



**CIVIL AVIATION AUTHORITY
OF THE PHILIPPINES**

**CITIZEN'S CHARTER
2024 (1st Edition)**



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I. MANDATE

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

II. VISION

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

III. MISSION

To ensure a safe, secure and green Philippine Sky.

IV. PRINCIPLE

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

V. CORPORATE VALUE OF GOOD GOVERNANCE

Fairness, Integrity, Accountability, Transparency (FIAT)

VI. BELIEF

“Yes, the Filipino Can”

VII. DREAM

“The future is in the Skies”

VIII. TWIN PILLARS OF REGULATORY FRAMEWORK

Aviation Safety

Good Corporate Governance



IX. CAAP QUALITY POLICY

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

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

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



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CENTRAL OFFICE

CERTIFICATE OF NO ACCIDENT / INCIDENT

Office/Division:	Aircraft Accident Investigation and Inquiry Board (AAIIB), ODG			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Pilots			
Checklist of Requirements		Where to Secure		
1. Copy of Pilot License		Clients		
2. Authorization Letter (if applicable)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Applicant presents copy of license and fill up Certificate of No Accident / Incident Request	1. Verify AAIIB database Pilot records	None	5 Minutes	AAIIB Staff on Duty
2. Applicant proceed to Collection Section for payment of No Accident / Incident	2. Issue of Order Payment Slip (OPS)	₱ 400.00	5 Minutes	AAIIB Staff on Duty / Chief AAIIB
	2.1. Receive Official Receipt (OR) and a copy of OPS Form	None	12 Minutes	AAIIB Staff on Duty
	2.2. Prepare and process Certificate of No Accident / Incident			
	2.3. Review and Sign Certificate of No Accident / Incident	None	5 Minutes	Chief AAIIB
	2.4. Release of Certificate of No Accident / Incident	None	3 Minutes	AAIIB Staff on Duty
Total:		₱ 400.00	30 Minutes	-

ISSUANCE OF AERODROME REGISTRATION TYPE 2 – PHASE I Pre-Application

Process for obtaining a valid Authorization for Aerodromes within either of the following criteria:
1. Those aerodromes open for public or private use in domestic operations with an annual aircraft movement of 5,000 and below, or annual passenger movement of 300,000 and below; 2. Those heliports using aircraft with 10 or more passenger seats; or 3. Those aerodromes not covered by the PTO requirements.

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements		Where to Secure		
1. AANSOO Form A3: AGA-R-2013		AANSOO Staff		
2. MARP Appendix B.2.2				
3. Letter of Intent				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download form from CAAP Website www.caap.gov.ph *Forms are also available at AANSOO Office		None		
2. Submit Letter of Intent and Application Form to AANSOO	Receive and record entries in database	None	3 Minutes	AANSOO Staff
	Endorse pre-application phase to Chief, ARCID	None	20 Minutes	Chief, AANSOO
	Chief, ARCID to assign lead inspector	None	10 Minutes	Chief, ARCID
	Inform applicant of the scheduled date of pre-application meeting	None	5 Minutes	Assigned Inspector
3. Attend the scheduled pre-application meeting	Discuss the Aerodrome Operations Manual	None	20 Minutes	Assigned Inspector
	Record pre-application phase actions in database	None	2 Minutes	Assigned Inspector
Total:			1 Hour	-

ISSUANCE OF AERODROME REGISTRATION TYPE 2 – PHASE II

Initial Application Review

Process for obtaining a valid Authorization for Aerodromes within either of the following criteria: 1. Those aerodromes open for public or private use in domestic operations with an annual aircraft movement of 5,000 and below, or annual passenger movement of 300,000 and below; 2. Those heliports using aircraft with 10 or more passenger seats; or 3. Those aerodromes not covered by the PTO requirements.

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements			Where to Secure	
1. AANSOO Form A3: AGA-R-2013			AANSOO Staff	
2. MARP Appendix B.2.2				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Inform applicant of the scheduled formal meeting		5 Minutes	Assigned Inspector
1. Attend the scheduled formal meeting	Discuss the details of Formal Application		5 Minutes	Assigned Inspector
	Conduct Initial Application review meeting		5 Minutes	Assigned Inspector
	Conduct Formal Application review meeting		1 Hour	Assigned Inspector
	Discuss the Aerodrome Operations Manual Information		30 Minutes	Assigned Inspector
Total:			1 Hour, 45 Minutes	-

ISSUANCE OF AERODROME REGISTRATION TYPE 2 – PHASE III Document Conformance

Process for obtaining a valid Authorization for Aerodromes within either of the following criteria:
1. Those aerodromes open for public or private use in domestic operations with an annual aircraft movement of 5,000 and below, or annual passenger movement of 300,000 and below; 2. Those heliports using aircraft with 10 or more passenger seats; or 3. Those aerodromes not covered by the PTO requirements.

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements		Where to Secure		
1. Pro-Forma Invoice (1 Original)		ARCID Staff		
2. Official Receipt (1 Photocopy)		Accounting Division - Collection		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Review and evaluate the requirements submitted; Prepare letter of endorsement to Phase 4	None	3 working days	Safety Inspection Team
	2. Determine the number of days of inspection	None	2 Minutes	Assigned Inspector
	3. Prepare Pro-Forma Invoice	Admin Fee: ₱ 500.00 Inspection Fee: ₱ 5,000.00	10 Minutes	Chief, ARCID
	4. Endorsement of Pro-Forma Invoice to Chief, AANSOO	None	10 Minutes	Chief, ARCID
	5. Signature and endorsement of Pro-Forma Invoice by	None	10 Minutes	Chief, AANSOO
	Chief, AANSOO to Accounting Division			
	6. Forward Pro-Forma Invoice to Accounting Division	None	10 Minutes	AANSOO Staff
	7. Billing Process	None		Accounting Division
	8. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID	None	10 Minutes	AANSOO Staff
	9. Inform the Operator for the billing payment	None	5 Minutes	ARCID Staff
1. Proceed to Accounting Division	10. Order of Payment Process	None		Accounting Division

2. Proceed to Collection	11. Receive Payment	None		Collection Staff
	12. Issuance of Official Receipt (OR)	None		Collection Staff
3. Proceed to ARCID- AANSOO and present Official Receipt	13. Check and secure Official Receipt and forward to the assigned inspector	None	2 Minutes	ARCID Staff
	14. Prepare Notice of Safety Inspection letter with team composition, daily activities, and Travel Order	None	4 Hours	Assigned Inspector
	15. Review and endorsement by Chief, ARCID, and forward to Chief, AANSOO	None	1 Hour	Chief, ARCID
	16. Review and recommendation by Chief, AANSOO	None	1 Hour	Chief, AANSOO
	17. Forward Notice of Safety Inspection and Travel Order to Deputy Director General for Operations	None	10 Minutes	AANSOO Staff
	18. Review and approval by Deputy Director General for Operations	None		Deputy Director General for Operations
	19. Recording and certified true copy of Travel Order	None		Central Records and Archives Division (CRAD)
	20. Received signed Notice of Safety Inspection and Travel Order from the CRAD Staff and forward to Chief, ARCID	None	10 Minutes	AANSOO Staff
	21. Coordinate with the operator regarding the conduct of inspection	None	10 Minutes	Safety Inspection Team
4. Organize Transportation for the Safety Inspection Team				
Total:			3 Days, 7 Hours, 29 Minutes	-

ISSUANCE OF AERODROME REGISTRATION TYPE 2 – PHASE IV Site Inspection and Safety Inspection Report

Process for obtaining a valid Authorization for Aerodromes within either of the following criteria: 1. Those aerodromes open for public or private use in domestic operations with an annual aircraft movement of 5,000 and below, or annual passenger movement of 300,000 and below; 2. Those heliports using aircraft with 10 or more passenger seats; or 3. Those aerodromes not covered by the PTO requirements.

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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
Total:			18 Days, 3 Hours, 30 Minutes	-

ISSUANCE OF AERODROME REGISTRATION TYPE 2 – PHASE V

Submission and Evaluation of Corrective Actions

Process for obtaining a valid Authorization for Aerodromes within either of the following criteria: 1. Those aerodromes open for public or private use in domestic operations with an annual aircraft movement of 5,000 and below, or annual passenger movement of 300,000 and below; 2. Those heliports using aircraft with 10 or more passenger seats; or 3. Those aerodromes not covered by the PTO requirements.

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements			Where to Secure	
1. Pro-Forma Invoice (1 Original)			ARCID Staff	
2. 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.				
2. Submit Corrective Actions / Corrective Action Plan to AANSOO	1. Receive Corrective Actions / Corrective Action Plan and forward to ARCID Inspector.		3 Minutes	AANSOO Staff
	2. Review and evaluate the corrective actions submitted. If: Acceptable but needs on-site evaluation, proceed to next step; Not acceptable- prepare letter of non-acceptance; Addressed all the findings- proceed to Phase VI		3 Working Days	Safety Inspection Team
	3. Inform applicant of the scheduled formal meeting		5 Minutes	Assigned Inspector
3. Attend the scheduled formal meeting	4. Discuss the evaluation details of the submitted corrective actions and schedule on site verification inspection		2 Hours	Assigned Inspector

	5. Determine number of days of inspection		2 Minutes	Assigned Inspector
	6. Prepare Pro-Forma Invoice	For Admin Fee – PHP 500.00; For Inspection Fee – PHP 5,000.00	10 Minutes	AANSOO Staff
	7. Endorsement of Pro-Forma Invoice to Chief, AANSOO		10 Minutes	Chief, ARCID
	8. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division		10 Minutes	Chief, AANSOO
	9. Forward Pro-Forma Invoice to Accounting Division		10 Minutes	AANSOO Staff
	10. Billing Process			Accounting Division
	11. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	12. Inform the Operator for the billing payment		5 Minutes	ARCID Staff
4. Proceed to Accounting Division	13. Order of Payment Process			Accounting Division
5. Proceed to Collection	14. Receive Payment			Collection Staff
	15. Issuance of Official Receipt (OR)			Collection Staff
6. Proceed to ARCID- AANSOO and present Official Receipt	16. Check and secure Official Receipt and forward to the assigned inspector		2 Minutes	ARCID Staff
	17. Prepare Notice of Safety Inspection letter with team composition, daily activities, and Travel Order		4 Hours	Assigned Inspector

	18. Review and endorsement by Chief, ARCID, and forward to Chief, AANSOO		1 Hour	Chief, ARCID
	19. Review and recommendation by Chief, AANSOO		1 Hour	Chief, AANSOO
	20. Forward Notice of Safety Inspection and Travel Order to Deputy Director General for Operations		10 Minutes	AANSOO Staff
	21. Review and approval by Deputy Director General for Operations			Deputy Director General for Operations
	22. Recording and certified true copy of Travel Order			Central Records and Archives
				Division (CRAD)
	23. Received signed Notice of Safety Inspection and Travel Order from the CRAD Staff and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	24. Coordinate with the operator regarding the conduct of inspection		10 Minutes	Safety Inspection Team
7. Organize Transportation for the Safety Inspection Team				
Total:			4 Days, 1 Hour, 37 Minutes	-

Note:

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

ISSUANCE OF AERODROME REGISTRATION TYPE 2 – PHASE VI

Final Registration Type 2 Action

Process for obtaining a valid Authorization for Aerodromes within either of the following criteria: 1. Those aerodromes open for public or private use in domestic operations with an annual aircraft movement of 5,000 and below, or annual passenger movement of 300,000 and below; 2. Those heliports using aircraft with 10 or more passenger seats; or 3. Those aerodromes not covered by the PTO requirements.

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements		Where to Secure		
1. Pro-Forma Invoice (1 Original)		ARCID Staff		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	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	17. Order of Payment Process			Accounting Division
2. Proceed to Collection	18. Receive Payment			Collection Staff
	19. Issuance of Official Receipt (OR)			Collection Staff
3. Proceed to ARCID- AANSOO and present Official Receipt	20. Check and secure Official Receipt and forward to the assigned inspector		2 Minutes	ARCID Staff

4. Present valid ID or authorization letter	21. Release Registration Certificate Type 2 / Temporary Registration Certificate Type 2 / Extension Registration Certificate Type 2		10 Minutes	AANSOO Staff
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	22. Record the signed Registration Certificate Type 2 / Temporary Registration Certificate Type 2 / Extension Registration Certificate Type 2 in database		1 Hour	ARCID Staff
Total:			1 Day, 5 Hours, 45 Minutes	-
Total Duration from Phase I - VI			28 Days, 5 Hours, 6 Minutes	

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

ISSUANCE OF PERMIT TO OPERATE/TEMPORARY PERMIT TO OPERATE (PTO) PHASE 1 - Pre-Application

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements		Where to Secure		
1. AANSOO Form A3: AGA-P-2013		AANSOO Staff		
2. MARP Appendix B.5.1				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download form from CAAP website www.caap.gov.ph . *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-application meeting		5 Minutes	Assigned Inspector
3. Attend the scheduled pre-application meeting	5. Discuss the Aerodrome Operations Manual		20 Minutes	
	6. Record pre-application phase actions in database		2 Minutes	
Total:			1 Hour	-

ISSUANCE OF PERMIT TO OPERATE / TEMPORARY PERMIT TO OPERATE (PTO) PHASE 2 - Initial Application Review

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements			Where to Secure	
1. AANSOO Form A3: AGA-P-2013			AANSOO Staff	
2. MARP Appendix B.5.1				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Inform applicant of the scheduled formal meeting		5 Minutes	Assigned Inspector
1. Attend the scheduled formal meeting	2. Discuss the details of Formal Application		5 Minutes	
	3. Conduct Initial Application review meeting		5 Minutes	
	4. Conduct Formal Application review meeting		1 Hour	
	5. Discuss the Aerodrome Operations Manual Information		30 Minutes	
Total:			1 Hour, 45 Minutes	-

ISSUANCE OF PERMIT TO OPERATE/TEMPORARY PERMIT TO OPERATE (PTO) PHASE 3 - Document Conformance

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements		Where to Secure		
1. Pro-Forma Invoice (1 Original)		ARCID Staff		
2. Official Receipt (1 Photocopy)		Accounting Division - Collection		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Review and evaluate the requirements submitted; Prepare letter of endorsement to Phase 4		2 Working Days	Safety Inspection Team
	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	10. Order of Payment Process			Accounting Division
2. Proceed to Collection	11. Receive Payment			Collection Staff
	12. Issuance of Official Receipt (OR)			Collection Staff
3. Proceed to ARCID- AANSOO and present Official Receipt	13. Check and secure Official Receipt and forward to the assigned inspector		2 Minutes	ARCID Staff
	14. Prepare Notice of Safety Inspection letter with team composition, daily activities, and Travel Order		4 Hours	Assigned Inspector
	15. Review and endorsement by Chief, ARCID, and forward to Chief, AANSOO		1 Hour	Chief, ARCID
	16. Review and recommendation by Chief, AANSOO		1 Hour	Chief, AANSOO
	17. Forward Notice of Safety Inspection and Travel Order to Deputy Director General for Operations		10 Minutes	AANSOO Staff
	18. Review and approval by Deputy Director General for Operations			Deputy Director General for Operations
	19. Recording and certified true copy of Travel Order			Central Records and Archives Division (CRAD)
	20. Received signed Notice of Safety Inspection and Travel Order from the CRAD Staff and forward to Chief, ARCID		10 Minutes	AANSOO Staff
	21. Coordinate with the operator regarding the conduct of inspection		10 Minutes	Safety Inspection Team
4. Organize Transportation for the Safety Inspection Team				
Total:			2 Days, 7 Hours, 29 Minutes	-

ISSUANCE OF PERMIT TO OPERATE / TEMPORARY PERMIT TO OPERATE (PTO) PHASE 4 - Site Inspection and Safety Inspection Report

