 29. Proposed Security Manual 30. Proposed Minimum Equipment List 31. Master Minimum Equipment List 32. Lease Contract Operations Contract Maintenance Contract Aircraft Lease Servicing Contract Training Contract 33. Aircraft Document Certificate of Registration Certificate of Airworthiness Aircraft Radio License Aircraft Insurance 34. Pilot Resume with Credential	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal application package to CPM	1. Receive formal application package  Disseminate Manuals, Documents and Forms to members of certification team Encode information in the CASORT  Prepare invitation letter and inform application re: formal application meeting	None	1 day	CPM  Certification Team  CPM
2. Submit confirmation letter of formal application meeting to FOD	Receive confirmation letter	None	5 mins	CPM
3. Attend formal application meeting on CAAP Office	1. Conduct formal application meeting	None	4 hours	Certification Team
	2. Prepare minutes of the meeting and acceptance or rejection letter	None	1 hour	CPM
4. Receive acceptance or rejection letter	1. Release acceptance or rejection letter	None	5 mins	
	2. Conduct CAAP Certification Team meeting for preparation of Phase III	None	2 hours	

	Encode information in the CASORT			
<b>Total duration of activities:</b>			<b>1 day 7 hours 10 mins</b>	

### PHASE THREE – DOCUMENT COMPLIANCE

<b>Office or Division:</b>	Flight Operations Department (FOD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	<b>G2B – Government to Business</b>			
<b>Who may avail:</b>	<b>Stakeholders</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>What are the requirements:</b> <ol style="list-style-type: none"> <li>Organizational Structure</li> <li>Resume or Management Personnel with qualifications <ul style="list-style-type: none"> <li>Accountable Manager</li> <li>Director of Operations</li> <li>Director of Maintenance</li> <li>Director of Safety</li> <li>Chief Pilot</li> <li>Head of Training</li> <li>Quality Manager</li> <li>Director of Cabin Crew Service (if applicable)</li> </ul> </li> <li>Completed Regulation Conformance Checklist <ul style="list-style-type: none"> <li>Part 7 – Instrument and Equipment</li> <li>Part 8 – Operations</li> <li>Part 9 – Air Operator Certificate and Administration</li> </ul> </li> <li>Proposed Operations Manual Part A (General Operations)</li> <li>Proposed Operations Manual Part B (Aircraft Specific)</li> <li>Proposed Operations Manual Part C (Route)</li> </ol>				

7. Proposed Operations Manual Part D (Training) 8. Flight Crew Operating Manual 9. Quick Reference Handbook 10. Airplane Flight Manual 11. Proposed Safety Management System Manual 12. Proposed Quality Management System Manual 13. Proposed Cabin Crew Operations Manual 14. Proposed Cabin Crew Training Manual 15. Proposed Flight Dispatcher Manual 16. Proposed Aircraft Checklist 17. Proposed Passenger Briefing Card 18. Proposed Operational Flight Plan 19. Proposed Maintenance Control Manual 20. Proposed Maintenance Program/ Schedule Manual 21. Proposed Ground Handling Manual 22. Proposed Emergency Response Manual 23. Proposed Security Manual 24. Proposed Minimum Equipment List 25. Master Minimum Equipment List 26. Lease Contract Operations Contract Maintenance Contract Aircraft Lease Servicing Contract Training Contract				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and defend company compliance	1. Evaluate management	None	1 day	Certification Team

With the PCAR through RCC 7, 8 and 9	Personnel Qualification  Encode information in the CASORT			
	2. Evaluate company technical manuals and documents	None	10 days	Certification Team
2. Submit final approval of the technical manuals and documents	1. Receive, review and approve/ accept technical manual and documents  Encode information in the Casort	None	5 days	Certification Team
	2. Prepare interim Operations Specification to be signed by ADG II, FSIS  Prepare Authorization for Demonstration Flight to be signed by DDG for Operations  Encode information in the CASORT	None	1 hour	CPM
	3. Review, initial and endorse to Chief FOD	None	15 mins	CPM
	4. Review, initial and endorse to ADG II, FSIS	None	15 mins	Chief, FOD
	5. Review, initial, sign and endorse to DDG for Operations  Forward to office DDG-Operations	None	2 hours	ADG II, FSIS  FSIS Releasing Staff

	6. Review and sign the Authorization for Demonstration Flight  Forward to FOD Office	None	1 day	DDG for Operations  DDG Releasing Staff
	7. Receive interim Opspecs and Authorization for Demo Flight	None	5 mins	CPM
	8. Inform applicant re: Interim Operations Specification and Authorization for Demonstration Flight	None	5 mins	CPM
3. Receive interim Operations Specification and Authorization for Demonstration Flight	1. Release Interim Operations Specifications Authorization for Demonstration Flight  Inform the applicant on the Phase IV Inspection and Demonstration Flight	None	2 hours	CPM
	2. Conduct CAAP Certification Team meeting for Preparation of Phase IV	None	2 hours	Certification Team
	3. Prepare Travel Order, Advance Billing and Conforme letter	None	30 mins	FOD Staff
	4. Validate and sign Travel documents;	None	20 mins	Chief, FOD

	Endorse to ADG II, FSIS			
	5. Sign Travel documents; return documents to FOD (for local)  Note: For Foreign Travel, Endorse travel documents to Director General for approval	None	2 hours	ADG II, FSIS
	6. Sign Travel documents;  Forward to Admin	None	1 day	Director General/ Authorized representative  CCS
	7. Assign T.O number;  Forward to CRAD	None	15 mins	Admin Dept
	8. Log Travel Order  Forward to FSIS	None	45 mins	CRAD Staff
	9. Receive and log Travel Order;  Forward to FOD	None	2 hours	FSIS Receiving Staff
	10. Receive log, update monitoring database and forward to assigned inspector	None	15 mins	FOD Receiving Staff
	11. Inform Operator/ Owner of approval of inspection	None	15 mins	CPM Inspector
<b>Total duration of Activities</b>			<b>19 days 6 hrs</b>	



## PHASE FOUR – INSPECTION AND DEMONSTRATION

<b>Office or Division:</b>	Flight Operations Department (FOD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>What are the requirements:</b> a. Main Operations Base Inspection b. Recordkeeping c. Aircraft Conformity d. Training Facilities & Equipment Inspections e. Training-in-progress inspections f. Demonstration Flight		Flight Operations Department and Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Facility and Equipment set-up	1. Inspect Main Operations and maintenance base  Encode information in the CASORT	None	1 day	Certification Team
2. Present personnel and qualifications	1. Inspect personnel and qualifications	None	1 day	Certification Team
3. Present Aircraft	1. Conduct conformity inspection of aircraft	None	3 days	Airworthiness Inspector
	2. Prepare invitation letter and inform applicant re: Emergency	None	15 mins	CPM

	Evacuation/ Ditching Demo			
4. Submit confirmation letter of Emergency Evacuation/Ditching Demo to FOD	1. Receive confirmation letter	None	5 mins	CPM
5. Attend Emergency Evacuation/ Ditching Demo meeting at CAAP	1. Conduct Emergency Evacuation/ Ditching Evacuation Demonstration	None	4 hours	Certification Team
6. Demonstrate actual Emergency/Ditching	1. Conduct Emergency/ Ditching Evacuation Demonstration	None	1 day	Cabin Crew Inspectors
	2. Prepare Emergency Evacuation/Ditching report  Encode information in the CASORT  Prepare result letter and inform the applicant if they passed or failed  If passed, prepare letter for Demonstration Flight meeting	None	4 hours	Cabin Crew Inspectors
7. Submit confirmation letter of Demonstration Flight to FOD	1. Receive confirmation letter	None	5 mins	CPM
8. Attend Demonstration Flight meeting at CAAP	1. Conduct Demonstration Flight meeting	None	4 hours	Certification Team
9. Demonstrate Actual Flight	1. Conduct Ramp and Enroute Inspection	None	100 hours	Certification Team
10. Coordination with CAAP re: result of Demonstration Flight	1. Conduct Coordination meeting	None	2 hours	Certification Team

	re: Result of Demonstration Flight			
	2. Conduct CAAP Certification Team meeting for Preparation of Phase Five  Encode information in CASORT	None	1 day	Certification Team
<b>Total duration of Activities:</b>			<b>21 days 2 hours 25 mins</b>	

#### PHASE FIVE – CERTIFICATION

<b>Office or Division:</b>	Flight Operations Department (FOD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>What are the requirements:</b>  None		Flight Operations Department and Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to collction for payment	1. Prepare Certification Report and inform applicant for payment	Fees and charges	5 days	Certification Team

	2. Issue OPS  Receive Payment  Issue OR		10 mins	Collection Section
2. Submit OR to FOD office	1. Receive OR and prepare Air Operator certificate and Operations Specifications  Forward to CPM		2 hours	CPM  FOD Technical Staff
	2. Review, initial and endorse to Chief FOD		1 hour	CPM
	3. Review, initial and endorse to ADG II, FSIS		2 hours	Chief, FOD
	4. Review, initial, sign and endorse to DG  Forward to office of the DG		2 hours	ADG II, FSIS  FSIS Releasing staff
	5. Review and sign the Air Operator Certificate		1 day	DG  DG Office Releasing Staff
	6. Receive AOC Certification Working Binder		5 mins	CPM
	7. Inform applicant for Final Debriefing and Acceptance of Air Operator Certificate		5 mins	CPM
3. AOC and Operations Specifications	1. Release sign AOC and Operations Specifications		2 hours	Certification Team

	Inform the AOC holder on continuous surveillance			
	2. Conduct CAAP Certification Team Final meeting closure of certificate process  Encode information in the CASORT			
<b>Total duration of Activities:</b>			<b>7 days 4 hours 20 mins</b>	

#### FEES AND CHARGES:

SERVICES	EXISTING RATES
<b>FREQUENCY – (ANNUALLY)</b>	
AIR OPERATOR CERTIFICATE	P 6500 + (12% Vat)

### 30. Issuance of Approved Contract of Agreement

<b>Office or Division:</b>	Procurement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Winning Supplier/Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Identification Card/s of Authorized Representative 2. Letter of Authorization to pick up Contract of Agreement			Procurement Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID/Letter of Authorization to pick up Contract of Agreement (if authorized representative is not available)	1. Checks ID/Receives Letter of Authorization	None	1 Hour	PD Admin Assistant
2. Receives Contract of Agreement	2. Issue Contract of Agreement for Notarization	None		
	<b>TOTAL:</b>	None	1 Hour	

### 31. Issuance of Approved Notice to Proceed

<b>Office or Division:</b>	Procurement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Winning Supplier/Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Identification Card/s of Authorized Representative 2. Letter of Authorization to pick up Notice to Proceed			Procurement Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID/Letter of Authorization to pick up Notice to Proceed (if authorized representative is not available)	1. Checks ID/Receives Letter of Authorization	None	1 Day	PD Admin Assistant / PD Office Assistant
2. Receives Contract of Agreement	2. Issue Notice to Proceed	None		
	3. Photocopy Contract of Agreement and its attached documents (2 copies each)	None		
	4. Forwards to Supply Division the Original Contract of Agreement and its attached documents (with attached checklist)	None		
	<b>TOTAL:</b>	None	1 Day	

### 32. Issuance of Approved Training Organization Certificate (New and Re Certification)

<b>Office or Division:</b>	Training Organization Certification and Inspection Division (TOCID)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Any Requesting Party, stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>What are the requirements:</p> <p>1. Flying Schools:</p> <ol style="list-style-type: none"> <li>Letter of Intent</li> <li>Completed ATO application form 513B(1) 2017</li> <li>Organization Structure</li> <li>Management Personnel with qualifications (Accountable Manager, Quality Manager, Head of Training, Safety Manager, Chief Flight Instructors and Chief Ground Instructor)</li> <li>List of Instructors with qualification records (Flight Instructors, Ground Instructors &amp; Chief Mechanic)</li> <li>Description of facilities, to also include Management Office, Flight Operations Room, Flight Planning Room, Briefing Room, Office of Flight Instructors, Office of Ground Instructors, Classrooms, Operations Facilities, Tool Room and Floor Plan/Lay out</li> <li>List of aircraft types (at least 3 “owned” start-up fleet training aircraft)</li> <li>Certificate of no pending case and liabilities from CAAP-Legal Office and FSIC (for reinstatement of old ATO Certificate)</li> <li>Approves Maintenance Organization (AMO)</li> <li>List of Flight Simulation Devices and descriptions of the training and checking events authorized (If only with Commercial Pilot License Course (CPL) and Instrument Rating Course (IR))</li> </ol>	<p>Download Form from CAAP website  <a href="http://www.caap.gov.ph">www.caap.gov.ph</a>  forms are also available at TOCID office - LCD</p>



<p>k) List of sites and airports where training flight may commonly originate</p>	
<p>l) Approves Maintenance Organization (AMO)</p> <p>m) List of Flight Simulation Devices and descriptions of the training and checking events authorized (If only with Commercial Pilot License Course (CPL) and Instrument Rating Course (IR))</p> <p>n) List of sites and airports where training flight may commonly originate</p> <p>o) Proposed Training and Procedures Manual</p> <p>p) Proposed Training Program curriculums and syllabus of instructions (may be included in the T &amp; P Manual or as separate volume(s))</p> <p>q) Proposed Quality Assurance Manual</p> <p>r) Proposed Safety Management System Manual</p> <p>s) Proposed PCAR Part 3 regulatory compliance checklist</p> <p>t) Contracts or MOA of Facility (if building is subject of lease agreement)</p> <p>u) Latest Financial Statement</p> <p>v) Other Government Office requirements such as Security and Exchange Commission Certificate (SEC) or Department of Trade and Industry (DTI), business or Mayor's Permit, Sanitary or Health Clearance and Bureau of Internal Revenue permit</p> <p>w) Note: *Other requirements with Subcontracting Arrangements*</p>	

II. For Maintenance Schools:

- a) Letter of Intent
- b) Completed ATO application Form 513B(1)2017
- c) Organizational Structure
- d) Management Personnel with qualifications (Accountable Manager, Quality Manager, Head of Training and Safety Manager)
- e) List of Instructors with qualification records (Aviation Maintenance Technician and Avionics Maintenance Specialist)
- f) Description of facilities, to also include Management Office, Classrooms, Operations Facilities, Computer Room, Library, Tool Room and Floor Plan/Layout
- g) List of equipment
- h) At least, one aircraft of a type for maintenance training purposes only
- i) Certificate of no pending case and liabilities from CAAP Legal Office and FSIC (for re instatement of old ATO Certificate)
- j) Proposed Training and Procedures Manual
- k) Proposed Training curriculums and syllabus of instruction (may be included in the T&P Manual or as separate volume (s))
- l) Proposed Quality Assurance Manual
- m) Proposed Safety Management System Manual
- n) Proposed PCAR Part 3 regulatory compliance checklist
- o) Contracts of MOA of Facility (if building is subject of lease agreement)
- p) Latest Financial Statement
- q) Proposed certificates/forms (Graduation Certificate, Checklist, OTR/ Diploma, etc)

- r) Other government Offices requirements such as Security and Exchange Commission Certificate (SEC) or Department of Trade and Industry (DTI), Business or Mayor's permit, Sanitary of Health Clearance and Bureau of Internal Revenue Permit  
Note: \*Other Requirements with subcontracting arrangements\*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and application form to TOCID	1.1 Check and reviews completeness of documents	none	2 minutes	TOCID Staff, LCD, Ground Floor, FSIS building
	1.2 Initiate pre-application phase; record entries in CASORT database	none	2 minutes	Assigned TOCID inspector Ground Floor, FSIS building

	1.3 Inform applicant of the scheduled date of pre-application meeting	none	5 minutes	Assigned TOCID Inspector, Ground Floor, FSIS building
2. Attend the schedule pre-application meeting	2.1 Discuss the preapplication meeting	none	20 minutes	Assigned TOCID Inspector, Ground Floor, FSIS building
	2.2 Record pre-application phase action/s in CASORT	none	2 minutes	TOCID Inspector
	Total duration of activity phase I	none	31 minutes	

## PHASE II (INITIAL APPLICATION REVIEW)

1. Attend the schedule pre-application meeting	1.1 Inform the applicant of the scheduled formal meeting	none	5 minutes	Assigned TOCID Inspector Ground Floor, FSIS building
	1.2 Discuss details of Formal application	none	5 minutes	TOCID Inspector
	1.3 Conduct initial application review	none	5 minutes	TOCID Inspector
	1.4 Conduct formal application meeting	none	1 hour	TOCID Inspector Ground Floor, FSIS building
	Total duration of activity phase I	none	1 hour, 15 minutes	

### PHASE III (DOCUMENT CONFORMANCE)

	1.1 Review and evaluate the requirements of the applicant	none	30 working days	Certification Team
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	1.2 Prepare Letter of Endorsement to Phase	none	2 minutes	Certification Project Manager
	1.3 Determine number of days of inspection	none	2 minutes	Certification Project Manager
	1.4 Prepare Pro-forma Invoice and submit to Accounting Division	Php500.00 admin fee, UNDP rate/day	2 minutes	TOCID Staff
	1.5 Process billing	none	3 days	Accounting staff
	1.6 Inform Operator for payment of DSA	none	3 minutes	TOCID Staff
1. Proceed to Collection	1.1 Receive payment		2 minutes	Collection Officer, 2 <sup>nd</sup> Floor, Annex building
	1.2 Issue Official Receipt		2 minutes	Collection Staff on duty
2. Proceed to TOCID and present OR	2.1 Check Official Receipt	none	1 minute	TOCID Staff
	2.2 Prepare DSA documentation and Travel Order	none	2 hours	TOCID Staff

	2.3 Forward to Chief, TOCID for signature	none	1 day	Chief TOCID
	2.4 Forward to Chief LCD for signature	none	1 day	Chief LCD
	2.5 Forward to ADG II, FSIS, for signature	none	2 days	ADG II, FSIS
	2.6 Forward to Deputy Director for Operations for signature	none	2 days	Deputy Director for Operations
	2.7 Forward to Admin Department for numbering	none	30 minutes	Admin Staff
	2.8 Forward to CRAD for recording; release Travel Order	none	1 hour	CRAD Staff
	2.9 Coordinate with the Operator regarding schedule and conduct of inspection	none	10 minutes	Certification Team
3. Organize Transportation for Certification team				
	Total duration of activity phase III	Php500.00 admin fee, UNDP rate / day	39 days, 3 hours, 54 minutes	

#### PHASE IV- (DEMONSTRATION AND INSPECTION)

1. Present Facility and Equipment set up	1. 1 Conduct comprehensive inspection in conformance with PCAR Part 3 and other PCAR requirements Travel Order	none	3 days excluding travel time	Certification Team
	Total duration of activity phase IV	none	3 days	

#### PHASE V (FINAL CERTIFICATION ACTION)

	1. 1 Conduct meeting and prepare certification report	none	20 minutes	Certification Team, TOCID, LCD, Ground Floor, FSIS building
	1.2 Coordinate with applicant regarding payment of ATOC	none	2 minutes	Certification Team
	1.3 Prepare Order of Payment Referral Slip	none	2 minutes	TOCID Staff Ground Floor, FSIS building
1. Proceed to Collection Unit	1.1 Prepare Order of Payment Slip (OPS)	none	2 minutes	Collection Officer, Collection Unit, 2 <sup>nd</sup> Floor, Annex building
	1.2 Receive payment		2 minutes	Collection Staff on Duty, Collection Unit
	1.3 Issue Official Receipt		2 minutes	Collection Officer, Collection Unit, 2 <sup>nd</sup> Floor, Annex building

2. Proceed back to TOCID and present OR	2.1 Check Official Receipt	none	2 minutes	TOCID Staff Ground Floor, FSIS building
	2.2 Process ATOC and Training Specification	none	7 days	TOCID Staff
3. Present valid ID or authorization letter	3. Release ATOC and Training Specifications	none	15 minutes	TOCID Staff
	Total duration of activity phase V	none	7 days, 50 minutes	
	Total duration of activities APPROVED TRAINING ORGANIZATION CERTIFICATE (NEW AND RE CERTIFICATION)		49 days, 6 hours, 20 minutes	

### FEES AND CHARGES

SERVICES	EXISTING RATE
<b>AVIATION SCHOOLS: FREQUENCY- ANNUALLY</b>	

<b>A. FLIGHT CREW TRAINING COURSES:</b>	
1. Private Pilot License (PPL) Course for Airplane Single-Engine (SE) Land/Sea	Php15,000.00
2. Private Pilot License (PPL) Course for Airplane Multi-Engine (ME) Land/Sea	Php15,000.00
3. Commercial Pilot License (CPL) Course for Airplane Single-Engine (SE) Land/Sea	Php15,000.00
4. Commercial Pilot License (CPL) Course for Multi-Engine (ME) Land/Sea	Php15,000.00
5. Instrument Rating (IR) Course for Airplane	Php15,000.00
6. Flight Instructor (FI) Course for Airplane SingleEngine (SE) Land/Sea	Php15,000.00
7. Flight Instructor (FI) Course for Airplane MultiEngine (ME) Land/Sea	Php15,000.00
8. Flight Instructor (FI) Course with Instrument Rating (IR) Course for Airplane Single-Engine Land/Sea	Php15,000.00
9. Flight Instructor (FI) Course with Instrument Rating (IR) Course for Airplane Multi-Engine Land/Sea	Php15,000.00
10. Instructor Course for Synthetic Flight Training for Airplane Single-Engine (SE) Land/Sea	Php15,000.00



11. Instructor Course for Synthetic Flight Training for Airplane Multi-Engine (ME) Land/Sea	Php15,000.00
12. Refresher Course for Airplane Single-Engine (SE) Land/Sea	Php15,000.00
13. Refresher Course for Airplane Multi-Engine (ME) Land/Sea	Php15,000.00
14. Airplane Transport Pilot License (ATPL) for Airplane	Php15,000.00
15. Commercial Pilot License (CPL) /Instrument Rating (IR), Multi-Engine (ME)/ Crew Resource Management (CRM) Integrated Course for Airplane	Php15,000.00
16. Flight Engineer License (FEL) Course	Php15,000.00
17. Flight Navigator License (FNL) Course	Php15,000.00
18. Multi-Crew Pilot License (MPL) course for Airplane	Php15,000.00
19. Private Helicopter Pilot License (PHPL) Course	Php15,000.00
20. Commercial Helicopter Pilot License (CHPL) Course	Php15,000.00
21. Flight Instructor (FI) Course for Helicopter (H)	Php15,000.00
22. Flight Instructor (FI) with Instrument Rating (IR) course for Helicopter (H)	Php15,000.00
23. Instrument Rating (IR) Course for Helicopter (H)	Php15,000.00
24. Instructor Course for Synthetic Flight Training for Helicopter (H)	Php15,000.00
25. Type Rating Training Course	Php15,000.00
<b>B. AVIATION MAINTENANCE:</b>	
1. Aviation Maintenance License Course	Php15,000.00
2. Airframe Rating Course	Php15,000.00
3. Power plant Rating Course	Php15,000.00
4. Avionics Rating Course	Php15,000.00
<b>C. APPLICATION FEE (LOCAL)</b>	
<b>D. ATO CERTIFICATE (LOCAL)/ FSTD ACCREDITATION (SKILL TEST)</b>	Php5,000.00
<b>E. AMENDMENT /RENEWAL/ RE-ISSUANCE</b>	Php3,000.00
<b>FOREIGN AVIATION SCHOOL:</b>	
1. APPLICATION FEE	Php10,000.00
2. RATING/COURSE	Php47,000.00
3. ISSUANCE OF ATOC	Php38,000.00

### 33. Issuance of Approved Training Organization Certificate (Renewal)

<b>Office or Division:</b>	Training Organization Certification and Inspection Division (TOCID)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Any Requesting Party, stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
What are the Requirements: 1. Flying and Maintenance Schools: Renewal Letter from the ATO  NOTE:  Application for renewal of certificate should be 30 days prior to expiration		Licensing and Certification Department and Clients Download Form from CAAP website <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> forms are also available at TOCID office - LCD		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and application form	1.1 Check and reviews completeness of documents	none	2 minutes	TOCID Staff On Duty
	1.2 Determine number of days of inspection	none	2 minutes	Inspection Team
	1.3 Prepare Pro-Forma Invoice and forward to Accounting Division	Php500.00 Admin fee; UNDP rate/day	2 minutes	TOCID Staff on Duty
	1.4 Inform Operator of payment of DSA	none	3 minutes	TOCID Staff on duty
2. Proceed to Collection Unit	2.1 Receive payment			Collection Officer on Duty
3. Proceed to TOCID and present OR	3.1 Check Official Receipt	none	1 minute	TOCID Staff on duty
	3.2 Prepare DSA documents and travel order	none	2 hours	TOCID Staff
	3.3 Forward to Chief TOCID for signature	none	1 day	Chief TOCID

	3.4 Forward to Chief LCD for signature	none	1 day	Chief LCD, Ground Floor, FSIS building
	3.5 Forward to ADG II, FSIS for signature	none	2 days	ADG II, FSIS, 2 <sup>nd</sup> Floor FSIS building
	3.6 Forward to Deputy Director General for Operations for signature	none	2 days	Deputy Director General for Operations, 4 <sup>th</sup> Floor, Main building
	3.7 Forward to Admin Department for numbering	none	30 minutes	Admin Staff, Admin Department, 3 <sup>rd</sup> Floor Main building
	3.8 Forward to CRAD for recording; release Travel Order	None	1 hour	CRAD Staff, 2 <sup>nd</sup> Floor, Main building
	3.9 Coordinate with Operator regarding schedule and conduct of inspection	none	10 minutes	Inspection Team, TOCID, LCD Ground Floor, FSIS building
4. Organize transportation for Inspection team				
5. Present the School set up	5.1 Conduct comprehensive inspection in conformance with PCAR 3 and other PCAR requirements	none	3 days excluding travel time	Inspection team TOCID, LCD Ground Floor, FSIS building
	5.2 Prepare audit report	none	20 minutes	Inspection team
	5.3 Coordinate with applicant regarding payment of ATOC	none	5 minutes	Inspection team TOCID, LCD Ground Floor, FSIS building
	5.4 Prepare order of payment referral slip	none	2 minutes	TOCID staff, LCD Ground Floor, FSIS building
6. Proceed to Collection Unit	6.1 Prepare Order of Payment Slip	none	2 minutes	Collection Officer ,2 <sup>nd</sup> floor, annex building

	6.2 Receive payment		2 minutes	Collection Officer, 2 <sup>nd</sup> floor, annex building
	6.3 Issue Official Receipt	none	2 minutes	Collection Officer on Duty
7. Proceed back to TOCID and present the OR	7.1 Check Official receipt	none		TOCID staff, LCD Ground Floor, FSIS building
	7.2 Process ATOC and training specifications	none	7 days	TOCID Staff, LCD Ground Floor, FSIS building
8. Present valid ID or authorization letter	8. Release ATOC and Training Specifications	none	15 minutes	TOCID Staff LCD Ground Floor, FSIS building
	Total duration of activity	none	19 days, 4 hours, 38 minutes	

### 34. Issuance of Authorization for Third (3rd) Party Procedure Design Organizations

<b>Office or Division:</b>		Air Traffic Management Safety Inspectorate Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government		
<b>Who May Avail:</b>		Flight Procedure Design Organizations		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Letter of Intent</li> <li>2. Authenticated copies of PANS-OPS / IFP Design Training Certificate/s</li> <li>3. Evidence regarding practical application of Theoretical Knowledge</li> <li>4. Evidence regarding Aviation Experience</li> <li>5. Quality Record of Practical Application</li> <li>6. Manual of Operations</li> <li>7. Authenticated copies of Certificates issued by other ICAO member states (if any)</li> </ol>			1. AANSOO Administrative Staff	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent	1.1 Receive; record database	None	3 minutes	ODG Staff, 4th Main building
	1.2 Forward application to AANSOO		20 Minutes	ODG Staff
	1.3 Receive; record database		3 Minutes	AANSOO Staff Ground Floor Main building
	1.4 Endorse the application by Chief, AANSOO to ATMSID		10 Minutes	Assigned Inspector / Safety Inspection Team,
	1.5 Review and assess the submitted documents for verification and validation; Prepare Technical Report Endorsement and		17 Working Days	AANSOO Ground Floor Main building PANS-OPS Safety Inspectorate Section
			1 Hour	Chief, ATMSID

	Procedure Design Certificate  1.6 Review and endorsement by Chief, ATMSID  1.7 Review and prepare recommendation by Chief, AANSOO  1.8 Review and approval by Director General		1 Hour  2 Days	Chief, AANSOO  Director General
2. Present valid ID or authorization letter	2.1 Release approved Procedure Design Certificate  2.2 Record Keeping and documentation	None  None	15 Minutes  15 Minutes	AANSOO Staff, AANSOO, Ground Floor, Main building
	<b>TOTAL:</b>	none	19 Days, 3 Hours, 6 Minutes	

### 35. Issuance of Aviation Medical Certificate

<b>Office or Division:</b>	Office of the Flight Surgeon and Aviation Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen			
<b>Who May Avail:</b>	Any requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Initial Application:		1. Aeromedical Health Desk,		
2. Examination Fees:		Ground Floor, Annex building		
<b>Type of Examination</b>		<b>Rate</b>		
Eye examination		Php 200.00		
Urine		Php 100.00		
Hgb-Hct		Php 200.00		
Drug Test		Php 300.00		
Dental examination		Php 200.00		
ECG test (procedure)		Php 250.00		
ECG (Reading)		Php 100.00		
TST–Treadmill Stress Test (Procedure)		Php 1,500.00		
TST–Treadmill Stress Test (Reading)		Php 500.00		
CXR form/Conduct chest Radiography		Php 250.00		
Physical/Mental examination		Php 500.00		
Medical Card		Php 200.00		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download Form from CAAP website <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Forms are also available at Airmen's Room	1. Present completed requirements and fill out only the front page of the application form	None	10 Minutes	Aero Medical Staff On-Duty, Ground Floor, Annex building
2. Submit Form and requirements to Aeromedical Staff	2. Check and review completeness of documents		2 Minutes	
	3. Issue Aeromedical Requirement and Routing Slip		5 Minutes	
	4. Issue OFSAM Order of Payment Request Form		1 Minute	
3. Proceed to Collection	1. Issue Order of Payment Slip (OPS)	As listed below	2 Minutes	Collection Office, Collection

	2. Receive payment and issue Official Receipt (OR)		2 Minutes	Unit, 2 <sup>nd</sup> Floor Annex building
4. Proceed to Medical	1. Eye Examination Form/Conduct visual	Php 200.00	10 Minutes	Optometrist OnDuty

Diagnostics and Specific Examinations	acuity and color vision examination			
	2. Laboratory Forms/ Conduct laboratory test for: Urine Hgb-Hct Drug test	Php100.00 Php 200.00 Php 300.00	1 Hour	Medical Technologist On-Duty
	3. Dental Form/Conduct dental examination	Php 200.00	10 Minutes	Dentist On-Duty
	4. ECG Form/TST Form/ Conduct ECG test	Php 250.00 (Procedure) Php100.00 (Reading)	15 Minutes	Medical Equipment Technician OnDuty
	Treadmill Stress Test (TST) when necessary	Php 1,500.00 (Procedure) Php 500.00 (Reading)	1 Hour and 30 Minutes	
	5. CXR Form/Conduct Chest Radiography	Php 250.00	15 Minutes	Radiologic Technologist On-Duty
5. Proceed back to Airmen's Examination Room	1. CAAP form 548[0]2011 (Back Page)/ Conduct physical/mental examination, interpret tests results and make recommendation/s	Php 500.00	30 Minutes	Designated Aviation Medical Examiner OnDuty
	2. Check and review completeness of medical reports and prepare information letter	None	5 Minutes	Aero medical Staff on duty
	3. Evaluate medical reports and render decision		5 Minutes	Chief OFSAM, Ground Floor, Annex building
	4. Encode medical reports and decision in the CASORT		10 Minutes	Aeromedical Staff On-Duty Ground Floor,



	5. CAAP Form 551/ Print Medical Card	Php 200.00	5 Minutes	Annex building
6. Present valid ID or Authorization Letter	1. Release medical card and sign clearance of applicant	None	5 Minutes	Aeromedical Staff On-Duty and Chief OFSAM
	<b>TOTAL:</b>		4 Hours, 7 Minutes	

### 36. Issuance of Billing Statement:

- a. **Certificate of Airworthiness (Original)**
- b. **Approved Maintenance Organization (AMO)**
- c. **Approved Material Distribution Certificate (AMDC)**
- d. **Type Validation Certificate**
- e. **Daily Subsistence Allowance (DSA)**  
(Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C - Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Airline Operators, and Ground holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pro-Forma Invoice 2. Travel Order 3. Exchange Rate Print-out (from bap.org.ph) 4. UNDP Rate (for foreign travel) 5. Conforme Letter 6. Visa Reference (for Foreign Travel) 7. Letter Request of Operator		Revenue Section-Accounting Division, 3 <sup>rd</sup> floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive and review completeness of documents from FSIS/ AANSOO	None	2 Minutes	Receiving Officer
	2. Prepare billing statement	None	2 Hours	Accounting Personnel, 3 <sup>rd</sup> Floor Main building
	3. Sign the billing statement	None	15 Minutes	Chief, Accounting Division
	4. Counter-sign the billing statement	None	15 Minutes	Chief, Finance Department
	5. Record in the outgoing logbook;  Forward to FSIS/AANSOO	None	15 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	2 Hours, 47 Minutes	

### 37. Issuance of CAAP Identification (ID)

<b>Office or Division:</b>	CAAP Security and Intelligence Service (CSIS)			
<b>Classification:</b>	Non-Technical			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G- Government to Government			
<b>Who May Avail:</b>	Any Requesting Party (CAAP Employee, Businessmen, Aviation Stakeholders, Other Government Entities)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CAAP ID a. Application Form b. Colored ID picture (2" x 2") in CAAP uniform with white background and printed on quality photo paper taken within the last three (3) months.  <i>For Permanent/Co-terminus Employee:</i> c. Appointment (Pinagtibay)  <i>For Consultant and Job Order Personnel:</i> d. Contract of Services		1. CSIS Pass Control Section, Ground Floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CAAP ID a.) Secure application form		None	3 Minutes	HRMD, 2 <sup>nd</sup> Floor Main building
b.) Submit accomplished form along with 2x2 ID picture, Pinagtibay and/or Contract of Service	Assessment/Verification of HRMD as to the compliance and completeness of employee's details prior endorsement to CSIS Pass Control Section	None	15 Minutes	HRMD 2 <sup>nd</sup> Floor Main building
c.) Upon verification of HRMD, submit accomplished form	Encoding of employee's details	None	25 Minutes	CSIS Pass Control Section
d.)	Printing of CAAP ID	None	5 Minutes	CSIS Pass Control Section
<b>TOTAL:</b>		None	48 Minutes	

### 38. Issuance of Certificate of Airworthiness (Original/Renewal)

#### PHASE ONE (PAYMENT OF FEES AND CHARGES) CERTIFICATE OF AIRWORTHINESS

<b>Office or Division:</b>	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division (GACID/CATCID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Owner/Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Application form 1029-2		www.caap.gov.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit (1) one copy of the accomplished Form (1029-2) and letter of intent at the window (4) of FSIS.	1. Received accomplished Form (1029-2)	NONE		Operator /Owner
2. Get the receiving copy of the letter of intent at the FSIS receptionist	2. Return the receiving copy of the submitted letter of intent	none	15 min	FSIS Receptionist, Ground Floor, FSIS building
3. Request for order of payment slip to Airworthiness Department	3. Determine corresponding fees and charges and issue order of payment slip	Php 750.00 (original)	25 min	AWD Staff, Ground Floor, FSIS building

4. Proceed to <b>Collection Unit</b>	Received payment and issue the official receipt		5 min	Collection Officer, 2 <sup>nd</sup> Floor, Annex building
	Total duration of activities	Php750.00 (original)	30 min	

### PHASE TWO (ORIGINAL / RENEWAL ISSUANCE OF CERTIFICATE OF AIRWORTHINESS)

<b>Office or Division:</b>	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division (GACID/CATCID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original or Renewal Application Requirement Checklist 2. Duly Notarized (1029-2) Application Form 3. Inspection Report Forms (1030 and 1013)		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (Hard copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized Form 1029-2 and requirements at the window (4) four of FSIS.	1. 1 Receive, encoding of tracking no. on the CofA application; Forward documents to FSIS	None	15 minutes	Owner /Operator and FSIS Receiving Staff
	2. Document tracking and logging and initiate an appropriate action; forward documents to AWD	None	2 hours	FSIS Receiving Staff and ADG II, FSIS

	3. Receive, encoding the tracking no. of CofA application	None	15 minutes	AWD Receiving Staff
	4. Evaluate and examine the application package assign to the qualified AW Inspector;	None	15 minutes	AWD Manager
	5. Document evaluation and initial review of the CofA Package;	None	3 hours	Airworthiness Inspector
	6. Prepare memorandum / travel order, advance billing and conform letter (as applicable)	Inspection Fee (base on type of aircraft)	1 hour	Airworthiness Inspector and AWD Staff
	7. Validate and sign the memorandum / travel Order documents, endorse to ADG II, FSIS	None	20 minutes	Department Manager, AWD
	8. Sign the memorandum / local travel order document (as applicable) signed by ADG-II FSIS  For foreign travel endorsed to Director General	None	2 hours	ADG II, FSIS. 2 <sup>nd</sup> Floor, FSIS building
	9. Sign the foreign travel documents	None	1 day	Director General, 4 <sup>th</sup> Floor, Main building
	Total duration of activities	Inspection fee based on type of aircraft	2 days, 1 hour & 5 minutes	

### PHASE THREE (INSPECTION PHASE)

<b>Office or Division:</b>	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division (GACID/CATCID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. N / A		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (Hard copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and confirm the said schedule of inspection	Inform the Operator / Owner of the said inspection	Inspection Fee (as applicable)	15 minutes	Owner/Operator and AWD Inspector
	1. Conduct inspection		2 days	AWD Inspector
	Total duration of activities		2 days & 15 minutes	

## PHASE FOUR (POST INSPECTION AND ISSUANCE OF CERTIFICATE OF AIRWORTHINESS)

<b>Office or Division:</b>	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division (GACID/CATCID)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Owner/Operator

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N / A		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (Hard copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply the additional requirements	1. CofA application package for assessment after inspection Note: For noncompliance prepare letter of deficiency to the operator / owner	NONE	2 days	AWD Inspector, Ground floor, FSIS building
2. Submit the compliance of CofA	2.1 CofA application package for final review before preparing the memorandum and certificate of airworthiness	NONE	2 hours	AWD Inspector and AWD Staff, Ground Floor, FSIS building
	2.2 Endorse to division chiefs for quality review of the application package	NONE	1 hour	Chief CATCID / GACID and AWD Inspector
	2.3 Endorse to AWD Manager for review and endorsement to ADG II, FSIS	NONE	30 minutes	AWD Manager and Chief CATCID / GACID
	2.4 Endorse to ADG II, FSIS for review and endorsement to DDGO	NONE	1 day	AWD Manager and ADG II, FSIS



	2.5 Sign and approved the CofA certificate by DDG-O Note: Original CofA endorsement to Director General	NONE	1 day	ADG II, FSIS and Deputy Director General for Operations and Director General
	2.6 Forward the signed CofA certificate to AWD	NONE	30 minutes	DG/ DDG-O Clerk / AWD Clerk
3. Present valid ID or authorization letter	4.Release certificate of airworthiness	NONE	15 minutes	Owner/Operator and AWD Clerk
	Total duration of activities	none	4 days, 4 hours & 15 minutes	
	Total duration of activities (ISSUANCE OF CERTIFICATE OF AIRWORTHINESS)	Php750.00 (original) Inspection fee	8 Days, 5 Hours & 50 minutes	



**AIRWORTHINESS DEPARTMENT**  
**CAAP Central Office**

NOTE: ALL SUBMITTED DOCUMENTS MUST BE CERTIFIED TRUE COPY (CTC) or ORIGINAL CAAP reserves the right to deny, withhold or revoke any application with a false or incomplete data/information for the purpose of issuance of aircraft registration certificate. Note: False or incomplete data/information, which appears on the application with all other documents submitted patently false and material for approval of registration. The handling inspector is authorized to determine this aspect.

fig. 1

**AIRWORTHINESS DEPARTMENT**  
**REQUEST FOR ORDER OF PAYMENT SLIP**

NAME: \_\_\_\_\_  
DATE: \_\_\_\_\_

CERTIFICATE OF AIRWORTHINESS	APPROVED MAINTENANCE ORGANIZATION (AMO)	OTHERS:
Original <input type="checkbox"/> 750	Foreign <input type="checkbox"/> 25,000	Type Validation Certificate <input type="checkbox"/> 10,000
Renewal <input type="checkbox"/> 750	Local <input type="checkbox"/> 10,500	Export Certificate <input type="checkbox"/> 400
Export C of A <input type="checkbox"/> 500	Additional Rating <input type="checkbox"/> 3,750	Import Certificate <input type="checkbox"/> 400
Engine Change <input type="checkbox"/> 250	<b>APPROVED MATERIAL DISTRIBUTOR CERTIFICATE (AMDC)</b>	
Propeller Change <input type="checkbox"/> 250	Foreign <input type="checkbox"/> 5,000	Binary Code/24 Bit <input type="checkbox"/> 400
	Local <input type="checkbox"/> 1,000	Special Flight Permit <input type="checkbox"/> 300
		Time Between Overhaul (TBO) Extension <input type="checkbox"/> 400

**CERTIFICATE OF REGISTRATION**

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)						
FIXED-WING	REGISTRATION FEE			ENERGY TAX		
	PISTON	TURBOPROP	TURBO JET/ FAN	PISTON	TURBOPROP	TURBO JET/ FAN
Not Exceeding 1,000 Kgs.	<input type="checkbox"/> 500	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,750	<input type="checkbox"/> 10,000
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 800	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 6,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 10,000
Above 2,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 1,100	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,000
Above 5,000 Kg. But not exceeding 10,000Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,250	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,500	<input type="checkbox"/> 15,000
Above 10,000 Kg.	<input type="checkbox"/> 3,500	<input type="checkbox"/> 6,500	<input type="checkbox"/> 7,500	<input type="checkbox"/> 12,500	<input type="checkbox"/> 14,000	<input type="checkbox"/> 20,000

OTHER CHARGES:	
De-Registration (Foreign)	<input type="checkbox"/> 750
De-Registration (Domestic)	<input type="checkbox"/> 300
Aircraft Listing	<input type="checkbox"/> 500
Re-Issue (C of R)	<input type="checkbox"/> 400
Recording Fee (Per Annotation)	<input type="checkbox"/> 400
Transfer Fee	<input type="checkbox"/> 450
Change of Company Name	<input type="checkbox"/> 400
Certification	<input type="checkbox"/> 400
Penalty	<input type="checkbox"/> 20,000

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)				
ROTARY	REGISTRATION FEE		ENERGY TAX	
	RECIPROCATING/ PISTON	TURBINE	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kgs.	<input type="checkbox"/> 1,750	<input type="checkbox"/> 2,250	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,750
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 2,500	<input type="checkbox"/> 6,000	<input type="checkbox"/> 7,500
Above 2,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 2,250	<input type="checkbox"/> 2,750	<input type="checkbox"/> 6,750	<input type="checkbox"/> 8,250
Above 3,000 Kg. But not exceeding 4,000Kg.	<input type="checkbox"/> 2,500	<input type="checkbox"/> 3,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 9,000
Above 4,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 2,750	<input type="checkbox"/> 3,250	<input type="checkbox"/> 8,250	<input type="checkbox"/> 9,750
Above 5,000 Kg.	<input type="checkbox"/> 3,000	<input type="checkbox"/> 3,500	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,500

AIRCRAFT FOR HIRE TO THE GENERAL PUBLIC (AIR COMM.)		
ROTARY WITH AOC	REGISTRATION FEE	
	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 2,500
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 2,500	<input type="checkbox"/> 3,000
Above 2,000 Kg. But not exceeding 3,000Kg.	<input type="checkbox"/> 3,000	<input type="checkbox"/> 3,500
Above 3,000 Kg. But not exceeding 4,000Kg.	<input type="checkbox"/> 3,500	<input type="checkbox"/> 4,000
Above 4,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 4,000	<input type="checkbox"/> 4,500
Above 5,000 Kg.	<input type="checkbox"/> 4,500	<input type="checkbox"/> 5,000

TOTAL: \_\_\_\_\_

### 39. Issuance of Certificate of Registration

#### PHASE ONE- PAYMENT OF FEE AND CHARGES (ISSUANCE OF CERTIFICATE OF REGISTRATION)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (LOI) 2. CAAP aircraft material distributor form Duly signed by the Quality or Accountable Manager		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Airworthiness Department (Hard Copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to Airworthiness Department	1 Determine corresponding fees and charges	None	10 min	Aircraft Registration Officer, Ground floor, FSIS building
	1.2 Issue Order of Payment Slip	Fees depend on Aircraft's weight, intended use, type of engine and type of aircraft. Refer to figure 1.	15 min	Aircraft Registration Officer, Ground Floor, FSIS building
2. Proceed to Collection for payment	2. Receive payment; issue Official Receipt (OR)	None	15 min	Collection Officer, 2 <sup>nd</sup> floor Annex building

	Total duration of activities	Fees depend on Aircraft's weight, intended use, type of engine and type of aircraft. Refer to figure 1.	40 minutes	
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## PHASE TWO (ISSUANCE OF CERTIFICATE OF REGISTRATION)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who May Avail:</b>	Owner/Operator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Notarized Registration Form (CAAP Form 1028-1). (Pls. print legibly)</li> <li>2. Letter of Intent.</li> <li>3. Proof of payment of CAAP Prescribed fees.</li> <li>4. Previous Certificate of Registration and Certificate of Airworthiness</li> <li>5. History of Ownership. If the aircraft for registration was not purchased from the last registered owner, the applicant must submit comprehensive history of ownership, starting from the first registered owner to the last registered owner.</li> <li>6. Copy of Letter-request for the reservation of Registration Marking.</li> <li>7. Copy of Letter-approval issued by CAAP for the reservation of Registration Marking.</li> <li>8. Colored photograph of the aircraft with Philippine Registration Marking, Registration Identification Plate (made of fireproof material), Aircraft Data Plate, Engine Data Plate, and Propeller Data Plate.</li> </ol>		<a href="http://www.caap.gov.ph">www.caap.gov.ph</a>

<p>9. Cancellation of Registration from other country (De-registration)</p> <p>10. Documentary Evidence of Ownership. (consularized if consummated outside RP) Deed of Sale, Deed of Absolute Sale, and Bill of Sale (Preferably with Purchase Agreement)</p> <p>Other related Documents:</p> <p>11. Aircraft Lease Agreement (consularized if consummated outside of the Philippines) 12. Mortgage Agreement (if available)</p> <p>13. Notarized Secretary's Certificate (stating among others the authorization of a person on behalf of the company to sign in transaction document).</p> <p>14. Notarized Special Power of Attorney. (If applicable)</p> <p>15. Letter-endorsement issued by CAAP stating no objection on the importation of aircraft.</p> <p>16. Bureau of Customs importation documents showing proof of payment of duties and taxes.</p> <p>17. Certificate of Import Tax Exemption (if applicable)</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit notarized Form 1028-1 and requirements at the Office of ADG II, FSIS	1. Receive, log and review application and requirements;	NONE	2 hours	FSIS Receiving Staff
	2.1 Receive, log and encode application in the database;  2.2 Forward application to Chief, AWD	none	15 minutes	Aircraft Registration Staff
	3. Check, assign and endorse application to Aircraft Registration Officer	none	15 minutes	Chief, EARD, Ground floor, FSIS building

	4.1 Conduct technical evaluation and assessment;  4.2 Encode information in the CASORT;	none	14 working days	Aircraft Registration Officer, Ground Floor, FSIS building
	4.3 Prepare Certificate of Registration; endorse to Chief, AWD			
	5. Verify, sign and endorse application package to Dept Manager AWD  <b>Note:</b> if legal opinion is required; forward package to ELS <sup>1</sup>	none	20 minutes	Chief, EARD, Ground Floor, FSIS building
	6. Review, sign and endorse application package to ADG II, FSIS	none	20 minutes	Dept Manager, Airworthiness Department (AWD)
	7. Review and endorse the application package to ADG II, FSIS		1 hour	Technical Consultants, AWD, Ground floor, FSIS building
	8. Sign and endorse application package to the Director General		2 hours	ADG II, FSIS, 2 <sup>nd</sup> Floor, FSIS building

<sup>1</sup> Additional three (3) days will be added in the processing time if legal review is needed



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	9.1 Review application package and sign Cert of Registration  9.2 Forward application to AWD		1 working day	Director General, 4 <sup>th</sup> Floor, Main building  CCS, 5 <sup>th</sup> Floor, Main building
	10. Inform applicant re: status of application is completed and ready for pick-up		5 minutes	Aircraft Registration Staff, AWD, Ground Floor, FSIS building
2. Present valid ID or authorization letter	2.1 Log, encode and release Certificate of Registration		15 minutes	Aircraft Registration Officer
	Total duration of activities		15 days, 6 hours, 30 mins	

NOTE: ALL SUBMITTED DOCUMENTS MUST BE CERTIFIED TRUE COPY (CTC) or ORIGINAL CAAP reserves the right to deny, withhold or revoke any application with a false or incomplete data/information for the purpose of issuance of aircraft registration certificate. Note: False or incomplete data/information, which appears on the application with all other documents submitted patently false and material for approval of registration. The handling inspector is authorized to determine this aspect.

fig. 1

**AIRWORTHINESS DEPARTMENT**  
**REQUEST FOR ORDER OF PAYMENT SLIP**

NAME: \_\_\_\_\_  
DATE: \_\_\_\_\_

**CERTIFICATE OF AIRWORTHINESS**

Original	<input type="checkbox"/> 750
Renewal	<input type="checkbox"/> 750
Export C of A	<input type="checkbox"/> 500
Engine Change	<input type="checkbox"/> 250
Propeller Change	<input type="checkbox"/> 250

**APPROVED MAINTENANCE ORGANIZATION (AMO)**

Foreign	<input type="checkbox"/> 25,000
Local	<input type="checkbox"/> 10,500
Additional Rating	<input type="checkbox"/> 3,750

**APPROVED MATERIAL DISTRIBUTOR CERTIFICATE (AMDC)**

Foreign	<input type="checkbox"/> 5,000
Local	<input type="checkbox"/> 1,000

**OTHERS:**

Type Validation Certificate	<input type="checkbox"/> 10,000
Export Certificate	<input type="checkbox"/> 400
Import Certificate	<input type="checkbox"/> 400
Binary Code/24 Bit	<input type="checkbox"/> 400
Special Flight Permit	<input type="checkbox"/> 300
Time Between Overhaul (TBO) Extension	<input type="checkbox"/> 400

**CERTIFICATE OF REGISTRATION**

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)						
FIXED-WING	REGISTRATION FEE			ENERGY TAX		
	PISTON	TURBOPROP	TURBO JET/ FAN	PISTON	TURBOPROP	TURBO JET/ FAN
Not Exceeding 1,000 Kgs.	<input type="checkbox"/> 500	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,750	<input type="checkbox"/> 10,000
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 800	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 6,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 10,000
Above 2,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 1,100	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,000
Above 5,000 Kg. But not exceeding 10,000Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,250	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,500	<input type="checkbox"/> 15,000
Above 10,000 Kg.	<input type="checkbox"/> 3,500	<input type="checkbox"/> 6,500	<input type="checkbox"/> 7,500	<input type="checkbox"/> 12,500	<input type="checkbox"/> 14,000	<input type="checkbox"/> 20,000

**OTHER CHARGES:**

De-Registration (Foreign)	<input type="checkbox"/> 750
De-Registration (Domestic)	<input type="checkbox"/> 300
Aircraft Listing	<input type="checkbox"/> 500
Re-Issue (C of R)	<input type="checkbox"/> 400
Recording Fee (Per Annotation)	<input type="checkbox"/> 400
Transfer Fee	<input type="checkbox"/> 450
Change of Company Name	<input type="checkbox"/> 400
Certification	<input type="checkbox"/> 400
Penalty	<input type="checkbox"/> 20,000

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)				
ROTARY	REGISTRATION FEE		ENERGY TAX	
	RECIPROCATING/ PISTON	TURBINE	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kgs.	<input type="checkbox"/> 1,750	<input type="checkbox"/> 2,250	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,750
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 2,500	<input type="checkbox"/> 6,000	<input type="checkbox"/> 7,500
Above 2,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 2,250	<input type="checkbox"/> 2,750	<input type="checkbox"/> 6,750	<input type="checkbox"/> 8,250
Above 3,000 Kg. But not exceeding 4,000Kg.	<input type="checkbox"/> 2,500	<input type="checkbox"/> 3,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 9,000
Above 4,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 2,750	<input type="checkbox"/> 3,250	<input type="checkbox"/> 8,250	<input type="checkbox"/> 9,750
Above 5,000 Kg.	<input type="checkbox"/> 3,000	<input type="checkbox"/> 3,500	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,500

AIRCRAFT FOR HIRE TO THE GENERAL PUBLIC (AIR COMM.)		
ROTARY WITH AOC	REGISTRATION FEE	
	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 2,500
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 2,500	<input type="checkbox"/> 3,000
Above 2,000 Kg. But not exceeding 3,000Kg.	<input type="checkbox"/> 3,000	<input type="checkbox"/> 3,500
Above 3,000 Kg. But not exceeding 4,000Kg.	<input type="checkbox"/> 3,500	<input type="checkbox"/> 4,000
Above 4,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 4,000	<input type="checkbox"/> 4,500
Above 5,000 Kg.	<input type="checkbox"/> 4,500	<input type="checkbox"/> 5,000

TOTAL: \_\_\_\_\_

**AIRWORTHINESS DEPARTMENT**  
**REQUEST FOR ORDER OF PAYMENT SUP**

AIRCRAFT FOR HIRE TO THE GENERAL PUBLIC (AIR COMM.)			
FIXED-WING WITH AOC	REGISTRATION FEE		
	PISTON	TURBOPROP	TURBO JET/FAN
Not Exceeding 10,000 Kg.	☐ 1,500	☐ 2,250	☐ 3,000
Above 10,000 Kg. But not exceeding 20,000Kg.	☐ 1,750	☐ 2,500	☐ 3,300
Above 20,000 Kg. But not exceeding 35,000Kg.	☐ 2,000	☐ 2,750	☐ 3,600
Above 35,000 Kg. But not exceeding 50,000Kg.	☐ 2,000	☐ 3,125	☐ 4,050
Above 50,000 Kg. But not exceeding 100,000Kg.	☐ 2,000	☐ 3,500	☐ 4,500
Above 100,000 Kg. But not exceeding 150,000Kg.	☐ 2,000	☐ 4,750	☐ 5,850
Above 150,000 Kg. But not exceeding 200,000Kg.	☐ 2,000	☐ 6,000	☐ 7,200
Above 200,000 Kg. But not exceeding 250,000Kg.	☐ 2,000	☐ 7,250	☐ 8,600
Above 250,00 Kg.	☐ 2,000	☐ 8,500	☐ 10,000

ROTARY	ENGINE REGISTRATION		PROPELLER/APPLIANCE REGISTRATION	
	RECIPROCATING/ PISTON	TURBINE	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kgs.	☐ 250	☐ 400	☐ 125	☐ 175
Above 1,000 Kg. But not exceeding 2,000Kg.	☐ 300	☐ 450	☐ 150	☐ 200
Above 2,000 Kg. But not exceeding 3,000Kg.	☐ 350	☐ 500	☐ 175	☐ 225
Above 3,000 Kg. But not exceeding 4,000Kg.	☐ 400	☐ 550	☐ 200	☐ 250
Above 4,000 Kg. But not exceeding 5,000Kg.	☐ 450	☐ 600	☐ 225	☐ 275
Above 5,000 Kg.	☐ 500	☐ 650	☐ 250	☐ 300

FIXED-WING	ENGINE REGISTRATION			PROPELLER/APPLIANCE REGISTRATION		
	PISTON	TURBOPROP	TURBO JET/FAN	PISTON	TURBOPROP	TURBO JET/FAN
Not Exceeding 5,000 Kgs.	☐ 250	☐ 500	☐ 1000	☐ N/A	☐ N/A	☐ N/A
Not Exceeding 10,000 Kgs.	☐ N/A	☐ N/A	☐ N/A	☐ 200	☐ 300	☐ 500
Above 5,000 Kg. But not exceeding 10,000Kg.	☐ 375	☐ 500	☐ 1,000	☐ N/A	☐ N/A	☐ N/A
Above 10,000 Kg. But not exceeding 20,000Kg.	☐ 500	☐ 750	☐ 1,150	☐ 300	☐ 375	☐ 575
Above 20,000 Kg. But not exceeding 35,000Kg.	☐ N/A	☐ 1,000	☐ 1,300	☐ N/A	☐ 450	☐ 650
Above 35,000 Kg. But not exceeding 50,000Kg.	☐ N/A	☐ 1,375	☐ 1,600	☐ N/A	☐ 575	☐ 775
Above 50,000 Kg. But not exceeding 100,000Kg.	☐ N/A	☐ 1,750	☐ 2,000	☐ N/A	☐ 700	☐ 900
Above 100,000 Kg. But not exceeding 150,000Kg.	☐ N/A	☐ 2,375	☐ 2,750	☐ N/A	☐ 1,000	☐ 1,300
Above 150,000 Kg. But not exceeding 200,000Kg.	☐ N/A	☐ 3,250	☐ 3,500	☐ N/A	☐ 1,325	☐ 1,700
Above 200,000 Kg. But not exceeding 250,000Kg.	☐ N/A	☐ 3,625	☐ 4,250	☐ N/A	☐ 1,650	☐ 2,100
Above 250,000 Kg.	☐ N/A	☐ 4,000	☐ 5,000	☐ N/A	☐ 2,000	☐ 2,500

**40. Issuance of Common Office Supplies / Equipment (Per Transaction) Based on Approved Annual Procurement Plan**

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees (Requestor / End-user)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request and Issue Slip (RIS)			Supply Division, Supply building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Submit RIS	Receive and control RIS	None	1 Day	Stock Control Staff
2)	Verify on Stock Cards items for request and then record issuances			
3)	Prepare Inventory Custodian Slip (ICS) for consumable items			
4)	Endorse RIS/ICS for approval of the Chief			
5) Claim the item/s at Storage Area	Issue/ release the item requested			Storage Keeper
Acknowledge and sign ICS	Received signed ICS			
<b>TOTAL:</b>		None	1 Day	

#### 41. Issuance of GSIS Loan Payments and Premium Contribution Certificate (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Requesting Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. GSIS Remittance List 2. GSIS Remittance Official Receipt 3. Statement of Account (SOA) of employee/s		Bookkeeping Section-Accounting Division, 3 <sup>rd</sup> Floor, Main building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Request for Loan Payments and Premium Contribution Certificate	<ol style="list-style-type: none"> <li>1. Receive Statement of Account (SOA) of employee/s issued by GSIS</li> <li>2. Research the premium contribution or loan payments that does not reflect on the employee/s SOA</li> <li>3. Photocopy the remittance list containing the name of requesting employee/s and official receipt of the remittance for the period requested</li> <li>4. Prepare certification of loan payments or premium contribution</li> <li>5. Submit the certification and supporting documents to Chief Accountant for signature</li> <li>6. Issue certification together with the certified true copy of remittance list and official receipt to requesting employee/s</li> </ol>	None	2 Days	Accounting Personnel
	<b>TOTAL:</b>	None	2 Days	

## 42. Issuance of Import/Export Permit

### PHASE ONE (PAYMENT OF FEES AND CHARGES) ISSUANCE OF IMPORT/EXPORT PERMIT)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intern (LOI) 2. Import/ Export Checklist Requirement 3. Airway Bill		Airworthiness Department (Hard Copy)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the Letter of Intent and copies of airway bill(s) at window (4) of FSIS	1. Received letter of intent and copies of airway bill (2) at the window (4) of FSIS	None	15 Minute	Owner/operator  FSIS receiving Clerk, Ground Floor, FSIS building
2. Get the receiving copy of the letter of Intent at the FSIS receptionist	2. Return the receiving copy of the submitted letter of intent	none	5 minutes	FSIS Receptionist FSIS building
3. Request for Order of Payment slip to Airworthiness Department	3. Determine corresponding fees and charges (as per airway bill(s), quantity) and issue order of payment slip	Php400.00 Per airway bill	1 hour	Operator/owner and AWD staff
4. Proceed to Collection Unit	4. Received payment and issue Official Receipt (OR)	none	5 minutes	Collection Officer, 2 <sup>nd</sup> Floor, Annex building
	Total duration of activity	Php400.00 Per airway bill	1 hour, 25 minutes	



## PHASE TWO (ISSUANCE OF IMPORT/EXPORT PERMIT)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Owner/Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5. Letter of Intern (LOI) 6. Import/ Export Checklist Requirement 7. Airway Bill		Airworthiness Department (Hard Copy)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit one (1) copy of the Letter of Intent and copies of airway bill(s) at window (4) of FSIS	1.1 Receive, encoding of tracking number on the letter of intent for import/ export; forward documents to FSIS	None	15 Minute	Owner/operator  FSIS receiving Clerk
	1.2 Document tracking and logging and initiate an appropriate action; forward documents to AWD	none	2 hours	FSIS Receiving Staff and ADG II, FSIS



	1.3 Receive, encoding the tracking number of letter of intent for import/export.	none	15 minutes	AWD Receiving Staff
	1.4 Evaluate and examine the letter of intent for import/export assign to the designated AWD Staff	none	15 minutes	AWD Manager
2. Submit a copy of the Official Receipt	2.1 Document evaluation and review for preparation of letter of import/export clearance permit	none	3 hours	AWD Staff
	2.2 Endorse to EARD Division Chief for quality review of the prepared import/export clearance permit	none	1 hour	AWD Staff/Chief EARD
	2.3 Endorse to AWD Manager for review and endorsement to ADG II, FSIS	none	30 minutes	Chief EARD/ AWD Manager
	2.4 Sign and approve import/export clearance permit	none	1 day	ADG II, FSIS

	2.5 Forward the signed import/export clearance permit to AWD	none	30 minutes	FSIS Clerk/AWD Clerk
3. Present valid ID or authorization letter	3. Release and Dry Seal the import/ export clearance permit	none	20 minutes	AWD Staff
	Total duration of activities	none	2 days, 5 minutes	
	Total duration of whole activities (Issuance of import/export permit)	Php400.00 Per Airway bill	2 days, 1 hour 10 minutes	

## **AIRWORTHINESS DEPARTMENT**

### **CAAP Central Office**

NOTE: ALL SUBMITTED DOCUMENTS MUST BE CERTIFIED TRUE COPY (CTC) or ORIGINAL CAAP reserves the right to deny, withhold or revoke any application with a false or incomplete data/information for the purpose of issuance of aircraft registration certificate. Note: False or incomplete data/information, which appears on the application with all other documents submitted patently false and material for approval of registration. The handling inspector is authorized to determine this aspect.

fig. 1

**AIRWORTHINESS DEPARTMENT**  
**REQUEST FOR ORDER OF PAYMENT SLIP**

NAME: \_\_\_\_\_  
DATE: \_\_\_\_\_

CERTIFICATE OF AIRWORTHINESS	APPROVED MAINTENANCE ORGANIZATION (AMO)	OTHERS:
Original <input type="checkbox"/> 750	Foreign <input type="checkbox"/> 25,000	Type Validation Certificate <input type="checkbox"/> 10,000
Renewal <input type="checkbox"/> 750	Local <input type="checkbox"/> 10,500	Export Certificate <input type="checkbox"/> 400
Export C of A <input type="checkbox"/> 500	Additional Rating <input type="checkbox"/> 3,750	Import Certificate <input type="checkbox"/> 400
Engine Change <input type="checkbox"/> 250	APPROVED MATERIAL DISTRIBUTOR CERTIFICATE (AMDC)	
Propeller Change <input type="checkbox"/> 250	Foreign <input type="checkbox"/> 5,000	Binary Code/24 Bit <input type="checkbox"/> 400
	Local <input type="checkbox"/> 1,000	Special Flight Permit <input type="checkbox"/> 300
		Time Between Overhaul (TBO) Extension <input type="checkbox"/> 400

**CERTIFICATE OF REGISTRATION**

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)						
FIXED-WING	REGISTRATION FEE			ENERGY TAX		
	PISTON	TURBOPROP	TURBO JET/ FAN	PISTON	TURBOPROP	TURBO JET/ FAN
Not Exceeding 1,000 Kgs.	<input type="checkbox"/> 500	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,750	<input type="checkbox"/> 10,000
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 800	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 6,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 10,000
Above 2,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 1,100	<input type="checkbox"/> 4,000	<input type="checkbox"/> 5,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,000
Above 5,000 Kg. But not exceeding 10,000Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,250	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,500	<input type="checkbox"/> 15,000
Above 10,000 Kg.	<input type="checkbox"/> 3,500	<input type="checkbox"/> 6,500	<input type="checkbox"/> 7,500	<input type="checkbox"/> 12,500	<input type="checkbox"/> 14,000	<input type="checkbox"/> 20,000