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements			Where to Secure	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Present the Aerodrome	Conduct initial safety inspection in compliance with Manual of Standards		3 Days *excluding travel time	Safety Inspection Team
	Prepare Safety Inspection Report		12 Working Days	Safety Inspection Team
	Review and endorsement by Chief, ARCID and forward to Chief AANSOO		2 Hours	Chief, ARCID
	Forward to Chief AANSOO for review and notation		10 Minutes	AANSOO Staff
	Review and notation by Chief, AANSOO		1 Hour	Chief, AANSOO
	Forward the signed Safety Inspection Report to ARCID, Chief.		10 Minutes	AANSOO Staff
	Forward the signed Safety Inspection Report to the Operator.		10 Minutes	ARCID Staff
Total:			15 Days, 3 Hours, 30 Minutes	-

ISSUANCE OF PERMIT TO OPERATE / TEMPORARY PERMIT TO OPERATE (PTO) PHASE 5 - Submission and Evaluation of Corrective Actions

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements			Where to Secure	
1. Pro-Forma Invoice (1 Original)			ARCID Staff	
2. 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.		None		
2. Submit Corrective Actions / Corrective Action Plan to AANSOO	1. Receive Corrective Actions / Corrective Action Plan and forward to ARCID Inspector.	None	3 Minutes	AANSOO Staff
	2. Review and evaluate the corrective actions submitted. If: Acceptable but needs on- site evaluation, proceed to next step; Not acceptable- prepare letter of non-acceptance; Addressed all the findings- proceed to Phase VI	None	2 Working Days	Safety Inspection Team
	3. Inform applicant of the scheduled formal meeting	None	5 Minutes	Assigned Inspector
3. Attend the scheduled formal meeting	4. Discuss the evaluation details of the submitted corrective actions and schedule on site verification inspection	None	2 Hours	Assigned Inspector
	5. Determine number of days of inspection	None	2 Minutes	Assigned Inspector

	6. Prepare Pro-Forma Invoice	For Admin Fee – PHP 500.00; For Inspection Fee – PHP 5,000.00	10 Minutes	AANSOO Staff
	7. Endorsement of Pro-Forma Invoice to Chief, AANSOO	None	10 Minutes	Chief, ARCID
	8. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division	None	10 Minutes	Chief, AANSOO
	9. Forward Pro-Forma Invoice to Accounting Division	None	10 Minutes	AANSOO Staff
	10. Billing Process	None		Accounting Division
	11. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID	None	10 Minutes	AANSOO Staff
	12. Inform the Operator for the billing payment	None	5 Minutes	ARCID Staff
4. Proceed to Accounting Division	13. Order of Payment Process	None		Accounting Division

5. Proceed to Collection	14. Receive Payment			Collection Staff
	15. Issuance of Official Receipt (OR)	None		Collection Staff
6. Proceed to ARCID- AANSOO and present Official Receipt	16. Check and secure Official Receipt and forward to the assigned inspector	None	2 Minutes	ARCID Staff
	17. Prepare Notice of Safety Inspection letter with team composition, daily activities, and Travel Order	None	4 Hours	Assigned Inspector
	18. Review and endorsement by Chief, ARCID, and forward to Chief, AANSOO	None	1 Hour	Chief, ARCID
	19. Review and recommendation by Chief, AANSOO	None	1 Hour	Chief, AANSOO
	20. Forward Notice of Safety Inspection and Travel Order to Deputy Director General for Operations	None	10 Minutes	AANSOO Staff
	21. Review and approval by Deputy Director General for Operations	None		Deputy Director General for Operations

	Recording and certified true copy of Travel Order	None		Central Records and Archives Division (CRAD)
	22. Received signed Notice of Safety Inspection and Travel Order from the CRAD Staff and forward to Chief, ARCID	None	10 Minutes	AANSOO Staff
	23. Coordinate with the operator regarding the conduct of inspection	None	10 Minutes	Safety Inspection Team
7. Organize Transportation for the Safety Inspection Team		None		
Total:		For Admin Fee – PHP 500.00; For Inspection Fee – PHP 5,000.00	3 Days, 1 Hour, 37 Minutes	-

Note:

* 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 PERMIT TO OPERATE / TEMPORARY PERMIT TO OPERATE (PTO) PHASE 6 - Final Permit to Operate Action

Office/Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Aerodrome Operator / Owner			
Checklist of Requirements			Where to Secure	
1. Pro-Forma Invoice (1 Original)			ARCID Staff	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Conduct meeting and prepare Permit to Operate Certificate / Temporary Permit to Operate Certificate / Extension Permit to Operate Certificate	None	1 Working Day	Safety Inspection Team
	2. Review and endorsement Permit to Operate Certificate / Temporary Permit to Operate Certificate / Extension Permit to Operate to Chief, AANSOO	None	2 Hours	Chief, ARCID
	3. Forward to Chief AANSOO for review and notation	None	10 Minutes	AANSOO Staff
	4. Review and recommendation by Chief, AANSOO to the Director General	None	1 Hour	Chief, AANSOO
	5. Review and approval by Director General or Deputy Director General for Operations	None		Director General or Deputy Director General for Operations

	6. Received signed Permit to Operate Certificate / Temporary Permit to Operate Certificate / Extension Permit to Operate Certificate.	None	3 Minutes	AANSOO Staff
	7. Forward the signed Permit to Operate Certificate / Temporary Permit to Operate Certificate / Extension Permit to Operate Certificate to ARCID, Chief	None	10 Minutes	AANSOO Staff
	8. Coordinate with applicant regarding payment of Permit to Operate Certificate	None	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	None	10 Minutes	Chief, ARCID
	11. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division	None	10 Minutes	Chief, AANSOO
	12. Forward Pro-Forma Invoice to Accounting Division	None	10 Minutes	AANSOO Staff
	13. Billing Process	None		Accounting Division

	14. Received signed Pro-Forma Invoice from Accounting Division and forward to Chief, ARCID	None	10 Minutes	AANSOO Staff
	15. Forward the billing to Chief, ARCID	None	10 Minutes	AANSOO Staff
	16. Inform the Operator for the billing payment	None	5 Minutes	ARCID Staff
1. Proceed to Accounting Division	17. Order of Payment Process	None		Accounting Division
2. Proceed to Collection	18. Receive Payment			Collection Staff
	19. Issuance of Official Receipt (OR)	None		Collection Staff
3. Proceed to ARCID- AANSOO and present Official Receipt	20. Check and secure Official Receipt and forward to the assigned inspector	None	2 Minutes	ARCID Staff
4. Present valid ID or authorization letter	21. Release Permit to Operate Certificate / Temporary Permit to Operate Certificate / Extension Permit to Operate Certificate	None	10 Minutes	AANSOO Staff
5. Sign the Client Log Book and received copy of the issued Permit to Operate Certificate / Temporary Permit to Operate Certificate / Extension Permit To Operate Certificate	22. Record the signed Permit to Operate Certificate / Temporary Permit to Operate Certificate Extension Permit To Operate Certificate in database	None	1 Hour	ARCID Staff
Total:		Certificate Fee – PHP 500	1 Day, 5 Hours, 45 Minutes	-
Total Duration from Phase I - VI			23 Days, 5 Hours, 6 Minutes	

ISSUANCE OF AUTHORIZATION FOR THIRD (3RD) PARTY PROCEDURE DESIGN ORGANIZATIONS

Office/Division:	Air Traffic Management Safety Inspectorate Division (ATMSID), AANSOO			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Flight Procedure Design Organizations			
Checklist of Requirements			Where to Secure	
1. Letter of Intent			AANSOO Administrative Staff	
2. Authenticated Copies of PANS-OPS / IFP				
3. Design Training Certificate/s				
4. Evidence regarding practical application of Theoretical Knowledge				
5. Evidence regarding Aviation Experience				
6. Quality Record of Practical Application				
7. Manual of Operations				
8. Authenticated copies of Certificates issued by other ICAO member states (if any)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intent	1.1. Receive; record database		3 Minutes	ODG Staff
	1.2. Forward application to AANSOO		20 Minutes	AANSOO Staff
	1.3 Receive; record database		3 Minutes	Assigned Inspector / Safety Inspection Team
	1.4 Endorse the application by Chief, AANSOO to ATMSID		10 Minutes	
	1.5 Review and assess the submitted documents for verification and validation; Prepare Technical Report Endorsement and Procedure Design Certificate		17 working days	AANSOO Ground Floor Main building
	1.6 Review and Endorsement by Chief ATMSID		1 Hour	Chief, ATMSID
	1.7 Review and prepare recommendation by Chief, AANSOO		1 Hour	Chief, AANSOO
	1.8 Review and approval by Director General		2 Days	Director General
2. Present Valid ID or Authorization Letter	2.1 Release approved Procedure Design Certificate		15 Minutes	AANSOO Staff
	2.2 Record Keeping and Documentation		15 Minutes	
Total:			19 Days, 3 Hours, 6 Minutes	-

ADMINISTER THE CAAP DMS APPLICATION AND ITS DAILY IMPLEMENTATION AS DMS ADMINISTRATOR

CRAD being the Administrator of CAAP DMS application is continuously monitoring the daily implementation of CAAP DMS among CAAP Offices.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements			Where to Secure	
1. DMS Application System			Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Monitor daily the interaction of users and functions of DMS application	None		DMS Administrator/ Records Officer
	1.2 Answer queries about DMS	None	5 minutes	DMS Administrator/ Records Officer
	1.3 Accept and process request of different accounts users (account creation, installation, managing libraries)	None	1 day	DMS Administrator/ Records Officer
	1.4 Submit technical reports (known issues) to MIS and DMS service provider	None	1 day	DMS Administrator/ Records Officer
	1.5 Conduct orientation/re-orientation/briefing about DMS	None	1 day	DMS Administrator/ Records Officer
	1.6 Generating audited report of uploaded files from DMS (upon request by user)	None		
End				
Total:			Three (3) Working Days	

ANALYZING, CLASSIFYING, SCANNING, UPLOADING (AT CAAP DMS) AND FILING OF CAAP REAL PROPERTY DOCUMENTS

CAAP Real Property documents are recorded and filed (physically) by CRAD. These are also classified, scanned and stored in CRAD Database and CRAD Server. After recording at CRAD database and maintaining electronic copy at CRAD Server, these are also uploaded in the CAAP DMS. This will ensure proper back-up of these documents, secure remote access and also for CRAD business continuity operations and as part of the CRAD digitization program.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	4. CAAP Offices 5. CAAP Officers 6. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Documents for file (CAAP Real Property Documents)		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1.1 Receive CAAP Real Property documents	None	5 minutes	Records Officer, CRAD
	1.2 Analyze, classify, and sorts other documents received for file 1.3 Entry at CRAD database, scanning and save at CRAD Server 1.4 Upload at CAAP DMS 1.5 Files documents on other Miscellaneous Files maintain by CRAD			
End				
Total:			Three (3) Working Days	

ANALYZING, CLASSIFYIN, SCANNING, UPLOADING (AT CAAP DMS) AND FILING OF OTHER DOCUMENTS RECEIVED SUCH AS MOA, MOU, AGREEMENTS, LETTERS / COMMUNICATIONS

Documents other than CAAP Authority Orders and Memoranda, etc. are also recorded and archived/filed (Physically) by CRAD. These documents, such as MOAs, MOUs, and Agreements are classified, scanned and stored in CRAD Database and CRAD Server, these are also uploaded in the CAAP DMS. This will ensure proper back-up of these documents, secure remote access and also for CRAD Business continuity operations as part of the CRAD digitization program.

Office/Division:	Central Records and Archives Division (CRAD), ODG			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers and Employees			
Checklist of Requirements			Where to Secure	
1. Documents for file			Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Receives documents for file	None	5 Minutes	Receiving Clerk, CRAD
	1.1 Analyze, classify, and sorts other documents received for file 1.2 Entry at CRAD database, scanning and save at CRAD Server 1.3 Upload at CAAP DMS 1.4 Files documents on other Miscellaneous Files maintain by CRAD	None	Three (3) working days upon receipt	Records Officer, CRAD
End				
Total:			3 working days	

AUTHENTICATION OF DOCUMENTS (CLIENT WITH PHOTOCOPY / MACHINE COPY OF DOCUMENT/S AND TRAVEL ORDER)

The process involves documents that needs to be authenticated. This process is used for documents that already have machine copies made and only need authentication/certification. Note: that Travel Orders is included in this process due to their similarity of transaction (Authentication).

Office/Division:	Central Records and Archives Division (CRAD), ODG			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers and Employees			
Checklist of Requirements			Where to Secure	
1. Original copy of document/s 2. Original copy of Travel Order (TO) 3. Photocopy of Documents or Travel Order (TO) 4. Filled-up Request Form			Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Give Request form	None	1 Minute	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Receiving and recording of the document/s for authentication to logbook 2.2 Check filled-up Request Form	None	10 Minutes	Office Assistant, CRAD
	For TO: 2.1 Receiving and recording to logbook 2.2 Check filled-up Request Form		5 Minutes	Records Officer, CRAD

	2.3 Review of the document/s For TO: 2.3 Review of the document/s	None	10 minutes 5 Minutes	Records Officer, CRAD
	2.4 Authenticate/signs the machine copy/s of the document/s For TO: 2.4 Authenticate/signs the machine copy/s of the Travel Order	None	10 minutes 5 Minutes	CRAD Chief/Signatory Records Officer, CRAD
3. Received at CRAD receiving copy	Release of Documents	None	2 Minutes	Office Assistant, CRAD
END				
Total:		33 mins TO: 18 mins		

AUTHENTICATION OF DOCUMENTS (DOCUMENTS WITH VOLUMINOUS PAGES AND/OR IN BULK) (CLIENT WITH MACHINE COPY OF DOCUMENTS)

This process is used for authentication of bulk Documents. Note: Unlike simple documents, bulk documents do not have a separate Step for photocopying. As such, clients that wish to authenticate documents in bulk must already have machine copies submitted for much faster transaction.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	7. CAAP Offices 8. CAAP Officers 9. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Original copy of document/s 2. Original copy of Travel Order (TO) 3. Photocopy of Documents or Travel Order (TO) 4. Filled-up Request Form		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Request form	None	1 minutes	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Receiving and recording of the document/s for authentication to logbook	None	10 minutes	Office Assistant, CRAD
	2.2 Check filled-up Request Form For TO: 2.1 Receiving and recording to logbook 2.2 Check filled-up Request Form		5 minutes	Records Officer, CRAD
3. Received at CRAD receiving copy	2.3 Review of the document/s For TO:	None	10 minutes	Records Officer, CRAD
	2.3 Review of the document/s		5 minutes	Records Officer, CRAD
	Release the documents	None	2 Minutes	Office Assistant, CRAD
Total:		33mins TO: 18 mins		

DISSEMINATION OF DOCUMENTS (DOCUMENTS RECEIVED AFTER 4:45PM OF THE PRECEDING DAY)

Note: All transaction for this are process within 1st hour of the day

If a document for dissemination is received after 4:45pm cut-off, it follows the process of a. Dissemination of Documents received before 4:45 pm of the day, beginning the first hour of immediate succeeding workday. However, for those urgent documents, these are forwarded on the same day and time received thru the respective email concerned.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Original copy/s of documents with attachment(s) if necessary		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Process the document/s thru the CAAP Document Management System (DMS) application 1.2 Disseminates documents to different CAAP Offices thru the DMS application 1.3 (Email to Area Center, if necessary)	None	30 minutes	
END				
Total:		30 mins		



DISSEMINATION OF DOCUMENTS (INCLUDING EMAIL FOR AREA CENTERS, IF NECESSARY) (DOCUMENTS RECEIVED BEFORE 4:45PM OF THE DAY)

CRAD, as the CAAP Office that is responsible for the dissemination of documents that need to be circulated to all concerned Offices, if not all CAAP offices. Any document received before 4:45 p.m. will be circulated/disseminated within the same day.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Original copy/s of documents with attachment(s) if necessary		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Process the document/s thru the CAAP Document Management System (DMS) application 1.2 Disseminates documents to different CAAP Offices thru the DMS application 1.3 (Email to Area Center, if necessary)	None	Within 30 minutes upon receipt of the document/s	CRAD DMS Administrator designate
END				
Total:		30 minutes		