OTHER CHARGES:	
De-Registration (Foreign)	<input type="checkbox"/> 750
De-Registration (Domestic)	<input type="checkbox"/> 300
Aircraft Listing	<input type="checkbox"/> 500
Re-Issue (C of R)	<input type="checkbox"/> 400
Recording Fee (Per Annotation)	<input type="checkbox"/> 400
Transfer Fee	<input type="checkbox"/> 450
Change of Company Name	<input type="checkbox"/> 400
Certification	<input type="checkbox"/> 400
Penalty	<input type="checkbox"/> 20,000

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)				
ROTARY	REGISTRATION FEE		ENERGY TAX	
	RECIPROCATING/ PISTON	TURBINE	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kgs.	<input type="checkbox"/> 1,750	<input type="checkbox"/> 2,250	<input type="checkbox"/> 5,250	<input type="checkbox"/> 6,750
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 2,500	<input type="checkbox"/> 6,000	<input type="checkbox"/> 7,500
Above 2,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 2,250	<input type="checkbox"/> 2,750	<input type="checkbox"/> 6,750	<input type="checkbox"/> 8,250
Above 3,000 Kg. But not exceeding 4,000Kg.	<input type="checkbox"/> 2,500	<input type="checkbox"/> 3,000	<input type="checkbox"/> 7,500	<input type="checkbox"/> 9,000
Above 4,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 2,750	<input type="checkbox"/> 3,250	<input type="checkbox"/> 8,250	<input type="checkbox"/> 9,750
Above 5,000 Kg.	<input type="checkbox"/> 3,000	<input type="checkbox"/> 3,500	<input type="checkbox"/> 9,000	<input type="checkbox"/> 10,500

AIRCRAFT FOR HIRE TO THE GENERAL PUBLIC (AIR COMM.)		
ROTARY WITH AOC	REGISTRATION FEE	
	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kg.	<input type="checkbox"/> 2,000	<input type="checkbox"/> 2,500
Above 1,000 Kg. But not exceeding 2,000Kg.	<input type="checkbox"/> 2,500	<input type="checkbox"/> 3,000
Above 2,000 Kg. But not exceeding 3,000Kg.	<input type="checkbox"/> 3,000	<input type="checkbox"/> 3,500
Above 3,000 Kg. But not exceeding 4,000Kg.	<input type="checkbox"/> 3,500	<input type="checkbox"/> 4,000
Above 4,000 Kg. But not exceeding 5,000Kg.	<input type="checkbox"/> 4,000	<input type="checkbox"/> 4,500
Above 5,000 Kg.	<input type="checkbox"/> 4,500	<input type="checkbox"/> 5,000

TOTAL: \_\_\_\_\_

### 43. Issuance of Income Tax Return (ITR) – Per Transaction

<b>Office or Division:</b>		Accounting Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who May Avail:</b>		Requesting Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Alphalist		Bookkeeping Section-Accounting Division, 3 <sup>rd</sup> Floor, Main building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request ITR	1. Log in to Alphalist Data Entry 2. Search the name of the requesting employee/s 3. Print ITR 4. Submit to Chief Accountant for signature 5. Issue signed ITR to requesting employee/s	None	30 Minutes	Accountant
	<b>TOTAL:</b>	None	30 inutes	

#### 44. Issuance of Knowledge Test Report (TR)

<b>Office or Division:</b>	<b>Airmen Examination Board</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C-Government to Citizen</b>			
<b>Who may avail:</b>	<b>Airmen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Database print-out/permit issued and duly signed by the Licensing & Certification Department (LCD) 2. Photocopy of the Database/Permit with Stamped date of exam taken and signature of the examiner 3. Knowledge Test Report 4. EAB Form 5A or 5B		Licensing and Certification Department          Collection/Cashier AEB Admin Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to AEB Admin Office and submit documents for Knowledge Test Report (TR) Application	Receive and check the completeness of documents	None	2 mins	AEB Staff-On-Duty
2. Fill up Application Form and submit	Provide Application Form for the TR	None	5 mins	AEB Staff-On-Duty
	Issue Acknowledgement		2 mins	AEB Staff-On-Duty

	Slip stating the date of release of TR			
3. Receive Acknowledgment Slip  OPTION  Applicant may apply for Temporary Knowledge Test Report while waiting for original TR	Assist AEB Form-9 as their reference of enrollment	None	3 mins	
4. Submit photo copy of Database print-out/Examination Permit	1. Print Examination History  2. Prepare Temporary Knowledge Test Report (TR)  3. Endorse Temporary Knowledge Test Report to Chief, AEB for signature	None	1 min  3 mins  2 mins	Computer Technician Analyst  Test Specialist  Chief, AEB
5. Present Valid ID	Release Temporary Knowledge Test Report	None	2 mins	AEB Staff-on-Duty
PHASE II				
	1. Print Examination History	None	1 min/applicant or 25 mins for a batch of 25 applicants	Computer Technician Analyst
	2. Encoding of TR Number	None	2 mins/applicant of 25 minutes for a batch of 25 applicants	Encoder

	3. Computer generation of Knowledge Test Report (Encoder to affix initial in each TR)		2 mins/applicant or 50 minutes for a batch of 25 application	Encoder
	4. Encode list of applicant		10 mins	Encoder
	5. Receive and Audit the prepared TR (Auditor to affix initial in each TR)		2 mins/applicant or 50 mins for a batch application	Auditor
	6. Forward prepared TR to Chief, AEB for initial		1 mins/applicant or 25 mins for a batch of 25 applications	Chief, AEB
	7. Endorse		1 Day	ADG II, FSIS
1. Present Acknowledgment Slip, any valid ID or authorization	8. Release TR to applicant	None	2 mins	AEB Staff – on Duty
	<b>TOTAL:</b>		1 day, 3 hours and 32 minutes	

#### 45. Issuance of Legal Clearance

<b>Office or Division:</b>	Enforcement and Legal Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Government and G2G – Government to Government			
<b>Who May Avail:</b>	All CAAP Regular Employees/ Prospective Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out Application for Legal Clearance 2. Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ELS, submit complete requirements	Receive complete requirements	None	2 Minutes	ELS Staff
	Prepare Legal Clearance		10 minutes	ELS Staff
	Sign Legal Clearance		2 minutes	Chief, Enforcement & Legal Service
	Release Legal Clearance		2 minutes	
Receive Legal Clearance				



		<b>Total: 16 minutes</b>
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#### 46. Issuance of Noise Certificate

##### PHASE ONE (PAYMENT OF FEES AND CHARGES) (ISSUANCE OF NOISE CERTIFICATE)

<b>Office or Division:</b>		Engineering and Aircraft Registration Division (EARD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who May Avail:</b>		Owner/Operator		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (LOI)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1 Submit one (1) copy of the Letter of Intent at window (4) of FSIS	1.1 Received letter of intent at window 4 of FSIS	None	15 Minute	Owner/operator
1.2 Get the receiving copy of the letter of Intent at the FSIS receptionist	1.2 Return the receiving copy of the submitted letter of intent	none	5 minutes	FSIS Receptionist, Ground Floor, FSIS building
2. Request for Order of Payment slip to Airworthiness Department	2. Determine corresponding fees and charges (as per airway bill(s), quantity) and issue order of payment slip	Applicable On the New fees And charges	1 hour	Operator/owner and AWD staff
3. Proceed to Collection Unit	3. Received payment and issue the Official Receipt		5 minutes	Collection Officer, 2 <sup>nd</sup> Floor, annex building
	Total duration of activity	Applicable on the new fees and charges	1 hour, 25 minutes	

## PHASE TWO (ISSUANCE OF NOISE CERTIFICATE)

<b>Office or Division:</b>	Engineering and Aircraft Registration Division (EARD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who May Avail:</b>	Owner/Operator
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

2. Letter of Intent (LOI)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the Letter of Intent at window (4) of FSIS	1.1 Received, encoding of tracking number on the letter of intent for noise certificate; forward documents to FSIS	None	15 Minute	Owner/operator And FSIS Receiving Clerk
	1.2 Document tracking and logging and initiate an appropriate action forward document to AWD	none	2 hours	FSIS Receiving Staff and ADG II, FSIS
	1.3 Receive, encoding the tracking number of letter of intent for noise certificate	none	15 minutes	AWD Receiving staff
	1.4 Evaluate and examine the letter of intent and transfer to EARD	none	15 minutes	AWD Manager
	1.5 Evaluate the application package and assign to engineering inspector	none	15 minutes	Chief EARD
2. Submit additional documents/ evidence prior request of noise certificate	2.1 Document evaluation and review for preparation of noise certificate	none	5 hours	AESI
	2.2 Endorse to EARD division chief for quality review of the prepared noise certificate	none	30 minutes	AWD Staff/Chief EARD

	2.3 Endorse to AWD Manager for review and endorsement to ADG II, FSIS	none	30 minutes	Chief EARD/ AWD Manager
	2.4 Sign and approved the noise certificate	none	1 day	ADG II, FSIS
	2.5 Forward the signed noise certificate to AWD	none	30 minutes	FSIS Clerk/ AWD Clerk
3. Present valid ID or authorization letter	3. Release the noise certificate	none	20 minutes	AWD Staff
	Total duration of activities	none	1 day, 10 hours, 25 minutes	
	Total duration of whole activity (issuance of Noise Certificate)	Applicable New fees And charges	2 days, 3 hours & 50 minutes	



**AIRWORTHINESS DEPARTMENT**  
**CAAP Central Office**

NOTE: ALL SUBMITTED DOCUMENTS MUST BE CERTIFIED TRUE COPY (CTC) or ORIGINAL CAAP reserves the right to deny, withhold or revoke any application with a false or incomplete data/information for the purpose of issuance of aircraft registration certificate. Note: False or incomplete data/information, which appears on the application with all other documents submitted patently false and material for approval of registration. The handling inspector is authorized to determine this aspect.

fig. 1

**AIRWORTHINESS DEPARTMENT**  
**REQUEST FOR ORDER OF PAYMENT SUP**

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

CERTIFICATE OF AIRWORTHINESS	
Original	750
Renewal	750
Export C of A	500
Engine Change	250
Propeller Change	250

APPROVED MAINTENANCE ORGANIZATION (AMO)	
Foreign	25,000
Local	10,500
Additional Rating	3,750

APPROVED MATERIAL DISTRIBUTOR CERTIFICATE (AMDC)	
Foreign	5,000
Local	1,000

OTHERS:	
Type Validation Certificate	10,000
Export Certificate	400
Import Certificate	400
Binary Code/24 Bit	400
Special Flight Permit	300
Time Between Overhaul (TBO) Extension	400

**CERTIFICATE OF REGISTRATION**

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)						
FIXED-WING	REGISTRATION FEE			ENERGY TAX		
	PISTON	TURBOPROP	TURBO JET/ FAN	PISTON	TURBOPROP	TURBO JET/ FAN
Not Exceeding 1,000 Kgs.	500	4,000	5,000	5,250	6,750	10,000
Above 1,000 Kg. But not exceeding 2,000Kg.	800	4,000	5,000	6,000	7,500	10,000
Above 2,000 Kg. But not exceeding 5,000Kg.	1,100	4,000	5,000	7,500	9,000	10,000
Above 5,000 Kg. But not exceeding 10,000Kg.	2,000	5,250	6,250	9,000	10,500	15,000
Above 10,000 Kg.	3,500	6,500	7,500	12,500	14,000	20,000

OTHER CHARGES:	
De-Registration (Foreign)	750
De-Registration (Domestic)	300
Aircraft Listing	500
Re-issue (C of R)	400
Recording Fee (Per Annotation)	400
Transfer Fee	450
Change of Company Name	400
Certification	400
Penalty	20,000

AIRCRAFT NOT FOR HIRE TO THE GENERAL PUBLIC (GEN. AVIATION)				
ROTARY	REGISTRATION FEE		ENERGY TAX	
	RECIPROCATING/ PISTON	TURBINE	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kgs.	1,750	2,250	5,250	6,750
Above 1,000 Kg. But not exceeding 2,000Kg.	2,000	2,500	6,000	7,500
Above 2,000 Kg. But not exceeding 5,000Kg.	2,250	2,750	6,750	8,250
Above 3,000 Kg. But not exceeding 4,000Kg.	2,500	3,000	7,500	9,000
Above 4,000 Kg. But not exceeding 5,000Kg.	2,750	3,250	8,250	9,750
Above 5,000 Kg.	3,000	3,500	9,000	10,500

AIRCRAFT FOR HIRE TO THE GENERAL PUBLIC (AIR COMM.)		
ROTARY WITH AOC	REGISTRATION FEE	
	RECIPROCATING/ PISTON	TURBINE
Not Exceeding 1,000 Kg.	2,000	2,500
Above 1,000 Kg. But not exceeding 2,000Kg.	2,500	3,000
Above 2,000 Kg. But not exceeding 3,000Kg.	3,000	3,500
Above 3,000 Kg. But not exceeding 4,000Kg.	3,500	4,000
Above 4,000 Kg. But not exceeding 5,000Kg.	4,000	4,500
Above 5,000 Kg.	4,500	5,000

TOTAL: \_\_\_\_\_

#### 47. Issuance of Official Receipt for Payment of CAAP Fees and Charges

<b>Office or Division:</b>	Collection Section – Cashiering Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	Airlines / General Aviation/ Pilots/ Aviation Students/ Other Airmen/ NonAirmen Clients/ CAAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checklist 2. Order of Payment Slip (OPS)		FSIS/AEB/Airworthiness Dept./AAIB/ Medical Airmen/ADMS Revenue Unit, Accounting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payer secures ticket number in the Automizer Queue Management System (AQMS) either for the following purpose: a. Secure OPS b. Payment	The AQMS Prompter will call ticket number to what Window No. to proceed, viz: 1. Without OPS – at Window #1 2. With OPS – either at Window #2,3,4 or 5	<ul style="list-style-type: none"> <li>• Bills</li> <li>• DSA</li> <li>• Admin Fee</li> <li>• Certification Fee</li> <li>• Aircraft Registration Fee</li> <li>• Overfly Fee •</li> <li>• Airmen's Certificate</li> <li>• Aeronautical Charges</li> </ul>	2 Minutes	Guard-on-duty  Revenue Unit Personnel
2. Payer tenders payment in cash and/or check together with OPS	Counts money received and review check payment details	<ul style="list-style-type: none"> <li>• ELP</li> <li>• Examination Permit Fee</li> <li>• Certification &amp; Airworthiness Fee</li> <li>• Aerodrome Rating Fee</li> <li>• Medical/Dental/ Laboratory/ECG /X-ray Fees</li> </ul>	1 Minute	Collecting Officer (CO)
	Prints Official Receipt (OR) or Acknowledge Receipt (AR) and issues original copy of OR/AR to payer and gives change, if any		1 Minute	Collecting Officer (CO)

	Collecting Officer writes OR/AR No. and date of OR/AR on the OPS	<ul style="list-style-type: none"> <li>• Height Clearance Fee</li> <li>• Bid Documents/ Performance Bond</li> <li>• Refund</li> </ul>	1 Minute	Collecting Officer (CO)
	<b>TOTAL:</b>		5 Minutes	



#### 48. Issuance of Official Receipt for Payment Received Through Telegraphic Transfers and UCPB Collection Facility

<b>Office or Division:</b>	Collection Section – Cashiering Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B –Government to Business			
<b>Who May Avail:</b>	Airlines/General Aviation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment Slip (OPS) 2. Bank's credit memo/deposit slip		Revenue Unit, Accounting Division, 3 <sup>rd</sup> floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client demands for Official Receipt for payment made in banks (LBP/UCPB)	Prepares Order of Payment slip (OPS)	Bills Aeronautical Charges Overfly fee	1 Minute	Revenue Unit personnel
	Review OPS and verify credit memo from bank's snapshot/ passbook	none	1 Minute	Chief, Collection Section/ Chief, Cashiering Division
	Print Official Receipt (OR) and writes OR No. and date of OR on the OPS	none	2 Minutes	Chief Collection Section/ Chief, Cashiering Division
	Issue Official Receipt	none	1 Minute	Revenue Collection Clerk
	<b>TOTAL:</b>	Bills Aeronautical charges overfly fee	5 Minutes	

#### 49. Issuance of Order of Payment Slip (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C - Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Stakeholders / Employees refunding Cash Advance balance			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Bill or Statement of Accounts (SOA) 2. Request for Order of Payment 3. Valid ID 4. Copy of Liquidation Report			Revenue Section-Accounting Division, 3 <sup>rd</sup> floor, Main building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Accounting Division;  Submit requirements	1. Check and review documents submitted	None	1 Minute	Accounting Personnel, 3 <sup>rd</sup> Floor Main building
	2. Verify mode of payment	None	1 Minute	Accounting Personnel 3 <sup>rd</sup> Floor Main building
	3. Encode corresponding accounting entries	None	2 Minutes	Accounting Personnel
	4. Prepare and print Order of Payment Slip	None	2 Minutes	Accounting Personnel
	5. Signs on OPS	None		Chief, Revenue Section 3 <sup>rd</sup> Floor Main building
	6. Release Order of Payment Slip	None	1 Minute	Accounting Personnel
2. Proceed to Cashiering Division for payment		None		
<b>TOTAL:</b>		None	7 Minutes	

### 50. Issuance of Pag-Ibig Loan Payments and Premium Contribution Certificate (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Requesting Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pag-Ibig Remittance List 2. Pag-Ibig Remittance Official Receipt 3. Statement of Account (SOA) of employee/s		Bookkeeping Section-Accounting Division, 3 <sup>rd</sup> floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Loan Payments and Premium Contribution Certificate	1. Receive Statement of Account (SOA) of employee/s issued by PAG IBIG 2. Research the premium contribution or loan payments that does not reflect on the employee/s SOA 3. Photocopy the remittance list containing the name of requesting employee/s and official receipt of the remittance for the period requested 4. Prepare certification of loan payments or premium contribution 5. Submit the certification and supporting documents to Chief Accountant for signature 6. Issue certification together with the certified true copy of remittance list and	None	1 Day	Accounting Personnel

	official receipt to requesting employee/s			
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY</b>	

## 51. Issuance of Pass Control

<b>Office or Division:</b>	CAAP Security and Intelligence Service (CSIS)			
<b>Classification:</b>	Non-Technical			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G- Government to Government			
<b>Who May Avail:</b>	Any Requesting Party (CAAP Employee, Businessmen, Aviation Stakeholders, Other Government Entities)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Security Clearance/Pass a. Security Clearance Form b. NBI or Police Clearance c. Endorsement for company/office/school d. Photocopy of Company/School ID		1. CSIS Pass Control Section, Ground floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Security Clearance a.) Secure application form		None	3 Minutes	CSIS Pass Control Section, Ground Floor Main building
b.) Submit accomplished form	Encoding of details of the requesting party prior printing of security clearance	None	25 Minutes	CSIS Pass Control Section
c.) Signature of the requesting party on the printed security clearance		None	3 Minutes	Requesting Party
d.)	Background Check to the requesting party	None	10 Minutes	IID, CSIS Ground Floor Main building
e.)	Approval and signature		5 Minutes	Security Division Chief, CSIS Ground Floor Main building
	<b>TOTAL:</b>	None	46 Minutes	

## 52. Issuance of Permit-to-Operate / Temporary PTO

<b>Office or Division:</b>	Aerodrome Registration Certification Inspection Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G- Government to Government			
<b>Who May Avail:</b>	Aerodrome/Airstrip/Helipad Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>1. Letter of Intent</li> <li>2. PTO Application Form</li> <li>3. Justification for putting up an airstrip               <ol style="list-style-type: none"> <li>a. WGS-84 Coordinates Certification, Helipad Geometric Center by Geodetic Engineer</li> <li>b. Certificated Helipad's Elevation in AMSL (Average Mean Sea Level) by Geodetic Engineer</li> <li>c. Helipad's Layout (FATO dim., markings, Safety Areas, protection slopes, WDI dim. &amp; amp; loc.)</li> <li>d. Helicopter Specifications that the helipad intended to serve (D-value, RD, MTOW &amp; amp; Seating Capacity)</li> <li>e. Helipad's Surface Load Bearing Certification in tons by Structural Engineer</li> <li>f. Helipad's Vicinity Map (1 km radius)</li> <li>g. Obstacle Limitation Surface (OLS) Layout (Approach/T.O. flight path, obstacle along the flight path, heights of obstacles, distance of obstacles from helipad)</li> <li>h. Operations Manual</li> <li>i. Safety Reporting Officer (Official I designation and Training Certificate)</li> <li>j. Training Certificates of Fire Fighting Personnel</li> </ol> </li> </ol>		<ol style="list-style-type: none"> <li>1. AANSOO Administrative Staff, Ground Floor, Main building</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Download Form from CAAP website <a href="http://www.caap.gov.ph">www.caap.gov.ph</a> Forms are also available at AANSOO</li> </ol>				

2. Submit Letter of Intent and Application Form to AANSOO	2.1 Receive; record in database	none	3 Minutes	AANSOO Staff, Ground Floor, Main building
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	2.2 Endorse preapplication	none	2 Minutes	Chief, AANSOO
	2.3 Inform applicant of the scheduled date of pre-application meeting	None	5 Minutes	Assigned Inspector
3. Attend the scheduled preapplication meeting	3.1 Discuss the preapplication contents	none	20 Minutes	Assigned Inspector
	3.2 Record preapplication phase actions in database	None	2 Minutes	Assigned Inspector
	3.3 Inform applicant of the scheduled formal meeting	none	5 Minutes	Assigned Inspector
4. Attend the scheduled formal meeting	4.1 Discuss details of Formal Application	None	5 Minutes	Assigned Inspector
	4.2 Conduct Initial Application Review	None	5 Minutes	Assigned Inspector
	4.3 Conduct Formal Application Review	None	1 Hour	Assigned Inspector
	4.4 Discuss the Operations Manual Information	none	30 Minutes	Assigned Inspector
	4.5 Review and evaluate the requirements submitted and prepare letter	None	3 Working Days	Safety Inspection Team
	4.6 Determine number of days of inspection	none	2 Minutes	Lead Safety Inspector

	4.7 Prepare Pro-Forma Invoice and Forward to Accounting Division	P500.00 (Admin Fee); P5,000.00 (Inspection Fee); DSA – Daily Subsistence Allowance (Computations are based on the locations, number of days of inspection, and UNDP Rate)	2 Minutes	AANSOO Staff
	4.8 Process Billing	None	2 Days	Accounting Staff
	4.9 Inform the Operator for Payment of DSA		3 Minutes	AANSOO Staff

5. Proceed to Accounting Division	5. Prepare Order Payment Slip	None	10 Minutes	Accounting Staff
6. Proceed to Collection	6.1 Receive payment		2 Minutes	Collection Staff On-Duty
	6.2 Issue Official Receipt	None	2 Minutes	Collection Staff On-Duty
7. Proceed to ARCIDAANSOO and present Official Receipt	7.1 Check OR	None	1 Minute	AANSOO Staff
	7.2 Prepare DSA documents, Notice of Inspection and Travel Order/s	None	2 Hours	AANSOO Staff
	7.3 Review and endorsement by Chief, ARCID	None	1 Hour	Chief, ARCID
	7.4 Review and recommendation by Chief, AANSOO	none	1 Hour	Chief, AANSOO
	7.5 Review and approval by Deputy Director General for Operations	None	2 Days	Deputy Director General for Operations, 4 <sup>th</sup> Floor, Main building



	7.6 Forward to CRAD for recording; release Travel Order	None	1 Hour	CRAD Staff
	7.7 Forward the Notice and Coordinate with Operator regarding conduct of inspections	none	10 Minutes	Safety Inspection Team
8. Organize Transportation for the Safety Inspection Team				
9. Present helipad/airstrip	9.1 Conduct initial safety inspection in compliance with Manual of Standards	None	3 Days Excluding Travel Time	Safety Inspection Team
	9.2 Prepare Safety Inspection report	None	22 Working Days	Safety Inspection Team
	9.3 Review and Endorsement by Chief, ARCID	None	1 Hour	Chief, ARCID
	9.4 Review and notation by Chief, AANSOO	None	1 Hour	Chief, AANSOO

	9.5 Forward the report to the operator	none	10 Minutes	AANSOO Staff
	9.6 Conduct meeting and prepare PTO/Temporary PTO/ Extension PTO	None	1 Hour	Safety Inspection Team
	9.7 Coordinate with applicant regarding payment of PTO	none	5 Minutes	AANSOO Staff
	9.8 Prepare Pro-forma Invoice	None	2 Minutes	AANSOO Staff
	9.9 Signature and endorsement of Proforma Invoice by Chief, AANSOO	None	3 Minutes	Chief, AANSOO
	9.10 Process Billing	None	2 Days	Accounting Staff
10. Proceed to Accounting Division	10.1 Prepare Order Payment Slip	None	10 Minutes	Accounting Staff

11. Proceed to Collection	11.1 Receive payment		2 Minutes	Collection Staff On-Duty
	11.2 Issuance of Official Receipt	None	2 Minutes	Collection Staff On-Duty
12. Proceed back to ARCID-AANSOO	12.1 Check Official Receipt	None	1 Minute	AANSOO Staff
	12.2 Review and endorsement by Chief, ARCID	None	1 Hour	Chief, ARCID
	12.3 Review and recommendation by Chief, AANSOO	None	1 Hour	Chief, AANSOO
	12.4 Review and approval by Director General (DG)/ Deputy Director General for Operations (DDG-O)	None	3 Days	Director General/ Deputy Director General for Operations
13. Present valid ID or authorization letter	13.1 Release PTO/ Temporary PTO/ Extension PTO	none	15 Minutes	AANSOO Staff
	<b>TOTAL:</b>	Php500.00 admin fee Php5,000.00 DSA – (Computations are based on the locations, number of days of inspection, and UNDP Rate)	38 Days, 5 Hours, 39 Minutes	

### 53. Issuance of Philhealth Certification (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Requesting Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Philhealth Remittance Lists 2. Philhealth Remittance Official Receipt 3. Members Data Record (MDR) 4. Philhealth Claim Signature Form (CSF)		Bookkeeping Section-Accounting Division, 3 <sup>rd</sup> Floor, Main building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Certification of Philhealth Contribution	1. Print Members Data Record (MDR) 2. Encode data from MDR to CSF 3. Prepare Certification of Philhealth Contribution 4. Print CSF and Certification 5. Submit to Chief Accountant for signature 6. Issue to requesting party signed CSF and Certification	None	30 Minutes	Accountant
	<b>TOTAL:</b>	None	30 Minutes	

**54. Issuance of Property Clearance (Applicant with Property Accountability) Purpose: Application for Leave (Vacation/Maternity) /Travel Abroad (Per Transaction)**

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Property Clearance 2. Application for Leave 3. Property Acknowledgement Receipt			Supply Division, Supply building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Forward Application for Certificate thru Human Resource Management Division (HRMD)	Receive Application	None	1 Day	Property Officer
2)	Check and verify on record property accountability of the applicant			
3)	Prepare updated Property Acknowledgement Receipt (PAR) for transfer of Accountability to another Accountable Officer			
4)	Forward the PAR to Accountable Officer for acknowledgement / signature			
5)	Upon return of signed PAR prepare Certificate of Property Clearance		1 Day	
6)	Endorse the updated PAR and Property Clearance for approval of the Chief			
7)	Forward the documents to Accounting Division			
	<b>TOTAL:</b>	None	2 Days	

**55. Issuance of Property Clearance (Applicant with Property Accountability) Purpose: Retirement / Resignation / End of Contract (Per Transaction)**

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees/Consultant			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Property Clearance 2. Application for Leave 3. Property Acknowledgement Receipt			Supply Division, Supply building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Forward Application for Certificate thru Human Resource Management Division (HRMD)	Receive Application	None	2 Days	Property Officer, Supply building
2) Surrender accountable properties to Supply Division	Check and verify on record surrendered property of the applicant			
3)	Accept surrendered property for safekeep and prepare Statement of Property Accountability for properties not surrendered / found.			
4)	Endorse the Statement of Accountability for approval of the Chief			
5)	Forward the documents to Accounting Division			
	<b>TOTAL:</b>	None	2 Days	

### 56. Issuance of Property Clearance – Applicant without Property Accountability (per transaction)

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees (Requestor / End-user)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Certificate of Clearance 2. Application for Leave 3. Resignation / Retirement Letter			Supply Division, Supply building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Forward Application for Certificate thru Human Resource Management Division (HRMD)	Receive Application	None	1 Day	Property Officer
2)	Check and verify on record property accountability of the applicant			
3)	Prepare Certificate of Property Clearance			
4)	Endorse the Clearance for approval of the Chief			
5)	Forward the documents to Accounting Division			
	<b>TOTAL:</b>	None	1 Day	

**57. Issuance of Supplies/Equipment and Property Accountability (For Goods Delivered/Received On-Site Based on Contract Agreement)**

Office or Division:	Supply Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees (Requestor / End-user)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. End-user’s certificate of Acceptance			Supply Division, Supply building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit End-user’s Certificate of Acceptance	Received End-user’s Certificate of Acceptance and record the item/s on Property/Stock card	None	3 Days	Property Officer, Supply building
2)	Record issuance of supplies/ equipment on Property Card/Stock Card			
3)	Prepare Property Acknowledge Receipt (PAR) or Inventory Custodian Slip (ICS) for accepted items			
4)	Forward PAR/ICS to Accountable Officer for acknowledgement / signature			
5)	Upon return of PAR from Accountable Officer endorse RIS/PAR/ICS for approval of the Chief		1 Day	
6) Get copy/ies of PAR/ICS	Furnish copy/ies of PAR/ ICS to Accountable Officer			
	TOTAL:	None	4 Days	

**58. Issuance of Supplies/Equipment and Property Accountability for Goods Received a Main Office Based on Contract Agreement (Per Transaction)**

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees (Requestor / End-user)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request and Issue Slip (RIS)			Supply Division, Supply building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Submit RIS	Receive and control RIS	None	1 Day	Property / Stock Control Staff
2)	Verify status of item requested on Property / Stock card. After verification record issuance.			
3)	Prepare Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for requested item/s			
4)	Forward PAR/ICS to Accountable Officer for acknowledgement/ signature			
5)	Upon return of PAR from Accountable Officer endorse RIS / PAR / ICS for approval of the Chief		1 Day	Storage Keeper
6) Claim the item/s requested.  Obtain copy/ies of PAR/ICS	Issue/release the item/s requested and furnish copy/ies of PAR/ ICS to Accountable Officer			
<b>TOTAL:</b>		None	2 Days	



## 59. Knowledge Testing

<b>Office or Division:</b>	<b>Airmen Examination Board</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C-Government to Citizen</b>			
<b>Who may avail:</b>	<b>Airmen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Database print-out/permit issued and duly signed by the Licensing & Certification Department (LCD) 2. Examination Fees 3. AEB Form -2 /AEB Form 3		<b>Licensing and Certification Department</b>  <b>Collection/Cashier</b> <b>AEB Admin Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Window -1 and submit requirements	1. Receive and check completeness of documents	None	2 mins	AEB Staff-On-Duty
	2. Check schedule of examination		1 min	AEB Staff-On-Duty
	3. Provide AEB Form-2		1 min	AEB Staff-On-Duty
2. Fill up AEB Form 2 and submit to Window 1	4. Receive and check form	None	2 mins	AEB Staff-On-Duty
	5. Fill up Form-3 and forward to Exam Room		3 mins	AEB Staff-On-Duty
	6. Encode Information and generate		5 mins	Computer Technician Analyst

	Exam ID and Password			
3. Proceed to Exam Room for Manual log-in	7. Assist applicant for proper log-in	None	1 min	AEB Examiner
4. Proceed to assigned computer	8. Assist applicant and provide briefing for the computer usage	None	2 mins	AEB Examiner
5. Take examination proper	9. Oversee the examination proper	Receipt of exam		AEB Examiner
6. Advise proctor once exam is completed and proceed for manual log-in	10. Stamp rating of examinee at the back of his/her	None	2 mins	AEB Proctor
7. Proceed to AEB Admin Office	Provide application form for the issuance of Knowledge Test Report (TR)	None	5 mins	AEB Staff-on-Duty

## 60. Approval of Request to Lease the CAAP Multi-Purpose Covered Court

<b>Office or Division:</b>	<b>Administrative Department - AFS</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>4. Stakeholders</b> <b>5. Private Companies</b> <b>6. Other Government Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>4. Letter of Request / Intent</b> <b>5. Valid Identification Card or Any Government Issued ID</b> <b>6. NBI or Police Clearance or Barangay Certificate</b>		<b>Administrative Department, 3F Main Building, CAAP Central Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to Admin Department; Submit requirements	Administrative Department: 6. Receive and review documents submitted 7. Record / Log entries in the incoming documents 8. Check availability of the CAAP Multi-Purpose Covered Court 9. Endorse/Forward request to Chief, administrative Department	None	15 Minutes	Office / Administrative Assistant
	10. Approves / Disapproves	None	45 Minutes	Chief, Administrative Department

	11. Prepare and issue Order of Payment Request	Daytime Rate: Php150.00/hour Nighttime Rate: Php250.00/hour	5 Minutes	Office / Administrative Assistant
2. Proceed to Finance Department				
3. Proceed to CSIS for the issuance of security clearance				
<b>TOTAL:</b>		Varies	<b>1 Hour, 5 Minutes</b>	

## 61. License Authentication for DFA Requirement

<b>Office or Division:</b>		Aviation Records Management Division (ARMD)		
<b>Classification</b>		SIMPLE		
<b>Type of Transaction</b>		G2B-Government to Business		
<b>Who may avail:</b>		Any requesting party		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		ARMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ARMD for the Request Form	Fill-Up Request Form	None	2 min	ARMD Personnel
Submit the Request Form to ARMD personnel	1. ARMD personnel check the Request Form and forward to Chief ARMD for signature	None	2 min	ARMD Personnel Chief ARMD
	2. Check record in database	None	2 min	Records Section Custodian
	3. Scan the license and forward to Section Chief for initial	None	3 min Depending on the no. of licenses to be scanned	ARMD personnel Section Chief
	4. Forward Scanned licenses to Chief, ARMD for signature	None	3 min	Chief ARMD
	5. Issue the authenticated license to client	None	2 min	

## 62. License Authentication for Promotion

<b>Office or Division:</b>		Aviation Records Management Division (ARMD)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2B-Government to Business		
<b>Who may avail:</b>		Any requesting party		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		ARMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ARMD for the Request Form	Fill-Up Request Form	None	2 min	ARMD Personnel
Submit the Request Form to ARMD personnel	1. ARMD personnel check the Request Form and forward to Chief ARMD for signature	None	2 min	ARMD Personnel Chief ARMD
	2. Check record in database	None	2 min	Records Section Custodian
	3. Print the license and forward to Section Chief for initial	None	3 min Depending on the no. of licenses printed/photocopied	Designated ARMD personnel

	4. Forward printed licenses to Section Chief for initial	None	3 min	Designated ARMD personnel Section Chief
	5. Forward the printed license to Chief ARMD for signature	None	3 min	Chief ARMD
	6. Issue Order of Payment Slip (OPS) Note: CAAP employees are exempted for payment	<b>Applicable fees as needed:</b> <b>CTC</b> Php20.00 <b>Verification</b> Php30.00 <b>Certification</b> Php50.00 <b>Authentication</b> Php50.00 <b>Scan</b> Php50.00 <b>Research</b> Php20.00 <b>Envelope</b> Php20.00 <b>Photocopy</b> Php3.00/page Php6.00/back to back Free-if less than Five(5)pages	2 min	ARMD personnel
Proceed to Collection for Payment	<b>PAUSE CLOCK</b>	None		
Proceed back to ARMD and present Official Receipt (OR)	Check Official Receipt (OR) and release authenticated copy of license to client	None	2 min	ARMD personnel
<b>END OF TRANSACTION DURATION OF</b>		<b>TOTAL ACTIVITY</b>	<b>19 mins</b>	

<b>Note: Applicable fees pending upon the approval of CAAP's new fees and charges.</b>		
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### 63. Liquidation of Cash Advance (Pert Transaction) (Petty Cash Fund, Local & Foreign Travel)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to the checklist		Disbursement Section – Accounting Division, 3 <sup>rd</sup> floor, Main building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Accounting Division; Submit requirements	1. Receive complete documents from enduser (ODG, FSIS, ANS, ATS, CSIS, ADMS, AFS)  Forward to assigned Accounting personnel	None	3 Minutes	Receiving Officer
	2. Validate supporting documents; process and prepare JEV and record on SL on process	None	1 Hour	Accounting Personnel
	3. Conduct Final Audit	None	30 Minutes	Chief, Disbursement Section
	4. Sign the documents	None	15 Minutes	Chief Accountant
	5. Documents numbering	None	5 Minutes	Accounting Personnel
	6. Indexing	None	30 Minutes	Accounting Personnel
	7. For submission to COA			Outgoing Officer
	<b>TOTAL:</b>	None	2 Hours, 23 Minutes	

#### LIQUIDATION OF CASH ADVANCES

##### General Guidelines

The accountable officer shall liquidate cash advances within the following period:

Petty Cash Fund – as soon as the disbursements reaches 75 percent or as need, the PCF shall be replenished which shall be equal to the total amount of expenditures made therefrom. In case of termination, resignation, retirement or dismissal of the PCF custodian, immediately thereafter.