FILING OF DOCUMENTS FOR EMPLOYEES, OFFICIALS AND CONSULTANTS

CRAD is also responsible for maintaining records of Consultants (Contract of Service) that whose services are contracted by CAAP. These documents for filing are stored in individual files per Consultant.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Officers, Employees, Consultants			
Checklist of Requirements		Where to Secure		
Documents for file		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1.1 Receives documents for file	None	1 minute	Office Assistant, CRAD
	1.2 Files documents at individual 201 files of Employees, Officials and Consultants File	None	Within two (2) working days	Admin. Aide II, CRAD
END				
Total:		Two (2) working days		

FORMULATES AMENDMENTS TO POLICIES, PROCEDURE AND REGULATIONS WITH REGARDS TO RECORDS MANAGEMENT

CRAD as the overall in charge in the Records Management of CAAP, the CRAD also formulates amendment to policies, procedures and regulations as to improve current records management activities of CAAP as a whole.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
CRAD Records Management Policy Manual		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Research on updated records management policies and technologies	None	6 hours	Records Officer, CRAD
	1.2 Drafts policies, amendments or work methods for improvement of CRAD policies and procedures	None	4 hours	CRAD Chief
	1.3 Ensures compliance with relevant laws on records management	None	4 hours	CRAD Chief
	1.4 Recommends improvement to the current record management work methods, policies and procedures	None	3 hours	CRAD Chief
	1.5 Respond to information inquires of CAAP records policies, procedures and management	None	1 hour	CRAD Chief
END				
Total:			18 hours	

MONITOR AND REGULARLY UPDATES THE INVENTORY OF CAAP ISSUED POLICIES

CRAD as the Official Custodian of all CAAP issued Memoranda and Authority Orders, it regularly updates its inventory of CAAP issued policies for easy retrieval and reference.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
CAAP issued policies (A.O, Memo)		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Check and verified CAAP issued policies	None	2 hours	Records Officer, CRAD
	1.2 Entry/Encode at CAAP database daily	None	30 minutes	Records Officer, CRAD
	1.3 Update summary listing of CAAP policies	None	30 minutes	Records Officer, CRAD
END				
Total:			3 hours	

PERSONAL DELIVERY OF COMMUNICATION SUCH AS LETTERS, LETTER-REPLIES, REQUEST, REPORTS AND OTHERS TO DIFFERENT OFFICES

Some documents need to be hand-delivered or personally delivered to other government agencies or private offices as may be needed. These activities shall follow this process.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Original copy of document/s for delivery 2. CRAD file copy of document/s 3. Filled-up Request Form 		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Give Request form	None	1 minute	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Receiving and recording of documents for delivery at logbook	None	10 minutes	Liaison Aide, CRAD
	2.2 Check filled-up Request Form			
	2.3 Review the documents for delivery as to its urgency	None	10 minutes	Records Officer, CRAD
	2.4 Process and deliver documents to different offices concerned	None	Within two (2) working days after receipt (Except those urgent, those documents from ODG and those with deadlines)	Liaison Aide, CRAD
Total:			Two (2) Working days	

PREPARATION OF CAAP RECORDS DISPOSITION SCHEDULE (RDS) FOR DISPOSAL OF VALUELESS RECORDS

CRAD is the CAAP Office responsible for overall coordination between different CAAP Offices and National Archives of the Philippines (NAP) to bring about effective, efficient and economical records management program of the Authority on the retention, preservation and disposal of valueless records in accordance with the approved CAAP RDS.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
1. Submitted RDS of different CAAP Offices		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit to CRAD	1.Consolidation of CAAP Offices RDS	None	3 hours	Administrative Assistant, CRAD
	1.2 Translate the Consolidation RDS to the prescribed NAP form	None	10 minutes	Liaison Aide, CRAD
	1.3 Review/Check of the CAAP RDS	None	10 minutes	Records Officer, CRAD
	1.4 Submission of CAAP RDS to CAAP Records Management Improvement Committee (RMIC) for review and indorsement to DG for approval	None	Within two (2) working days after receipt (Except those urgent, those documents from ODG and those with deadlines)	Liaison Aide, CRAD
	1.5 Submission of CAAP RDS to NAP	None	4 hours	Records Officer, CRAD
Total:			15 hours and 30 mins	

PROCESSING AND MAILING OF DOCUMENTS

This process involves the processing of documents that need to be mailed from other CAAP Offices, from sealing of the documents/parcels up to delivery to the Post Office or through third-party mail carriers. Note: If the documents are urgent, it is mailed within the day or the next working day.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
1. Original copy of document/s for mailing 2. CRAD file copy of document/s 3. Filled-up Request Form		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Give Request Form	None	1 minute	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Receiving and recording of documents for mailing at logbook.	None	10 minutes	Liaison Aide, CRAD
	2.2 Check filled-up Request Form			
	2.3 Review the documents for mailing as to its urgency	None	10 minutes	Records Officer, CRAD
	2.4 Process and mails documents thru Post Office or third-party courier.	None	Within three (3) working days after receipt (Except those urgent, those documents from ODG and those with deadlines)	Liaison Aide, CRAD
Total:			Three (3) Working days	

RECEIVING AND DISPATCHING ALL DOCUMENTS RECEIVED FROM DOTr

Documents from DOTr are also received by CAAP through CRAD. Most of the Documents received if not all, are addressed to ODG or DDG.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Documents received from DOTr		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Receive documents	None	5 minutes	Office Assistant, CRAD
	1.2 Sort documents (if for ODG or DDG)	None	5 minutes	Liaison Aide, CRAD
	1.3 Records Entry at CRAD Document Tracking System (DTS)	None	30 minutes	Records Officer, CRAD
	1.4 Dispatch to ODG or DDG Office and/or concerned office	None	10 minutes	Office Assistant, CRAD
Total:			50 minutes	

RETRIEVAL OF 201 FILES OF EMPLOYEES AND/OR OFFICIALS (SEPARATED, RETIRED, RESIGN) (AS REQUESTED BY HRMD AND/OR ODG)

Personnel Files known as 201 Files of Separated/Retired and Resigned CAAP personnel/employees and officials are filed at CRAD. These are filed/located at CRAD Archives Room. This process is for Retrieval of 201 files for those separated/retired or resigned. The retrieval of these 201 files are oftentimes are requested by the HRMD. Note: Request received after 4:00pm of the day shall be treated as an activity for the next working day, as such it will be release the next working day.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Filled up Request Form with attachment(s) if available		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Receive documents	None	1 minutes	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Check filled-up Request Form	None	30minutes	Liaison Aide II, CRAD
	2.2 Check database of CRAD or Summary Listing			
	2.3 Retrieval of 201 files of employees/Officials 2.4 Recording at Logbook	None	3 hours	Liaison Aide II, CRAD
3. Received at CRAD receiving copy	Release the documents	None	2 minutes	Liaison Aide II, CRAD
Total:			3 hours and 33 minutes	

RETRIEVAL OF 201 FILES OF OFFICIALS AND/OR EMPLOYEES (AS REQUESTED BY HRMD AND/OR ODG)

Personnel Files known as 201 Files of active CAAP personnel/employees and officials are also presently filed at CRAD. These are filed/located in front of CRAD Office (in Cabinet with lock). This process is for Retrieval of Active 201 files. The retrieval of Active 201 files are oftentimes are requested by the HRMD. Note: Request received after 4:00pm of the day shall be treated as an activity for the next working day, as such it will be release the next working day.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Filled up Request Form with attachment(s) if available		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1.Receive documents	None	1 minutes	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Check filled-up Request Form 2.2 Check database of CRAD or Summary Listing	None	30minutes	Liaison Aide II, CRAD
	2.3 Retrieval of 201 files of employees/Officials 2.4 Recording at Logbook	None	2 hours	Liaison Aide II, CRAD
3.Received at CRAD receiving copy	Release the documents	None	2 minutes	Liaison Aide II, CRAD
Total:			2 hours and 33 minutes	

RETRIEVAL OF CONSULTANTS FILE (AS REQUESTED BY HRMD AND/OR ODG)

For files of consultants, whether active or separated, this is retrieved through this process. The retrieval of Consultant's files are oftentimes are requested by the HRMD. The files for active Consultants are located at CRAD Office, while those separated are filed at CRAD Archives Room. Note: Request received (for separated Consultants) after 4:00pm of the day shall be treated as an activity for the next working day, as such it will be release the next working day.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Filled up Request Form		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Give request form	None	1 minutes	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Check filled-up Request Form	None	30minutes	Admin Aide II, CRAD
	2.2 Check CRAD Master list			
	2.3 Retrieval of 201 files of Consultants File	None	2 hours	Liaison Aide II, CRAD
3. Received at CRAD receiving copy	Release the documents	None	2 minutes	Liaison Aide II, CRAD
END				
Total:			2 hours and 33 minutes	

RETRIEVAL OF OTHER DOCUMENTS SUCH AS AUTHORITY ORDER, MEMOS, ETC. (AS REQUESTED BY DIFFERENT CAAP OFFICES TO GET A COPY/REFERENCE)

Documents such as Authority Orders, Memorandum, etc. are filed and under the custody of CRAD. Whenever a client requests a copy of said documents, the process outlined below is followed.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Filled- up Request Form		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1. Give request form	None	1 minutes	Office Assistant, CRAD
2. Fill-up Request Form	2.1 Check filled-up Request Form 2.2 Check CRAD Database of requested document(s) 2.3 Retrieval or printing of documents requested	None	1 hour	Record Officer, CRAD
	2.4 Photocopy of the documents requested	None	10 minutes	Admin Aide, CRAD
3. Received at CRAD receiving copy	Release the documents	None	2 minutes	Office Assistant, CRAD
Total:		1 hour and 13 minutes		

SORTING AND DISPATCHING OF ALL MAILED RECEIVED WITHIN THE DAY

CRAD has the function of receiving and distributing official mails to concerned offices. Mails received by the CAAP through CRAD are first sorted and recorded to ensure that they are properly tracked. Thereafter, these are then dispatched to their respective recipient/office concerned.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, Officers, Employees			
Checklist of Requirements		Where to Secure		
Filled- up Request Form		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CRAD	1.1 Receives mails	None	5 minutes	Office Assistant, CRAD
	1.2 Sort mails	None	30 minutes	Record Officer, CRAD
	1.3 Record at Logbook	None	30 minutes	Record Officer, CRAD
	1.4 Dispatch to different CAAP Offices concerned	None	2 hours	Admin Aide, CRAD
Total:		3 hour and 5 minutes		

SUBMISSION OF REPORTORIAL REQUIREMENTS

Pursuant to policies and regulations by CAAP and other government agencies, CRAD also prepares and submits reportorial requirements as may be needed.

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices			
Checklist of Requirements		Where to Secure		
Internal Communication from CAAP Offices		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.1 Receives mails	None	Within three (3) working days after receipt	Chief, CRAD
END				
Total:		(three) 3 working days		

UPDATING OF CAAP RECORDS INVENTORY BY OFFICES

Records Inventory is one of the requisites of the National Archives of the Philippines (NAP) before approving the Records Disposition Schedule (RDS). CRAD is the overall office monitoring the CAAP office Records Inventory

Office/Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Offices, officers, Employees			
Checklist of Requirements		Where to Secure		
Records Inventory made by different CAAP Offices		Central Records and Archives Division, 2 nd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit to CRAD	1.1 Consolidation of Records Inventory by different CAAP Offices records	None	3 hours	Administrative Assistant, CRAD
	1.2 Check and reconcile Records Inventory against RDS	None	2 hours	Records Officer, CRAD
	1..3 Finalized Records Inventory by different CAAP Offices	None	1 hour	Records Officer, CRAD
END				
Total:		6 hours		



AUTHENTICATION OF AIRMEN LICENSE FOR APOSTILLE (DFA USE) (WITH FEE)

This process involves the authentication of Airmen Licenses for Apostille (DFA use) up to the issuance of Certification and application of dry seals

Office/Division:	Central Records and Archives Division (CRAD), ODG			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Airmen			
Checklist of Requirements		Where to Secure		
1. Photocopy or scanned copy of license with signature of Chief/Signatory of Regulatory Standards Department (RSD) 2. Any Government ID and/or Authorization letter (if applicant is not the license owner) 3. Schedule of Fees (listed under Fees) 4. Filled-up Request Form		1. RSD Office - 2nd Floor, Annex Building CRAD – 2nd Floor, Main Building 2. Collection Office – 2nd Floor, Annex Bldg.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to RSD; present plastic card license	1.1 Receive and check the requested license; 1.2 Check the validity of license; 1.3 Scan the license 1.4 Forward documents to Chief/Signatory for signature	None		Aviation Records Mgt. Division (ARMD), RSD
2. Proceed to CRAD	2. Give Request Form	None	1 Minute	Office Assistant, CRAD
3. Present photocopy or scanned copy license, plastic card license	3.1 Check/review the document/s presented;	None	10 minutes	Records Officer, CRAD
4. Proceed to Collection Office	4.1 Receive payment and issue Official Receipt (OR)	₱93.00 set		Collecting Officer Collecting Office (2 nd Floor, Annex Bldg.)

5. Proceed back to CRAD; present OR	5.1 Check OR; 5.2 Record/log in the OPS file; 5.3 Prepare CAAP Certification; 5.4 Forward documents to Chief/Signatory for signature	None	20 Minutes	Administrative Assistant, CRAD
6. Fill-out DFA claim stub	Check Filled-out claim stub	None	7 Minutes	Administrative Assistant, CRAD
7. Present valid ID/Authorization to claim and received at CRAD receiving copy	Release the documents	None	2 Minutes	Administrative Assistant, CRAD
END				
Total:		₱93.00 "varies depending on the procedure"	1 hour and 5 minutes	

AUTHENTICATION OF CAAP ISSUED CERTIFICATES, PERMITS AND OFFICIAL RECEIPTS (WITH FEE)

This process involves the authentication of Certificates / Permits, Height Clearance Permits, and Official Receipts, up to the application of dry seals to the document(s).

Note: In this transactions, CRAD Clients are mostly from CAAP stakeholders.

Office/Division:	Central Records and Archives Division (CRAD), ODG			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who May Avail:	CAAP Stakeholders			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 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” Any Government ID and/or Authorization letter (if the document is named to another person) Schedule of Fees (Listed under Fees) Filled-up Request Form 		<ol style="list-style-type: none"> Concerned issuing/originating office: <ol style="list-style-type: none"> FOD – 2nd floor, FSIS Building Airworthiness – 1st floor, FSIS Building TOCID – 1st floor, FSIS Building ADMS – 5th floor, Main Building Collection Office – 2nd Floor, Annex Bldg.. 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<ol style="list-style-type: none"> Proceed to (whichever is applicable) <ol style="list-style-type: none"> FOD Airworthiness TOCID ADMS Collection 	<ol style="list-style-type: none"> 1.1 Receive and check the requested document/s 1.2 Check validity of documents and stamp “verified correct from documents on file” 1.3 Forward documents to Chief/Signatory for signature 	None		Receiving Officer of the concerned/issuing office
<ol style="list-style-type: none"> Proceed to CRAD 	<ol style="list-style-type: none"> 1.1 Give Request Form 	None	1 Minute	Office Assistant, CRAD
<ol style="list-style-type: none"> Present verified photocopy or scanned copy of CAAP Certificates/Permits, Official Receipts 	<ol style="list-style-type: none"> 3.1 Check/review the document/s presented; 	None	10 minutes	Records Officer, CRAD

	3.2 Prepare Order of Payment Slip (OPS) 3.3 Record in the Logbook	CTC ₱20.00/page Research ₱20.00/same type of document Photocopy ₱3.00 per page	15 minutes	Administrative Assistant, CRAD 2 nd Floor, Main Building
4. Proceed to Collection Section	Receive payment and issue Official Receipt (OR)	₱43.00 per page		Collecting Officer Collection Office (2 nd Floor Annex Bldg.)
5. Proceed back to CRAD; present OR	5.1 Check OR; 5.2 Records/log in the OPS file; 5.3 Forward documents to Chief/Signatory for signature	None	15 Minutes	Administrative Assistant, CRAD
	5.4 Sign the documents	None	5 Minutes	CRAD Chief/Signatory
	5.5 Stamp dry seal on the documents	None	3 Minutes	Administrative Assistant, CRAD
6. Present valid ID and received at CRAD receiving copy	Release of Documents	None	2 Minutes	Administrative Assistant, CRAD
Total:		₱43.00 “varies depending on the procedure”	51 minutes	

ADJUSTMENT OF FILED LEAVE

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Permanent Employees			
Checklist of Requirements		Where to Secure		
1. Approved Leave Application Form		HRMD Office, 2 nd Floor, Main Building		
2. Letter-request citing reason of changing dates (with new dates, for alteration) or cancellation, duly signed by applicant and (noted by) their supervisor				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	1. Receive documents; evaluate the leave application and verify authenticity of the documents	None	5 Minutes	HRM Assistant
	2. Adjustments in DTR system	None	10 Minutes	
	3. Adjustments in posting / recording of leave in employee's leave card	None	10 Minutes	
	4. File copy of facilitated request	None	5 Minutes	
Total:		None	30 Minutes	

APPLICATION FOR LEAVE OF ABSENCE

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Permanent, Temporary, Presidential Appointee, and Co-Terminus CAAP Employees			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Two (2) copies of Approved Application for Leave (CSC Form No. 6) <p>Additional Requirements: (For Under time and Sick Leave more than 5 days)</p> <ul style="list-style-type: none"> Medical Certificate <p>(For Solo Parent Leave)</p> <ul style="list-style-type: none"> Photocopy of Valid Solo Parent ID issued by DSWD (front and back) <p>(For Special Emergency Leave / Calamity Leave)</p> <ul style="list-style-type: none"> Official Declaration of Calamity Area (by proper Government Agency); and Proof of Residency based on latest available records. Ref: CSC MC No. 2 and 16 s 2012 <p>(For Paternity Leave)</p> <ul style="list-style-type: none"> Photocopies of Medical Certificate / Certificate of Live Birth / Marriage Contract <p>(For Allocation of Maternity Leave Credits)</p> <ul style="list-style-type: none"> Written Notice of the female worker indicating allocation of maternity leave Certified true copy of approved maternity leave application Leave application Proof of relationship (per IRR) <p>(For Compensatory Time/Day Off)</p> <ul style="list-style-type: none"> Statement of Overtime / Overtime Authorization Slip and Copy of DTR 		HRMD Office, 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit approved leave application and required	1. Receive leave application; timely submission and verify	None	15 Minutes	HRM Assistant

documents (if applicable) to HRMD	authenticity of the documents submitted (Note: Filing of leave beyond the required time shall be considered absent)			
	2. Post/Record of leave in employee's leave card	None	10 Minutes	HRM Assistant
	3. Certify leave credits	None	5 Minutes	HRM Assistant
	4. Retain one (1) original copy for file and release one (1) copy for employee of the Approved Application for Leave	None	10 Minutes	HRM Assistant
Total:		None	40 Minutes	

APPLICATIONS FOR FOREIGN TRAVEL

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	1. Personnel Development Committee (PDC) nominated employee 2. Office of the Director General (ODG) approved participant to attend meeting or conference abroad			
Checklist of Requirements		Where to Secure		
1. Training Invitation		CATC or other providers		
2. Legal Clearance		Enforcement and Legal Service (ELS)		
3. Certification of No Pending Task		Concerned Service / Office		
4. Three Airline Quotations		Different Airline Providers		
5. Latest Daily Subsistence Allowance (DSA)		Concerned Service / Office		
6. Certification of No Cash Advance		Accounting Division		
7. Filled-up Scholarship Service Contract (for Training/Seminar/Course/Workshop)		HRMD – Training Unit		
8. Certification of Undertaking		Concerned Employee		
9. Justification / Resolution		Concerned Service / Office		
10. Medical Certificate		Office of the Flight Surgeon (OFSAM)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	HRMD 1. Receive and review completeness of documents	None	20 Minutes	HRM Assistant
	2. Prepare travel documents such as: <ul style="list-style-type: none"> • Memo Brief for ODG • Certification of Non- Retireable • Request for Funding • Request for Travel Authority • Memo Brief for DOTr Cover Letter 	None	1 Day	HRM Officer
	3. Review and sign Memo Brief and request for funding	None	20 Minutes	Chief, HRMD
	4. Forward travel documents to Budget / Finance for certification of funds	None	10 Minutes	HRM Assistant
	Budget Division and Finance Department <ul style="list-style-type: none"> • See Budget Division Process: Processing of Various Claims 	None	Paused Clock	Chief, Budget Division and Chief, Finance

				Department
	Office of the Director General	None	Paused Clock	Director General
	<ul style="list-style-type: none"> Signature / approval of the Director General on the Request for Travel Authority 			
	HRMD 5. Receive and review the Signed request for foreign travel authority	None	20 Minutes	HRM Assistant
	6. Record the travel documents and endorse to Liaison Officer for submission to the Department of Transportation (DOTr) Retain HR file copy	None	15 Minutes	HRM Officer
	DOTr <ul style="list-style-type: none"> Process Request for Travel Authority 	None	Paused Clock	Concerned DOTr Personnel
	HRMD 7. Upon receipt of the Foreign Travel Order (FTO) from the DOTr, release approved / disapproved FTO to concerned service/office	None	5 Minutes	HRM Assistant
	8. Updating or Individual Training Records	None	10 Minutes	HRM Officer / HRM Assistant
Total:		None	1 Day, 1 Hour, 40 Minutes	

ATTENDANCE MONITORING

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	1. All CAAP Permanent Employees			
Checklist of Requirements			Where to Secure	
1. Duly signed DTRs			HRMD Office, 2nd Floor, Main Building	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit duly-signed Daily Time Records (DTRs)	HRMD 1. Receive and review submitted du duly-signed Daily Time Records (DTRs)	None	10 Minutes	HRM Assistant
	2. Create List of Employees/Offices with no DTR submission	None	30 Minutes per Division	HRM Assistant
	3. Remind (call/email) Department/Division/Office concerned regarding late/non- submission of DTRs;	None	30 Minutes per Division Within 7 days after release of DTR	HRM Assistant
	4. Prepare Memo addressed to office concerned requesting for the Submission of DTRs;	None	30 Minutes per Division	HRM Assistant
	5. Sign Memo addressed to office concerned requesting for the Submission of DTRs;	None	30 Minutes	Chief, HRMD
	6. Distribute Memos addressed to office concerned requesting for the Submission of DTRs	None	1 Day	HRM Assistant
	7. For compliance, proceed to Step 8 For non-compliance, prepare Notice of Payroll Changes for withholding of salary	None	1 Day	HRM Assistant

	8. Compute the total frequency of tardiness, undertime and absenteeism for all employees and update individual leave cards	None	30 Minutes per DTR	HRM Assistant
	9. Prepare Summary Report on Attendance Monitoring ((total tardiness, undertime and absences/employee for the month); and draft memo/s regarding warnings on tardiness/absenteeism)	None	4 Hours per Division	HRM Assistant / Officer
	10. Sign Summary Report on Attendance Monitoring	None	15 Minutes	Chief, HRMD
	11. File for reference	None	10 Minutes	HRM Assistant
Total:		None	2 Days, 7 Hours, 5 Minutes	

ATTENDANCE TO LOCAL TRAINING ACTIVITIES

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements			Where to Secure	
1. Memorandum for CATC / Training Invitation			CATC or other providers	
2. List of recommended participants			Concerned Service / Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	HRMD 1. Receive invitations of training from CATC or other providers	None	1 Hour	HRM Secretary / HRM Assistant
	2. Review approved training program and individual training records. Disseminate invitations to relevant offices	None	2 Hours	HRM Assistant / HRM Officer
	3. Confirm participants who will attend training/s Prepare Memorandum to Attend training	None	2 Days	HR Secretary / HRM Assistant
	4. Signing / approval of Memo authorizing employees to join training and forward to DDG-A	None	20 Minutes	Chief, HRMD
	Admin and Finance Service Recommend approval on Memo Brief	None	Paused Clock	Chief, AFS

	Office of the Deputy Director General for Administration Approval of Memorandum authorizing employees to attend training	None	Paused Clock	Deputy Director General for Administration
	Human Resource Management Division 5. Endorse to CRAD for dissemination of Memo to concerned participants / offices	None	1 Hour	HRM Assistant
	6. Update Individual Training Records and Reports	None	30 Minutes per participant	HRM Secretary / HRM Assistant
Total:		None	2 Days, 4 Hours, 50 Minutes	

BIOMETRICS ENROLLMENT AND RELEASE OF CAAP EMPLOYEE ID

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Accomplished I.D. application form • Additional requirement: <ul style="list-style-type: none"> A. For New application <ul style="list-style-type: none"> • Copy of appointment / Contract of service B. For change of name/status <ul style="list-style-type: none"> • Promotional Appointment • Copy of Marriage contract / Court or Civil Service Commission (CSC) • Notice of Resolution C. For replacement <ul style="list-style-type: none"> • Affidavit of loss 		HRMD Office, 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to FSCAN Unit for employee registration	HRMD 1. Receive application for CAAP I.D. and assign employee's I.D. number	None	10 Minutes	HRM Assistant
	2. Validate and sign I.D. application form	None	5 Minutes	Chief, HRMD
	3. Enroll employee in the biometric machine using the fingerprints and ID number (default and alternate)	None	10 Minutes	FSCAN Unit Staff / Personnel
	4. Encode Employee Data in System c/o CSIS	None	10 Minutes	FSCAN Unit Staff / Personnel
	5. Processing of applications and printing of CAAP IDs	None	Paused Clock	c/o CSIS
	6. Release of CAAP I.D. to employee concerned	None	Paused Clock	c/o CSIS
Total:		None	35 Minutes per Employee	

DAILY TIME RECORD CORRECTION

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees who has unpaired transactions / absences reflected in their printed DTRs			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Printed DTR with unpaired transactions / absences ● Pertinent Attachments (as may be applicable): <ul style="list-style-type: none"> a) Photocopy of logbook / operations log entries b) Official Business Pass c) Certificate of Attendance Form (time-in/timeout) d) Leave Application Forms e) Copy of Memo / Authority Order f) Travel Order g) Boarding Pass / Passport, Certificate of Appearance / Completion h) Copy of CASORT / Pilot Proficiency Flight test report i) Official Travel flight time log j) Facility Work Schedule (amended schedules for technical) 		HRMD Office, 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to FSCAN Unit for submission of requirements	HRMD 1. Verify the submitted attachments as to completeness	None	10 Minutes	FSCAN unit Staff / Personnel
	1.1. Correct entries and print final DTR	None	10 Minutes per employee	FSCAN Unit Staff / Personnel
	1.2. Encode and post submitted attachment/s in the system	None	5 Minutes	FSCAN Unit Staff / Personnel
2. Receive printed DTR	2. Release printed DTR	None	5 Minutes per employee	FSCAN Unit Staff / Personnel
3. Verify and Sign corrected / updated DTR		None	Paused Clock	Immediate Supervisor of Employee Concerned
4. Submit duly signed DTR	3. Receive duly signed DTR	None	3 Minutes	HRM Assistant
Total:		None	33 Minutes	

DISCIPLINARY ACTION ON ADMINISTRATIVE CASES

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP employees			
Checklist of Requirements		Where to Secure		
<p>Written complaint letter in triplicate copies that contain the following:</p> <ol style="list-style-type: none"> full name and address of the complainant; full name and address of the person/s complained of as well as his/ her/their position/s and office/s; a narration of the relevant and material facts which shows the acts or omissions allegedly committed; certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and certification or statement of non-forum shopping. 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete documents	HRMD 1. Receive complaint against employee/official Note: If information is not complete, it must not be received by HRMD	None	15 Minutes	HRM Assistant / Officer
	2. Forward the documents to ELS Attention: HAB, for appropriate action	None	1 Day	HRMO Chief, HRMD
	Concerned Office 3. Receive response / counter-affidavit of concerned employee or advise from ELS / HAB	None	Paused Clock	Concerned Office
	HRMD 4. Implement decision / actions of HAB resolving the administrative case	None	1 Day	HRMD
Total:		None	2 Working Days and 15 Minutes	

DROPPING FROM THE ROLLS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees			
Checklist of Requirements		Where to Secure		
1. Approved Leave Form/s, Medical Report		HRMD Office, 2 nd Floor, Main Building		
2. Report from Service / Office for prolong AWOL				
3. DTR / Memo of Non-submission of DTR				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	HRMD 1. Contact employee through all possible channels - call/text/social media/ email Check records for leaves and attendance patterns	None	1 Day	HRM Officer
	2. Issue memorandum to concerned office informing that HRMD records show that the particular employee has not been reporting for work for more than 30 days	None	1 Day	HRM Officer / Chief, HRMD
	3. Prepare Notice of Payroll Changes to withhold salaries pursuant to CAAP Guidelines governing office attendance Sign Notice of Payroll Changes and forward copy to Accounting Division for appropriate action	None	1 Hour	HRM Officer / Chief, HRMD
	4. Prepare / issue Return to Work Order	None	1 Hour	HRM Officer / Chief, HRMD

	<p>5. Monitor compliance to Return to Work Order.</p> <p>If the employee does not report to work and fails to communicate with the HRMD within 30 working days, prepare Notice of Dropping from the Rolls and memo brief</p>	None	2 Days	HRM Officer
	6. Submission of Notice of Dropping from the Rolls to ODG for consideration signature	None		HRM Officer
	ODG			
	7. Sign Notice of Dropping from the Rolls	None	Pause Clock	Director General
	8. Prepare endorsement to CRAD for mailing			
	Furnish CSC - DFP Field Office with copy of Notice of Dropping from the Rolls	None	30 Minutes	HRM Officer
	CRAD			
	Send Notice of Dropping from the Rolls to last known address of employee	None	Pause Clock	CRAD
	9. Update 201 file and Personnel Inventory	None	20 Minutes	HRM Assistant
Total:		None	4 Days, 2 Hours, 50 Minutes	

EMPLOYMENT VERIFICATION

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP employees			
Checklist of Requirements		Where to Secure		
1. Verification request sent to official email of HR		HRMD Office, 2 nd Floor, Main Building		
2. Identification Card of verifier				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Employees who apply for credit cards, bank loans, insurance and other personal transactions requiring employment data may request for such data thru email: hrservices@caap.gov.ph	HRMD 1. Receive employment verification request and forward to the concerned personnel	None	5 minutes	HRM Assistant / HRM Officer
	2. Review and facilitate the request based on HR Record	None	1 day	HRM Officer in-charge
2. Receive requested data from email	3. Send email response	None	30 minutes	HRM Officer in-charge
Total:		None	1 day,35 minutes	

ENDORSEMENT OF LOANS TO LANDBANK

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees			
Checklist of Requirements			Where to Secure	
1. Accomplished Landbank Mobile Loan Saver Form			HRMD Office, 2 nd Floor, Main Building	
2. Legal Clearance			ELS Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements to HR personnel in-charge	HRMD 1. Receive submitted documents and evaluate the applicant's qualifications	None	20 minutes	HRM Assistant
	2. If not qualified, End process here as END-2. If qualified, prepare endorsement for Land Bank	None	1 day	HRM Officer
	3. Approval and signature on the loan endorsement	None	Paused Clock	Chief, HRMD and Chief, Financial Officer
	4. Forward signed endorsement of loan to Checking Section	None	5 minutes	HRM Assistant
Total:		None	1 day, 25 minutes	