Travelling Expenses – within 30 days after the return of the official/employee concerned to his official station for local travel and within 60 days after return of the official/employee concerned to the Philippines in the case of foreign travel.

Special Purpose – as soon as the purpose of the cash advance has been served

#### PETTY CASH FUND

1. Summary of Petty Cash Vouchers
2. Report of Disbursements
3. Petty Cash Replenishment Report
4. Approved purchase request with certificate of Emergency Purchase, if necessary
5. Bills, receipts, sales invoices
6. Certificate of inspection and acceptance
7. Report of Waste Materials in case of replacement/repair
8. Approved trip ticket, for gasoline expenses
9. Canvass from at least three suppliers for purchases involving P1,000 and above, except for the purchases made while on official travel
10. Summary/Abstract of Canvass
11. Petty Cash Vouchers duly accomplished and signed
12. OR in case of refund
13. For reimbursement of toll receipts
  - 13.1 Toll Receipts
  - 13.2 Trip Tickets
14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses

#### TRAVELLING EXPENSES

##### Local Travel

1. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee
2. Certificate of appearance/attendance
3. Copy of previously approved itinerary of travel  
Revised or supplemental Office Order or any proof supporting the change of schedule
4. Revised itinerary of travel, if the previous approved itinerary was not followed
5. Certification by the Head of the Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)
6. Liquidation Report

7. Reimbursement Expense Receipt
8. OR in case of refund of excess cash advance
9. Certificate of Travel Completed
10. Hotel room/lodging bills with official receipts in case of official travel to places within 50-kilometer radius from the last city or municipality covered by the Metro Manila Area, or the city or municipality where their permanent official station is located in the case of those outside the Metro Manila Area, if the travel allowances being claimed include the hotel room/lodging rate

#### Foreign Travel

1. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee/ copy of passport
2. Certificate of appearance/attendance for training/seminar/participation
3. Bills/receipts for non-commutable representation expenses approved by the President under Section 16 of EO NO. 77
4. For reimbursement of actual travel expense in excess of the prescribed rate (EO No. 77):
  - 4.1 Approval by the President
  - 4.2 Certification from the Head of the Agency that is absolutely necessary
  - 4.3 Hotel room bills with official receipts (Certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)
  - 4.4 Revised Itinerary of Travel, if applicable
  - 4.5 Narrative report on trip undertaken/report on Participation
  - 4.6 OR in case of refund of excess cash advance
  - 4.7 Certificate of Travel Completed
  - 4.8 Liquidation Report

#### 64. Liquidation of Cash Advance for DSA (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to the attached checklist		Disbursement Section – Accounting Division, 3 <sup>rd</sup> floor, Main building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Accounting Division; Submit requirements	1. Receive complete documents from enduser (ODG, FSIS, ANS, ATS, CSIS, ADMS, AFS)  Forward to assigned Accounting personnel	None	3 Minutes	Receiving Officer
	2. Validate supporting documents; process and prepare JEV and record on SL on process	None	10 Minutes	Accounting Personnel
	3. Conduct Final Audit	None	1 Hour	Chief, Disbursement Section
	4. Sign the documents	None	15 Minutes	Chief Accountant
	5. Documents numbering	None	5 Minutes	Accounting Personnel
	6. Indexing	None	5 Minutes	Accounting Personnel
	7. For submission to COA			Outgoing Officer
	<b>TOTAL:</b>	None	1 Hour, 38 Minutes	

## 65. Mandatory and Voluntary Reports

<b>Service:</b>	<b>Mandatory and Voluntary Reports</b>			
<b>Office or Division:</b>	<b>AVIATION SAFETY ANALYSIS DIVISION (ASAD)</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction</b>	<b>G2B – Government-to-Business</b>			
<b>Who may avail:</b>	<b>Aviation Stakeholders/Service Providers</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Objectives for the Process Flow of Mandatory and Voluntary Safety Reports</p> <ol style="list-style-type: none"> <li>1. To develop a mechanism to collect, evaluate process, protect, disseminate and store occurrence data to contribute to the improvement of flight safety;</li> <li>2. To oversee, manage and coordinate the Mandatory and Voluntary Reporting System and thus form the central point for receipt, evaluation, processing, dissemination, storage and analysis of occurrence report data;</li> <li>3. To assess, analyze and interpret information reported in order to detect safety problems which may not be apparent to individual reporters and prepare data, information and develop recommendations derived from occurrence reports in accordance with the relevant CAAP Regulations and disseminate the results of analysis and gap identification to those who will use them for the benefit of air safety.</li> </ol>			<ol style="list-style-type: none"> <li>1. ASAD-RSD, 2<sup>ND</sup> floor, Annex Building, CAAP MIA Road, Pasay City</li> </ol>	
STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receiving of Mandatory and Voluntary Reports from FSIS, AAIB, ATC, Aerodrome, ANS and ORCC on Safety Reports received from AOC holders/service providers.	NONE	Within 5-10 minutes per report.	Designated Receiving Staff/Aviation Safety Analyst
2	Encoding and processing of safety reports received.	NONE	Within 15 minutes	Designated Aviation Safety Analyst

<b>3</b>	Preparation of acknowledgement letter address to AOC holders/service providers and letter to Airport Managers for mitigations/actions taken.	NONE	Within 5-10 minutes per report.	Designated Aviation Safety Analyst
<b>4</b>	Disseminate acknowledgement letter, letter to Airport Managers and safety reports.	NONE	Within 5-10 minutes per report.	Designated Aviation Safety Analyst
<b>5</b>	Dissemination of safety reports.	NONE	Within 15 minutes	Designated Aviation Safety Analyst
<b>6</b>	Monitoring and follow-up of reports (investigation, inspection, closure, etc.)	NONE	Within 15 minutes upon receipt of follow-up reports	Designated Aviation Safety Analyst
<b>7</b>	Conduct continues analysis of data.	NONE	Minimum of 1 day	Designated Aviation Safety Analyst
<b>8</b>	Continue encoding of results of investigation, inspection and analysis.	NONE	Within 15 minutes as it happens	Designated Aviation Safety Analyst
<b>9</b>	Conduct analysis base on possible trends.	NONE	Minimum of 1 day (done monthly/quarterly)	Designated Aviation Safety Analyst
<b>10</b>	Preparation of summary and graphical chart illustration base on trends, statistics and analysis.	NONE	Within 2-3 days (done monthly/quarterly) Upon receipt of follow-up and closure reports	Designated Aviation Safety Analyst together with Supervising Analyst
<b>11</b>	Provides technical advice/recommendations base on analysis of safety data and trends.	NONE	Within 2 days (done monthly/quarterly) and/or when necessary for safety in civil aviation	Designated Aviation Safety Analyst together with Supervising Analyst

<b>12</b>	Submission of monthly/quarterly summary reports, graphical illustration and analysis.	NONE	Within 4 days (done monthly/quarterly)	Designated Aviation Safety Analyst and for signature/approval of Division Chief III
<b>13</b>	For recommendation and concurrence of monthly/quarterly summary of reports, graphical illustration and analysis to ADG II, FSIS/DG.	NONE	Within 1 day (done monthly/quarterly)	Division Chief III to DM III, RSD, FSIS for concurrence/signature
<b>14</b>	Final coded safety reports are entered and available in ASAD Excel database or thru the ECCAIRS (once available). ASAD uses information it receives to promote aviation safety.	NONE	Within 2 days	Designated Aviation Safety Analyst and for signature/approval of Division Chief III
<b>15</b>	For final encoded reports that require amendment of regulations, a copy is forwarded to RSDD-RSD. ODG approves amendment prior to publication.	NONE	Within 1 day	Designated Aviation Safety Analyst, DC III, ASAD and DM III, RSD, FSIS for signature and endorsement and DG for approval.
<b>TOTAL: 15 days/ 1hour/ 30mins</b>				

## 66. On-Line Scheduling of Examination and Payment Queuing

<b>Office or Division:</b>	Airmen Examination Board			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Airmen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Database print-out/permit issued and duly signed by the Licensing & Certification Department (LCD) 2. Examination Fees		Licensing and Certification Department  Collection/Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to AEB Admin Office and present Database print-out/permit	Receive Database print-out/permit	None	2 mins	AEB Staff-On-Duty
	Provide AEB Form (Personal Information)	None	2 mins	AEB Staff-On-Duty
2. Fill up and submit AEB Form -9	Assist client for enrollment into the <a href="http://aeb.caap.gov.ph/aebonline">aeb.caap.gov.ph/aebonline</a>	None	3 mins	AEB Scheduler
3. Log-in to <a href="http://aeb.caap.gov.ph">aeb.caap.gov.ph</a>	Assist AEB Form-9 as their reference of enrollment	None	3 mins	AEB Scheduler



h for the desired				
<b>OPTION</b>  Applicant may avail the walk-in examination on a First Come Serve basis. AEB will ONLY accommodate 50 applicants per day		None		
	<b>TOTAL:</b>		9 minutes	
1. Proceed to Window 2 for Checklist	Issue checklist for Order of Payment Slip (OSP)	None	2 mins	AEB Staff- on Duty
2. Proceed to Collection	Issue Order of Payment Slip (OSP)	Please refer to requirement	2 mins	Collection Officer-on-Duty
3. Proceed to Cashier	Receive Payment		2 mins	Collection Officer-on-Duty
	Issue Office Receipt (OR)		5 mins	Collection Officer-on-Duty
4. Proceed to AEB Window 1 on the scheduled date of exam	Receive documents and check schedule dates of exam		2 mins	AEB Staff-on Duty
<b>TOTAL:</b>			13 minutes	

## 67. Original Issuance of Airman License

<b>Office or Division:</b>	Airman Licensing Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Any Requesting Party, Airmen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Application form 541 (Flight Crew) Form 542 (Other than Flight Crew)</li> <li>2. Photocopy of English Language Proficiency (ELP)</li> <li>3. Photocopy of National Telecommunications Commission (NTC) License</li> <li>4. Certification of /Ground School/ Equipment Qualification Course</li> <li>5. Certificate of Flying Time (with actual Instrument Time, if necessary)</li> <li>6. Knowledge Test Report (result of written test)</li> <li>7. Grading Sheet (result of skill test) and Flight Plan</li> <li>8. Pilot's Logbook</li> </ol> <p><b>For Student Pilot Authorization (SPA)</b></p> <ol style="list-style-type: none"> <li>1. Original <ol style="list-style-type: none"> <li>1.1 Nos. 1 requirement</li> <li>1.2 Photocopy of Class II Aviation Medical Certificate</li> <li>1.3 NBI clearance</li> <li>1.4 Notarized Consent form for Minor (Applicants Below 18 years old)</li> </ol> </li> </ol> <p><b>For Private Pilot License (PPL)</b></p> <ol style="list-style-type: none"> <li>1. Original <ol style="list-style-type: none"> <li>1.1 Nos 1 to 8 requirements</li> <li>1.2 Photocopy of Student Pilot Authorization (SPA)</li> <li>1.3 Photocopy of Class II Aviation Medical Certificate</li> <li>1.4 Certificate of Pre-solo completion</li> </ol> </li> </ol> <p><b>For Commercial Pilot License (CPL)</b></p> <ol style="list-style-type: none"> <li>1. Original <ol style="list-style-type: none"> <li>1.1 Nos. 1 to 8 requirements</li> <li>1.2 Photocopy of current Private Pilot License</li> </ol> </li> </ol>	Licensing and Certification Department and Clients

1.3 Photocopy of Class I Aviation Medical Certificate

**For Airline Transport Pilot License (ATPL)**

1. Original
  - 1.1 Nos 1 to 8 requirements
  - 1.2 Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR)
  - 1.3 Photocopy of Class I Aviation Medical Certificate
  - 1.4 Certificate of Simulator Time/ Zero Flight Time
  - 1.5 Work permit (for foreigners)

**For Flight Instructor License (FIL)**

1. Original
  - 1.1 Nos 1 to 8 requirements
  - 1.2 Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR)
  - 1.3 Photocopy of Class I Aviation Medical Certificate
  - 1.4 Flight Training Syllabus

**For Instrument Rating (IR)**

1. Original
  - 1.1 Nos. 1 to 8 requirements
  - 1.2 Photocopy of current pilot license
  - 1.3 Photocopy of current Medical Certificate

**For Air Traffic Controller License**

1. Original
  - 1.1 Nos. 1, 4, 6 and 7 requirements
  - 1.2 Photocopy of Class III Aviation Medical Certificate
  - 1.3 Training Certificate
  - 1.4 Diploma
  - 1.5 Transcript of Records
2. Original
  - 2.1 Nos 1 to 8 requirements
  - 2.2 Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR)

- 2.3 Photocopy of Class I Aviation Medical Certificate
- 2.4 Certificate of Simulator Time/ Zero Flight Time
- 2.5 Work permit (for foreigners)

#### **For Flight Instructor License (FIL)**

- 2. Original
  - 2.1 Nos 1 to 8 requirements
  - 2.2 Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR)
  - 2.3 Photocopy of Class I Aviation Medical Certificate
  - 2.4 Flight Training Syllabus

#### **For Instrument Rating (IR)**

- 2. Original
  - 2.1 Nos. 1 to 8 requirements
  - 2.2 Photocopy of current pilot license
  - 2.3 Photocopy of current Medical Certificate

#### **For Air Traffic Controller License**

- 2. Original
  - 2.1 Nos. 1, 4, 6 and 7 requirements
  - 2.2 Photocopy of Class III Aviation Medical Certificate
  - 2.3 Training Certificate
  - 2.4 Diploma
  - 2.5 Transcript of Records

#### **For Ground Instructor License**

- 1. Original
  - 1.1 Nos. 1,4, 6, 7 requirements
  - 1.2 Photocopy of Current Aviation Medical Certificate
  - 1.3 Lesson Plan

#### **For Flight Dispatcher License**

- 1. Original
  - 1.1 Nos. 1, 4, 6 and 7 requirements
  - 1.2 Photocopy of Class II Aviation Medical Certificate
  - 1.3 Flight Dispatcher Training Certificates
  - 1.4 Diploma
  - 1.5 Transcript of Records

## **AMT/AMS:**

### **What are the requirements**

1. Application Form 542
2. Photocopy of Diploma
3. Photocopy of Transcript of Records
4. Training Certificate/s
5. Knowledge Test Report (result of written test)
6. Practical/Skill Test Result
7. Employment/OJT Certificate

### **For AMT/AMS (Bachelor Graduate)**

1. Original
  - 1.1 Nos. 1,2,3,5 and 6 requirements

### **For AMT (Two Year / Associate Course)**

1. Original
  - 1.1 Nos. 1,2,3,5 and 6 requirements

### **For AMS (Two Year/ Associate Course)**

1. Original
  - 1.1 Nos. 1,2,3,5,6 and 7 requirements
  - 1.2 One (1) year practical experience for AMS

### **For Practical-Based AMT/AMS Experience**

1. Original
  - 1.1 Nos. 1,4,5,6,7
  - 1.2 Three (3) years practical experience for Non-BS or Associate Avionics AMS; Two (2) and a half (2 ½) years for AMT with One (1) rating; and Five (5) years for AMT with two (2) ratings

### **For Military Based AMT/AMS**

1. Original
  - 1.1 Nos. 1,4,5,6 and 7 requirements
  - 1.2 Endorsement letter from the Commander
  - 1.3 Statement of Service
  - 1.4 AFP ID Discharged Order (if resigned or retired)

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and complete requirements at window	1.1 Review and evaluate application and complete requirements a. Issue Order of Payment Slip (OPS)	None  None	15 Minute  15 minutes	Licensing Officer, Ground floor, FSIS building  Licensing Officer
2. Proceed to Collection	2. 1 Receive payment; issue Official Receipt (OR)	varies	10 Minutes	Collection Officer, 2 <sup>nd</sup> floor, Annex building
3. Proceed back to LCD window 1; Submit Official Receipt	3.1 Check O.R. and attached it to the application documents 3.2 Log payment		15 Minutes	Licensing Officer
	3.3 Encode applicant's license information in the CASORT	None	30 Minutes	Licensing Officer
	3.4 Prepare transmittal of application to Chief PCSTD	None	30 Minutes	Licensing Staff
	3.5 Sign and endorse the application to Chief LCD	None	30 Minutes	Chief, PCSTD/ALD
	3.6 Sign and endorse the application to ADG II, FSIS	none	30 minutes	Chief, LCD
	3.7 Sign and endorse application to the Director General	none	2 days	ADG II, FSIS

	3.8 Sign/approve the application for the issuance of license	none	2 days	Director General or authorized Representative
	3.9 Received signed application and print license	none	30 minutes	LCD Printing staff
	3.10 Filing and sorting of Printed License	none	1 hour	Licensing Officer
4. Present valid ID or Authorization Letter at window 4	4.1 Log and release license to applicant	none	30 minutes	Licensing Officer
	<b>TOTAL:</b>	varies	4 days, 5 hours, 25 Minutes	

#### FEES AND CHARGES WITH ADDITIONAL 12% VAT

TYPE OF LICENSE	ORIGINAL	RENEWAL	ADDITIONAL RATING/ REINSTATEMENT OF RATING		CHANGE FORM (LOST LICENSE AND REPLACEMENT OF LICENSE)
Airline Transport Pilot License	Php13,440.00	Php13,440.00	Php860.40		Php134.40
Commercial Pilot License	Php3,360.00	Php3,360.00	Php537.60	Php672.00	Php134.40
Commercial Pilot License (helicopter)	Php3,360.00	Php3,360.00	Php537.60	Php672.00	Php134.40
Instrument Rating	Php672.00	Php672.00			Php134.40
Private Pilot License	Php537.60	Php537.60	Php268.80		Php134.40
Private Pilot License (Helicopter)	Php537.60	Php537.60	Php268.80		Php134.40
Student Pilot Authorization	Php268.80	Php268.80			Php134.40
Flight Instructor	Php1,075.20	Php1,075.20	Php537.60		Php134.40
Ground Instructor	Php806.40	Php806.40	Php537.60		Php134.40

Aviation Maintenance Technician License				
- Airframe Rating only	Php490.00	Php490.00	Php140.00	Php134.40
- Power plant Rating only	Php490.00	Php490.00	Php140.00	Php134.40
- Airframe and Power plant Rating	Php700.00	Php700.00	Php140.00	Php134.40
Aviation Maintenance Specialist License	Php560.00	Php560.00	Php224.00	Php134.40



**68. Payment of Cash Advance, Reimbursement of Travel Expenses  
(Per Transaction)**

<b>Office or Division:</b>		Accounting Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who May Avail:</b>		CAAP Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please refer to the attached checklist		Disbursement Section – Accounting Division, 3 <sup>rd</sup> floor, Main building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Accounting Division; Submit requirements	1. Receive complete documents from Budget Division  Forward to assigned Accounting personnel	None	15 Minutes	Receiving Officer
	2. Validate supporting documents; process and prepare Disbursement Voucher (DV) and record in index of payment	None	2 Hours	Accounting Personnel
	3. Conduct Final Audit	None	1 Hour	Chief, Disbursement Section
	4. Assign Journal Entry Voucher (JEV) and DV number for check payment  Payment DV for ATM payment	None	5 Minutes	Accounting Personnel
	5. Sign the documents	None	15 Minutes	Chief, Accountant
	6. Documents numbering	None	5 Minutes	Accounting Personnel
	7. Forward to Admin Dept. for approved for payment for ATM payout;  Forward to Chief, Finance Dept. for approval for payment by check payment	None	5 Minutes	Accounting Personnel

	8. Sign the documents;	None	15 Minutes	Chief, Admin for ATM payment  Chief, Finance for check payment
	9. Forward to checking for ADA/ Check preparation	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	4 Hours, 5 Minutes	

## CASH ADVANCES

### Granting of Cash Advances

Documentary Requirement common to all Cash Advances except for travels

1. Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)
2. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books
3. Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000 or more

### Petty Cash Fund

Additional Documentary Requirement for initial cash advances

1. Approved estimates of petty expenses for one month

### Special Disbursing Officer

Additional Documentary Requirement

1. Approved Details of Expenditures

## TRAVELLING ALLOWANCES

### Local Travel

1. Office Order/Travel Order approved in accordance with Section 3 of EO No. 77
2. Duly approved itinerary of travel
3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books

### Foreign Travel

1. Duly approved itinerary of travel
2. Letter of invitation of host/sponsoring country/agency/organization
3. For plane fare, quotation of three travel agencies or its equivalent
4. Flight itinerary issued by the airline/ticketing office/travel agency
5. Copy of the UNDP rate for the daily subsistence allowance for the country of destination for the computation of DSA to be claimed

6. Document to show the dollar to peso exchange rate at the date of grant of cash advance
7. Where applicable, authority from the OP to claim representation expenses
8. In case of seminars/trainings
  - 8.1 Invitation addressed to the agency inviting participants (issued by the foreign country)
  - 8.2 Acceptance of the nominees as participants (issued by the foreign country)
  - 8.3 Program me Agenda and Logistics Information
9. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books
10. Travel authority

#### CASH ADVANCE (DSA – FSIS/AANSOO INSPECTORS)

1. Appendix A (Itinerary of Travel)
2. Travel Order
3. Conforme Letter
4. Proforma Invoice
5. Billing Statement
6. Official Receipt
7. UNDP DSA Rate
8. BAP Dollar Rate
9. Letter from Operator

#### REIMBURSEMENT OF DAILY SUBSISTENCE ALLOWANCE (DSA – FSIS/AANSOO INSPECTORS)

##### Local Travel

1. Appendix A (Itinerary of Travel)
2. Appendix B (Certificate of Travel Completed)
3. CASORT
4. Travel Order
5. Certificate of Appearance (Original Copy)
6. E-ticket (If travelled by air)
7. Boarding Pass – Original Copy (if travelled by air)
8. Conforme Letter
9. Proforma Invoice
10. Billing Statement
11. Official Receipt
12. BAP Dollar Rate
13. Letter from Operator

##### Foreign Travel

1. Appendix A (Itinerary of Travel)
2. Appendix B (Certificate of Travel Completed)

3. Post Travel Report
4. Travel Order
5. E-ticket
6. Boarding Pass – Original Copy
7. Photocopy of Passport with stamp of Arrival/Departure
8. Conforme Letter
9. Proforma Invoice
10. Billing Statement
11. Official Receipt
12. UNDP DSA Rate
13. BAP Dollar Rate
14. Letter from Operator

#### PAYMENT OF DSA EXTENSION (FSIS/AANSOO ISNPECTORS)

1. Appendix A (Itinerary of Travel)
2. Appendix B (Certificate of Travel Completed)
3. Certification of Extension
4. Proforma Invoice
5. Billing Statement
6. Official Receipt
7. UNDP DSA Rate (For foreign travel)
8. BAP Dollar Rate
9. Photocopy of Previous Payment of DSA & Check Stub

### 69. Payment of DSA/Traveling, Training Expenses (Cash Advance)

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Requesting Party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. Travel Authority/Order 3. Itinerary of Travel				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO B : PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

## 70. Payment of Flying Pay

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. Payroll certified by HRMD as to current rate 3. Approved Travel Order 4. Official Travel Flight Time Log 5. Passport 6. Boarding Pass 7. Airmen License 8. Facility Rating 9. Approved Authority Order 10. Ticket				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

## 71. Payment of Goods

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Suppliers/Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. Sales Invoice/Delivery Receipt/Inspection and Acceptance 3. Approved Purchase Request or Purchase Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO B : PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

## 72. Payment of Infra Projects, Repairs

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. Accomplishment Report/Acceptance Report 3. Approved Contract				
CLIENT STEPS	AGENCY ACTION	FEES TO B : PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	



### 73. Payment of Infrastructure Project(s), Goods and Utilities (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please refer to the attached checklist		Disbursement Section – Accounting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive and record documents from Budget Division  Forward to concerned personnel	None	3 Minutes	Receiving Officer
	2. Validate completeness of documents submitted  Prepare the ff: Journal Entry Voucher (JEV), Certificate of Creditable Tax Withheld at source, Certificate of Final Tax Withheld at Source, and Index of Payment	None	2 Hours	Accounting Personnel
	3. Conduct final audit	None	1 Hour	Chief, Disbursement Section
	4. Assign Journal Entry Voucher (JEV) and DV Number	None	5 Minutes	Accounting Personnel
	5. Certifies on the completion of the supporting documents	None	15 Minutes	Chief Accountant
	6. Documents numbering	None	30 Minutes*	Accounting Personnel

	7. Forward to Chief, Finance Dept. for approval for payment by check payment	None	5 Minutes	Accounting Personnel
	8. Approve/or endorse to authorized signatory for payment	None	4 Hours	Chief, Finance Department
	9. Forward to checking for Check preparation	None	30 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	1 Day, 28 Minutes	

\* May take longer processing time for INFRA Projects due to the volume of documents

## INFRASTRUCTURE

### Additional documentary requirements common to all infrastructure transactions

1. Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money
2. Common to progress/final payments
  - 2.1 Statement of Work Accomplished/Progress Billing
  - 2.2 Inspection Report by the Agency's Authorized Engineer
  - 2.3 Result of Test Analysis, if applicable
  - 2.4 Statement of Time Elapsed
  - 2.5 Monthly Certificate of Payment
  - 2.6 Contractor's Affidavit on payment of laborers and materials
  - 2.7 Pictures, before, during and after construction of items of work especially the embedded items
  - 2.8 Photocopy of voucher of all previous payments
  - 2.9 Certificate of completion

## ADVANCE PAYMENT

### Additional documentary requirements

1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee
2. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

## VARIATION ORDER/CHANGE ORDER/EXTRA WORK ORDER

### Additional Documentary Requirements

1. Additional documents enumerated under Annex B of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Office of the Auditor for the review/evaluation of the changes in the contract:
  - 1.1 Copy of Approved Change Order (CO)/Extra Work Order (EWO)

- 1.2 Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded
- 1.3 Copy of the agency's report establishing the necessity/justification(s) for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate the unit cost of such items of work for new unit costs including those expressed in volume/area/lumpsum/lot
- 1.4 Copy the approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order
- 1.5 Copy of the approved detailed breakdown of contract cost for the variation order
- 1.6 Copy of the COA Technical Evaluation Report for the original contract
- 1.7 If the Variation Order to be reviewed is not the 1<sup>st</sup> variation order, all of the above requirements for all previously approved variation order, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders
- 1.8 Additional performance security in the prescribed form and amount if variation order exceed 10 percent of the original contract cost
- 1.9 Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in auditorial review and in the technical evaluation thereof.