FACILITATION OF REQUEST FOR TRAVEL AUTHORITY IN RELATION TO TRAVEL ABROAD OF ATS PERSONNEL

Office/Division:	Progression Division, ATPPD, ATS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All ATS Personnel			
Checklist of Requirements		Where to Secure		
1. Request letter addressed to DG, CAAP		Requesting Party		
2. Certificate of no pending task		FIC/ Division Chief/ Department Manager		
3. Clearance Certificate		Progression Division		
4. Leave Application		Requesting Party		
5. Routing/Action Slip		Requesting Party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of request letter with corresponding attachment to ATS HQ	1. Check/ verify submitted documents for completeness	None	5 Minutes	ATS Receiving Staff
	1.1. Record/log in the logbook/database	None	5 Minutes	ATS HQ Office
	1.2. Forward and endorse request to ATS Admin	None	5 Minutes	
	1.3. Start processing the request			
2. Submit/handcarry request to Progression Division office	2. ATS Progression receives the documents and check for completeness	None	5 Minutes	ATS Admin Staff
	2.1 Record in the incoming data log	None	5 Minutes	ATS Progression Office
	2.2. Endorsed to ATS Admin	None	5 Minutes	
	2.3. Draft endorsement letter to HRMD to be signed by the ATS Chief	None	30 Minutes	ATS Admin
	2.4 Forward to respective ATS Division/Department for initial and signature on the leave application and other necessary documents	None		ATS Progression Office

	2.5 Signed documents forwarded to Office of the Chief ATS (ODATS) for signature on the endorsement letter	None		Division/ Department Concerned
3. 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		60 Minutes	
	3.2. ATS Chief for signature on the endorsement letter to HRMD		5 Minutes	ATS Chief Office of the Director for ATS (ODATS)
	3.3. Forward/endorse to HRMD signed endorsement letter		5 Minutes	ATS Admin Staff, ATS HQ Office
Total:			2 Hours, 50 Minutes	

FUNDING OF SALARY

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP employees			
Checklist of Requirements			Where to Secure	
1. Certified True Copy of Appointment			HRMD Office, 2 nd Floor, Main Building	
2. Certified True Copy of Assumption to Duty				
3. Certified True Copy of Oath of Office				
4. Copy of Authority Order for transfer of assignment and reporting for duty (for transfer of assignment)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	HRMD 1. Review data of concerned employee/s and available documents Preparation of payroll once reviewed	None	4 hours	HRM Assistant / HRM Officer
	2. Prepare Budget Utilization Request (BUR), Disbursement Voucher (DV) of the Gross Claim and RAS	None	4 hours	HRM Officer
	3. Certify the payroll as to current designation and rate	None	1 hour	HRM Officer
	4. Recommend Approval on Payroll, BUR and DV	None	1 hour	Chief, HRMD
	5. Retain copy for reference	None	30 Minutes	HRM Assistant
	6. Forward to Budget Division for funding allocation	None	30 Minutes	HRM Outgoing personnel
	Budget Division Funding allocation See Budget Division Process: Processing of Various Claims	None	Paused Clock	Budget Division
	Accounting Division See Accounting Division Process: Salaries, Wages and Other Personnel Benefits	None	Paused Clock	Accounting Division
	Cashiering Division See Cashiering Division Process: Preparation of Authority to Debit Account (ADA)	None	Paused Clock	Cashiering Division
	CRAD See Central Records and Archives Division process: Processing and Mailing of Documents	None	Paused Clock	Central Records and Archives Division
Total:		None	1 day, 3 Hours	-

GRANT OF STEP INCREMENT

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees			
Checklist of Requirements		Where to Secure		
1. Plantilla of Personnel (CSC and BM Joint Circular No. 1 s. 2012)		HRMD Office, 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	HRMD 1. Prepare List and Individual NOSI of employees entitled for Step Increment	None	3 days	HRM Assistant / HRM Officer
	2. Sign Memo Brief and initial on individual NOSI	None	1 day	Chief, HRMD
	Concerned Office Sign individual NOSI	None	Paused Clock	Director General / Designated Official
	3. Fill in details to GSIS ARA Form C and upload to GSIS Web MSP	None	1 day	HRM Officer
	4. Certify true copy of Individual NOSI	None	2 days	HRM Officer
	5. Disseminate copy of Individual NOSI to the following: • Employee Concerned (original copy) • Payroll Unit • 201 File	None	3 days	HRM Assistant
Total:		None	10 days	-

HIRING OF CONSULTANTS, JOB ORDERS, AND OTHER CONTRACTUAL PERSONNEL

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Offices			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Request / Justification for Consultant • Endorsement Memo from Service / Office • Attachments: <ol style="list-style-type: none"> 1. Application Letter 2. Accomplished PDS 3. Detailed Resume 4. Diploma / TOR 5. Certificates of Training 6. Certificate of Employment (if previously employed) 7. NBI / Police Clearance 8. PSA Birth Certificate 9. Valid Government ID (TIN, SSS / GSIS, PAGIBIG, PhilHealth) 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. End user submits request for Job Order / Contract of Service Personnel	HRMD 1. Review and assess the Request for Contract of Service / Job Order Personnel • If INCOMPLETE, return the documents to the requesting office • If COMPLETE, proceed to step 2	None	1 hour per applicant	HRM Officer / HRM Aide II
	2. Conduct panel interview	None	1 hour per applicant	Interview Team (composed of End-user and HR Chief or Officer/s)
	3. Endorse request to AFS and DDGA by HRMD Chief	None	30 minutes	HRM Officer / HRM Aide II
	4. Receive response from AFS and DDGA approved or disapproved	None	1 working day	Receiving Officer
	5. Recommend approval/disapproval to the Director General	None	1 working day	DDGA

	6. Receive response from DG of the approval or disapproval	None	1 working day	Receiving Officer
2. Applicants proceed to OFSAM and submit endorsement for Medical Examination	7. Notify the office concerned regarding the result. • If APPROVED, endorse to OFSAM for medical examination • If DISAPPROVED, file in archive or return the documents to the requesting office	None	30 minutes	HRM Officer / HRM Aide II
3. Applicants to be submit their Medical Certificate and Medical Examination results	8. Notify the office concerned regarding the result: • If FIT TO WORK, ask for the preferred starting date • If NOT FIT TO WORK, comply with the requirements advised by the OFSAM before proceeding to the next step	None	1 working day	HRM Officer / HRM Aide II
	9. Prepare draft Contract/s and attachments	None	30 minutes	HRM Officer / HRM Aide II / HR In-Charge at Area Center
	10. Endorsement of Contract/s by HRMD Chief or HR of Area Center	None	15 minutes	HRM Officer / HRM Aide II
	11. Send Contract/s to ODG/O-DDGA/Area Center Manager • If DISAPPROVED inform and return the documents to the requesting office. • If APPROVED, proceed to step 12	None	15 minutes	HRM Aide II
	12. Receive contracts from ODG	None	15 minutes	Receiving Officer

	13. Endorse to Budget and Accounting for budget allocation and certificate of funding.	None	30 minutes	HRM Aide II/ HR In-Charge at Area Center
	14. Receive the duly signed contract, budget allocation and certificate of funding from the Accounting Division	None	15 minutes	Receiving Officer
	15. Send the duly signed / approved documents with the budget allocation and certificate of funding to Office concerned for notarization	None	1 day	HRM Aide II
	16. Receive and scan notarized contract	None	1 day	HRM Officer
	17. Endorse contracts to COA for their reference	None	30 minutes	HRM Assistant
	18. Update Master list / Personnel Inventory	None	1 day	HRM Officer
Total:		None	7 Days, 5 Hours, 30 Minutes	-

HUMAN RESOURCE RECRUITMENT, SELECTION, AND PLACEMENT (RSP)

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	1. External Applicants 2. All CAAP Employees (Promotion and Entry Level)			
Checklist of Requirements		Where to Secure		
<p>The following documentary requirements must be submitted through email or walk-in not later than the set deadline:</p> <ol style="list-style-type: none"> 1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) which can be downloaded at www.csc.gov.ph; 2. Fully accomplished Work Experience Sheet (CS Form No. 212 Attachment); 3. Original copy of the authenticated certificate of eligibility/ rating / license; 4. Certificate of Live Birth duly authenticated by the PSA or LCR (for entry level application only); 5. Marriage Contract / Certificate duly authenticated by the PSA or LCR (for entry level application only and if applicable); 6. Valid National Bureau of Investigation (NBI) Clearance (for entry level only); 7. Performance rating in the last rating period or Latest Performance Rating Assessment (if applicable); 8. Certified true copies of scholastic / academic record such as diploma and transcript of records (TOR); a) 9. Certification of Employment with Job Description from previous company (if any) 		<p>HRMD Office, 2nd Floor, Main Building</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	HRMD 1. Update List of Vacant Positions	None	2nd Friday of every month	HRMPSB Secretariat
	2. Transmit a copy to CSC for info and publication	None	Monthly	HRM Assistant
	3. Accept Requests for filling up of vacant positions and applications	None	Continuous until published deadline	HRMPSB Secretariat

1. Proceed to HRMD; submit requirements to HRM personnel in-charge	4. Receive and transmit copy of applications to the concerned Office / Pre-Screening Committee (PSC)	None	1 day after the published deadline	HRMPSB Secretariat
2. Attend the PSC interview	PSC / Office Concerned	None	7 - 15 days after the published deadline of application	Concerned PSC
	5. Set interview schedules and assess applicants' qualifications • If NOT QUALIFIED , send regret letter and process ends here. • If QUALIFIED , proceed to step 6.			
	6. Post-interview Meeting/s of the Pre-Screening Committee	None	1 day	Concerned PSC
	7. Endorsement of candidate/s to HRMPSB	None	After 5 - 7 days of the PSC Meeting/s	Concerned PSC
	HRMD 8. PSB Secretariat Assessment (review documents submitted by the PSC)	None	3 – 5 days	HRMPSB Secretariat
	9. Arrange HRMPSB Deliberation	None	HRMPSB Secretariat	HRMPSB Secretariat
	10. HRMPSB Deliberation	None	1 day	HRMPSB
	11. Prepare Minutes of HRMPSB Meetings and prepare resolution as needed • Must be accomplished by the Secretariat within 5 working days • Must be approved/signed by all members of the HRMPSB	None	5 days	HRMPSB Secretariat
Total:		None	36 working days	-

ISSUANCE OF CAAP IDENTIFICATION (ID)

Office/Division:	CAAP Security and Intelligence Service (CSIS), ODG			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Any requesting party (CAAP Employee, Businessmen, Aviation Stakeholders, other Government Entities)			
Checklist of Requirements		Where to Secure		
1. CAAP ID Application Form a.) Colored ID picture (2"x2") in CAAP uniform with white background and printed on quality photo paper taken within the last three (3) months. For Permanent / Co-Terminus Employee: - Appointment (Pinagtibay) For Consultant and Job Order Personnel: - Contract of Services		CSIS Pass Control Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
CAAP ID a.) Secure application form		None	3 Minutes	HRMD
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
c.) Upon verification of HRMD, submit accomplished form	Encoding of employee's details prior printing of the CAAP ID	None	30 Minutes	CSIS Pass Control Section
Total:		None	48 Minutes	-

ISSUANCE OF DAILY TIME RECORD (ATTENDANCE MONITORING/TIMEKEEPING PROCESS)

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements			Where to Secure	
Downloaded data from biometric machines and imported to system Required Attachments: a) Copy of logbook/operations log entries; b) Official business pass; c) Certificate of attendance form (time-in/timeout); d) Leave application forms; e) Copy of memorandum / Authority order; f) Travel order; g) Boarding pass/passport; h) Certificate of Appearance / Completion; i) Copy of CASORT / Pilot Proficiency Flight test report; j) Official travel flight time log; k) Facility work schedule (technical)			HRMD Office, 2 nd Floor, Main Building	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit required documents	HRMD 1. 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 additional submitted attachment/s	None	15 minutes per employee	HRM Assistant / HRM Officer
	3. Process, adjust (for shifting and flexi schedule) and print DTR	None	10 minutes per employee	HRM Assistant / HRM Officer
2. Receive printed DTRs	4. Release printed DTRs to liaison officers for Verification of Immediate supervisor and Signature of the Employee (10 working days after end of the preceding month)	None	2 minutes	FSCAN Unit staff / personnel

3. Sign DTR		None	Paused Clock	Immediate Supervisor of employee concerned
4. Submit duly signed DTRs	5. Receive duly signed DTR every 15th of the month	None	3 minutes per employee	HRM Assistant
Total:		None	37 minutes	-

LOAN APPLICATION (GSIS, PAGIBIG, AND OTHERS)

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees			
Checklist of Requirements		Where to Secure		
1. Accomplished Loan Application Form (GSIS, PAGIBIG, Loan Application in GSIS Wireless Automated Processing System)		HRMD Office, 2 nd Floor, Main Building		
2. Legal Clearance		ELS Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	1. Receive submitted documents	None	3 minutes	HRM Receiving/HRM Assistant
	2. Print latest pay slip and verify if the net take home pay of the applicant is above Php 5,000 (after the regular monthly loan amortization is deducted) to be eligible for loan • If QUALIFIED, put notation on the pay slip and endorse to Authorized signatory for approval • If NOT QUALIFIED, end process here and return application document to applicant	None	10 minutes	Payroll Unit Staff

	3. If QUALIFIED, approve loan application in which ever platform/ means used If NOT QUALIFIED, disapprove application for loans reflected in GSIS System	None	15 minutes	HRM Officer
	4. Approved Application must be forwarded back to Payroll unit to record on Database for monitoring	None	15 minutes	HRM Officer
Total:		None	43 minutes	-

MATERNITY LEAVE

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP female employees (permanent)			
Checklist of Requirements		Where to Secure		
1. 2 copies Approved Application for Leave (CSC Form No. 6)				
2. Medical Certificate				
3. Additional Requirement: • Letter of intent, for allocation of maternity leave credits				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit all requirements.	HRMD 1. Receive leave application form and proof of pregnancy and review completeness of documents	None	5 minutes	HRM Assistant
	2. Post / record of leave to employee's leave card	None	30 minutes	HRM Assistant
	3. Certify total leave credit balance	None	5 minutes	HRM Officer
	4. Prepare Notice of payroll changes	None	5 minutes	HRM Officer
	5. Review and Sign Notice of payroll changes	None	10 minutes	Chief, HRMD

	6. Endorse Notice of Payroll Changes to Accounting Division copy furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge	None	1 day	HRM Assistant
	7. Prepare Clearance form and HRMD PreClearance Checklist, attach Approved Leave Application	None	20 minutes	HRM Officer
	Concerned Offices • Sign Clearance Form	None	Paused Clock C	Concerned offices
	HRMD 8. Prepare Memo brief and attach HRMD preclearance checklist • If CLEARED, sign Clearance form	None	1 day	HRMO In-charge / Chief, HRMD
	• If NOT CLEARED, return to employee concerned for compliance			
	Concerned Offices • Sign Clearance Form	None	Paused Clock	Deputy Director General for Administration
	HRMD 9. Retain one (1) original copy for 201 file and release one (1) copy for employee's approved leave application and Clearance Form	None	10 minutes	HRM Assistant
Total:		None	2 days, 1 hour and 20 minutes	-

MONETIZATION OF LEAVE CREDITS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> • Reviewed Request Attachments: <ol style="list-style-type: none"> 1. Letter-request citing reason of monetization 2. Application for leave signed by the applicant and Recommend Approval by authorized signatory 3. Proof of reason for monetization (e.g., medical certificate, school expenses or pictures of damaged property, etc.) 4. Leave Application Form 5. Letter-request citing reason of monetization 6. Application for leave signed by the applicant and Recommend Approval by authorized signatory 7. Proof of reason for monetization (e.g., medical certificate, school expenses or pictures of damaged property, etc.) 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit all requirements	HRMD 1. Stamp receive and record in Document Monitoring System	None	5 minutes	HRM Assistant
	2. Check if the required documents/attachments are complete, including proper signatories. Review application in accordance with CSC provision.	None	10 minutes	HRM Assistant / HRM Officer in-Charge
	3. Review leave cards as to correctness of posting and deduction of leave credits during the entire period of service	None	3 working days	
	4. Sign Certification of total leave credits	None	30 minutes	
	Concerned Offices • Recommend approval on the application for monetization • Approval / Disapproval of application for monetization	None	Paused Clock	Authorized Signatory

	HRMD 5. If APPROVED, prepare BUR, DV, and Post applied monetization in the leave card. If DISAPPROVED, return application to concerned employee.	None	10 minutes 5 minutes	HRM Assistant
	6. Sign BUR and DV	None		Chief, HRMD
	Budget Division • Fund allocation • See Budget Division Process: Processing of Various Claims (Funding)	None	Paused Clock	Budget Division
	7. Encoding for Pay-Out	None	3 working days	HRM Assistant / HRM Officer
	Concerned Office • Transmit Summary of Payout to Cashiering Division for ADA Preparation and Endorsement to Land Bank • See Cashiering Division Process: Preparation of Authority to Debit Account (ADA)	None	10 minutes	HRM Assistant / HRM Officer (Releasing Officer)
Total:		None	6 days, 1 hour and 10 minutes	-

MONTHLY PAYROLL PROCESS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP employees			
Checklist of Requirements		Where to Secure		
Required Documents • Signed Daily Time Record (DTR) of the preceding month Other Attachments (as applicable) a) Filled-up Request for Payroll Changes form b) Loan Documents, if applicable (GSIS and PAG- IBIG, etc.) c) List of employees due for separation d) Notice of Payroll Changes e) Notice of Step Increment Required Documents • Signed Daily Time Record (DTR) of the preceding month Other Attachments (as applicable) a) Filled-up Request for Payroll Changes form b) Loan Documents, if applicable (GSIS and PAG- IBIG, etc.) c) List of employees due for separation d) Copy of Notice of Payroll Changes		HRMD Office, 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	HRMD 1. Receive all documents necessary for payroll, encode, and update as necessary	None	Target Date: on the week of the 25th of each month	HRM Assistant / HRM Officer
	2. Payroll printing	None	3 to 4 Working Days	
	3. Prepare Disbursement Vouchers and Budget Utilization Request	None	1 working day	
	4. Certify payroll as to current rate and designation	None	1 working day	
	5. Recommend Approval on the payroll and Sign BUR/DV	None	1 working day	Chief, HRMD

	Fund processing and Auditing • See Budget Division Process: Processing of Various Claims (Funding) • See Accounting Division Process: Salary, Wages, and Other Personnel Benefits	None	Paused Clock	Budget Division personnel Accounting Division personnel
	6. Receive audited payroll	None	10 minutes	HRM Assistant
	7. Encoding for Pay-Out	None	3 working days	HRM Assistant / HRM Officer
	8. Concerned Office • Transmit Summary of Payout to Cashiering Division for ADA Preparation and Endorsement to Land Bank • See Cashiering Division Process: Preparation of Authority to Debit Account (ADA)	None	Paused Clock	HRM Assistant / HRM Officer (Releasing Officer)
	9. Retain copy of Summary of Pay-out and payroll	None		HRM Assistant / HRM Officer
	10. Preparation, printing and dissemination of Pay Slip	None	3 days	HRM Assistant / HRM Officer
Total:		None	13 days and 10 minutes	-

PERMIT TO PRACTICE PROFESSION

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP permanent employees			
Checklist of Requirements		Where to Secure		
1. Letter request from employee and copy of license/s				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit all requirements	HRMD 1. Receive documents	None	5 minutes	HRM Assistant / HRM Officer
	2. Prepare permit stating the condition set by the office and memo brief	None	1 hour	
	3. Sign memo brief	None	1 hour	
	Office of the Director General • Sign for approval	None	Paused Clock	Director General
2. Receive signed permit	HRMD 4. Issue signed permit to the employee	None	5 minutes	HRM Assistant / HRM Officer
Total:		None	2 hour and 10 minutes	-

PERSONAL TRAVEL ABROAD

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Regular Plantilla Personnel (Permanent, Temporary and Co-terminus)			
Checklist of Requirements		Where to Secure		
1. Letter request of employee to travel (a) Reason for travel (b) Official residence abroad (c) Period of travel				
2. Area Center and Airport Clearance (for employees in Area Centers/ Satellite Airports)				
3. Notarized Affidavit of authorization (to deduct disallowances, etc.)				
4. Application for Leave				
5. Certification of no pending task				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	HRMD 1. Review if the required documents are complete, including proper signatories.	None	20 minutes	HRM Assistant / HRM Officer
	2. Prepare Clearance form and HRMD PreClearance Checklist, attach Approved Leave Application	None	20 minutes	HRM Officer
	Concerned Offices • Sign Clearance Form	None	Paused Clock	Concerned Offices
	HRMD 3. Prepare Travel Authority (TA), Memo brief and attach HRMD preclearance checklist • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRM Assistant / HRM Officer
	4. Review and sign Memo Brief	None	20 minutes	Chief, HRMD

	Administrative and Finance Service <ul style="list-style-type: none"> • Sign the Recommendation for approval of Travel Authority 	None	Paused Clock	Chief, AFS
	For positions based on Delegation of Authority <ul style="list-style-type: none"> • Approve leave application 	None	Paused Clock	Authorized signatory
	Office of the Deputy Director General for Administration <ul style="list-style-type: none"> • Sign Clearance Form • Sign Travel Authority 	None	Paused Clock	Deputy Director General for Administration
	HRMD 5. Email advance copy of signed Clearance form, Travel Authority, issue original copy to employee. Prepare request for mailing (for employees under Area Center / Airport)	None	30 minutes	HRM Assistant/ HRM Officer
2. Receive signed Travel Authority	CRAD <ul style="list-style-type: none"> • Mailing of documents • See CRAD Process: Processing and Mailing of Documents (Local and International) 	None	Paused Clock	CRAD Personnel
Total:		None	1 day, 1 hour, 38 minutes	-

PREPARATION OF APPOINTMENT

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP employees for Original Appointment and Promotion			
Checklist of Requirements		Where to Secure		
<p>For original appointment</p> <ol style="list-style-type: none"> 1. Personal Data Sheet (PDS) 2. Recommendations of the HRM-PSB Deliberations 3. List of recommended personnel 4. Authenticated copy of eligibility or license (for positions requiring eligibility or license) 5. Position Description <p>Form For promotion</p> <ol style="list-style-type: none"> 1. Personal Data Sheet (PDS) 2. Recommendations of the HRM-PSB Deliberations List of recommended personnel 3. Copy of license, as eligibility requirement 4. Applicable Licenses: <ol style="list-style-type: none"> a) For ATS personnel (ASO/ATC License) b) For FSIS personnel (applicable License) c) For CSIS – Security Guard License for Industrial Security Guards B & C only 5. NBI Clearance 6. Proof of supervisory experience (For managerial positions) 7. IPCR (below Division Chief) or OPCR (Division Chief or higher) 8. Position Description Form 		HRMD Office, 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete documents	<p>HRMD</p> <ol style="list-style-type: none"> 1. Acknowledge receipt of the Minutes of the HRMPSB Meeting or Resolution. <p>Review the completeness of documents for preparation of appointment.</p>	None	15 minutes per position	HRM Assistant
	2. Prepare the appointment paper.	None	30 minutes per appointment	HRM Assistant

	3. Sign the certification as to completeness and authenticity of the requirements and publication and posting of vacancy in the appointment paper	None	1 working day	Chief, HRMD
	4. Prepare Memo Brief indorsing the appointment/s for signature/ approval of the appointing authority through the Chairperson, HRMPSB.	None	30 minutes	HRM Assistant
	HRMPSB 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.	None	Paused Clock	HRMPSB Chairperson
	ODG General Sign/approve the appointment paper	None	Paused Clock	Director General
	HRMD 5. Upon receipt of appointment from the Office of the Director General, check if all pages are signed.	None	1 minute per appointment	HR Assistant
	6. Encode or stamp date of appointment	None	1 minute per page	HR Assistant
	7. Inform the appointee or Service Chief regarding the approval of the appointment and list of additional requirements prior to the attestation of CSC.	None	1 working day	HR Assistant
	Concerned Office Prepare Certification of Assumption to Duty and sign the Position Description Form	None	Paused Clock	Head of Office / Department / Unit of the Appointee

	HRMD 8. Prepare the Oath of Office Form and arrange schedule for Oath Taking Ceremony. Inform the appointee of the schedule of the Oath Taking Ceremony.	None	1 working day	HR Assistant
	Oath Taking Administer the Oath Taking Ceremony	None	Paused Clock	Authorized Administering Officer
	HRMD 9. Prepare the Appointment Processing Checklist	None	20 minutes per appointment	HR Assistant
	10. Prepare Appointment Transmittal and Action Form	None	10 minutes per appointment	HR Assistant
	11. Sign / Certify that the information contained in the ATAF are true, correct and complete	None	1 working day	Chief, HRMD
	12. Endorse Appointment to CSC	None	1 working day	HR Assistant
	CSC Attested Appointment Attestation of Appointment	None	Paused Clock	CSC
2. Receive additional documents for payroll	HRMD 13. Issue Approved / Disapproved Appointment – copy for the employee and HRMD file	None	1 working day	HRM Officer
Total:		None	6 working days, 1 hour, 47 minutes	-

RENEWAL OF CONTRACT FOR JOB ORDER AND CONTRACT OF SERVICE PERSONNEL

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:				
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Job Order and Contract of Service Personnel			
Checklist of Requirements		Where to Secure		
1. Recommendation / endorsement for contract renewal issued by the Service Chief / Department Manager / Civil Aviation Area Manager / Division Chief / Unit Head / Facility-in-Charge		Concerned Office/s		
2. Duly accomplished individual Performance Assessment Form for Job Order Service and Contract of Service covering the 3-months contractual period		Concerned Office/s		
3. Copies of individual Monthly Accomplishment Reports covering the 3-months contractual period		Concerned Office/s		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. JO/COS proceed to HRMD for submission of requirements prior renewal of contract	1. Receive documents and check the completeness	None	5 Minutes per employee	HRM Assistant
	2. Preparation of Renewal of Contract for JO/COS of concerned offices	None		HRM Officer
	3. Review of Contract to be signed of both parties (JO/COS & Supervisors of concerned offices)	None	Paused Clock	Concerned Offices
2. JO/COS proceed to HRMD for submission of Contract	4. Receive documents	None	5 Minutes per employee	HRM Assistant
	5. Memo brief preparation	None		
	6. Review and sign of memo brief	None	20 Minutes	Chief, HRMD
	7. Approve/Sign Contract Renewal	None	Paused Clock	DDGA
	8. If approved Contract, return to JO/COS for notarization	None	Paused Clock	JO/COS of concerned offices
Total:			30 minutes	-

REQUEST FOR CHANGE OF PERSONAL INFORMATION

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Accomplished Employee Information Update Form 2. Duly accomplished PDS 3. Duly accomplished PMRF <p>Additional requirements:</p> <ol style="list-style-type: none"> a) For change of civil status on account of marriage <ul style="list-style-type: none"> • Original Marriage Contract / Certificate duly authenticated by the Philippine Statistics Authority (PSA) or the Local Civil Registrar (LCR) of the municipality or city where the marriage was registered or recorded (2 copies, 1 for CSC and 1 for 201 File) b) For change of Civil Status on account of Annulment or Declaration of Nullity of Marriage: <ul style="list-style-type: none"> • Authenticated copy of the Court Order and Marriage Certificate/Contract with annotation (2 copies, 1 for CSC and 1 for 201 File) c) For changes/ correction on Personal Data: <ul style="list-style-type: none"> • Certificate of Live Birth duly authenticated by the PSA or the LCR of the municipality or city where the birth was registered or recorded. 		<p>Human Resource Management Division</p> <p>Civil Service Commission Website: http://www.csc.gov.ph/</p> <p>PhilHealth Website: https://www.philhealth.gov.ph/</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit all requirements	1. Review and check the authenticity and completeness of all documents.	None	1 day	HRM Assistant
	2. Prepare an endorsement letter to the Civil Service Commission Field Office (CSC FO) and PhilHealth Office	None	30 minutes	HRM Assistant / Liaison Officer

	3. Review and sign the endorsement letter	None	20 minutes	Chief, HRMD
	4. Submit the endorsement with complete attachments to the CSC Field Office and PhilHealth Office	None	2 days	Liaison Officer
	5. Received document from CSC-FO and update 201 File.	None	30 minutes	HRM Assistant
	6. Download GSIS Form E to the GSIS Web MSP. Fill out accordingly. Scan the supporting documents. Convert the forms and the supporting documents to ZIP Format and upload to GSIS Web MSP.	None	1 day	HRM Officer / Assistant / GSIS AAO
Total:		None	3 days, 1 hour, 20 minutes	-

REQUEST FOR DATA

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Duly accomplished request form or official online request		Human Resource Management Division 2F Main Building, CAAP Central Office or CAAP Website: https://caap.gov.ph/		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and accomplished request form or send through official online request	1. Receive request forms thru submission to HR Receiving desk or online platform	None	15 minutes	HR Receiving Officer / HRM Assistant
	2. Facilitate the request	None	2 to 3 days	HRM Assistant
	3. Sign certification/ document pertaining to the request	None	15 minutes	HRM Officer / Chief, HRMD
2. Receive requested data	4. Release request to client and sign in the log book	None	5 minutes	HRM Assistant
Total:		None	2 to 3 days, 35 minutes	-

RESIGNATION (FOR REGULAR EMPLOYEES)

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements			Where to Secure	
1. Letter of intent to resign addressed to DG 2. Endorsement by service/area/office 3. Copy of latest IPCR/OPCR				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit required documents to HRMD	HRMD 1. Receive documents	None	5 minutes	HRM Assistant
	2. For Central Office: • Prepare Notice of Payroll Changes, as needed For Area Center/ Airport: • Provide copy of resignation letter to Budget Division	None	15 minutes	HRM Officer/ Assistant
	3. Prepare Acceptance of Resignation, Notice and memo brief	None	30 minutes	HRM Officer
	4. Review and sign Notice of Payroll Changes and Memo Brief	None	20 minutes	Chief, HRMD
	5. Endorse Notice of Payroll Changes to Accounting Division copy furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge	None	1 day	HRM Assistant
	ODG • Approve/ Sign Acceptance of Resignation	None	Paused Clock	Director General
	HRMD 6. Endorse Signed Acceptance of Resignation to client for receipt	None	1-2 days	HRM Assistant
	7. Prepare Clearance form and HRMD Pre-Clearance Checklist,	None	20 minutes	HRM Officer

	attach signed Acceptance of Resignation and requirements			
	Concerned offices • Sign Clearance Form	None	Paused Clock	Concerned Offices
	HRMD 8. Prepare Memo brief and attach HRMD pre-clearance checklist • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	ODDGA • Sign Clearance Form	None	Paused Clock	Director General for Administration
	HRMD 9. Prepare endorsement of signed Acceptance of Resignation to CSC and CRAD	None	10 minutes	HRM Officer
	10. Review and Sign endorsement	None	15 minutes	Chief, HRMD
	11. Proceed to CSC field office, endorse signed Acceptance of Resignation	None	1 day (depends on CSC designated schedule)	Liaison Officer
	12. File Acceptance of Resignation received by CSC to client file	None	5 minutes	HRM Assistant
	Total:	None	5 days and 2 hours	-