## PROGRESS PAYMENT

### General Guidelines

Once a month, the contractor may submit a statement of work accomplished (SWA) or progress billing and corresponding request for progress payment for work accomplished. The SWA should show the amounts which the contractor considers itself to be entitled to, up to the end of the month, to cover the cumulative value of the works executed to date based on the items in the Bill of Quantities and adjustments made for the approved Variation Order executed (Annex E of the Revised IRR of RA No. 9184)

## FINAL PAYMENT

#### Additional Documentary Requirements

1. As-Built Plans
2. Warranty Security
3. Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid (DPWH Department Order No. 109 s 1993 dated May 4, 1993 and DO No. 119 s 1993 dated May 11, 1993)
4. Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency

#### RELEASE OF RETENTION MONEY

#### Additional Documentary Requirements

1. Any security in the form of cash, bank guarantee irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand
2. Certification from the end-user that the project is completed and inspected

#### 74. Payment of Job Order, Consultant, Contract of Service

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Requesting Party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. DTR's 3. Payroll certified by HRMD as to current rate 4. Accomplishment Report 5. If 1 <sup>st</sup> payment, approved contract				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO B : PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

## 75. Payment of Magna Carta, Hazard Pay, RATA

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. DTR's				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO B : PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

## 76. Payment of Night Differential/Overtime Service

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Vouchers 2. Payroll certified by HRMD as to current rate 3. DTR's 4. Work schedule 5. Authority/Request to render overtime 6. Accomplishment Report				
CLIENT STEPS	AGENCY ACTION	FEES TO B : PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

### 77. Payment of Salaries, Allowances, Bonuses and Other Personnel Benefits (Per Transaction)

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	CAAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Please refer to the attached checklist			Disbursement Section- Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive completeness of document(s) from Budget Division  Forward to assigned Accounting personnel	None	15 Minutes	Receiving Officer
	2. Validate supporting documents; process and prepare Disbursement Voucher (DV) and record in index of payment	None	2 Hours	Accounting Personnel
	3. Conduct Final Audit	None	1 Hour	Chief, Disbursement Section
	4. Assign Journal Entry Voucher (JEV) and DV number for check payment  Prepare DV for ATM payment	None	5 Minutes	Accounting Personnel
	5. Sign the documents	None	15 Minutes	Chief Accountant
	6. Documents numbering	None	5 Minutes	Accounting Personnel



	7. Forward to Admin Dept. for approved for payment for ATM payout;  Forward to Chief, Finance Dept. for approval for payment by check payment	None	5 Minutes	Accounting Personnel
	8. Sign the documents	None	15 Minutes	Chief, Admin for ATM payment  Chief, Finance for check payment
	9. Forward to Checking for ADA/ Check preparation	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	4 Hours, 5 Minutes	

#### **CHECKLIST:**

##### First Salary (Individual Claims)

1. Certified true copy of duly approved Appointment
2. Certified true copy of Oath of Office
3. Certificate of Assumption
4. Statement of Assets, Liabilities and Net Worth
5. Approved DTR

##### Additional Requirements for transferees (from one gov't office to another)

- a. Clearance from money, property and legal accountabilities from the previous office
- b. Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by assigned auditor thereat
- c. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)
- d. Certificate of Available Leave Credits
- e. Service Record

##### Salary (if deleted from the payroll)

1. Approved DTR
2. Notice of Assumption
3. Approved Application for Leave, Clearances and Medical Certificate, if on sick leave for five days or more

Salary Differential Due to Promotion and/or Step Increment

1. Certified true copy of duly approved Appointment in case of promotion or Notice of Salary Adjustment in case of Step Increment / Salary increase
2. Approved DTR or Certification that the employee has not incurred leave without pay
3. Certificate of Assumption

Last Salary

1. Clearance from money, property and legal accountabilities
2. Approved DTR

Salary due to heirs of deceased employee

1. Clearance from money, property and legal accountabilities
2. Approved DTR
3. Death Certificate authenticated by NSO
4. Marriage Contract authenticated by NSO, if applicable
5. Birth Certificate of surviving legal heirs authenticated by NSO
6. Designation of next-of-kin
7. Waiver of right of children 18 years old and above

## 78. Preparation of Authority to Debit Account for Fund Transfer to CAAP Area Centers

<b>Office or Division:</b>	Checking Account Section – Cashiering Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	CAAP Area Centers I-XII			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved Cash Transfer disbursements vouchers and/or payrolls as to its completeness of entries, signatures, and attachments.		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AC I-XII	1. Check, review and record document(s) received from Accounting Division	None	2 Minutes	Accounting Assistant
	2. Collate Disbursement Vouchers/payrolls for ADA preparation	None	2 Minutes	Cashier IV
	3. Preparation of Authority to Debit Advice	None	10 Minutes	Cashier IV
	4. Check correctness of ADA and its attachments	None	2 Minutes	Chief, Cashiering Division
	5. Signing of Authority to Debit Account	None	10 Minutes	Pls. refer to attached delegation of Authorities
	6. Forward Approved ADA to LBP, NAIA BOC for Fund Transfer to corresponding Area Centers	None	10 Minutes	Liaison Officer
	7. Send thru e-mails attachments of approved ADA to CAAP Area Centers I-XII	None	5 Minutes	Admin. Assistant

	8. Forward to Central Records and Archives Division (CRAD) original copies of documents of ADA for mailing to Area Centers	None	3 Minutes	Admin. Assistant
	<b>TOTAL:</b>	None	44 Minutes	

## 79. Processing of Acquiring Philippine Bidding Document

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors/Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Receipt of purchased bidding documents 2. Copy of valid PCAB License & Registration 3. Company I.D. 4. Authorization letter from Company		Clients/Contractors		
FEES: Fees already paid at Collection Office amounting to Php5,600.00 to 84,000.00				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirement to ADMS	1. Assess completeness of required documents	(fees already paid at Collection Office)  (amounting from Php5,600-84,000)	15 Minutes	Assigned PMD Staff
	2. Input Contractor's details in Data Monitoring System		5 Minutes	Assigned PMD Staff
	3. Prepares Compact Disk (CD) for PBD & Approved Plans		15 Minutes	Assigned PMD Staff
2. Checking of the contents of CD			10 Minutes	Contractor/ Bidders
3. Receive of CD containing PBD & Approved Plans			5 Minutes	Contractor/ Bidders
	<b>TOTAL:</b>	None	50 Minutes	

## 80. Processing of Contracts of Lease for Renewal

Office or Division:	Business Development Division (BDD)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
Who May Avail:	Any requesting party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent			Client	
2. Certificate of No Outstanding Balance			To be issued by the Airport Concession-in-Charge	
3. Certificate of No Violation				
4. BIR Certificate of Registration			Client	
5. Latest Sanitary Permit (For restaurant)				
6. Latest Mayor’s Business Permit				
7. Photocopy of two (2) valid IDs with 3 signature specimen				
8. Photocopy of proof of payment of the Notarial Fee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent for Renewal and request for Certificate of No Outstanding Balance and Certificate of No Violation within ninety (90) calendar days <b>before</b> expiration of the Agreement to respective Airport	1.1 Acknowledge receipt of the Letter and request to submit other requirements for renewal. 1.2 Review account and prepare Certification	None	10 Minutes	Airport Concession-in-Charge
2. Submit complete requirements for Renewal	2.1 Acknowledge receipt and check completeness of submitted Requirements. 2.2 Forward documents to Concession-inCharge	None	10 Minutes	Airport Admin Officer

	<p>2. 3. Review and evaluate requirements</p> <p>2.3.1 If without balance and violation, prepare Contract of Lease (Renewal);</p> <p>2.3.2 If with balance and/or violation, forward to BDD for evaluation and issuance of</p>	None	1 Hour	Airport Concession-inCharge
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	approval/ disapproval			
3. Claim Contract of Lease (Renewal)	<p>3.1 Release Contract of Lease (Renewal) to Concessionaire</p> <p>3.2 Inform Concessionaire that COL must be notarized in Pasay City only</p>	None	10 Minutes	Airport Concession-inCharge
4. Return signed Contract of Lease to Airport inform ACIC choice of notary	<p>4.1 Acknowledge receipt and review if all pages are signed</p> <p>4.2 Endorse Contract of Lease to Area/Airport Manager to sign as witness</p>	none	15 Minutes	Airport Concession-inCharge
	4.3 Endorse signed Contract of Lease to the Business Development Division (BDD) via courier		2 Hours	Airport Admin Staff
	4.4 Acknowledge receipt of the Contract of Lease, check completeness of attached requirements, and endorse to BDD Chief		30 Minutes	BDD Admin Staff

	4.5 Endorse Agreement to the Office of the Director General (ODG) thru the Corporate Communication Staff (CCS)		30 Minutes	BDD Chief
	4.6 Endorse Agreement to the ODG		30 Minutes	CCS
	4.7 Review and endorse Agreement to the Director General	none	30 Minutes	Head Executive Assistant
	4.8 Final Approval/ Disapproval of the Agreement		1 Day	Director General
	4.9 Endorse Agreement to the BDD		30 Minutes	ODG Staff
5. Notarized Agreement (within Pasay City only)	5.1 If by Client: 5.1.1 Release signed Agreement to Client		5 Minutes	BDD Analyst
	5.2 If by BDD: 5.2.1 Forward signed Agreement to 3 <sup>rd</sup> party			
6. Return Notarized Agreement to the BDD	6.1 Received notarized Agreement and release one (1) original copy to the following: a. Client b. Airport (via courier) c. Commission on Audit	None	15 Minutes	BDD Admin Staff
	<b>TOTAL:</b>	none	1 Day, 6 Hours, 5 Minutes	



## 81. Processing of Final Billing and Payment

<b>Office or Division:</b>	Aerodrome Development and Management Service- Project Management Division (PMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Business			
<b>Who may avail:</b>	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Checklist of Submitted Billing Requirements by Contractor  2. Document Checklist of Billings for Infrastructure Projects		CAAP - ADMS OFFICE – PMD DIVISION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to ADMS	Assess completeness of required documents		15 min	ADMS receiving clerk
	Log and forward to ADG II, ADMS		3 min	ADMS receiving clerk
	Forward documents to the Project In-Charge		3 min	ADG II, ADMS
	Evaluate and assess submitted documents		15 min	Project In-Charge
	Assess actual work accomplishment and timeline of the ongoing project		1 hour	Project In-Charge
	Prepare and approval of Technical Inspection Evaluation/ Validation Report		9 days, 2 hours & 6 min	CAAP & Contractor

			<i>(separate process flow)</i>	
	Prepare necessary billing documents per document checklist		1 day	Project In-Charge
	Checking of prepared billing documents as per document checklist		15 min	Assigned PMD staff
	Technical review and checking of billing documents		1 hour	Assigned PMD staff
	Technical validation of billing documents prior to concurrence of Contractor		1 hour	DC III, PMD
Pick-up billing documents			5 min	Contractor
Review and concur billing documents			1 day	Contractor
Submit concurred billing documents to PMD	Approval and endorsement of billing documents to DM III, AED		15 min	DC III, PMD
	Final review and checking of billing documents		1 hour	DM III, AED
	Approval and endorsement of billing documents to ADG II, ADMS		15 min	DM III, AED
	Approval and endorsement of billing documents to Budget Division		15 min	ADG II, ADMS
			<i>11 days, 7 hrs &amp; 47 min</i>	
	Check and receive completeness of documents submitted:  Enter record in data base		15 min	BD, Receiving Officer
	Review documents submitted;  Validate fund allocation;  Record fund allocation		1 hour	Budget Officer

	Review and certifies fund availability		1 hour	Chief, Budget Division
	Record and forward documents to Accounting Division		15 min	Budget Assistant
	Receive and record documents from Budget Division		3 min	AD., Receiving Officer
	Forward to concerned personnel			
	Validate completeness of documents submitted;  Prepare the ff:  Journal Entry Voucher (JEV), Certificate of Creditable Tax Withheld at Source, Certificate of Final Tax Withheld at Source, and Index of Payment		2 hours	Accounting Personnel
	Conduct Final Audit		1 hour	Chief, Disbursement Section
	Assign Journal Entry Voucher (JEV) and DV number		5 min	Accounting Personnel
	Certifies on the completion of the supporting documents		30 min	Chief, Accounting Division
	Documents numbering		30 min	Accounting Personnel
	Forward to Chief, Finance Dept. for approval for payment by check payment		5 min	Accounting Personnel
	Approved / or endorse to authorized signatory for payment		4 hours	Chief, Finance Department
			1 day, 2 hrs & 43 min	

	Receive and record the documents in the Data Tracking System (DTS) and Forward to ODG c/o COS		6 min	Corp Comm Staff
	Review and endorsement to Director General		15 min	COS
	Approved and endorse to ADMS		5 min	Director General
			<i>26 min</i>	
	Furnish copy of signed documents		10 min	Project In-Charge
	Endorse the processed billing documents to Accounting Division		3 min	ADG II, ADMS
			<i>13 min</i>	
	Forward to Checking Division for check preparation		30 min	Accounting Personnel
	Check, review and records document(s) forwarded by Accounting Division		2 min	Accounting Assistant
	Check the bank account balance before check preparation		3 min	Cashiering Assistant
	Check printing/typing and segregate original and duplicate copy of check stub		1 min	Accounting Assistant
	Review of check as to date, name of payee, amount in figure and in words before signing		1 min	Admin Asst. Cashier III
	Preparation of Advice of Checks Issued and Cancellor (ACIC) for submission to authorized government depository bank		5 min	Accounting Assistant
	Signing of check(s)		5 min	Authorized Check Signatories

	Data-based indexing of check and recording in outgoing logbook for signature/ countersignature and encoding of duplicate copies of checks in the Check Disbursements Record (CDR) and Report of Checks Issued and Cancelled (RCI)		1 min	Admin Asst. and Cashier III
Pick up of check	Issuance of Official Receipt for check			
			48 min	
<b>TOTAL:</b>		<b>Total Duration Activity: 13 days, 3 hours &amp; 57 min</b>		

## 82. Processing of Foreign Training/Meeting

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certification from HRMD 2. Travel Authority 3. Quotation 4. Foreign Exchange Rate 5. Invitation to Participants 6. Minutes of Deliberation 7. Certificate from Accounting of No unliquidated C/A 8. Clearance from Legal of No Admin Case 9. Service Record of the Participants				
CLIENT STEPS	AGENCY ACTION	FEES TO B : PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation (CBA)	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review source of funding	None	5 Minutes	Budget Officer IV
	4. Approve, sign CBA	None	5 Minutes	Chief Budget Division
	5. Record then forward to Finance Department	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

### 83. Processing of Issuance of Final Acceptance After 1-Year Defects Liability Period (DLP)

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for final acceptance 2. Progress Pictures		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 Minutes	ADMS Receiving Clerk
	2. Log and forward to ADG II, ADMS	None	3 Minutes	ADMS Receiving Clerk
	3. Forward documents to the Project In-Charge	None	3 Minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 Minutes	Project InCharge
	5. Schedule ocular inspection with TIT and contractor representative	None	10 Minutes	Project InCharge
	6. Ocular inspection and evaluation	None	3 Days (may vary)	Project In-Charge, TIT and Contractor
	7. Prepare Technical Inspection Evaluation Report (TIER) for final acceptance proposing for rectification on the structural defects, if applicable	None	4 Hours	Project InCharge
	8. Checking of Technical Inspection Evaluation Report (TIER)	None	15 Minutes	Assigned PMD Staff
	9. Review of Technical Inspection Evaluation Report (TIER)	None	15 Minutes	DC III, PMD

	10. Final review of Technical Inspection Evaluation Report (TIER)	None	15 Minutes	DM III, AED
	11. Approval and endorsement of Technical Inspection	None	5 Minutes	ADG II, ADMS

	Evaluation Report (TIER) to Project InCharge			
	<b>TOTAL DURATION WITHOUT RECTIFICATION:</b>	None	3 Days, 5 Hours, 36 Minutes (may vary)	
	<i>Note:</i> <i>Proceed with the steps below if rectification is applicable</i>			
	12. Furnishing a Copy of approved TIER to Contractor for immediate rectification	None	5 Minutes	Project InCharge
2. Pick-up of approved Technical Inspection Evaluation Report for final acceptance		None	5 Minutes	Contractor
3. Rectification process			2 Days (may vary)	Contractor
	13. Schedule ocular inspection with TIT and contractor representative for validation on the rectified structure	None	10 Minutes	Project InCharge
	14. Ocular inspection and evaluation	None	3 Days (may vary)	Project In-Charge, TIT and Contractor
	15. Prepare Technical Inspection Validation Report (TIVR) proposing for release of withheld retention money	None	4 Hours	Project InCharge
	16. Checking of Technical Inspection Validation Report (TIVR)	None	15 Minutes	Assigned PMD Staff



	17. Review of Technical Inspection Validation Report (TIVR)	None	15 Minutes	DC III, PMD
	18. Final review of Technical Inspection Validation Report (TIVR)	None	15 Minutes	DM III, AED
	19. Approval and endorsement of Technical Inspection Validation Report to Project In-Charge for	None	5 Minutes	ADG II, ADMS
	issuance of Certificate of Final Acceptance and processing of release of withheld retention money			
	<b>TOTAL:</b>	None	9 Days, 2 Hours, 46 Minutes (may vary)	

#### 84. Processing of Issuance of Notice for Liquidated Damages

<b>Office or Division:</b>		Aerodrome Development & Management Service (ADMS)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who May Avail:</b>		Contractors currently under Contract with CAAP-ADMS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Evaluate and assess the project SWA, PERT-CPM & Bar Chart	None	4 Hours	Project InCharge
	2. Prepare necessary Notice and computation for Liquidated Damages  - <i>Impose payment for the unperformed work after the contract duration</i>	None	4 Hours	Project InCharge
	3. Checking of prepared Notice and computation for Liquidated damages	None	15 Minutes	Assigned PMD Staff
	4. Approval and endorsement of prepared Notice and computation for Liquidated Damages to DM III, AED	None	15 Minutes	DC III, PMD
	5. Final review of prepared Notice and computation for Liquidated Damages	None	15 Minutes	DM III, AED
	6. Approval and endorsement of prepared Notice and computation for Liquidated Damages to ADG II, ADMS	None	5 Minutes	DM III, AED
	7. Approval and endorsement of Notice and computation for Liquidated Damages to Project in-Charge	None	10 Minutes	ADG II, ADMS
1. Pick-up of Notice and computation for Liquidated Damages		None	5 Minutes	Contactor

	<b>TOTAL:</b>	None	1 Day, 1 Hour, 5 Minutes	
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### 85. Processing of Issuance of Notice of Delay

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Evaluate and assess the project SWA, PERT-CPM & Bar Chart	None	4 Hours	Project In-Charge, ADMS, 2 <sup>nd</sup> Floor, Main building
	2. Prepare necessary Notice of Delay > (-) 5% or > (-) 10% or > (-) 15% subject for termination of contract	None	4 Hours	Project InCharge
	3. Checking of prepared Notice of Delay	None	15 Minutes	Assigned PMD Staff
	4. Approval and endorsement of Notice of Delay to DM III, AED	None	15 Minutes	DC III, PMD, ADMS, 2 <sup>nd</sup> Floor, Main building
	5. Final review and checking of Notice of Delay	None	15 Minutes	DM III, AED, ADMS, 2 <sup>nd</sup> Floor, Main building
	6. Approval and endorsement of Notice of Delay to ADG II, ADMS	None	5 Minutes	DM III, AED, ADMS, 2 <sup>nd</sup> Floor, Main building
	7. Approval and endorsement of Notice of Delay to Project in Charge	None	10 Minutes	ADG II, ADMS, ADMS, 2 <sup>nd</sup> Floor, Main building
1. Pick –up Notice of Delay		None	5 Minutes	Contractor
	<b>TOTAL:</b>	None	1 Day, 1 Hour, 5 Minutes	

## 86. Processing of Issuance of Notice of Time Extension

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for time extension 2. Weather report chart, if applicable 3. Supporting document relative to the request for time extension		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement to ADMS	1. Assess completeness of required documents	None	15 Minutes	ADMS Receiving Clerk, ADMS, 2 <sup>nd</sup> Floor, Main building
	2. Log and forward to ADG II, ADMS	None	3 Minutes	ADMS Receiving Clerk
	3. Forward documents to the Project In-Charge	None	3 Minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents relative to the issue	None	1 Day	Project In-Charge, ADMS, 2 <sup>nd</sup> Floor, Main building
	5. Prepare necessary Notice of Time Extension	None	30 Minutes	Project InCharge
	6. Checking of prepared Notice of Time Extension	None	15 Minutes	Assigned PMD Staff
	7. Approval and endorsement of Time Extension to DM III, AED	None	15 Minutes	DC III, PMD, ADMS, 2 <sup>nd</sup> Floor, Main building
	8. Final review and checking of Notice of Time Extension	None	15 Minutes	DM III, AED

	9. Approval and endorsement of Notice of Time Extension to ADG II, ADMS	None	5 Minutes	DM III, AED, ADMS, 2 <sup>nd</sup> Floor, Main building
	10. Approval and endorsement of Notice of Time Extension to Project In-Charge	None	10 Minutes	ADG II, ADMS
2. Pick-up Notice of Time Extension		None	5 Minutes	Contractor
	<b>TOTAL:</b>	None	1 Day, 1 Hour, 56 Minutes	

### 87. Processing of Issuance of Work Resumption

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare necessary Notice of Work Resumption after the resolution of the issue	None	30 Minutes	Project InCharge
	2. Checking of prepared Notice of Work Resumption	None	15 Minutes	Assigned PMD Staff
	3. Approval and endorsement of Notice of Work Resumption to DM III, AED	None	15 Minutes	DC III, PMD
	4. Final review and checking of Notice of Work Resumption	None	15 Minutes	DM III, AED
	5. Approval and endorsement of Notice of Work Resumption to ADG II, ADMS	None	5 Minutes	DM III, AED
	6. Approval and endorsement of Notice of Work Suspension to Project In-Charge	None	10 Minutes	ADG II, ADMS
1. Pick-up Notice of Work Resumption			5 Minutes	Contractor
	<b>TOTAL:</b>	None	1 Hour, 35 Minutes	

## 88. Processing of Issuance of Work Suspension

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from the Contractor 2. Supporting documents relative to the request for time		Clients/Contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 Minutes	ADMS Receiving Clerk
	2. Log and forward to ADG II, ADMS	None	3 Minutes	ADMS Receiving Clerk
	3. Forward documents to the Project In charge	None	3 Minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	4 Hours	Project InCharge
	5. Prepare necessary Notice of Work Suspension	None	30 Minutes	Project InCharge
	6. Checking of prepared Notice of Work Suspension	None	15 Minutes	Assigned PMD Staff
	7. Approval and endorsement of Notice of Work Suspension to DM III, AED	None	15 Minutes	DC III, PMD
	8. Final review and checking of Notice Work Suspension	None	15 Minutes	DM III, AED
	9. Approval and endorsement of Notice of Work Suspension to ADG II, ADMS	None	5 Minutes	DM III, AED
	10. Approval and endorsement of Notice of Work Suspension to Project in-Charge	None	10 Minutes	ADG II, ADMS



2. Pick-up Notice of Work Suspension		None	5 Minutes	Contractor
	<b>TOTAL:</b>	None	5 Hours, 56 Minutes	

### 89. Processing of New Concession Applications Submitted to Airport (Stage One)

Office or Division:	Business Development Division (BDD)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
Who May Avail:	Any requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Initial Requirements				
1. Application Form		CLIENTS		
2. Letter of Intent				
3. Business Plan a. Executive Summary b. Company Description c. Market Analysis d. Management and Organization Structure e. Products and Services (with pricing) f. Projected Financial Statement for one (1) calendar year with Capital Investment g. Architectural Plan/Layout/Design of proposed concession				
4. Endorsement/Recommendation Letter		From Local Airport / Area Manager to be coordinated with the BDD upon submission of <b>complete</b> initial requirements		
5. Undertaking of No Pending Case Certification		CLIENTS		
6. Declaration of No Relationship				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete Initial requirements to the Airport Concession-inCharge	1. Acknowledge receipt of the forwarded Concession Application 2. Determine space requirements and availability based on concession zoning and future airport development plans 3. Prepare comments and recommendation for concurrence of the Airport Manager 4. Endorse Concession Application documents with recommendation for concurrence of the Area Manager via email	None	1 day	Airport Concession-in-Charge
	5. Acknowledge and endorse documents to the Office of the Area Manager	None	5 Minutes	Airport Admin Staff
	6. Approval/disapproval of the endorsed Concession Application	None	1 Day	Area Manager
	7. Forward Endorsement/ Recommendation letter to the BDD via courier	None	5 minutes	Airport Admin Staff
	8. Acknowledge receipt of the documents and endorse to the BDD Chief	None	5 minutes	BDD Admin Staff
	9. Conduct initial assessment of the Concession Application 10. Discuss and deliberate initial recommendation with assigned BDD Analyst 11. Forward Concession Application to assigned BDD Analyst	None	2 hours	BDD Chief

	12. Prepare response letter to Client based on the submitted recommendations 13. Release response letter to Client 14. If approved, proceed to Phase Two	None	30 Minutes	BDD Analyst
	<b>TOTAL:</b>	none	2 Days, 2 Hours, 45 Minutes	

## 90. Processing of New Concession Applications Submitted to Airport (Stage Two)

Office or Division:	Business Development Division (BDD)	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government	
Who May Avail:	Any requesting party	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Additional Requirements		CLIENTS
1. Barangay clearance		
2. DTI Business Name (BN) Registration Certificate		
3. SEC Certificate of Registration		
4. BIR Certificate of Registration		
5. Mayor’s Business Permit		
6. SSS Employer’s Registration		
7. Philhealth Employer’s Registration		
8. Pag-IBIG Employer’s Registration		
9. DOLE Registration		
10. Franchise Certificate		
11. Affidavit of the Owner/Secretary’s Certificate/ Special Power of Attorney		
12. Articles of Incorporation and By-Laws		
13. Height Clearance		
14. Sanitary Permit		
15. Comprehensive General Liability Insurance		
For Government Agencies		
1. Names and head count of personnel responsible to man the space		
2. Memorandum of Agreement between CAAP and the Agency		
For Transportation and Travel Agencies		
1. Certificate of Registration (CR)		
2. Official Receipt of the Vehicle Registration (OR)		
3. LTFRB Franchise		
4. Department of Tourism Accreditation		
For Banks and other Machineries		
1. Electrical Consumption		
2. Schedule of System and Sanitary Maintenance and Replenishment		
For Airlines and Aviation Related Companies		
1. Air Operator’s Certificate		
2. Approved Training Organization Certificate		
3. Detailed Description		

4. List and details of equipment to be used				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete additional requirements	1. Receive, check completeness of additional documents	None	5 Minutes	BDD Admin Staff

	submitted and forward to assigned BDD Analyst			
	2. Draft Agreement. 3. Forward soft copy of the Agreement to Airport for processing	None	3 Hours	BDD Analyst
2. Claim Agreement either from Airport or Central Office	2.1 Release Agreement to Concessionaire	None	10 Minutes	BDD Analyst/ Airport Concession-inCharge
3. Return signed Agreement to origin	3.1If from Airport: a. Endorse Agreement to Airport/ Area Manager for approval/disapproval b. Forward signed Agreement to the BDD via courier 3.2If from Central Office: a. Acknowledge receipt of the signed Agreement. b. Review completeness of signature and attach relevant documents. c. Endorsement to BDD Chief	None	2 Hours	Airport Concession-in-Charge  BDD Analyst
	3.3 Endorse Agreement to the Office of the Director General (ODG) thru the Corporate Communication Staff (CCS)	None	30 Minutes	BDD Chief
	3.4 Endorse Agreement to ODG	None	30 Minutes	CCS
	3.5 Review and endorse Agreement to the Director General	None	30 Minutes	Head Executive Assistant
	3.6 Final Approval/ Disapproval of the Agreement	None	1 Day	Director General

	3.7 Endorse Agreement to the BDD	None	30 Minutes	ODG Staff
4. Notarized Agreement (within Pasay City only)	4.1 If by Client: a. Release signed Agreement to client. 4.2 If by BDD: b. Released signed Agreement to 3 <sup>rd</sup> party	None	5 Minutes	BDD Analyst
5. Return Notarized Agreement to the BDD	5.1 Received notarized Agreement and release one (1) original copy to the following: a. Client b. Airport (via courier) c. Commission on Audit	None	15 Minutes	BDD Admin Staff
	5.2 Prepare and endorse Notice to Proceed (NTP) to BDD Chief	None	10 Minutes	BDD Analyst
	5.3 Affix signature on the NTP	None	5 Minutes	BDD Chief
6. Receive Notice to Proceed	6.1 Release Notice to Proceed to client 6.2 Proceed to Stage Three	None	5 Minutes	BDD Analyst
	<b>TOTAL:</b>	None	3 Days	

### 91. Processing of New Concession Applications Submitted to Airport (Stage Three)

<b>Office or Division:</b>	Business Development Division (BDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	Any requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notarized Contract of Lease			CLIENT	
2. Notice to Proceed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Airport and present signed Agreement and Notice to Proceed. 2. Request for Order of Payment	1. Prepare Request for Order of Payment. 2. Release Request for Order of Payment to Client	None	10 Minutes	Airport Concession-in-Charge
3. Proceed to Accounting Division and present Request for Order of Payment	3. Received Request for Order of Payment and prepare Order of Payment Slip (OPS)	None	10 Minutes	Airport Accounting Staff
4. Proceed to Collection, present OPS and funds for payment	4. Receive OPS and process payment. 5. Issue Official Receipt (OR)	Two (2) months advance and Two (2) months deposit	15 Minutes	Collection Officer
5. Proceed to Airport Concession-inCharge, present OR with one (1) copy of valid ID or Authorization	6. Check and photocopy OR. 7. Prepare airport permits for installation/ construction	None	10 Minutes	Airport Concession-inCharge



	<b>TOTAL:</b>	Two (2) months advance and two (2) months deposit	45 Minutes	
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**92. Processing of New Concession Applications Submitted to the  
Business Development Division (Stage One)**

<b>Office or Division:</b>	Business Development Division (BDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	Any requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Initial Requirements		CLIENTS		
1. Application Form				
2. Letter of Intent				
3. Business Plan a. Executive Summary b. Company Description c. Market Analysis d. Management and Organization Structure e. Products and Services (with pricing) f. Projected Financial Statement for 1 calendar year with Capital Investment g. Architectural Plan/Layout/Design of proposed concession				
4. Endorsement/Recommendation Letter		From Local Airport / Area Manager to be coordinate with the BDD upon submission of <b>complete</b> initial requirements		
5. Undertaking of No Pending Case Certification		CLIENTS		
6. Declaration of No Relationship				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Initial requirements	1. Receive and checks completeness of submitted documents 2. Forward application to BDD Chief	None	5 Minutes	BDD Admin Staff
	3. Conduct initial assessment of the Concession Application. 4. Discuss and deliberate initial recommendation with assigned BDD Analyst. 5. Forward Concession Application to assigned BDD Analyst	None	2 Hours	BDD Chief

	6. Forward Concession Application to Airport Concession-in-Charge (ACIC) for further evaluation	None	5 Minutes	BDD Analyst
	7. Acknowledge receipt of the forwarded Concession Application 8. Determine space requirements and availability based on concession zoning and future airport development plans 9. Prepare comments and recommendation for concurrence of the Airport Manager 10. Endorse Concession Application documents with recommendation for concurrence of the Area Manager via email	None	1 Day	Airport Concession-in-Charge
	11. Acknowledge and endorse documents to the Office of the Area Manager	None	5 Minutes	Airport Admin Staff
	12. Approval/disapproval of the endorsed Concession Application	None	1 Day	Area Manager
	13. Forward Endorsement / Recommendation Letter to the BDD via courier	None	5 Minutes	Airport Admin Staff
	14. Acknowledge receipt of the documents and endorse to assigned BDD Analyst	None	5 Minutes	BDD Admin Staff
	15. Prepare response letter to Client based on the submitted recommendation 16. Release response letter to Client via email and courier 17. If approved, proceed to Phase Two	None	30 Minutes	BDD Analyst
	<b>TOTAL:</b>	none	2 Days, 3 Hours	

### 93. Processing of New Concession Applications Submitted to the Business Development Division (Stage Two)

<b>Office or Division:</b>	Business Development Division (BDD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government	
<b>Who May Avail:</b>	Any requesting party	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Additional Requirements		CLIENTS
1. Barangay clearance		
2. DTI Business Name (BN) Registration Certificate		
3. SEC Certificate of Registration		
4. BIR Certificate of Registration		
5. Mayor’s Business Permit		
6. SSS Employer’s Registration		
7. Philhealth Employer’s Registration		
8. Pag-IBIG Employer’s Registration		
9. DOLE Registration		
10. Franchise Certificate		
11. Affidavit of the Owner/Secretary’s Certificate/ Special Power of Attorney		
12. Articles of Incorporation and By-Laws		
13. Height Clearance		
14. Sanitary Permit		
15. Comprehensive General Liability Insurance		
For Government Agencies		
1. Names and head count of personnel responsible to man the space		
2. Memorandum of Agreement between CAAP and the Agency		
For Transportation and Travel Agencies		
1. Certificate of Registration (CR)		
2. Official Receipt of the Vehicle Registration (OR)		
3. LTFRB Franchise		
4. Department of Tourism Accreditation		
For Banks and other Machineries		
1. Electrical Consumption		
2. Schedule of System and Sanitary Maintenance and Replenishment		
For Airlines and Aviation Related Companies		
1. Air Operator’s Certificate		
2. Approved Training Organization Certificate		
3. Detailed Description		
4. List and details of equipment to be used		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete additional requirements	1. Receive, check completeness of additional documents	None	5 Minutes	BDD Admin Staff
	submitted and forward to assigned BDD Analyst			
	2. Draft Agreement. 3. Forward soft copy of the Agreement to Airport for processing	None	3 Hours	BDD Analyst
2. Claim Agreement either from Local Airport or Central Office	4. Release Agreement to concessionaire	None	10 Minutes	BDD Analyst/ Airport Concession-inCharge
3. Return signed Agreement to origin	5. If from Airport: a. Endorse Agreement to Airport/ Area Manager for approval/disapproval b. Forward signed Agreement to the BDD via courier  6. If from Central Office: a. Acknowledge receipt of the signed Agreement. b. Review completeness of signature and attach relevant documents. c. Endorsement to BDD Chief	None	2 Hours	BDD Analyst / Airport Concession-inCharge
	7. Endorse Agreement to the Office of the Director General (ODG) thru the Corporate Communication Staff (CCS)	None	30 Minutes	BDD Chief
	8. Endorse Agreement to the ODG	None	30 Minutes	CCS