RESIGNATION OF JOB ORDER / CONSULTANTS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Job Order and Contract of Service hired in CAAP			
Checklist of Requirements			Where to Secure	
1. Letter of intent to resign addressed to Head of Service and noted by the immediate supervisor (Effectivity date preferably 30 days upon submission of intent) 2. Endorsement by service/area/office 3. Copy of latest Performance Assessment Form				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	HRMD 1. Receive documents	None	5 minutes	HRM Assistant
	2. Prepare HRMD Pre-Clearance Checklist and endorse resignation to concerned HR units	None	1 day	HRM Assistant
	3. Prepare Clearance form and attach Approved Leave Application	None	20 minutes	HRM Officer
	Concerned Office: • Sign Clearance Form	None	Paused Clock	Concerned Offices
	4. Prepare Memo brief and attach HRMD pre-clearance checklist • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	Concerned Office: • Sign Clearance Form	None	Paused Clock	Deputy Director General
	HRMD 5. Prepare Certificate of Employment Scan Clearance Form for HR file	None	4 hours	HRM Assistant

	6. Sign Certificate of Employment	None	20 minutes	Chief, HRMD / HRM officer
2. Receive Certificate of Employment and Clearance	7. Issue Certificate of Employment along with the Clearance Form to client	None	10 minutes	HRM Assistant
Total:		None	1 day, 4 hours, 55 minutes	-

RETIREMENT

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees upon reaching the retirement age			
Checklist of Requirements			Where to Secure	
1. Letter of intent to avail optional retirement noted/endorsed by Service Chief/ Head of Office				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit copy of letter of intent	Human Resource Management Division 1. For Optional Retirement: • Receive required documents For Mandatory Retirement: • (Proceed to Step 5)	None	3 minutes	HRM Officer
	2. Endorse to ODG the letter of intent for approval of the DG	None	1 day	HRM Officer
	Office of the Director General • Director General's approval / disapproval of the intent	None	Paused Clock	Director General
	Human Resource Management Division 3. If APPROVED: • Prepare Notice of Payroll Changes (for Central Office application), if applicable If DISAPPROVED: •Endorse/notify applicant	None	3 minutes	HRM Assistant / HRM Officer
	4. Review and sign Notice of Payroll Changes (for Central Office application) if applicable	None	10 minutes	Chief, HRMD
	5. Endorse Notice of Payroll Changes to Accounting Division copy furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge	None	1 day	HRM Assistant

	6. Prepare Letter to client for documentary requirements and attached all forms	None	3 minutes	HRM Assistant / HRM Officer
	7. Sign Letter to client/ Notice of Retirement	None	10 minutes	Chief, HRMD
	8. Endorse Letter to Client for compliance	None	20 minutes	HRM Assistant
	9. Prepare Clearance form and HRMD Pre-Clearance Checklist, attach Approved Retirement	None	20 minutes	HRM Officer
	Concerned offices • Sign Clearance Form	None	Paused Clock	Concerned offices
	10. Prepare Memo brief and attach HRMD pre-clearance checklist • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	Office of the Director General • Sign Clearance Form	None	Paused Clock	Director General
	11. Process retirement application and receive documentary requirements	None	10 minutes	HRM Officer
	12. Retrieve all leave cards of the employee (retiree) and verify if there are Leave of Absence Without Pay	None	30 minutes	HRM Officer
	13. Update and print GSIS service record	None	1 day	HRM Assistant

	14. Review and Sign GSIS Service Record	None	10 minutes	HRM Officer
	15. Prepare Certification of Leave of Absence Without Pay as to number of days, hours and minutes	None	2 hours	HRM Officer
	16. Review and Sign Certification of Leave without pay, GSIS Application for Retirement/ Separation,	None	20 minutes	Chief, HRMD / Agency Authorized Officer
	17. Prepare Endorsement of application to GSIS	None	20 minutes	Liaison Officer
	18. File application at GSIS Liaison Officers' booth	None	1 day	Liaison Officer
Total:		None	5 days, 4 hours, 42 minutes	-

SEPARATE PAYROLL PROCESS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	CAAP Employees or Beneficiary	
Checklist of Requirements		Where to Secure
<p>Requirements for First Salary:</p> <ol style="list-style-type: none"> 1. Certified true copy of appointment* 2. Certificate of Assumption to duty* 3. Certified true copy of Oath of Office* 4. Notarized SALN 5. Duly accomplished GSIS Membership Information Sheet and Phil health PMRF 6. Duly signed DTR from the date of assumption <p>Additional Requirements for transferees (from one government agency to another)</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities from the previous office 2. Certification of last salary received from previous office 3. Certificate of Available Leave Credits 4. Service Record 5. Certification of Leave Without Pay <p>Requirements for Last Salary/ Benefits</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Certification of Leave Credits* 3. Duly Signed DTR 4. SALN as of last day in service <p>Requirements for Benefits due to heirs of deceased CAAP employee</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Duly Signed DTR 3. Death Certificate authenticated by Philippine Statistics Authority (PSA) 4. Marriage Contract authenticated by PSA, if applicable 5. Birth Certificate of surviving legal heir authenticated by PSA 6. Designation of next-of-kin* 7. Certification of Leave Credits* <p>*to be attached by HRMD personnel</p>		<p>HRMD Office, 2nd Floor, Main Building</p>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete requirements	HRMD 1. Conduct evaluation of eligibility of employees and prepare payroll register	None	1 working day	HRM Assistant / HRM Officer
	2. Payroll printing	None	4 hours	HRM Assistant / HRM Officer
	3. Prepare Disbursement Vouchers and Budget Utilization Request	None	4 hours	HRM Assistant / HRM Officer
	4. Certify payroll as to current rate and designation	None	1 hour	Authorized HRM Officer
	5. Recommend Approval on the payroll and Sign BUR/DV	None	1 hour	Chief, HRMD
	Budget Division / Accounting Division • Funding process and Auditing Subprocess	None	Paused Clock	Budget Division/ Accounting Division personnel
2. Claim Check/s	Cashiering Division – Checking Unit Preparation of Checks • Release of Check process	None	Paused Clock	Cashiering Division – Checking Unit
Total:		None	2 working days, 2 hours	-

SPECIAL LEAVE BENEFITS FOR WOMEN (MAGNA CARTA FOR WOMEN)

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Female Employees			
Checklist of Requirements			Where to Secure	
<ol style="list-style-type: none"> 1. 2 copies Signed Application for Leave (CSC Form No. 6) 2. Medical Certificate filled out by the proper medical authorities, e.g., attending surgeon together with the following: 3. Clinical summary reflecting the ff: <ol style="list-style-type: none"> a) Gynecological disorder which shall be addressed or was addressed by the said surgery; b) Histopathological report; c) Operative technique used for the surgery; d) Duration of the surgery including the operative period (period of confinement around surgery); as well as, e) (e) Employee's estimated period of recuperation for the same. 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit required documents	HRMD 1. Receive and review completeness of documents	None	5 minutes	HRM Assistant
	Concerned Office • Transmit the same application to the Department Physician for evaluation / recommendation as to the number of days entitled, if necessary	None	Paused Clock	OFSAM
	HRMD 2. Post / record of leave to employee's leave card	None	5 minutes	HRM Assistant
	3. Certify leave credit balance	None	3 minutes	HRM Officer
	4. Prepare Notice of payroll changes	None	5 minutes	HRM Officer
	5. Review and Sign Notice of payroll changes	None	10 minutes	Chief, HRMD

	6. Endorse Notice of Payroll Changes to Accounting Division copy furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge	None	1 day	HRM Assistant
	7. Prepare Clearance form with attached Approved Leave Application and endorse to employee / concerned office	None	20 minutes	HRM Officer
	Concerned Office • Sign Clearance Form	None	Paused Clock	Concerned Offices
	HRMD 8. Conduct HRMD Pre-Clearance (DTR, Service Obligation, IPCR/OPCR, SALN, ID, others if necessary)	None	5 days	Concerned HR sections
	9. Prepare Memo brief and attach HRMD pre-clearance checklist and Approved leave application • If CLEARED, sign Clearance form and memo brief • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	Concerned Office • Sign Clearance Form	None	Paused Clock	Deputy Director General for Administration
2. Receive copy of approved leave application and Clearance Form	HRMD 10. Retain one (1) original copy for 201 file and release one (1) copy for employee's approved leave application and Clearance Form	None	10 minutes	HRM Assistant
Total:		None	7 days and 58 minutes	-

SPECIAL PAYROLL PROCESS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All CAAP Employees	
Checklist of Requirements		Where to Secure
<p>Required Documents</p> <ul style="list-style-type: none"> • Duly Approved Daily Time Record (DTR) • Updated Master file of employees <p>Additional Requirements</p> <p>For Overtime Claim:</p> <ol style="list-style-type: none"> 1. Overtime Authorization Slip 2. Accomplishment Report 3. Schedule (if necessary) <p>For Claiming RATA:</p> <ol style="list-style-type: none"> 1. Certificate of No Assigned Vehicle 2. Authority Order to Claim Rata <p>For Salary Differential due to promotion:</p> <ol style="list-style-type: none"> 1. Duly Approved DTR from the date of assumption 2. Certified true copy of Appointment 3. Certified true copy of Certification of Assumption to Duty <p>For Salary Differential due to Step Increment:</p> <ol style="list-style-type: none"> 1. Certified true copy of Notice of Step Increment <p>For Salary Differential due to Salary Adjustment:</p> <ol style="list-style-type: none"> 1. Certified true copy of Notice of Salary Adjustment 2. Issuance regarding salary adjustment <p>For Salary/ Benefits (if deleted from the payroll)</p> <ol style="list-style-type: none"> 1. Leave application form 2. Signed Clearance form 3. Medical Certificate, if on Sick Leave for Five days or more 4. Medical Certificate that the employee is physically fit to work, if applicable 5. Duly Signed Daily Time Record (DTR)* 6. Assumption to Duty* <p><i>*For inclusion to payroll</i></p>		<p>HRMD Office, 2nd Floor, Main Building</p>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible		
1. Submit complete requirements	HRMD	None	3 days	HRM Assistant / HRM Officer		
	1. Conduct evaluation of eligibility of employees and prepare payroll register					
	2. Payroll printing				3 to 4 Working Days	HRM Assistant / HRM Officer
	3. Prepare Disbursement Vouchers and Budget Utilization Request				1 working day	HRM Assistant / HRM Officer
	4. Certify payroll as to current rate and designation				1 working day	Authorized HRM Officer
	5. Recommend Approval on the payroll and Sign BUR/DV				1 working day	Chief, HRMD
	Budget Division / Accounting Division • Funding process and Auditing Subprocess				Paused Clock	Budget Division/ Accounting Division personnel
	6. Receive audited payroll				10 minutes	HRM Assistant
	7. Encoding for Pay-Out	None	3 working days	HRM Assistant / HRM Officer		
	8. Transmit Summary of Payout to Cashiering Division for ADA Preparation and Endorsement to Land Bank	None	20 minutes	HRM Assistant		
2. Receive payment thru ATM	Cashiering Division – Checking Unit See Cashiering Division Process: Preparation of Authority to Debit Account (ADA))	None	Paused Clock	Cashiering Division		
	9. Retain copy of Summary of Pay-out and payroll	None	20 minutes	HRM Assistant / HRM Officer		
3. Receive copy of payslip	10. Preparation, printing and dissemination of Pay Slip* *may include in the Monthly Pay slip, depends on date of release	None	3 working days	HRM Assistant / HRM Officer		
Total:		None	15 to 16 working days	-		

STUDY LEAVE

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Permanent Employees			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. 2 copies Approved Application for Leave (CSC Form No. 6) 2. Letter Request 3. Copy of Latest Appointment 4. Certificate of No Pending Task 5. Copy of IPCR covering the two latest rating period 6. Service Record (proof of service requirement) 7. Additional Requirements: For Bar Examination: <ol style="list-style-type: none"> a. Petition to take the bar examination b. Official List of Bar Candidates c. Acknowledgement Receipt <p>For Board Examination:</p> <ol style="list-style-type: none"> a. Proof of registration 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit all requirements	Human Resource Management Division 1. Receive and review completeness of documents	None	5 minutes	HRM Assistant
	2. Post / record leave to employee's leave card	None	3 minutes	HRM Assistant / HRM Officer
	3. Prepare Notice of payroll changes	None	5 minutes	HRM Officer
	4. Review and Sign Notice of payroll changes	None	10 minutes	HRM Officer
	5. Endorse Notice of Payroll Changes to Accounting Division copy furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge	None	1 day	HRM Assistant

	6. Prepare Clearance form and HRMD Pre-Clearance Checklist, attach Approved Leave Application	None	20 minutes	HRM Officer
	Concerned offices Sign Clearance Form	None	Paused Clock	Concerned offices
	Human Resource Management Division 7. Prepare Memo brief and attach HRMD pre-clearance checklist and Signed Scholarship Contract • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	Office of the Deputy Director General for Administration • Sign Clearance Form	None	Paused Clock	Deputy Director General for Administration
	Human Resource Management Division 8. Prepare Scholarship Contract with reference to CSC Guidelines and memo brief	None	1 hour	HRM Assistant
2. Sign Scholarship Contract		None	Paused Clock	Concerned employee
	Office of the Director General • Sign Scholarship Contract	None	Paused Clock	Director General
	Human Resource Management Division 9. Retain one (1) copy for 201 file and release one (1) copy for employee's approved leave application and clearance form Copy furnish DTR Unit and Payroll Unit	None	30 minutes	HRM Assistant
Total:		None	2 days, 2 hours, 13 minutes	-

TERMINAL LEAVE BENEFITS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP In-active Employees or Beneficiary			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Accomplished Leave Application form 2. Duly Approved Clearance Form 3. Area and Airport Clearance (for employee assigned at area center / airports) 4. SALN as of last day of service 5. Notarized Affidavit with Authorization 6. GSIS Clearance Additional Requirements: (For deceased CAAP employee) <ol style="list-style-type: none"> 1. PSA Death Certificate 2. PSA Birth Certificate of Claimant 3. PSA Marriage Contract (if married) 4. PSA Birth Certificate of Deceased (if claimant is parent of the deceased) 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	HRMD 1. Receive and review completeness of documents	None	15 minutes	HRM Receiving/ HRM Assistant
	2. Review leave cards as to correctness of posting and deduction of leave credits during the entire period of service	None	3 working days	HRM Officer
	3. Prepare Schedule of Terminal Leave Benefits and attach supporting documents	None	10 minutes	HRM Officer
	4. Prepare memo brief for endorsement to the Director General	None	10 minutes	HRM Officer
	5. Review required documents, sign recommend approval on leave application and memo brief	None	20 minutes	Chief, HRMD / Airport or Area Manager

	ODG Sign / approve Schedule of Terminal Leave Benefit and leave application	None	Pause Clock	Director General
	6. Prepare Budget Utilization Request (BUR) and Disbursement Voucher (DV)	None	20 minutes per applicant	HRM Officer
	and attach signed/ approved terminal leave benefit application			
	7. Sign BUR and DV	None	10 minutes	Chief, HRMD
	8. Produce copies of documents for file	None	20 minutes	HRM Assistant/ HRM Officer
	9. Record in the database of outgoing documents and logbook	None	20 minutes	HRM Assistant/ HRM Officer
	10. Transmit to Budget Division for processing	None	20 minutes	HRM Assistant
	Budget Division Fund allocation • See Budget Division Process: Processing of Various Claims (Funding)	None	Pause Clock	Concerned Budget Division Personnel
	Accounting Division • See Accounting Division Process: Salary, Wages, and Other Personnel Benefits	None	Pause Clock	Concerned Accounting Division Personnel
2. Proceed to Checking Unit for claiming of Check	Checking Unit • Release payment in the form of Check • See Cashiering Division Process: Release of Check	None	Pause Clock	Concerned Checking Unit Personnel
Total:		None	3 days and 2 hours and 25 minutes	-