	9. Review and endorse Agreement to the Director General	None	30 Minutes	Head Executive Assistant
	10. Final Approval/ Disapproval of the Agreement	None	1 Day	Director General
	11. Endorse Agreement to the BDD	None	30 Minutes	ODG Staff
4. Notarized Agreement (within Pasay City only)	12. If by Client: a. Release signed Agreement to client.	none	5 Minutes	BDD Analyst
	13. If by BDD: a. Released signed Agreement to 3 <sup>rd</sup> party			
7. Return Notarized Agreement to the BDD	14. Received notarized Agreement and release one (1) original copy to the following: a. Client b. Airport (via courier) c. Commission on Audit	None	15 Minutes	BDD Admin Staff
	15. Prepare and endorse Notice to Proceed (NTP) to BDD Chief	None	10 Minutes	BDD Analyst
	16. Affix signature on the NTP	None	5 Minutes	BDD Chief
8. Receive Notice to Proceed	17. Release Notice to Proceed to client 18. Proceed to Stage Three	None	5 Minutes	BDD Analyst
	<b>TOTAL:</b>	none	3 Days	

**94. Processing of New Concession Applications Submitted to the  
Business Development Division (Stage Three)**

<b>Office or Division:</b>	Business Development Division (BDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	Any requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notarized Contract of Lease			CLIENT	
2. Notice to Proceed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Airport and present signed Agreement and Notice to Proceed. 2. Request for Order of Payment	1. Prepare request for Order of Payment. 2. Release request for Order of Payment to Client	None	10 Minutes	Airport Concession-in-Charge
3. Proceed to Accounting Division and present Request for Order of Payment	3. Received Request for Order of Payment and prepare Order of Payment Slip (OPS)	None	10 Minutes	Airport Accounting Staff
4. Proceed to Collection, present OPS and funds for payment	4. Receive OPS and process payment. 5. Issue Official Receipt (OR)	Two (2) months advance and Two (2) months deposit	15 Minutes	Collection Officer
5. Proceed to Airport Concession-inCharge, present OR with one (1) copy of valid ID or Authorization	6. Check and photocopy OR. 7. Prepare airport permits for installation/ construction	None	10 Minutes	Airport Concession-inCharge

	<b>TOTAL:</b>	Two (2) months advance and Two (2) months deposit	45 Minutes	
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### 95. Processing of Payment of Salaries, PERA & Government Share

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed Budget Utilization Request and Status (BURS) 2. Payroll certified by HRMD as to current rate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO B : PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review validity of the claim	None	5 Minutes	Budget Officer IV
	4. Approve, sign BURS's, NBA, CBA	None	5 Minutes	Chief Budget Division
	5. Record, retain original copy BURS then forward to Accounting	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

## 96. Processing of Program of Work, Purchase Request

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Program of Work or Purchase Request 2. Approved Annual Procurement Plan (page only where the said project be funded) 3. Canvass or Quotation (at least 3 if small value procurement)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO B : PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward documents for processing	1. Receive, check and review completeness of documents submitted;	None	5 Minutes	Receiving Officer
2. Keep their logbook signed by Budget Receiving Officer	2. Validate, confirm, record budget allocation (CBA)	None	10 Minutes	Budget Officer/ Analyst
	3. Check, review source of funding	None	5 Minutes	Budget Officer IV
	4. Approve, sign CBA	None	5 Minutes	Chief Budget Division
	5. Record then forward to Finance Department	None	5 Minutes	Outgoing Officer
	<b>TOTAL:</b>	None	30 Minutes	

### 97. Processing of Progress Billing and Payment

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter requesting for progress payment 2. Billing statement 3. Affidavit of Contractor certifying that all materials/labor/equipment for the project were already paid 4. Test result, if applicable 5. Progress Pictures		Clients/Contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 Minutes	ADMS Receiving Clerk
	2. Log and forward to ADG II, ADMS	None	3 Minutes	ADMS Receiving Clerk
	3. Forward documents to the Project In-Charge	None	3 Minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 Minutes	Project InCharge
	5. Assess actual work accomplishment and timeline of the ongoing project	None	1 Hour	Project InCharge
	6. Prepare necessary billing documents per document checklist	None	1 Day	Project InCharge
	7. Checking of prepared billing documents as per document checklist	None	15 Minutes	Assigned PMD Staff
	8. Technical review and checking of billing documents	None	1 Hour	Assigned PMD Staff
	9. Technical validation of billing documents prior to concurrence of Contractor	None	1 Hour	DC III, PMD
2. Pick-up billing documents		None	5 Minutes	Contractor

3. Review and concur billing documents		None	1 Day	Contractor
4. Submit concurred billing documents to PMD	10. Approval and endorsement of billing documents to DM III, AED	None	15 Minutes	DC III, PMD
	11. Final review and checking of billing documents	None	1 Hour	DM III, AED
	12. Approval and endorsement of billing documents to ADG II, ADMS	None	15 Minutes	DM III, AED
	13. Approval and endorsement of billing documents to Budget Division	None	15 Minutes	ADG II, ADMS
	<b>TOTAL:</b>	None	2 Days, 5 Hours, 41 Minutes	

## 98. Processing of Release of Withheld Retention Money

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractor currently under Contract with CAAP-ADMS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from the Contractor 2. Duly signed Certificate of Final Acceptance		Clients/Contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 Minutes	ADMS Receiving Clerk
	2. Log and forward to ADG II, ADMS	None	3 Minutes	ADMS Receiving Clerk
	3. Forward documents to the Project In-Charge	None	3 Minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 Minutes	Project In-Charge
	5. Prepare necessary documents (DV/BUR, TIT, TIER)	None	4 Hours	Project In-Charge
	6. Checking of prepared documents as per document checklist	None	15 Minutes	Assigned PMD Staff
	7. Review and checking of documents	None	15 Minutes	Assigned PMD Staff
	8. Validation of documents	None	5 Minutes	DC III, PMD
	9. Approval and endorsement of documents to DM III, AED	None	3 Minutes	DC III, PMD
	10. Final review and checking of documents	None	15 Minutes	DM III, AED
	11. Approval and endorsement of documents to ADG II, ADMS	None	3 Minutes	DM III, AED

	12. Approval and endorsement of documents to Budget Division	None	3 Minutes	ADG II, ADMS
	<b>TOTAL:</b>	None	5 Hours, 35 Minutes	

### 99. Processing of Technical Inspection Evaluation and Validation Report for Final Billing

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for final billing 2. Billing statement 3. Affidavit of Contractor certifying that all materials/labor/equipment for the project were already paid 4. Test result, if applicable 5. Progress Pictures		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 Minutes	ADMS Receiving Clerk
	2. Log and forward to ADG II, ADMS	None	3 Minutes	ADMS Receiving Clerk
	3. Forward documents to the Project in-Charge	None	3 Minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 Minutes	Project InCharge
	5. Schedule ocular inspection with TIT and contractor representative	None	10 Minutes	Project InCharge
	6. Ocular inspection and evaluation	None	3 Days (may vary)	Project In-Charge, TIT and Contractor
	7. Prepare Technical Inspection Evaluation Report (TIER) proposing for rectification, if applicable	None	4 Hours	Project InCharge
	8. Checking of Technical Inspection Evaluation Report (TIER)	None	15 Minutes	Assigned PMD Staff

	9. Review of Technical Inspection Evaluation Report (TIER)	None	15 Minutes	DC III, PMD
	10. Final Review of Technical Inspection Evaluation Report (TIER)	None	15 Minutes	DM III, AED
	11. Approval and endorsement of Technical Inspection Evaluation Report (TIER) to Project inCharge	None	5 Minutes	ADG II, ADMS
	<b>TOTAL DURATION WITHOUT RECTIFICATION:</b>	None	3 Days, 5 Hours, 36 Minutes (may vary)	
	<i>Note:</i> <i>Proceed with the steps below if rectification is applicable</i>			
	12. Furnishing a Copy of approved TIER to Contractor for immediate rectification	None	5 Minutes	Project InCharge
2. Pick-up of approved Technical Inspection Evaluation Report		None	5 Minutes	Contractor
3. Rectification process			2 Days (may vary)	Contractor
	13. Schedule ocular inspection with TIT and contractor representative for validation	None	10 Minutes	Project InCharge
	14. Ocular inspection and evaluation	None	3 Days (may vary)	Project In-Charge, TIT and Contractor
	15. Prepare Technical Inspection Validation Report (TIVR) proposing for project completion and final payment	None	4 Hours	Project InCharge
	16. Checking of Technical Inspection Validation Report (TIVR)	None	15 Minutes	Assigned PMD Staff



	17. Review of Technical Inspection Validation Report (TIVR)	None	15 Minutes	DC III, PMD
	18. Final review of Technical Inspection Validation Report (TIVR)	None	15 Minutes	DM III, AED
	19. Approval and endorsement of Technical Inspection Validation Report to Project in-Charge for preparation of Final Payment	None	5 Minutes	ADG II, ADMS
	<b>TOTAL:</b>	None	9 Days, 2 Hours, 46 Minutes (may vary)	

## 100. Processing of Variation Order

<b>Office or Division:</b>	Aerodrome Development & Management Service (ADMS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written notice by the Contractor or Inspection Report from the Project In-Charge with justifications for the need of such Change Order or Extra Work Order 2. Budgetary estimates of the proposed Variation Order 3. Required plans to effect the adjustments 4. Detailed estimate of the unit cost of such items of work		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to ADMS	1. Evaluate and assess submitted documents	None	15 Minutes	Project InCharge
	2. Prepare Inspection Report proposing for Variation Order	None	4 Hours	Project InCharge
	3. Checking of prepared Inspection Report proposing for Variation Order	None	15 Minutes	Assigned PMD Staff
	4. Technical Review of prepared Inspection report proposing for Variation Order	None	5 Minutes	DC-III, PMD
	5. Final Review of prepared Inspection Report proposing for Variation Order	None	5 Minutes	DM-III, AED
	6. Approval and endorsement of prepared Inspection Report proposing for Variation Order to DG	None	5 Minutes	ADG II, ADMS
<i>(Documents will be transmitted to ADMS after the approval of Director General on the Inspection Report)</i>				

	7. Prepare necessary Variation Order documents including Plans, bill of materials and cost estimates	None	5 Days	Project InCharge
	8. Checking of prepared Variation Order documents as per document checklist	None	15 Minutes	Assigned PMD Staff
	9. Technical review and checking of Variation Order documents	None	1 Day	Assigned PMD Staff
	10. Technical validation of Violation Order documents prior to concurrence of Contractor	None	1 Day	DC-III, PMD
2. Pick-up Variation Order documents		None	5 Minutes	Contractor
3. Review and concur Variation Order documents		None	1 Day	Contractor
4. Submit concurred Variation Order documents to PMD	11. Approval and endorsement of Variation Order documents to DM III, AED	None	15 Minutes	DC-III, PMD
	12. Final review and checking of Variation Order documents	None	1 Day	DM-III, AED
	13. Approval and endorsement of Variation Order documents to ADG II, ADMS	None	15 Minutes	DM-III, AED
	14. Approval and endorsement of Variation Order documents to Budget Division	None	15 Minutes	ADG II, ADMS
	<b>TOTAL:</b>	None	9 Days, 5 Hours, 50 Minutes	

101. **Purchasing of AIP Manual Subscription for International Subscribers (e-mail)**

This service is under the Aeronautical Information Service/MAP Division, AICD, ATS provided to International clients who wishes to purchase subscription of AIP Manual via e-mail

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	International Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Statement		AIS-Operations		
2. Letter request via e-mail (International subscribers)		Recipient/requesting party		
3. Sales invoice		CAAP Accounting		
4. Proof of payment		Bank deposit from recipient/requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. International Aviation client to send application to purchase AIP Manual	1. Receive letter request for subscription of AIP Manual via e-mail	NONE	10 Minutes	AIS Officer  AIS-OPS Station
	1.1 Prepare billing statement for processing by CAAP Accounting		10 Minutes	
	1.2 Forward/ endorsed billing statement to CAAP Accounting for issuance of sales invoice		10 Minutes	

2. CAAP Accounting to issue Sales Invoice	<p>2. CAAP Accounting Office to prepare sales invoice</p> <p>2.1. Issue Sales Invoice with corresponding Bill Number</p> <p>2.2. Send Sales Invoice with corresponding Bill Number to client/requesting party</p>	NONE	<p>10 Minutes</p> <p>(To be determine by Accounting Office)</p>	<p>CAAP Accounting</p> <p>3<sup>rd</sup> Floor, Main Building</p>
3. Payment by the Client	<p>3. Client to pay thru bank</p> <p>3.1. Sending of proof of payment thru bank deposit</p> <p>3.2 Verification of payment made to CAAP</p>	US\$290 + 12% VAT	(depending on the response of the client)	<p>Client</p> <p>AIS Officer</p> <p>AIS-OPS Station</p>
4. AIP Manual preparation	<p>4. Preparation of AIP Manual</p> <p>3.1. Mailing of the AIP Manual</p> <p>***wait for the next scheduled AIRAC mailing date</p>		<p>14 calendar days</p> <p>2 months</p>	<p>AIS Officer</p> <p>AIS-OPS Station</p>
	<b>TOTAL</b>	<b>US\$290 + 12% VAT</b>	<b>2 months or the next scheduled AIRAC mailing date</b>	

3. Payment by the Client	3. Client to pay thru bank  3.1. Sending of proof of payment thru bank deposit  3.2 Verification of payment made to CAAP	US\$160 + 12% VAT	(depending on the response of the client)	Client   AIS Officer  AIS-OPS Station
4. Preparation of Amendment Services for AIP Manual	3. Mailing of Aeronautical Information Products (Amendment Services)  ***also available for pick-up		As published (scheduled AIRAC mailing date)	AIS Officer  AIS-OPS Station
	<b>TOTAL</b>	<b>US\$160 + 12% VAT</b>	<b>2 months or the next scheduled AIRAC mailing date</b>	

102. **Purchasing of AIP Pages and Charts (Walk-in)**

This service is under the Aeronautical Information Service/MAP Division, AICD, ATS provided to clients who wishes to purchase AIP Pages and Charts

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment Slip (OPS)		CAAP Collection Unit		
2. Official Receipt of Payment		CAAP Cashier		
3. Application form for AIP amendment service (AIS Products Checklist Form)		Manila AIS-Operation Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Aviation client to fill-up application for AIP amendment service	1. Receive application for request to avail AIP amendment service using the AIS Products Checklist Form	NONE	10 Minutes	AIS Officer  AIS-OPS Station
	1.1 Ask for proof of payment  ***If no payment has been done, advise client to proceed to Collection Unit for OPS and proceed to Cashier for payment		10 Minutes	

2. Client to proceed for payment	2. Acquire Order of Payment Slip (OPS)	NONE	10 Minutes	CAAP Collection Unit 2 <sup>nd</sup> Flr. OFSAM Building
	2.1. Issue OPS to clients		10 Minutes	CAAP Cashier 1 <sup>st</sup> Flr. OFSAM Building
	2.2. Proceed to CAAP Cashier for payment	<b>Fees:</b> For AIP pages:	15 Minutes	Client
	2.3. Proceed to AIS-Operations for presenting proof of payment (O.R.)	a. <b>Size A4</b> - ₱2.00 per page + 12% VAT	10 Minutes	Client
	2.4. Present proof of payment (O.R.)	b. <b>Size A3</b> - ₱5.00 per page + 12% VAT	10 Minutes	AIS Officer
	2.5. Prepare the requested AIP pages or charts	For Charts: a. <b>Enroute Chart</b> - ₱350.00 + 12% VAT	10 Minutes	AIS-OPS Station
	2.6 Release/ pick-up the requested AIP pages or charts	b. <b>Manila TMA</b> - ₱300.00 + 12% VAT c. <b>Mactan TMA</b> - ₱300.00 + 12% VAT	5 Minutes	
	<b>TOTAL</b>	<b>Varies according to AIP pages/ charts requested</b>	<b>1 Hour + 30 Minutes</b>	



103. **Receiving of delivered goods from Supplier (Per Transaction)**

<b>Office or Division:</b>	Supply Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business; G2G – Government to Government			
<b>Who May Avail:</b>	Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Contract of Agreement</li> <li>Delivery Receipts / Sales Invoice</li> </ul>			Procurement Division Supplier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deliver Goods	Check and inspect goods as to quantity and specification:	None		Receiving Staff
	> Simple items		1 Day	
	> Complex items		1 & 1/2 Day	
2. a.) Get Delivery Receipt/s (DRs) / Sales Invoice (SI)	<b><i>(If delivered goods are complete and compliant)</i></b>	None		Receiving Staff
b.) Get returned goods	Receive delivered goods and acknowledge Delivery Receipt/s and Sales Invoice			
	<b><i>(If delivered goods are defective and noncompliant to the specifications)</i></b>			
	Deny receipt of goods and return to Supplier			
	<b>TOTAL:</b>			
	<b>Simple Items</b>		1 Day	
	<b>Complex Items</b>		1 & ½ Day	

# 104. Release of Check

<b>Office or Division:</b>	Checking Account Section – Cashiering Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	Any Collecting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Cards 2. Authorization Letter or Special Power of Attorney (SPA), if applicable one year validity 3. Official Receipt (OR) for CAAP creditors		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Identification Card and Authorization Letter or SPA, if applicable	1. Releasing personnel requests abovementioned requirements and check/review the same before releasing of check and check if included in the List of Unreleased Checks.	None	1 Minute	Cashiering Assistant/ Cashier 1
2. Receive the documents with check voucher. Issue Official Receipt based on the check amount.	2. Release of check to concerned payee/authorized person	None	1 Minute	Cashiering Assistant/ Cashier 1
3. Signs the Disbursement Voucher/ Payroll, BIR Forms 2306 and 2307 (for CAAP Creditors representing various claims)	3. Release of withholding tax (2306 and 2307 form) and check transmittal (for CAAP creditors only)	None	1 Minute	Cashiering Assistant/ Cashier 1
	4. Demand/review Official Receipt on Sales Invoice issued as to its details (date, name of CAAP amount and if OR issued is updated in compliance to BIR regulation	None	1 Minute	Cashiering Assistant/ Cashier 1

	5. Request claimant to sign on the Check Disbursements Record (CDR) and DV indicating the date of receipt of check and signature	None	1 Minute	Cashiering Assistant/ Cashier 1
	<b>TOTAL:</b>	None	5 Minutes	

## 105. Renewal of Airman License

<b>Office or Division:</b>	Airman Licensing Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Any Requesting Party, Airmen
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> <li>1. Application form 541 (Flight Crew) Form 542 (Other than Flight Crew)</li> <li>2. Photocopy of English Language Proficiency (ELP)</li> <li>3. Photocopy of National Telecommunications Commission (NTC) License</li> <li>4. Certification of /Ground School/ Equipment Qualification Course</li> <li>5. Certificate of Flying Time (with actual Instrument Time, if necessary)</li> <li>6. Knowledge Test Report (result of written test)</li> <li>7. Grading Sheet (result of skill test) and Flight Plan</li> <li>8. Pilot's Logbook</li> </ol> <p><b>For Student Pilot Authorization (SPA)</b></p> <ol style="list-style-type: none"> <li>2. Renewal <ol style="list-style-type: none"> <li>a. No. 1 requirement</li> <li>b. Photocopy of SPA</li> <li>c. Photocopy of Class II Aviation Medical Certificate</li> <li>d. NBI clearance</li> <li>e. Notarized Consent form for Minor (Applicants Below 18 years old)</li> </ol> </li> </ol> <p><b>For Private Pilot License (PPL)</b></p> <ol style="list-style-type: none"> <li>1. Renewal <ol style="list-style-type: none"> <li>1.1 Nos 1,2,3,5,7 and 8 requirements</li> <li>1.2 Photocopy of current Pilot license</li> </ol> </li> </ol> <p><b>For Commercial Pilot License (CPL)</b></p> <ol style="list-style-type: none"> <li>1. Renewal <ol style="list-style-type: none"> <li>1.1 Nos. 1,2,3,5,7 and 8 requirements</li> <li>1.2 Photocopy of current pilot license</li> </ol> </li> </ol>	
WHERE TO SECURE	
Licensing and Certification Department and Clients	

1.4 Photocopy of Class I Aviation Medical Certificate

**For Airline Transport Pilot License (ATPL)**

1. Renewal
  - 1.1 Nos. 1,2,3,5,7 and 8 requirements
  - 1.2 Photocopy of current pilot license
  - 1.3 Photocopy of current Medical Certificate

**For Flight Instructor License (FIL)**

1. Renewal
  - 1.1 Nos. 1,2,3,5,6,7 and 8 requirements
  - 1.2 Photocopy of current Pilot License
  - 1.3 Photocopy of current Medical Certificate
  - 1.4 List of Students

**For Instrument Rating (IR)**

1. Renewal
  - 1.1 Nos. 1,2,3,5,7 and 8 requirements
  - 1.2 Photocopy of current Commercial Pilot License
  - 1.3 Photocopy of current Medical Certificate
  - 1.4 Certificate of Employment

**For Air Traffic Controller License**

1. Renewal
  - 1.1 Nos. 1,2 and 7 requirements
  - 1.2 Photocopy of current ATC license
  - 1.3 Photocopy of current Medical Certificate
  - 1.4 Certificate of Employment

**For Ground Instructor License**

1. Renewal
  - 1.1 No. 1 requirement
  - 1.2 Photocopy of current Medical Certificate
  - 1.3 Certificate of Employment

**For Flight Dispatcher License**

1. Renewal
  - 1.1 Nos. 1 and 7 requirements
  - 1.2 Photocopy of current license
  - 1.3 Photocopy of current Medical Certificate
  - 1.4 Recurrent Training Certificate
  - 1.5 Certificate of Employment

<p><b>AMT/AMS:</b></p> <p><b>What are the requirements</b></p> <ol style="list-style-type: none"> <li>1. Application Form 542</li> <li>2. Certificate of Employment</li> </ol> <p><b>For AMT/AMS</b></p> <ol style="list-style-type: none"> <li>1. Renewal             <ol style="list-style-type: none"> <li>1.1 Nos. 1 and 2 requirements</li> <li>1.2 Photocopy of license</li> </ol> </li> </ol> <p><b>For Military Based AMT/AMS</b></p> <ol style="list-style-type: none"> <li>1. Renewal             <ol style="list-style-type: none"> <li>1.1 Nos. 1 and 2 requirements</li> <li>1.2 Photocopy of license</li> </ol> </li> </ol>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and complete requirements at window	1.1 Review and evaluate application and complete requirements	None	15 Minute	Licensing Officer, Ground floor, FSIS building
	1.2 Issue Order of Payment Slip (OPS)	varies	15 Minutes	Licensing Officer, Ground floor, FSIS building
2. Proceed to Collection Unit	2. Receive payment, issue Official Receipt (OR)		10 Minutes	Collection Officer, 2 <sup>nd</sup> floor, Annex building
3. Proceed back to LCD window 1; submit OR	3.1 Check OR and attached it to the application documents; log payment	None	15 Minutes	Licensing Officer Ground floor, FSIS building

	3.2 Encode Applicant's personal information in the CASORT; issue control number	None	30 Minutes	Licensing Staff Ground floor, FSIS building
	3.3 Encode applicant's license information in the CASORT	None	30 Minutes	Licensing Officer Ground floor, FSIS building
	3.4 Prepare transmittal of application to Chief, PCSTD	none	30 minutes	Licensing Staff
	3.5 Sign and endorse application to Chief LCD	none	30 minutes	Chief, PCSTD/ALD
	3.6 Sign and endorse the application to ADG II, FSIS	none	30 minutes	Chief LCD Ground floor, FSIS building
	3.7 Sign and endorse application to the Deputy Director for Operations	none	1 day	ADG II, FSIS; 2 <sup>nd</sup> Floor FSIS building
	3.8 Sign/approve the application for the issuance of license		2 days	Deputy Director General for Operations or Authorized Representative
	3.9 Received signed application and print license	none	30 minutes	LCD Printing staff Ground floor, FSIS building
	3.10 Filing and sorting of Printed License	none	1 hour	Licensing Officer
4. Present valid ID or Authorization Letter at window 4	4.1 Log and release license to applicant	none	30 minutes	Licensing Officer Ground floor, FSIS building
	<b>TOTAL:</b>	varies	3 days, 5 hours, 25 Minutes	

# **FEES AND CHARGES WITH ADDITIONAL 12% VAT**

TYPE OF LICENSE	ORIGINAL	RENEWAL	ADDITIONAL RATING/ REINSTATEMENT OF RATING		CHANGE FORM (LOST LICENSE AND REPLACEMENT OF LICENSE)
Airline Transport Pilot License	Php13,440.00	Php13,440.00	Php860.40		Php134.40
Commercial Pilot License	Php3,360.00	Php3,360.00	Php537.60	Php672.00	Php134.40
Commercial Pilot License (helicopter)	Php3,360.00	Php3,360.00	Php537.60	Php672.00	Php134.40
Instrument Rating	Php672.00	Php672.00			Php134.40
Private Pilot License	Php537.60	Php537.60	Php268.80		Php134.40
Private Pilot License (Helicopter)	Php537.60	Php537.60	Php268.80		Php134.40
Student Pilot Authorization	Php268.80	Php268.80			Php134.40
Flight Instructor	Php1,075.20	Php1,075.20	Php537.60		Php134.40
Ground Instructor	Php806.40	Php806.40	Php537.60		Php134.40



Aviation Maintenance Technician License	Php490.00	Php490.00		Php134.40
- Airframe Rating only	Php490.00	Php490.00	Php140.00	Php134.40
- Power plant Rating only	Php700.00	Php700.00	Php140.00	Php134.40
- Airframe and Power plant Rating			Php140.00	
Aviation Maintenance Specialist License	Php560.00	Php560.00	Php224.00	Php134.40

106. **Registration of 406 MHz beacons in the 406MHz IBRD**

<b>Office or Division:</b>	<b>Philippine Aeronautical Rescue Coordination Center (PARCC) – ATS</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2X, G2B, G2G</b>			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 548/ Philippine beacon nationality 2. 15- Hexadecimal UIN 3. Vehicle Registration Number from CAAP FSIS (ELT and PLB): From NTC and MARINA for EPIRB 4. ELT Registration Form or EPIRB Registration Form		1. 406MHz beacon provider 2. 406mhz beacon provider 3. CAAP FSIS (for ELT and PLB): NTC and MARINA for EPIRB 4. CAAP website or thru PARCC for ELT and PLB PARCC weblink for EPIRB 5. For ELT: CAAP Memo MC 23-18; AIC003/18		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email completed registration form to PARCC	1. Check the completeness of data	NONE		Assistant SMC/SAR Coordinator
	2. Register the 406mhz beacon in the 406MHz IBRD	NONE		SMC
2. Receive Certificate of 406MHz IBRD Registration	3. If no problem, e-mail the Certificate of 406MHz IBRD Registration to the client. If no			
3. Notification to Hong Kong MCC of actions made, or closing of alert for negative incident	4. Notify via AMHS the Hong Kong MCC of the actions done. If verified that it is a false alarm, close the alert.	None		SMC/ASMC
<b>TOTAL:</b>			1 hour	

## **Registration of 406MHz be**

IBRD – International Beacon Databass Registration

UIN – Unique Identity Number

ELT – Emergency Locator Transmitters – used in aircraft

EPIRB – Emergency Position Indicating Radio Beacon – used in maritime

PLB – Personal Location Beacon (for purpose of registration, used only in aviation or maritime)

SAR – Search and Rescue

SMC – SAR Mission Coordinator; ASMC – Assistant SAR Mission Coordinator

COSPAS-SARSAT – Cosmicheskaya Systems Poiska Aariynyich Sudov – Search and Rescue Satellite Aided Tracking

RCCNet – software system to manage SAR

SAR – Search and Rescue

AMHS – Aeronautical Message Handling System

406MHZ IBRD – 406MHz International Beacon Registration Database

ELT – Emergency Locator Transmitter – beacons for aircraft

EPIRB – Emergency Position Indicating Radio Beacon – for maritime use

SMC – SAR Mission Coordinator; ASMC

ASMC – Assistant SAR Mission Coordinator

ATSU – Air Traffic Service Unit

MCC – Mission Control Center – receives distress signals from satellites then distribute them to RCC corresponding to the location of distress signal

RCC – Rescue Coordination Center

# 107. Request for Specialized AVSEC (Courses)

<b>Office or Division:</b>	<b>Civil Aviation Training Center</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>Government to Business; Government to Government</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Personnel from local and foreign government</li> <li>- Personnel or prospective personnel of the aviation/aeronautical industry</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter 2. Certificate of Employment 3. National Clearance or Security Guard's License				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent/Request for training/submit required document	1. Receive letter of intent/request for training	None	Two (2) hours	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	1.2 a. Return receiving copy of request for training (if submitted personally)  b. Confirm receipt of letter (if submitted thru email)	None		
	1.3 Evaluate submitted requirement	None		

	- Inform requesting party if required document are not complete			
	1.4 Specialized AVSEC Course	None	Five (5) working days	Chief, Training Development/Evaluation Department
	1.5 Check availability of instructors and confirm final schedule	None	One (1) to (3) working days (however, the number of days may vary due to the processing time of respective units)	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	1.6 Prepare Investigation for Guest Lectures/Request for CAAP Instructors (for concurrence of Service/Dept./Div.Chief)	None		
	1.7 Inform Requesting party of the final schedule	None		
2. Confirm Final Schedule	2.1 Prepare and submit Request for Billing Statement (for issuance of the Accounting Office)	None	One (1) working day	
	2.2 Prepare request letter and requirements (OTS)	None	One (1) to Two (2) Working Days	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	2.3 Prepare Reply Letter/Memorandum for Instructors/Details of Expenditures	None		
	2.4 Forward request letter and requirement for technical evaluation of OTS (wait for approval) - Forward documents to CAAP for signature of Budget Section, Finance and DDGO or DDGA)	None	One (1) to Five (5) days (however, the number of days may vary due to the processing time of respective units/OTS)	
	2.5. Prepare Travel Order, if necessary (for Signature of ADG I, CATC or Chief of the	None	One (1) to Two (2) Working Days	CATC Admin Personnel and CAAP Service/Unit concerned

	Unit/Service where the instructor is part of )			
	2.6. Give reply letter & issue billing statement	None	1 hour	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
3. Settle Payment for Course Fee & honorarium	3.1 Receive Payment to be remitted to the CAAP for issuance of Official Receipt Or Receive copy of O.R (client can pay directly to CAAP)	**	One (1) day	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	3.2 Release Official Receipt and give copy of customer feedback form	None		
4. Full up Customer feedback from and drop to from box	4.1 Acknowledge accomplishment of customer feedback form	None	10 minutes	CATC Focal Person
<b>TOTAL:</b>		<b>19 days, 3 hours &amp; 10 mins</b>		

<b>^^ COURSES TITLE</b>	<b>TOTAL FEES (CLASS (NCR) (exclusive of 12% VAT)</b>	<b>^TOTAL FEES/CLASS (Outside of Manila) (exclusive of 12% VAT)</b>
<b>Basic AVSEC Course</b>	Php. 145,200.00	Php. 155,200.00
<b>Basic AVSEC Screeners Course</b>	Php. 205,632.00	Php. 215,632.00
<b>AVSEC Supervisor Course</b>	Php. 138,432.00	Php. 148,432.00
<b>AVSEC Management Course</b>	Php. 138,432.00	Php. 148.432.00

**108. Request for Issuance of Notice to Airmen (NOTAM) Bravo and Charlie Series- Planned Activities**

This service is under the Aeronautical Information Service/MAP Division, AICD, ATS provided to authorized Data Originators only to request for the issuance of NOTAM of a planned activity which may disrupt aviation operation.

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business Entity			
<b>Who May Avail:</b>	Authorized Data Originators such as ADMS, ANS, FSIS, MIAA, CIAC, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Aeronautical Information Promulgation Advice (AIPAF) Form		Manila AIS – Operation Station, CNS-ATM building		
5. AIC 006/19 – Procedures on requesting the promulgation of NOTAM		Manila AIS – Operation Station		
6. AIC 005/19 Guidelines in accomplishing the AIPAF Form		Manila AIS – Operation Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Data Originator	1. Submit request for NOTAM issuance	None	10 Minutes	AIS Officer AIS-OPS Station
	1.1 Verify the submitted data from the data requirements using the Raw Data Assessment Sheet  ***Should the data requirements are not met, the AIPAF shall be returned to the data originator for correction		30 Minutes	Data Controller/ Shift Supervisor AIS-OPS Station

2. Start processing the request	2. Start processing the request by formatting the NOTAM using the NOTAM Promulgation Form	None	10 Minutes	AIS Officer AIS-OPS Station
	2.1 Start of processing the NOTAM		10 Minutes	NOTAM Officer AIS-OPS Station
	2.2 Check NOTAM availability at CADAS (COMSOFT's Data Access System)		2 Minutes	AIS Officer AIS-OPS Station
			5 Minutes	AIS Officer
	2.3 Update NOTAM in the AIS website using the PAMS Log Sheet			AIS-OPS Station
	<b>TOTAL:</b>	none	67 Minutes or 1 hour, 7 minutes	



**109. Request for Issuance of Notice to Airmen (NOTAM) Bravo and Charlie Series-Unplanned Activities**

This service is under the Aeronautical Information Service/MAP Division, AICD, ATS provided to authorize Data Originators only to request for the issuance of NOTAM of an unplanned activity which may disrupt aviation operation.

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business Entity			
<b>Who May Avail:</b>	Authorized Data Originators such as ADMS, ANS, FSIS, MIAA, CIAC, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Aeronautical Information Promulgation Advice (AIPAF) Form		Manila AIS – Operation Station, CNS-ATM building		
2. AIC 006/19 – Procedures on requesting the promulgation of NOTAM		Manila AIS – Operation Station		
3. AIC 005/19 Guidelines in accomplishing the AIPAF Form		Manila AIS – Operation Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Data Originator	1. Submit request for NOTAM issuance	None	10 Minutes	AIS Officer AIS-OPS Station
	1.1 Verify the submitted data from the data requirements using the Raw Data Assessment Sheet  ***Should the data requirements are not met, the AIPAF shall be returned to the data originator for correction		30 Minutes	Data Controller/ Shift Supervisor AIS-OPS Station

2. Start processing the request	2. Start processing the request by formatting the NOTAM using the NOTAM Promulgation Form	None	10 Minutes	AIS Officer AIS-OPS Station
	2.1 Start of processing the NOTAM		10 Minutes	NOTAM Officer AIS-OPS Station
	2.2 Check NOTAM availability at CADAS (COMSOFT's Data Access System)		2 Minutes	AIS Officer AIS-OPS Station
	2.3 Update NOTAM in the AIS website using the PAMS Log Sheet		5 Minutes	AIS Officer AIS-OPS Station
	<b>TOTAL:</b>		67 Minutes or 1 hour & 7 minutes	

**110. Request for Reconciliation of Flight Discrepancy  
(For International and Domestic Flights) – Per Transaction**

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Airline Operators, and Groundholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request for reconciliation			Revenue Section – Accounting Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Revenue Section and submit the Letter Request	1. Check and review documents submitted  Forward documents to Billing Section	None	2 Minutes	Billing Staff
	2. Verification of Flights a. Aircraft Operations Log from Manila Tower b. Post Flight Operations Log from Subic Clark and Other Airports c. Aircraft Movement Logs from Manila, DFOBS d. Flight Statistics from Manila AFC/ANS e. Flight Progress Strips from Manila, AMS f. Flight Progress Strips from Manila, ACC	None	3 Days	Billing Staff
	3. Preparation (Correction of Flight Data)	None	1 Day	Billing Staff

	4. Final Checking (Correction of Flight Data)	None	1 Day	OIC, Billing
	5. Sign the documents	None	15 Minutes	Chief Accountant
	Forward documents to Revenue Section			
2. Receive the Result of Verification	6. Release the result of Verification	None	5 Minutes	Revenue Staff
	<b>TOTAL:</b>	None	5 Days, 22 Minutes	

# 111. Request for Regular Courses (Individual)

<b>Office or Division:</b>	Civil Aviation Training Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business, Government to Government, Government to Citizen			
<b>Who may avail:</b>	-Personnel from local and foreign government -Personnel or prospective personnel of the aviation/aeronautical industry			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent/ Request reservation of slot	1.1 Receive letter of intent/request for training	None	One (1) working day	CATC Admin Personnel (assigned to coordinate with Regular Courses)
	1.2 a. Return receiving copy of request for training (if submitted personally)  b. confirm receipt of letter (if submitted thru email)	None		
	1.3 a. available slot – confirm reservation of slot within the day  b. no available slot – send email informing	None		

	that there is no available slot and will be added in the waitlist			
	1.4 Issue Order of Payment  Or  Issue Billing Statement (Processed by the Acctg Office)	None	One (1) hr	
2. Settle Payment for the Course Fee & Honorarium	2.1 Receive payment to be remitted to the CAAP for issuance of Official Receipt or Receive Copy of O.R (client an pay directly to CAAP)		One (1) working day	
	2.2 Release Official Receipt and give copy of customer feedback form	None		
3. Fill up customer feedback form and drop to drop box	3.1 Acknowledge accomplishment of customer feedback form	None	10 minutes	CATC Focal Person
<b>TOTAL:</b>			<b>2 days, 1 hr &amp; 10 mins</b>	

<b>COURSE TITLE</b>	<b>COURSE FEE/ PARTICIPANT (exclusive of 12% VAT)</b>
Safety Management Systems Course	PHP 3,600.00
Aircraft Accident/ Incident Investigation & prevention Course	PHP 3,600.00

*Note:*

*1. No certificate of completion or certifications of training shall be issued unless appropriate fees have been paid.*

112. Request for Specialized AVSEC Courses (Company)

<b>Office or Division:</b>	<b>Civil Aviation Training Center</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>Government to Business; Government to Government</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Personnel from local and foreign government</li> <li>- Personnel or prospective personnel of the aviation/aeronautical industry</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
4. Request Letter 5. Certificate of Employment 6. National Clearance or Security Guard's License				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit Letter of Intent/Request for training/submit required document	5. Receive letter of intent/request for training	None	Two (2) hours	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	5.2 a. Return receiving copy of request for training (if submitted personally)  b. Confirm receipt of letter (if submitted thru email)	None		
	5.3 Evaluate submitted requirement	None		

	- Inform requesting party if required document are not complete			
	1.4 Specialized AVSEC Course	None	Five (5) working days	Chief, Training Development/Evaluation Department
	1.5 Check availability of instructors and confirm final schedule	None	One (1) to (3) working days (however, the number of days may vary due to the processing time of respective units)	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	1.6 Prepare Investigation for Guest Lectures/Request for CAAP Instructors (for concurrence of Service/Dept./Div.Chief)	None		
	1.7 Inform Requesting party of the final schedule	None		
6. Confirm Final Schedule	2.1 Prepare and submit Request for Billing Statement (for issuance of the Accounting Office)	None	One (1) working day	
	2.2 Prepare request letter and requirements (OTS)	None	One (1) to Two (2) Working Days	
	2.3 Prepare Reply Letter/Memorandum for Instructors/Details of Expenditures	None		
	2.4 Forward request letter and requirement for technical evaluation of OTS (wait for approval) - Forward documents to CAAP for signature of Budget Section, Finance and DDGO or DDGA)	None	One (1) to Five (5) days (however, the number of days may vary due to the processing time of respective units/OTS)	
	2.5. Prepare Travel Order, if necessary (for Signature of ADG I, CATC or Chief of the Unit/Service where the instructor is part of )	None	One (1) to Two (2) Working Days	CATC Admin Personnel and CAAP Service/Unit concerned



	2.6. Give reply letter & issue billing statement	None	1 hour	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
7. Settle Payment for Course Fee & honorarium	3.1 Receive Payment to be remitted to the CAAP for issuance of Official Receipt Or Receive copy of O.R (client can pay directly to CAAP)	**	One (1) day	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	3.2 Release Official Receipt and give copy of customer feedback form	None		
8. Full up Customer feedback from and drop to from box	4.1 Acknowledge accomplishment of customer feedback form	None	10 minutes	CATC Focal Person
<b>TOTAL:</b>		<b>19 days, 3 hours &amp; 10 mins</b>		

<b>^^ COURSES TITLE</b>	<b>TOTAL FEES (CLASS (NCR) (exclusive of 12% VAT)</b>	<b>TOTAL FEES/CLASS (Outside of Manila) (exclusive of 12% VAT)</b>
<b>Basic AVSEC Course</b>	Php. 145,200.00	Php. 155,200.00
<b>Basic AVSEC Screeners Course</b>	Php. 205,632.00	Php. 215,632.00
<b>AVSEC Supervisor Course</b>	Php. 138,432.00	Php. 148,432.00
<b>AVSEC Management Course</b>	Php. 138,432.00	Php. 148.432.00

113. **Review of Application for Issuance and Re-issuance of Certificate of Registration of Aircraft Cancellation/Inclusion of Annotation on Certificate of Registration of Aircraft**

<b>Office or Division:</b>	Enforcement and Legal Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Government			
<b>Who May Avail:</b>	Flight Safety Standards Inspectorate Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Indorsement and/or Request for Review from the FSIS				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Forward indorsement and/or request for review to the ELS	Receive application for: 1. Issuance of C of R 2. Re-issuance/transfer of C of R 3. Cancellation of annotation on C of R  Inclusion of annotation on C of R		2 Minutes	ELS Staff
	Review and comment on the application		1 day	ELS Staff
	Send back application with requested comment and review		2 minutes	ELS Staff
	<b>TOTAL:</b>	<b>1 day and 4 minutes</b>		

**114. Special Facilitation of Flight Operation Permits  
(Entry/Exit, Overflight, Domestic Flights and Permit Amendments)**

<b>Office or Division:</b>	Operations Center (OpCen)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2B (Government to Business), G2G (Government to Government)
<b>Who May Avail:</b>	<p>Airline Operators, General Aviation, Military, Diplomatic/Government</p> <ul style="list-style-type: none"> <li>- Emergency flight (landing due to technical problems, rescue) and humanitarian mission flights</li> <li>- Medical evacuation flights or changes in flights due to weather avoidance</li> <li>- Flight permit request endorsed by the Department of Foreign Affairs (DFA) and/or foreign embassies</li> <li>- Urgent amendment/revision of flight permits</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<p>Letter request containing following information:</p> <ul style="list-style-type: none"> <li>• Aircraft operators</li> <li>• Aircraft information – type make and model), registration, call sign, MTOW</li> <li>• Route of flight – point of origin, point of destination, airways, (if known), entry/exist point of the Manila FIR</li> <li>• Schedule - - date and time of departure and arrival or entry and exit in the Manila FIR</li> <li>• Purpose of flight</li> </ul>	<b>WHERE TO SECURE</b>
	Client

<ul style="list-style-type: none"> <li>Complete name and billing address of the requesting operator or the local ground handler</li> </ul> <p>Additional for entry/exist flight permits:</p> <ul style="list-style-type: none"> <li>Pilots/s license(s)</li> <li>Medical certificate of pilots</li> <li>Airworthiness certificate of the aircraft</li> <li>Medical abstract if MEDEVAC flight</li> </ul> <p>Additional for flight during COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>IATF/LGU travel requirements</li> <li>DFA indorsement</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Grounds Handler/Operator Submits letter request and supporting documents to OpCen thru e-mail (opcenfltpmts@gmail.com)	Reviews request and attachments	None	3 minutes	OpCen Officer
Incomplete requirements	OpCen Coordinates with requesting party to complete requirements	None	3 minutes	OpCen Officer
Complete requirements	OpCen Coordinates approval with Chief, FSIS or designated approving officer	None	3 minutes	OpCen Officer
	FSIS Reviews request. Approves or disapproves request.	None		Chief, FSIS or designated approved officer

	OpCen Makes permit for approved request. E-mails to requesting party	Php. 280 (permit fee)	5 minutes	OpCen Officer
	OpCen Keeps e-file. Forward hard copies to FOD	None	3 minutes	OpCen Officer
Disapproved permits	OpCen Coordinates to comply of relays regrets		3 minutes	OpCen Officer
	<b>TOTAL:</b>	Php 280.00 (permit fee)	17 Minutes	

**NOTE:**

Total time excludes the OpCen coordination with the requesting party to complete required documents and coordination between OpCen and the approving officer.

115. **Submission of Advance Copy of Procurement Documents  
(Goods Only) to COA**

<b>Office or Division:</b>	Procurement Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	COA Resident Auditor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notice of Award (NOA) received by the Supplier and other Procurement documents (as per process checklist)			Procurement Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits PR with complete requirements	1. Organized (Label/Tab) copies of Contract of Agreement and its attached documents	None	5 Days	PD Admin Assistant
	2. Stamps (Certified from the Original Copy) each page	None		
	3. PD Chief signs each page	None		
	4. Scan/save copies of Contract of Agreement and its attached documents	None		
	5. Prepares Checklist	None		
	6. Submits to COA Resident Auditor	None		

**116. Subscription of the Annual Amendment Service (AIP Manual) for Local Clients (Walk-in)**

This service is under the Aeronautical Information Service/MAP Division, AICD, ATS provided to clients who wishes to avail subscription of the Annual Amendment Service of the AIP Manual for the updating of pages/information.

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment Slip (OPS)		CAAP Collection Unit		
2. Official Receipt of Payment		CAAP Cashier		
3. Application form for AIP subscription (AIS Products Checklist Form)		Manila AIS-Operation Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Aviation client to fill-up application for subscription of AIP	1. Receive application for request to avail amendment service of the AIP Manual using the AIS Products Checklist Form  1.1 Ask for proof of payment  ***If no payment has been done, advise client to proceed to Collection Unit for OPS and proceed to	NONE	10 Minutes          10 Minutes	AIS Officer          AIS-OPS Station

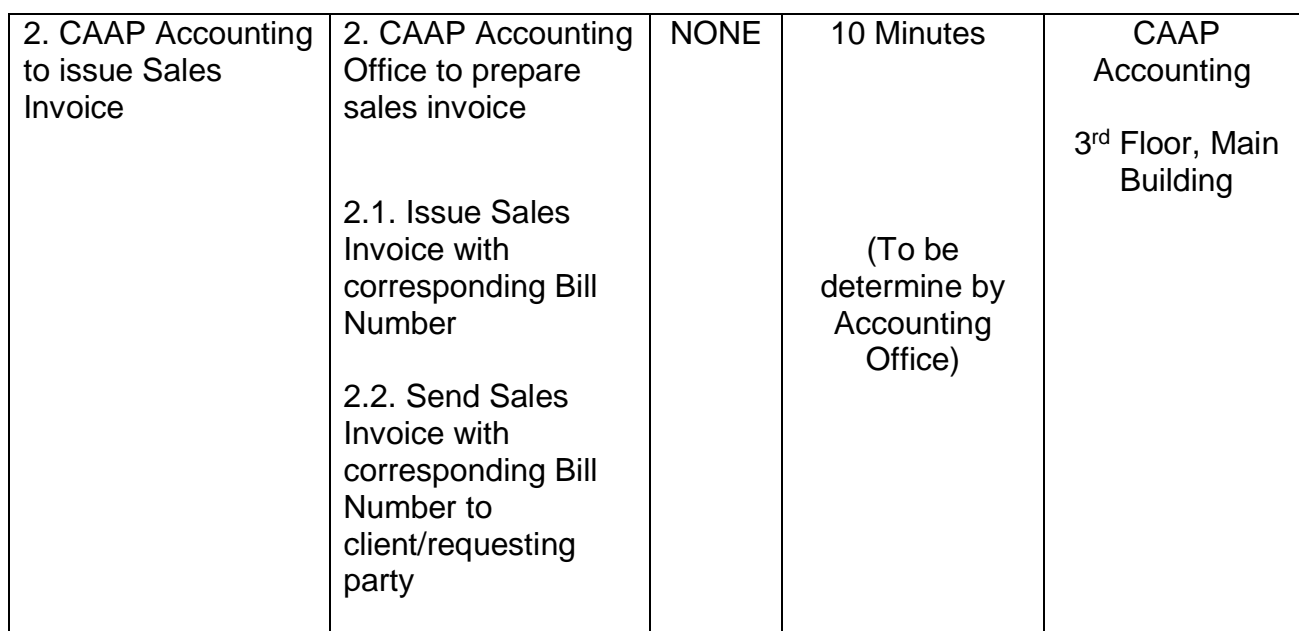
	Cashier for payment			
2. Client to proceed for payment	2. Acquire Order of Payment Slip (OPS)	NONE	10 Minutes	CAAP Collection Unit 2 <sup>nd</sup> Flr. OFSAM Building
	2.1. Issue OPS		10 Minutes	
	2.2. Proceed to CAAP Cashier for payment	Php 1,600 + 12% VAT	15 Minutes	CAAP Cashier 1 <sup>st</sup> Flr. OFSAM Building
	2.3. Proceed to AIS-Operations for presenting proof of payment (O.R.)		10 Minutes	Client
	2.4. Present proof of payment (O.R.)		15 Minutes	AIS Officer AIS-OPS Station
3. Mailing of AIP products	3. Mailing of Aeronautical Information Products (Amendment Services)  ***also available for pick-up		As published (scheduled AIRAC mailing date)	AIS Officer AIS-OPS Station
	<b>TOTAL</b>	<b>Php 1,600 + 12% VAT</b>	<b>For mailing: every scheduled AIRAC mailing date</b>  <b>For pick-up: every scheduled AIRAC mailing date</b>	



**117. Subscription of the Annual Amendment Service (AIP Manual) for International Clients**

This service is under the Aeronautical Information Service/MAP Division, AICD, ATS provided to International clients who wishes to avail subscription of the Annual Amendment Service of the AIP Manual for the updating of pages/information.

<b>Office or Division:</b>	Aeronautical Information Service/MAP Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Citizen			
<b>Who may avail:</b>	International Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Statement		AIS-Operations		
2. Letter request via e-mail		Recipient/requesting party		
3. Sales invoice		CAAP Accounting		
4. Proof of payment		Bank deposit from recipient/requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. International Aviation client to send application to purchase Annual Amendment Service for AIP Manual	1. Receive letter request to avail annual amendment service for AIP Manual via e-mail	NONE	10 Minutes	AIS Officer
	1.1 Prepare billing statement for processing by CAAP Accounting		10 Minutes	AIS-OPS Station
	1.2 Forward/endorsed billing statement to CAAP Accounting for issuance of sales invoice		10 Minutes	



## 118. Supplier Signing of Contract

<b>Office or Division:</b>	Procurement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Winning Supplier/Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Identification Card/s of Authorized Representative 2. Special Power of Attorney/Secretary's Certificate if Authorized Representative is not available			Procurement Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID/ SPA/ Secretary's Certificate if Authorized Representative is not available	1. Check/Photocopy Supplier/Winning Bidder's Authorized Representative's ID/ Receive SPA/ Sec. Cert.	None	1 Day	PD Admin Assistant/ PD Chief/ PD Office Assistant
2. Signs Contract of Agreement	2. Check signed Contract of Agreement	None		
	3. Prepares Memo Brief	None		
	4. PD Chief, signs Contract of Agreement as Witness	None		
	5. Forwards to EndUser for Signature of Contract of Agreement	None		
	<b>TOTAL:</b>	None	1 Day	

### 119. Telegraphic Transfer Preparation

<b>Office or Division:</b>	Checking Account Section – Cashiering Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who May Avail:</b>	International Creditors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
9. Duly approved disbursement vouchers as to its completeness of entries, signatures, and attachments			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. International Creditors	3. Check, review and record document(s) forwarded by Accounting Division	None	1 Minute	Cashiering Assistant
	4. Verification of Current CAAP Dollar Account Balance	None	1 Minute	Cashiering Assistant
	5. Preparation of Telegraphic Transfer or Online payment and recording of same in the transaction logbook	None	3 Minutes	Cashiering Assistant
	6. Review of Telegraphic form prepared	None	1 Minute	Cashier IV
	7. Forward to Authorized signatories	None	10 Minutes	Cashiering Assistant
	8. Deliver to authorized government depository bank duly approved Telegraphic Transfer for immediate sending of payment to various creditors	None	10 Minutes	Cashiering Assistant
	9. Filing and submission of transacted documents to Bookkeeping Section	None	5 Minutes	Cashiering Assistant
	<b>TOTAL:</b>	None	31 Minutes	

# Central Office Internal Services

## 1.8888 Citizen's Complaint

<b>Office or Division:</b>	Human Resource Management Division – Administrative and Finance Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	Concerned Citizens and CAAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. 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
2. 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; 8888Technical Officers
6.Receive reply on action/s taken on complaint	Inform complainant of 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	none	30 minutes	Concerned CAAP Office/ Airport Personnel  8888 Technical Officers
	<b>TOTAL:</b>	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**

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to citizen; G2G- Government to Government			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Documents for file		2. CRAD – 2 <sup>nd</sup> Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. 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
	<b>TOTAL:</b>	none	Two (2) working days	



### 3. Application for Leave of Absence

<b>Office or Division:</b>	Human Resource Management Division – Administrative and Finance Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	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"> <li>For under time and &gt;5 days Sick Leave: Medical Certificate</li> <li>For Solo Parent Leave: Valid Solo Parent ID issued by DSWD</li> <li>For special Emergency Leave/Calamity Leave: Declaration of Calamity Area</li> <li>For Paternity Leave: Medical Certificate/Certificate of Live Birth, Marriage Contract</li> <li>For allocation of Maternity Leave: Written Notice of the female worker indicating allocation of maternity leave, approved maternity leave application</li> <li>For Compensation Time/Day Off: Statement of Overtime, Copy of DTR, Overtime Authorization Slip</li> </ol>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. 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
<b>TOTAL:</b>		none	40 inutes	

#### 4. Application for Monetization of Leave Credits – Area Center

<b>Office or Division:</b>	Human Resource Management Division – Administrative and Finance Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	All CAAP Personnel (Permanent, Temporary, Co-terminus)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
4. Letter-request citing reason of monetization 5. Duly signed Application for leave (in accordance with Delegation of Authority Manual) 6. 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
2. 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 DBMCSC 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
	<b>TOTAL:</b>	none	2 Hours, 10 Minutes	

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

<b>Office or Division:</b>	Procurement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	End-Users			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
3. Approved RIS (Requisition and Issue Slip) stamped with "NO STOCKS AVAILABLE" 4. APP 5. Three (3) Quotations (Items amounting to 1.5K & above) 6. Right form of PR (completely filled up, signed and approved by the Requesting Division Head)			Procurement Division, Supply building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submits PR with complete requirements	3. Receives PR (w/ complete documents)	None	1 Day	PD Admin Assistant
4. Receives PR	3. Reviews/ Assign Control No./ Logs PR	None		
	4. PD Chiefs approves/signs PR	None		
	<b>TOTAL:</b>	None	1 Day	

## 6.Audit Process – Audit Engagement Planning

<b>Office or Division:</b>		Internal Audit Service		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government (Internal)		
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Audit Work Plan/Program (AWP) 2. Travel Order or Memoranda 3. Audit Checklist and Audit Criteria			Internal Audit Service, 3 <sup>rd</sup> floor, Main building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Creation of Audit Team for the Conduct of the Audit	None	1 Hours	Head of IAS
	2. Issuance of IAS Office Order for the Audit Team	None	1 Hour	Head of IAS
	3. Consultation/Delineation of responsibilities of each team member	None	3 Hours	Head of IAS/ Division Chiefs
	4. Documentation of understanding the audit activity/ Development of Audit Engagement Plan	None	4 Days	Audit Team
	5. Prepare Memoranda to auditee and/or Travel Order for the conduct of audit	None	2 Hours	Head of IAS
	6. Approval of Memoranda and/or Travel Order of Audit Team	None	15 Minutes	Head of IAS
	7. Approval of Travel Order of IAS Head	None	1 Day	DDGA
	8. Received approved Travel Order of IAS Head	None	5 Minutes	Admin Asst. I
	9. Prepare Transaction Mailing Form to CRAD for mailing of Memoranda to Auditee	None	15 Minutes	Admin Asst. I

	10. Serve or mail signed Memoranda to Auditee for the conduct of audit activity	None	1 Day	CRAD
	11. File approved/signed copy of Travel Order and Memoranda	None	5 Minutes	Office Clerk
	<b>TOTAL:</b>	None	<b>6 Working Days, 7 Hours and 40 Minutes</b>	

## 7.Audit Process – Audit Execution

<b>Office or Division:</b>	Internal Audit Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Entry Conference Briefing Paper 2. Travel Order or Memoranda 3. Audit Checklist and Audit Criteria			Internal Audit Service, 3 <sup>rd</sup> floor, Main building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Conduct entry conference with the head of office or airports to be audited	None	2 Hours	Audit Team Leader
	2. Conduct audit activity as per approved travel order or memoranda <ul style="list-style-type: none"> <li>Gather and analyze evidence</li> <li>Compare conditions with criteria</li> <li>Determine root cause(s)</li> <li>Prepare working papers</li> </ul>	None	7 to 14 Days	Audit team
	3. Conduct exit conference with the head of office or airport/auditee	None	1 Day	Head of IAS
	<b>TOTAL:</b>	None	<b>15 Working Days and 2 Hours</b>	

## 8. Audit Process – Initial Audit Findings with Recommendations

<b>Office or Division:</b>		Internal Audit Service		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government (Internal)		
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Audit Working Papers 2. Audit Checklist and Audit Criteria			Internal Audit Service, 3 <sup>rd</sup> floor, Main building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Develop audit findings <ul style="list-style-type: none"> <li>• Criteria</li> <li>• Condition</li> <li>• Conclusion</li> <li>• Cause</li> </ul> and audit recommendations	None	10 Working Days	Audit Team
	2. Finalized Audit Findings and Recommendations	None	5 Working Days	Audit Team
	3. Submit Final Audit Findings and Recommendations to Head of IAS for review and signature	None	2 Working Days	Head of IAS
	4. Prepare Memoranda for Auditee	None	1 Working Day	Audit Team Leader
	5. Submit Memoranda to Head of IAS for signature	None	2 Hour	Head of IAS
	6. Prepare Transaction Mailing Form to CRAD for mailing of Memoranda and Audit Findings & Recommendations to Auditee	None	15 Minutes	Admin Asst. I



	7. Serve or mail signed Memoranda and Audit Findings & Recommendations to Auditee	None	1 Day	CRAD
	8. File signed copy of Memoranda and Audit Findings & Recommendations to Auditee	None	5 Minutes	Office Clerk
	<b>TOTAL:</b>	None	<b>19 Working Days, 2 Hours, 20 Minutes</b>	

## 9. Audit Process – Final Audit Reporting

<b>Office or Division:</b>		Internal Audit Service		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government (Internal)		
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Audit Working Papers 2. Audit Checklist and Audit Criteria			Internal Audit Service, 3 <sup>rd</sup> floor, Main building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepare Final Audit Report with IAS Rejoinder and Memoranda for Auditee	None	12 Working Days	Audit Team
	2. Submit Final Audit Report and Memoranda to Head of IAS for review/comment	None	5 Minutes	Audit Team
	3. Review/comment on the Final Audit Report and Memoranda	None	3 Working Days	Head of IAS
	4. Submit Final Audit Report and Memoranda to DG for signature	None	1 Day	DG
	5. Prepare Transaction Mailing Form to CRAD for mailing of Memoranda and Audit Findings & Recommendations to Auditee	None	15 Minutes	Admin Asst. I
	6. Serve or mail signed Memoranda and Audit Findings & Recommendations to Auditee	None	1 Day	CRAD
	7. File copy of signed Memoranda and Audit Report	None	5 Minutes	Office Clerk

	<b>TOTAL:</b>	None	<b>17 Working Days, 25 Minutes</b>	
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## 10. Audit Process – Audit Follow-up

<b>Office or Division:</b>	Internal Audit Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who May Avail:</b>				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Final Audit Report 2. Memoranda to Auditee 3. Auditees Reply			Internal Audit Service, 3 <sup>rd</sup> floor, Main building	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Monitor the implementation of Approved Audit Findings and Recommendations	None	4 Working Days	Audit Team
	2. Resolution/Recommendation of Legal and/or Management Remedies for Non-Implementation/ Inadequate Preventive/Corrective Actions of Audit Recommendations	None	3 Working Days	Audit Team
	3. Document/Record the Results of the Audit Follow-up	None	2 Working Days	Audit Team
	4. Evaluate Auditee's Reply on the reason for the lack of action or non-completion of action on any recommendation, and further action considered on significant recommendations that have not been acted upon	None	3 Working Days	Audit Team
	5. Prepare Audit Follow-up Report and Memoranda to Head of IAS for comment/review	None	5 Working Days	Audit Team / Head of IAS
	6. Prepare Audit Follow-up Report and Memoranda for DG's for signature	None	1 Day	DG
	7. Prepare Transaction Mailing Form for mailing of	None	15 Minutes	Admin Asst. I

	Memoranda and Audit Follow-up Report to Auditee			
	8. Serve or mail signed Memoranda and Audit Follow-up Report to Auditee	None	1 Day	CRAD
	9. File copy of signed Memoranda and Audit Follow-up Report	None	5 Minutes	Office Clerk
	<b>TOTAL:</b>	None	<b>19 Working Days, 20 Minutes</b>	

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

<b>Service:</b>	Authority Order / Service Order (AFS & FSIS) / Travel Order (Foreign & Local) / Memorandum Circular Number Assignment			
<b>Office or Division:</b>	Administrative and Finance Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Approved/Signed Authority Order / Service Order (AFS & FSIS) / Travel Order (Foreign & Local) / Memorandum Circular		Administrative Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

	<b>ADMINISTRATIVE DEPARTMENT</b> (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
<b>TOTAL:</b>		None	15 minutes	

## 12. Biometric Enrollment of Employee

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	All CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Employee/s must have an issued official CAAP ID Number		CSIS, Ground floor, Main building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to FSCAN Unit for employee registration	Get CAAP ID number	None	1 Minute	FSCAN Unit Staff/Personnel
4. 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
	<b>TOTAL:</b>	None	21 Minutes per Employee	



### 13. Cash Transfer For:

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

<b>Office or Division:</b>	Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	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		- Head Office Budget Division, 3 <sup>rd</sup> floor, Admin building		
2. Funds Flow Statement of Area Center		- Head Office Budget Division		
3. Notice of Award / Purchase Order / Job Order or Audited Payroll		- Head Office Budget Division		
4. Report of Budget Utilization (RBU) of Area Center		- 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"> <li>- NBA of Area Center</li> <li>- Funds Flow Statement Area Center</li> <li>- NOA/PO/JO of Projects</li> </ul> <p>Receive complete document from Area Centers via email</p> <ul style="list-style-type: none"> <li>- Detailed RBU of Area Centers</li> </ul>	None	15 Minutes	Treasury Personnel
	2. Validates the completeness of supporting documents per Area Center		15 Minutes	
		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
	<b>TOTAL:</b>	None	2 days, 4 Hours, 30 Minutes	

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

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Authenticated copy/s of documents		4. CRAD – 2 <sup>nd</sup> Floor, Main Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. 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
	<b>TOTAL:</b>	none	2 Hours	

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

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

# 16. 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.

<b>Office or Division:</b>	Progression Division, Air Traffic Planning & Progression Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	All ATS Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Request letter addressed to DG, CAAP		Requesting Party		
8. Certificate of no pending task		FIC/ Division Chief/ Department Manager		
9. Clearance Certificate		Progression Division		
10. Leave Application		Requesting Party		
11. 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
	2.1 Record/log in the logbook/database	None	5 Minutes	ATS HQ Office
	2.2 Forward and endorse request to ATS Admin	None	5 Minutes	
	2.3 Start processing the request			

3. Submit/handcarry request to Progression Division office	3. ATS Progression receives the documents and check for completeness	None	5 Minutes	ATS Admin Staff ATS Progression Office
	3.1 Record in the incoming data log	None	5 Minutes	
	3.2 Endorsed to ATS Admin	None	5 Minutes	
	3.3 Draft endorsement letter to HRMD to be signed by the ATS Chief	None	30 Minutes	ATS Admin ATS Progression Office ATS Admin Staff
	3.4 Forward to respective ATS Division/Department for initial and signature on the leave application and other necessary documents	None		ATS Progression Office
	3.5 Signed documents forwarded to Office of the Chief ATS (ODATS) for signature on the endorsement letter			Division/ Department Concerned
4. Follow-up request to ODATS	3. Check/verify documents for signature	None	10 Minutes	ODATS Secretary
	3.1 Forward/ endorse to ATS Chief for signature on the endorsement letter	None	60 Minutes	
	3.2 ATS Chief for signature on the endorsement letter to HRMD	None	5 Minutes	ATS Chief Office of the Director for ATS (ODATS) ATS Admin Staff
	3.3 Forward/endorse to HRMD signed endorsement letter	none	5 Minutes	ATS HQ Office
	<b>TOTAL:</b>	none	2 Hours, 50 Minutes	

## 17. 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.

<b>Office or Division:</b>	Progression Division, Air Traffic Planning & Progression Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who May Avail:</b>	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	





4. Preparation of nomination to attend International meeting, training, workshop, etc. of ATMO personnel for submission to HRMD and ICACS	4. Receive nomination from different Departments of ATS to attend International meeting, training, workshop, etc.	None	5 Minutes	ATS Admin Staff Progression Div. Office
	4.1 Prepare summary report of recommendations from the Departments of ATS	None	120 Minutes (2 hours)	Asst. Chief, Progression Div.  ATS Progression Div. Office
	4.2 Prepare Notice of Meeting for Progression Division, Department Managers, and ATS Chief to finalize ATS recommendation	None	30 Minutes	
	4.3 Disseminate Notice of Meeting to Department Managers	None	5 Minutes	ATS Admin Staff
	for the deliberation of nominees to attend international meeting, training, workshop, etc.			ATS Progression Office

5. Conducting of ATS deliberation of nominees	5. ATS deliberates participant/s to attend international meeting, training, workshop, etc. as nominated by the Dept. Managers	None	240 minutes (4 hours)	ATS Chief ATS HQ Office
	5.1 Distribution of Nominees' Profile Form to recommended ATS personnel to attend International meeting, training, workshop, etc.	None	30 Minutes	ATS Admin Staff  ATS Progression Office
	5.2 Collation of Nominee's Profile Forms and preparation of resolution and justification	None	5 Days	Asst. Chief, Progression Div.  ATS Progression Div. Office
6. Submission of documents to CAAP PDC	6. Draft resolution and justification for submission to CAAP PDC	None	30 Minutes	Asst. Chief, Progression Div. ATS Progression Div. Office
	6.1 Submit Nominees' profile, justification and resolution to CAAP PDC for deliberation	None	10 Minutes	ATS Admin Staff ATS HQ Office
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)	Progression Division  ATS HQ
8. Preparation of documents for selected participants to attend International	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)	Asst. Chief, Progression Div.  ATS Progression Div. Office

meeting, training, 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
	<b>TOTAL:</b>	None	15 Days, 18 Hours, 25 Minutes	

## 18. 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.

<b>Office or Division:</b>	Progression Division, Air Traffic Planning & Progression Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	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	

3. Evaluation of ATS Personnel training records	3. Evaluation of ATS personnel training record to determine training allocation based on requirement per facility	None	120 Minutes (2 hours)	Asst. Div. Chief Progression Division
	3.1 Preparation of Routing/Action Slip for dissemination to ATS Division Chiefs	None	30 Minutes	ATS Progression Office
	3.2 Forward/ disseminate to ATS Division Chiefs for nomination of participants with corresponding deadline	None	30 Minutes	ATS Admin Staff Progression Div.
	3.3 Division Chiefs to assess/evaluate training records of personnel under their Division for nomination to training	None	3 Days	ATS Division Chief ATS HQ Office
	3.4 Submit to Progression Div. the nomination of ATS personnel under their Division to attend training	None	5 Minutes	

4. Preparation of nomination for training of ATS personnel for submission to HRMD	4. Receives nomination for training from different Divisions of ATS	None	5 Minutes	ATS Admin Staff Progression Div. Office
	4.1 Preparation of Memo for CAAP HRMD containing names of ATS personnel to attend training as nominated by the Division Chiefs	None	120 Minutes (2 hours)	Asst. Chief, Progression Div.  ATS Progression Div. Office
	4.2 Submission of Memo to CAAP HRMD for ATS personnel to attend training		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
	<b>TOTAL:</b>	None	6 Days, 4 Hours, 55 Minutes	

## 19. Fidelity Bond Facilitation

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

	<b>BUDGET DIVISION</b> 1. Check budget allotment/ source of funding; 2. Approve BUR (funding) Endorse to Finance Department	none	1 Hour	Budget Officer, Chief, Budget Division
	<b>FINANCE DEPARTMENT</b> 1. Receive and log entries in the incoming logbook; 2. Check, validate audit and approve DV; Endorse to Checking Section	None	2 Hours	Chief, Accounting Division
	<b>CHECKING SECTION</b> 1. Prepare check; 2. Sign check Endorse to Finance Dept	None	18 Minutes	Checking Personnel; Chief, Collection Division
	<b>FINANCE DEPARTMENT</b> 1. Sign check; 2. Forward to Checking Section	none	30 Minutes	Chief, Finance Department
	<b>CHECKING SECTION</b> 1. Prepare ADA; 2. Release Check	None	44 Minutes	Checking Personnel
	<b>ADMINISTRATIVE DEPARTMENT</b> 1. Forward check payment to the Bureau of the Treasury	none	3 Hours	Administrative Officer
	<b>TOTAL:</b>	Depen d on the amoun t of fidelity applie d	1 day, 1 Hour, 32 Minutes	



## 20. Filing of Documents for Employees, Official and Consultants

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

## 21. Hiring of Contract of Service Personnel

<b>Office or Division:</b>	Human Resource Management Division (HRMD) - AFS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request/Justification from Consultant b. Endorsement Memo from Service/Office c. Applicable Attachment of Applicants - Application Letter Accomplished Personal Data Sheet (PDS) - Detailed Resume - Diploma/Transcript of Records - Certificate of Training - Certificate of Employment (if previously employed) - NBI Clearance/Police Clearance - PSA Birth Certificate - Valid Government ID (TIN/SSS/GSIS/Pag Ibig? Phi 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	
	Endorsement of Request of AFS and DDGA by HRMD Chief			
	Receive response from AFS and DDGA approved or disapproved			

	<p>Notify the Office concerned regarding the result.</p> <p>If disapproved, file in the Archive</p>			
	Prepare draft Contract/s and attachments			
	Endorsement of Contract/s by Chief HRMD			
	Approval and signature of Contract/s by DDGA and DG			
	Send the signed/approved documents to Office concerned			
	TOTAL:	None	2 days, 2 hours, 35 minutes	

## 22. Hiring of Job Order Personnel for Central Office

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who May Avail:</b>	All Services of Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Request / Justification for Additional Job Order</li> <li>2. Endorsement Memo from Service/Office</li> <li>3. Applicable Attachments of Applicant/s               <ol style="list-style-type: none"> <li>a. Application Letter</li> <li>b. Accomplished Personal Data Sheet (PDS)</li> <li>c. Detailed Resume</li> <li>d. Diploma/Transcript of Records</li> <li>e. Certificate of Training</li> <li>f. Certificate of Employment (if previously employed)</li> <li>g. NBI Clearance/ Police Clearance</li> <li>h. PSA Birth Certificate</li> <li>i. Valid Government ID (TIN/ SSS/GSIS/ PAG IBIG, PHIL HEALTH)</li> </ol> </li> </ol>	

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

### 23. Issuance of Foreign Travel Authority (FTA)

<b>Service:</b>	Issuance of Foreign Travel Authority (FTA)			
<b>Office or Division:</b>	Human Resource Management Division (HRMD) - AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	1. Personnel Development Committee (PDC) nominated employee 2. Office of the Director General (ODG) approved participant to attend meeting or conference abroad			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HRMD; submit required documents	Receive and review completeness of documents		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		1 working day	HRMO

3	Review and sign memo brief and request for funding		10 minutes	Chief, HRMD
4	Log and forward travel documents to Budget/ Finance for certification of funds		5 minutes	HRM Assistant
5	Budget allocation and issuance of Certification of funds availability		Pause Clock	Budget Division
6	Signature/approval of the Director General on the Request for Travel Authority		Pause Clock	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			Pause Clock	DOTR
10. Receive approved/dis approved FTA	Release the approved/disapproved FTA to participant		5 minutes	HRM Assistant
<b>TOTAL:</b>			1 working day and 55 mins.	



## 24. Landbank Mobile Loan Saver Application

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	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
4.	For approval/signature on endorsement	None	20 Minutes	Chief, HRMD
5.	For approval/signature on endorsement	none	1 hour	Chief Financial Officer
6. Wait for notification and instructions from LANDBANK via text message	Forward endorsement to LANDBANK		1 hour	
	<b>TOTAL:</b>	none	3 Hours, 20 Minutes	

## 25. Memorandum for recommended Monthly Financial Transaction

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

<b>Office or Division:</b>	Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Any requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of signed Letter of maturing placements		Treasury Personnel		
2. Monthly Cash Projection		Treasury Personnel		
3. Daily Deposit and Account Status Report		Cashiering Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Monitors maturity dates of investments and prepares monthly cash projection report	None	2 hours	Treasury Personnel
	2. Reviews and finalize monthly cash projection report	None	2 hours	Chief, Treasury Division
	3. Consultation meeting with the Chief, Finance Department regarding the projected cash status and recommended actions to be taken	None	2 hours	Chief, Treasury Division Treasury Personnel
	4. Prepares draft memo brief and letter based on the agreed actions to be	None	4 hours	Treasury Personnel

	taken and prepares documents required by bank			
	5. Review, check, and finalize memo brief, letter and all supporting documents		3 hours	Chief, Treasury Division
	6. Endorsement of documents to Chief, Finance Department for approval/signature.	None	15 mins	Chief, Treasury Division
<b>TOTAL:</b>		None	13 hours 15 mins	

## 26. Monthly Payroll Process

<b>Office or Division:</b>	Human Resource Management Division (HRMD) - AFS			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Client (G2C)			
<b>Who may avail:</b>	All CAAP Employees (Permanent, Co-Terminus, Presidential Appointees)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.)		10 working days	Payroll Staff
2	Payroll printing per service/ department		1 working day	Payroll Staff
3	Verification/ Checking of rates		1 working day	Payroll Staff
4	Prepare Disbursement Vouchers and Budget Utilization Request		1 working day	Payroll Staff
5	Certification as to current rate and designation		1 working day	HRMO
6	Recommend Approval		1 working day	Chief, HRMD

7	Funding process		Pause Clock	Budget Division
8	Audit/Accounting processing		Pause Clock	Accounting Division
9	Encoding for Pay-out		3 working days	Payroll Staff
11. Receive salary on the 15th and 30th of the month	ADA preparation and endorsement to LANDBANK		Pause Clock	Cashiering Division
<b>TOTAL:</b>			18 working days	

## 27. Performance Evaluation of Job Order/Contract of Service

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	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
	<b>TOTAL:</b>	None	1 day, 45 Minutes	

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

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G; G2B			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 <sup>nd</sup> Floor, Main Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	none	Two (2) Working Days	

## 29. Preparation and Approval of Annual Work Plan/Program

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



### 30. Preparation of Appointment (Promotion and Entry Level)

<b>Office or Division:</b>	Human Resource Management Division (HRMD) - AFS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Client (G2C)			
<b>Who may avail:</b>	Applicant/s (Promotion and Entry Level) passed/deliberated by the Human Resource Merit Promotion and Selection Board (HRMPSB)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For original appointment: <ul style="list-style-type: none"> <li>• Personal Data Sheet (PDS), handwritten</li> <li>• Minutes of deliberation</li> <li>• List of recommended personnel</li> <li>• Authenticated copy of eligibility or license (for positions requiring eligibility or license)</li> <li>• Position Description Form</li> </ul> 2. For promotion <ul style="list-style-type: none"> <li>• Personal Data Sheet (PDS)</li> <li>• Minutes of deliberation</li> <li>• List of recommended personnel</li> <li>• Copy of license, as eligibility requirement</li> </ul> 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		4 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.		10 minutes per position	HRMO
3	Prepare individual appointment		10 minutes per appointment	HRMA
4	Signature of the Chief HRMD at the back of the appointment		10 minutes per appointment	Chief, HRMD
5	Prepare Memo Brief indorsing the appointment/s for 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.		30 minutes; Pause Clock	HRMODDG-A

6	Upon receipt of appointment from the Office of the Director General, check if all pages are signed; compile above-required documents; and final review of the completeness and veracity of all documents and data		10 minutes per Appointment	HRMO
7	Encode or stamp date of appointment		1 minute per page	HR Assistant
8	Endorse Appointment to CSC using the CSC-prescribed standard form		1 working day	HR Liason Officer
9	Approved Appointment – copy for the employee and HRMD file		1 working day	HRMO
<b>TOTAL:</b>			6 days, 1 hour and 11 mins.	

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

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All CAAP Employee who are enrolled in using the biometrics/finger-scan 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/timeout), 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
	<b>TOTAL:</b>		2 hours, 18 Minutes per Employee	

### 32. Processing and Mailing of Documents

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G; G2B			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 <sup>nd</sup> Floor, Main Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	None	Three (3) Working Days	

### 33. Recruitment and Selection for Entry Level Positions

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	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 HRMDCentral 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

	<b>TOTAL:</b>	none	3 Hours, 10 Minutes	
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References:

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

### 34. Repair/Replacement/Installation/Repainting

<b>Office or Division:</b>	Buildings and Grounds Maintenance Section (BGMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	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	Bldgs. and Grnds. Mntc Sect. - FMD (1) Receive and record the request: (2) Dispatch personnel to site: (3) Conduct ocular inspection: (4) Prepare the Service Request Form		1 hour	BGMS-FMD Staff
(2) Receive, check / validate, sign the SRF	Bldgs. and Grnds. Mntc Sect. - FMD (1) Receive the signed SRF;  Prepare the following: RIS, PR and PCV		30 minutes	BGMS-FMD Staff
(3) Approve / sign the RIS, PR and PCV Forward to Supply Div	Supply Division (1) Approve / sign		1 hour	Chief, Supply Div. or alternate



	Procurement Division (2) Approve / sign		1 hour	Chief, Procurement Division or alternate
	Bldgs. and Grnds. Mntc Sect. - FMD (3) Canvass materials		1 day	BGMS-FMD Staff
	Bldgs. and Grnds. Mntc Sect. - FMD (4) Purchase materials		4 hours	BGMS-FMD Staff
	Bldgs. and Grnds. Mntc Sect. - FMD (5) Coordinate and set schedule of work		30 minutes	BGMS-FMD Staff
	Bldgs. and Grnds. Mntc. Sect. - FMD (6) Conduct repair / replacement / installation / repaint works		Repair : 1 day Replace: 1 day Install: 1 day Repaint: 1 day Service: 1 day	BGMS-FMD Maintenance Personnel
<b>TOTAL:</b>		<b>Repair:</b> <b>3 days</b> <b>Replacement:</b> <b>3 days</b>		

	<p><b>Installation:</b></p> <p><b>3 days</b></p> <p><b>Repaint:</b></p> <p><b>3 days</b></p> <p><b>Service:</b></p> <p><b>3 days</b></p>
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### 35. Request and Approval of CAAP Vehicle

<b>Office or Division:</b>	Motorpool Section – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vehicle Request Form 2. Travel Order if outside Metro Manila		Motorpool Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	35 Minutes	

### 36. Request for Travel Authority for Personal Travel Abroad for Area Center Personnel

<b>Service:</b>	Request for Travel Authority for Personal Travel Abroad for Area Center Personnel			
<b>Office or Division:</b>	Human Resource Management Division (HRMD) - AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Client (G2C)			
<b>Who may avail:</b>	All CAAP Regular Plantilla Personnel (Permanent, Temporary, Coterminous)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of employee to travel • Reason for travel • Official residence abroad • 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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents	Review if the required documents are complete, including proper signatories.		10 minutes	HRMA/HRMO
2	Prepare Central Office Clearance		5 minutes	
3	Sign Certificate of Clearance		Pause Clock	Concerned Offices
4	Prepare Travel Authority (TA) and Memo Brief		30 minutes	HRMA

5	Review and sign Memo Brief		10 minutes	Chief, HRMD
6	Sign Recommend approval		Pause Clock	Chief, Admin Dept. and Chief, Finance Dept.
7	Sign Travel Authority and Certificate of Clearance		Pause Clock	DDGA
8	Email advance copy of signed Travel Authority  Prepare Request for Mailing		20 minutes	HRMA/HRMO
9. Receive signed Travel Authority	Mailing of documents		Pause Clock	CRAD
<b>TOTAL:</b>			1 day	

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

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		1. CRAD – 2 <sup>nd</sup> 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
	<b>TOTAL:</b>		1 Hour, 15 Minutes	

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

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		1. CRAD – 2 <sup>nd</sup> 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
	<b>TOTAL:</b>		1 Hour, 15 Minutes	

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

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		1. CRAD – 2 <sup>nd</sup> 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
	<b>TOTAL:</b>		2 Hours, 15 Minutes	



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

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who May Avail:</b>	CAAP Offices, Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled-up Request Form			1. CRAD – 2 <sup>nd</sup> Floor, Main Building	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	none	1 Hour, 12 Minutes	

#### 41. Sorting and Dispatching of All Mails Received Within the Day

<b>Office or Division:</b>	Central Records and Archives Division(CRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2G; G2B			
<b>Who May Avail:</b>	CAAP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mails received		1. CRAD – 2 <sup>nd</sup> 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
	<b>TOTAL:</b>	none	2 Hours, 35 Minutes	

## 42. Terminal Leave Benefit Claim Application

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	CAAP Employees (Retired/Separated from the Service)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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
	<b>TOTAL:</b>	None	7 Working Days, 1 Hour, 5 Minutes	

### 43. Terminal Leave Benefit Claim Application

<b>Service:</b>	Terminal Leave Benefit Claim Application			
<b>Office or Division:</b>	Human Resource Management Division (HRMD) - AFS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	CAAP Employees (Retired/Separated from the service)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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		5 minutes	HRMO
2	Retrieve all leave cards of applicant		10 minutes	HRMO
3	Audit leave cards as to correctness of posting and deduction of leave credits during the entire period of service		2 working days	HRMO

4	Prepare Schedule of Terminal Leave Benefits and attach supporting documents		5 minutes	HRMO
5	Prepare memo brief for endorsement to DG		5 minutes	HRMO
6	Review all submitted documents, sign leave application and memo brief		20 minutes	Chief, HRMD
7	DG sign/approve the Schedule of Terminal Leave Benefit and leave application		Pause Clock	ODG
8	Prepare voucher and attach signed/ approved terminal leave benefit application		10 minutes per applicant	HRMO
9	Sign vouchers and endorsement to Budget Division for funding		10 minutes	Chief, HRMD
10	Budget allocation		Pause Clock	Budget Division
11	Final audit and processing		Pause Clock	Accounting Division
12. Claim Check	Release payment in the form of Check		Pause Clock	Cashiering Division
<b>TOTAL:</b>			2 working days, 1hr. and 5 mins.	

# Airports

## External Services

## 1. Accounting Clearance

<b>Office or Division:</b>	Accounting Section/Finance Division – Airports			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G- Government to Government			
<b>Who May Avail:</b>	CAAP Employees, Retiree and Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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
	<b>TOTAL:</b>	None	18 minutes	



## 2. Application of Height Clearance

<b>Office or Division:</b>	Safety Office – Airports			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen			
<b>Who May Avail:</b>	Airport Clients, Infrastructure adjacent to the runway strip			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	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	28 inutes	

#### 4. Grant Access to Airside

<b>Office or Division:</b>	Air Traffic Service – Airports			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen			
<b>Who May Avail:</b>	Government Agencies and Hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	None	15 minutes	

## 5. Heroes' Lounge Access

<b>Office or Division:</b>	CSIS - Airports			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Government Agencies and Societies with VIP Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	Php560.00/ hour	12 Minutes	

## 6. Issuance of Access Pass

<b>Office or Division:</b>	CSIS – Airports			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government			
<b>Who May Avail:</b>	Concessionaires, Government Agencies and CAAP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

	<b>TOTAL:</b>	Php50.00 access pass fee	42 Minutes	
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## 7. Pay Parking Collection

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		Client		
2. OR/CR		Client		
3. Parking Waiver		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 <sup>st</sup> 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

<b>Office or Division:</b>	Concession Unit – Airports	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen	
<b>Who May Avail:</b>	Any citizen/client who want to do business at CAAP Airport	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New Applicant:		
1. Letter of Intent		Applicant
2. Request for Proposal (RFP)		CAAP
3. Business Plan for Concession/Products/Service/Year Profits and Losses/Pricing/Design of Proposed Concession		Applicant
4. Company Profile/Experience on business applied		Applicant
5. Location Site Plan		CAAP
6. Evaluation of Site Visit; Water and Electric Service Plan/Request		CAAP
7. Evaluation of Interview of Proposed Concession		CAAP
After approval		
8. Permits (Business/Mayor)		Applicant
9. Height clearance (if construction needed)		Applicant
10. Architectural plans for new structures		Applicant
11. CGL (Comprehensive General Liability) Insurance		Applicant
Renewal		
Items 1-11 (Effective 01/2017)		
12. Certificate of No Pending Outstanding Balance		
13. History of Concession Activities with CAAP		
14. Former and existing concession contracts with CAAP		
Additional requirement for Corporation		
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		
Additional requirements for Single Proprietorship		
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		
Transport Services (if applicable)		
26. CPCN if required; or		
27. LTFRB Certificate		

28. DOT Accreditation If the contract is approved NBI or Police Clearance of Service Crew/Personnel	
<b>Note:</b> 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	

CLIENT STEPS	AGENCY ACTION	FEES 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-inCharge Officer
	4.2 Send signed contract to Corplan	none		Concession-in-Charge Officer
	4.3 Receipt of Collection			Corplan
	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

	<b>TOTAL:</b>	2 Months Advance; 2 Months Deposit	2 Hours, 31 Minutes	
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## 9. Processing of Flight Plan

<b>Office or Division:</b>	Air Traffic Service – Airports
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen
<b>Who May Avail:</b>	Licensed Pilot or License Flight Dispatcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Pilot Licenses 3. Airworthiness of the Aircraft	Applicant

*\*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*

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
	<b>TOTAL:</b>	None	7 Minutes	

## 10. Processing of Monetary Claims

<b>Office or Division:</b>	Accounting Section/Finance Division – Airports
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
<b>Who May Avail:</b>	CAAP Employees/Personnel and Outside Creditors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Cash Advance of Traveling expenses:</b> <ol style="list-style-type: none"> <li>1. Disbursement Voucher Form</li> <li>2. Approved Travel Order</li> <li>3. Itinerary of Travel</li> <li>4. Statement of Account (if applicable)</li> </ol>	Accounting CAAP Claimant
<b>Payment/Reimbursement of Traveling Expenses:</b> <ol style="list-style-type: none"> <li>1. Disbursement Voucher Form</li> <li>2. Approved Travel Order (Appendix “A”)</li> <li>3. Itinerary of Travel (Appendix “B”)</li> <li>4. Certificate of Travel Completed</li> <li>5. Taxi, Bus, Van Tickets, Ferry tickets</li> <li>6. Certificate of Appearance</li> <li>7. Travel Report</li> <li>8. Notice of Assumption for New/Transferred Personnel</li> <li>9. Plane ticket with Official Receipt</li> <li>10. Boarding Pass</li> <li>11. Certificate of Expenses not requiring receipts (if applicable)</li> </ol>	Accounting CAAP Claimant Claimant Claimant Claimant Claimant Claimant Claimant Claimant Claimant
<b>Reimbursement of Expenses Incurred for Airport Operations (urgent in nature)</b> <ol style="list-style-type: none"> <li>1. Disbursement Voucher Form</li> <li>2. Purchase Request No.</li> <li>3. OR with initial of the inspector and date of inspection</li> <li>4. Inspection and Acceptance</li> <li>5. List of Receipts and Expenditures with Certification</li> <li>6. Requisition Issue Slip (RIS)</li> <li>7. Inventory Custodian Slip/Acknowledgement Receipt for Equipment (if applicable)</li> </ol>	Accounting Supply Supply CAAP Claimant Supply Supply
<b>Security Services</b> <ol style="list-style-type: none"> <li>1. Disbursement Voucher Form</li> <li>2. Agency Billing Statement</li> <li>3. Cert True Copy of OR of SSS, Pag-Ibig and Philhealth Contribution</li> <li>4. Copy of Duty Detail Order</li> </ol>	Accounting Claimant Claimant Claimant CSIS Claimant Claimant CSIS Claimant

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	CSIS
Contract	

*\*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
	<b>TOTAL:</b>	None	4 Hours	

## 11. Processing of Request for Extension of Hour Operation

<b>Office or Division:</b>	Air Traffic Service – Airports			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen			
<b>Who May Avail:</b>	Airline Operators, General Aviation Operators, Military Planes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Extension of Hour of Operation (REHO) Form		CAAP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
	<b>TOTAL:</b>	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](mailto: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 data 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.



## FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	Answer the Customer Feedback Form and drop it at the designated feedback form boxes located at the Office of Primary Responsibility (OPR).
How feedback is processed	<p>Designated officer(s) from the OPRs collect the forms on daily basis and transmit to the Corporate Communications Staff (CCS) for consolidation, sorting, and preparation of a weekly consolidation report.</p> <p>The consolidated report is then forwarded to the Strategic Planning Office for analysis and recommended actions. The report shall be made available for review and assessment of CAAP's top management during Management Committee Meetings.</p>
How to file a complaint	<p>File a complaint through either the 8888 Citizens' Complaint Center, Presidential Complaints Center (PCC), or Contact Center ng Bayan (CCB) email addresses and online portals.</p> <p>Customers/clients may also file their complaint through the Customer Feedback Form.</p>
How complaints are processed	<p>Once 8888, PCC, or CCB complaints are received, the CAAP Complaints Focal Person must evaluate, endorse to the concerned office, and transmit the action taken/response on the complaint, copy furnished the complainant, within 6 days and 1 hour.</p> <p>Complaints submitted through the Customer Feedback Form shall also be processed within the same time frame.</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gv.ph">complaints@arta.gv.ph</a> / 1-ARTA(2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

## LIST OF OFFICES

Office	Address	Contact Information
<b>BOARD OF DIRECTORS</b>		
Internal Audit Service	CAAP, Old MIA Road, Pasay City	944- 2060
Office of the Director General	CAAP, Old MIA Road, Pasay City	944 - 2168 /944-2382
<b>DIRECTOR GENERAL</b>		
Civil Aviation Training Center	CAAP, Old MIA Road, Pasay City	776-3044
Aerodrome and Air Navigation Safety Oversight Office	CAAP, Old MIA Road, Pasay City	944-2286
International Civil Aviation Coordinating Staff	CAAP, Old MIA Road, Pasay City	944 -2362
Aircraft Accident Investigation and Inquiry Board	CAAP, Old MIA Road, Pasay City	944-2142 / 944-8143 944- 2368
Flight Inspection and Calibration Group	CAAP, Old MIA Road, Pasay City	944- 2334 / 944-2335 944- 2337/ 944-2336
Enforcement and Legal Services	CAAP, Old MIA Road, Pasay City	944-2230 /944-2229 944- 2231
CAAP Security and Intelligence Service	CAAP, Old MIA Road, Pasay City	944-2361
Corporate Planning - Business Development Division	CAAP, Old MIA Road, Pasay City	944-2092/ 944-2016
Administrative Department		
<i>Facilities and Maintenance Division</i>	CAAP, Old MIA Road, Pasay City	944-2118 / 944-2119 944- 2120
<i>Central Records and Archives Division</i>	CAAP, Old MIA Road, Pasay City	944-2072 / 944-2353
<i>Supply Division</i>	CAAP, Old MIA Road, Pasay City	944-2279
<i>Procurement Division</i>	CAAP, Old MIA Road, Pasay City	944-2281
<i>Cashiering Division</i>	CAAP, Old MIA Road, Pasay City	944-2350
<i>Human Resource Management Division</i>	CAAP, Old MIA Road, Pasay City	944-2080

<b>Finance Department</b>		
<i>Accounting Division</i>	CAAP, Old MIA Road, Pasay City	944-2344
<i>Treasury Division</i>	CAAP, Old MIA Road, Pasay City	944-2053
<i>Budget Division</i>	CAAP, Old MIA Road, Pasay City	944-2348
<b>Flight Standard Inspectorate Service</b>		
<i>Regulatory Standard Department</i>	CAAP, Old MIA Road, Pasay City	944-2371
<i>Licensing and Certification Department</i>	CAAP, Old MIA Road, Pasay City	944-2156
<i>Airworthiness Department</i>	CAAP, Old MIA Road, Pasay City	944-2165
<i>Flight Operation Department</i>	CAAP, Old MIA Road, Pasay City	944-2172
<i>Airmen Examination Board</i>	CAAP, Old MIA Road, Pasay City	944-2370
<i>Office of the Flight Surgeon and Aviation Medicine</i>	CAAP, Old MIA Road, Pasay City	944-2365
<b>Air Traffic Service</b>	CAAP, Old MIA Road, Pasay City	944-2209
<b>Aerodrome Development and Management Services</b>	CAAP, Old MIA Road, Pasay City	944- 2067

<b>AREA CENTERS</b>				
<b>List of Area Centers</b>	<b>Area Managers:</b>	<b>Number:</b>	<b>Email Address:</b>	
I- Laoag	Ronald Estabillo	09175700720	caap_laoaginternationalairport@yahoo.com	
II- Tuguegarao	Mary Sulyn Sagorsor	09153052685	tuguegaraoairport@yahoo.com	
III- Plaridel	Eduardo Lansang	09989988596	plaridel_airport@yahoo.com	
IV- Puerto Princess	Percy Malonesio	09163301676	caap_pps@yahoo.com	
V- Legaspi	Cynthia Tumanut	0917 5062853	caap_legaspiarea5@yahoo.com.ph	
VI- Iloilo	Efren Nagrama	09157935499	caap_iloilo@yahoo.com	
VII- Cebu/Mactan	Rafael Tatlonghari	09165484891	julieta.baltar@yahoo.com	

VIII-	Tacloban	Danilo Abareta	09173223329	caap_taclobanarea7@yahoo.com
IX-	Zamboanga	Antonio Alfonso	09173223329	caapzamboanga@yahoo.com
X-	Laguindingan	Manuel Costelo	(088) 555 1885 /09082018080	caaplaguindingan10@yahoo.com
XI-	Davao	Agnes Undang	09778033596	caap_dia11@yahoo.com
XII-	Butuan	Evangeline Daba	(085)81566027 /09778033596	area12_caap@yahoo.com

## CERTIFICATE OF COMPLIANCE

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

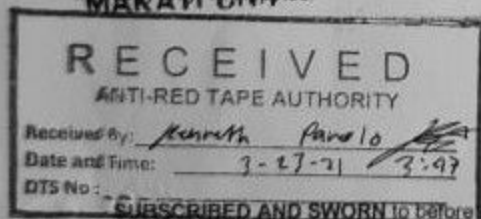
I, **CAPTAIN JIM C. SYDIONGCO**, Filipino, of legal age, Director General of the **Civil Aviation Authority of the Philippines**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- The Civil Aviation Authority of the Philippines has established its service standard known as the Citizen's Charter that enumerates the following:
  - Vision and Mission of the agency;
  - Government service offered;
    - Comprehensive and uniform checklist of requirement for each type of application or request;
    - Step-by-step procedure to obtain a particular service;
    - Person responsible for each step;
    - Maximum time needed to conclude the process;
    - Documents to be presented by the applicant or requesting party, of necessary;
    - Amount of fees, if necessary; and
  - Procedure for filing of complaints
- The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could be easily understood by the public.
- The Citizen's Charter is posed at the main entrance of the office or at the most conspicuous place of all the said service offices.
- The Citizen's Charter is written in either English, Filipino, and /or in the local dialect and published as an information material.
- The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 23 MAR 2021 day of \_\_\_\_\_, 2021

in Pasay City, Philippines.



**CAPTAIN JIM C. SYDIONGCO**  
Director General  
Civil Aviation Authority of the Philippines

23 MAR 2021 day of \_\_\_\_\_, 2021 **MAKATI CITY**, Philippines,  
issued on \_\_\_\_\_ at Pasay City.

affiant exhibiting to me his CAAP ID No. \_\_\_\_\_  
Philippines

Doc No. 2  
Page No. 1  
Book No. 2  
Series of 2021.

**ATTY. GERVACIO B. ORTIZ JR.**  
NOTARY PUBLIC CITY OF MAKATI  
UNTIL DECEMBER 31, 2021  
IBP NO. 05729 - LIFETIME MEMBER  
MCLE COMPLIANCE NO. VI - 6041312  
APPOINTMENT NO. M-163 - (2021)  
PTR NO. 85310 - 2021  
MAKATI CITY  
101 URBAN...  
BRGY. FLO DEL PILAR, MAKATI CITY