TERMINATION / NON-RENEWAL OF CONTRACTS OF JOB ORDER / CONSULTANTS

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Service / Area Centers			
Checklist of Requirements			Where to Secure	
1. Endorsement by service / area / office 2. Copy of latest Performance Assessment Form 3. Notice of Termination / Non-renewal of Contract 4. Memo brief				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit documents	HRMD 1. Receive documents	None	5 minutes	HRM Assistant
	2. Prepare Notice of Termination/ Nonrenewal of Contract and memo brief	None	30 minutes	HRM Officer
	3. Review and sign memo brief	None	20 minutes	Chief, HRMD
	ODDGA Approve / Sign Notice of Termination	None	Pause Clock	DDGA
	4. Issue Notice of Termination/ Nonrenewal of Contract	None	1 hour	Chief, HRMD / HRM Officer
	5. Prepare Clearance form, HRMD Pre-Clearance Checklist and attach Approved Leave Application	None	20 minutes	HRM Officer
	Sign Clearance Form	None	Paused Clock	Concerned offices

	6. Prepare Memo brief and attach HRMD pre-clearance checklist • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	Sign Clearance Form	None	Paused Clock	Deputy Director General
	7. Prepare Certificate of Employment Scan Clearance Form for HR file	None	4 hours	HRM Assistant
	8. Sign Certificate of Employment	None	20 minutes	Chief, HRMD / HRM officer
	9. Issue Certificate of Employment along with the Clearance Form to client	None	10 minutes	HRM Assistant
Total:		None	1 day, 6 hours, 45 minutes	-

TRANSFER FROM AREA /AIRPORT TO CENTRAL OFFICE

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Copy of Service/Office Order 2. Area / Airport Clearance 3. Certificate of Leave Balance 4. Certificate of Last Salary received / Payslip 5. Letter reporting for duty 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all required documents	HRMD 1. Receive copy of Service/Office Order on transfer of place of assignment	None	10 minutes	HRM Assistant
	2. Enter to monthly payroll, leave administration and personnel inventory	None	30 minutes	HRM Officer/ HRM Assistant
	3. Coordinate with HR In- charge in Area/Airport concerned about mailing of original leave cards of employee upon transfer (thru call, text, email)	None	10 minutes	HRM Officer
	4. Store original leave cards to employee's 201 file	None	10 minutes	HRM Assistant
Total:		None	1 hour	-

TRANSFER FROM CENTRAL OFFICE TO AREA / AIRPORT

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All CAAP Employees			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Copy of Service / Office Order 2. Notice of payroll changes 3. Clearance Form 4. Latest leave card 5. Certification of leave balance 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit copy of Service / Office Order to HRMD	HRMD 1. Receive copy of Service/Office Order on transfer of place of assignment	None	5 minutes	HRM Assistant
	2. Prepare Notice of payroll changes	None	5 minutes	HRM Officer
	3. Review and Sign Notice of payroll changes	None	10 minutes	Chief, HRMD
	4. Endorse Notice of Payroll Changes to Accounting Division copy furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge	None	1 day	HRM Assistant
	5. Notify employee of the following documents necessary upon his transfer to Airport/Area <ul style="list-style-type: none"> • Copy of Service/Office Order • Signed Clearance form • Certificate of Leave Balance • Certificate of Last Salary received/ Payslip • Letter reporting for duty 	None	30 minutes	HRM Officer

	6. Prepare Clearance form and HRMD Pre-Clearance Checklist, attach Copy of Service/Office Order	None	20 minutes	HRM Officer
	Concerned office • Sign Clearance Form	None	Paused Clock	Concerned offices
	HRMD 7. Prepare Memo brief and attach HRMD pre-clearance checklist • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance	None	1 day	HRMO In-charge / Chief, HRMD
	Concerned Office • Sign Clearance Form	None	Paused Clock	Deputy Director General
	HRMD 8. Update leave card and prepare Certification of leave balance as of last day in Central office	None	4 hours	HRM Assistant
	9. Sign Certification of leave balance	None	20 minutes	Chief, HRMD / HRM officer
	10. Release copy of Clearance form and Certification of leave balance to employee	None	20 minutes	HRM Assistant
	11. Prepare request for mailing for transfer of original leave cards to respective place of assignment	None	30 minutes	HRM Assistant/ HRM Officer
	CRAD • Mailing of documents • See CRAD Process: Processing and Mailing of Documents (Local and International)	None	Paused Clock	CRAD Personnel
Total:		None	2 days, 6 hours, 20 minutes	-

ACCEPTANCE AND APPROVAL FOR ON-THE-JOB TRAINING

Office/Division:	Air Traffic Planning and Progression Department (ATPPD), ATS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	University / College Students			
Checklist of Requirements		Where to Secure		
1. Endorsement letter form school		To be submitted by the requesting party to CAAP HRMD Office		
2. Participant's 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	None	5 Minutes	HRMD officer in charge of OJT deployment
	1.2 CCS to attach routing/action slip	None	5 Minutes	
	1.3 Forward and endorse request to ATS for acceptance	None	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	None	5 Minutes	
	2.2 Endorsed to ATS Admin	None	5 Minutes	
3. Students to proceed to ATS Admin for Orientation	3. Review and verify submitted documents	None	10 Minutes	ATS Admin Head
	3.1 Orient students of the ATS guidelines and policies on accepting OJT trainees	None	15 Minutes	Progression Division's Office, ATS
	3.2 Endorse student to ATS focal person in-charge of facility assignment in ATS Offices	None	5 Minutes	ATS Focal Person on OJT handling ATS HQ Office

4. Students to proceed to ATS focal person in-charge	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	None	5 Minutes	
	4.2 Endorse to ATS Admin for endorsement to CSIS	None	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	None	5 Minutes	
6. Proceed to CSIS for issuance of OJT ID and security clearance	6. 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
	6.1 Printing of security clearance	None	5 Minutes	CAAP CSIS Releasing office
	6.2 Filing/recording in the database	None	5 Minutes	

	6.3 Issuance of security clearance	None	5 Minutes	
	6.4 Issuance of CAAP OJT ID	None	5 Minutes	
	6.5 Issue security clearance and approval	None	5 Minutes	
Total:		None	2 Hours, 25 Minutes	-

ACCEPTANCE OF ON-THE-JOB TRAINEES

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Graduating College students eligible to undergo On-the-Job Training Preferably those in Aviation-related, Engineering, Management, Accounting / Finance, Information Technology, Legal, Medical, or Human Resources related courses			
Checklist of Requirements		Where to Secure		
1. Accomplished Application Form for Internship Other Attachments: a. Recommendation from School b. Updated Resume c. Notarized waiver signed by parents or guardian d. NBI or Police Clearance e. Valid Enrolment / Registration Form		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit all requirements	HRMD 1. Receive and review submitted documents	None	1 Hour	HRM Personnel
	1.1. Coordinate with Office concerned regarding OJT applicant in connection with their request for trainee	None	30 Minutes	HRM Personnel

2. Attend Interview	2. Interview applicant	None	1 Hour	HRMD Chief / Personnel
	2.1. Endorse application to office concern for acceptance	None	30 Minutes	HRM Assistant
3. Undergo medical examination	3. Inform applicant of required medical examination (to be conducted outside CAAP)	None	20 Minutes	HRM Assistant
4. Submit medical clearance	4. Receive Medical Clearance issued by OFSAM from the applicant and endorse application to CSIS	None	30 Minutes	HRM Assistant
5. Bring endorsement to CSIS	CSIS 5. Issue Security Clearance and CSIS ID	None	Paused Clock	Concerned CSIS Personnel
6. Proceed to HRMD for final processing	HRMD 6. Receive security clearance. Conduct simple orientation providing instructions on policies and documents required to receive Certificate of Completion	None	1 Hour	HRM Personnel
Total:		None	4 Hours, 40 Minutes	-

ISSUANCE OF ON-THE-JOB-TRAINING CERTIFICATE

Office/Division:	Human Resource Management Division (HRMD), Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP On-The-Job Trainees			
Checklist of Requirements		Where to Secure		
1. Endorsement from the concerned office		Concerned CAAP office		
2. Duly accomplished OJT Daily Time Sheets				
3. OJT ID card				
4. Trainee Performance Evaluation				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HRMD and submit requirements	1. Receive required documents	None	10 minutes	HR Receiving / HRM Assistant
	2. Review submitted Daily Time Sheet vis-à-vis number of training hours approved	None	1 hour	HR Receiving Officer / HRM Assistant
	3. Prepare Certificate of Completion (if completed), Certification of Training hours rendered (if not completed)	None	30 minutes	HRM Assistant
	4. Sign Certificate of Completion/ Certification of Training hours rendered	None	20 minutes	Chief, HRMD
	5. Scan copy of Signed Certificate of Completion/ Certification of Training hours rendered for HR file	None	5 minutes	HRM Assistant
2. Receive Certificate of Completion	6. Issue Certificate of Completion / Certification of Training hours rendered for HR file to trainee	None	5 minutes	HRM Assistant
Total:		None	2 hours and 10 minutes	-

**RECRUITMENT OF TECHNICAL PERSONNEL
(CATS, CNSSO AND ALPT TRAINING)
PHASE 1 – CONDUCT OF EXAMINATION**

Office/Division:	Human Resource Management Division (HRMD), AFS			
Classification:				
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Qualified Applicants			
Checklist of Requirements		Where to Secure		
1. For preparation of recruitment announcement: <ul style="list-style-type: none"> • Authority Order signed by the Director General • Endorsement of Concerned Office • Recruitment Announcement and Memo Brief 		Human Resource Management Division, 2 nd Floor Main Building, CAAP Central Office		
2. For recruitment of applicants: <ul style="list-style-type: none"> • Required documents based on announcement • Accomplished checklist • Application 				
3. For the conduct of examination <ul style="list-style-type: none"> • Recruitment announcement • Memorandum of Service's Official Proctors for the examination • Number of Examinees per testing center • List of HRD personnel to assist in the examinations • Approved APP • Memo Brief 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Preparation of Recruitment Announcement 1. Receive documents necessary for preparation of Recruitment Announcement	None	5 Minutes	HRM Assistant
	2. Prepare Recruitment Announcement Permit, CATC Location Map and Memo Brief	None	1 Hour	HRM Assistant
	3. Approve/Sign Recruitment Announcement	None	Paused Clock	DDG for Administration and Director General

	4. Dissemination of Recruitment Announcement	None	Paused Clock	MISD
	Recruitment of Applicants	None	30 Minutes per Applicant	HRM Assistant
	5. Receive documents and asses Applicant			
	6. Enlist the applicant to Official List of Examinees and Issuance of Permit to take the exam	None	15 Minutes per Applicant	HRM Assistant
	Conduct of Examination			
	7. Endorse Official List of Examinees to concerned Office / Service	None	30 Minutes	HRM Officer
	8. Prepare Memorandum of the Service's Official Proctors for the examination	None	Paused Clock	Concerned Office
	9. Preparation of Memorandum of Official Proctors and Memo Brief	None	1 Hour	HRM Assistant
	10. Review and sign Memo Brief	None	20 Minutes	Chief, HRMD
	11. Sign / Approve Memorandum	None	Paused Clock	DDG for Administration
	12. Preparation of Travel Order	None	30 Minutes	HRM Assistant
	13. Sign / Approve Travel Order	None	Paused Clock	Authorized Signatories
	14. Conduct of the Examination	None	1 Day	HRMD and Concerned Service
	Total:	None	1 Day, 3 Hours, 40 Minutes	-

**RECRUITMENT OF TECHNICAL PERSONNEL
(CATS, CNSSO AND ALPT TRAINING)
PHASE 2 – CONDUCT OF INTERVIEW AND MEDICAL EXAMINATION**

Office/Division:	Human Resource Management Division (HRMD), AFS			
Classification:				
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Qualified Applicants			
Checklist of Requirements		Where to Secure		
1. For Conduct of Interview to Successful Examinees / Applicants: <ul style="list-style-type: none"> • Accomplished Exam Papers • Official List of Successful Examinees • Interview Examination Schedule • Signed Announcement of Interview Schedule • Signed Endorsement by Chief, HRMD • Number of Interviewees per Testing Center • List of HRMD Personnel to participate in the interview • Approved APP • Signed Memorandum of Official Interviewers • Memo Brief 		Human Resource Management Division, 2 nd Floor Main Building, CAAP Central Office		
2. For Conduct of Medical Examination for Successful Interviewee: <ul style="list-style-type: none"> • List of Successful Interviewees • Medical Examination Schedule • Endorsement for Medical Examination from HRMD and HR Unit In-Charge in testing centers • Medical Schedule 				
3. For Preparation of Final List of Successful Candidates for Training: <ul style="list-style-type: none"> • Successful interviewees with Medical Clearance • Consolidated List of Candidates • Memo Brief • Signed / Approved Official List of Candidates • Memo Brief 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Conduct of Interview to Successful Examinees / Applicants 1. Assistance in Checking of Exam Papers	None	5-10 Working Days	HRMD Concerned Personnel

2. Preparation of Official List of Successful Examinees	None	Clock Paused	Service Concerned
3. Endorsement of Official List of Successful examinees and Interview Schedule for Publication to CAAP Official Website / Facebook	None	1 Day	HRMD Concerned Personnel
4. Dissemination of Official List of Successful examinees and interview schedule	None	Paused Clock	MISD
5. Preparation of Memorandum of Official Interviewers and Memo Brief	None	1 Hour	HRM Assistant
6. Review and sign memo brief	None	20 Minutes	Chief, HRMD
7. Sign / Approve Memorandum	None	Paused Clock	DDG for Administration
8. Preparation of Travel Order	None	30 Minutes	HRM Assistant
9. Sign / Approve Travel Order	None	Paused Clock	Authorized Signatories
10. Conduct of Interview	None	15 Days	HRMD Concerned Personnel and Service's Concerned Officers
Conduct of Medical Examination for Successful Interviewees	None	2-3 Days	HRMD Concerned Personnel
11. Endorsement of Successful Interviewees for Medical			
12. Conduct of Medical Exam (Sub Process)	None	Paused Clock	OFSAM

Preparation of Final List of Successful Candidates for Training	None	1 Day	HRM Officer
13. Consolidation of Official List of Candidates			
14. Approve / Sign Official List of Candidates	None	Paused Clock	Director General
15. Dissemination of Official List of Candidates	None	Paused Clock	MISD
16. Information Dissemination to Candidates	None	2-3 Days	HRM Assistant
Total:	None	33 Days, 1 Hour, 50 Minutes	-

PROCUREMENT THROUGH ALTERNATIVE MODE OF PROCUREMENT (SHOPPING AND SVP) – Phase 1

Office/Division:	Procurement Division, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Office / End-users			
Checklist of Requirements			Where to Secure	
1. Approved Purchase Request (with complete Technical description/specifications)			Procurement Division, 3F General Service Building, CAAP Central Office	
2. R.I.S stamped with “no stocks available”				
3. APP/PPMP				
4. Mode of Procurement from BAC				
5. Minutes of BAC Meeting				
6. BAC Resolution if change of mode of procurement				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. BAC Secretariat submits approved PR with complete documentary requirements	1. Receive complete requirements from client and check for completeness <ul style="list-style-type: none"> If complete, proceed to Step 2 If incomplete, proceed to Step 1A 	None	3 days	PD Assistant
	1A. Request client for missing requirements before proceeding with the request	None		PD Assistant
	1B. Receive missing requirements from the client, proceed to Step 2	None		PD Assistant
	3. Prepares Request for Quotation (RFQ)	None		PD Assistant
	4. Signs RFQ	None		Chief, PD
	5. Post RFQ at Philgeps website and conspicuous places (for ₱50K above projects) (for below ₱50K projects, proceed to Step 8)	None		PD Assistant / Officer
	6. Send copy of RFQ to MIS for posting at CAAP website	None		PD Assistant / Officer
	7. E-mail invitation to at least three (3) reputable suppliers	None		PD Assistant / Officer
	8. Prepare Notice of Meeting for Opening of RFQ/Notice of Invitation to COA and Observe	None		PD Analyst / Assistant
	9. Send Notice of Meeting to COA and End-users and Email Observers	None		PD Assistant
Total:		None	3 days	-

PROCUREMENT THROUGH ALTERNATIVE MODE OF PROCUREMENT (SHOPPING AND SVP) – Phase 2

Office/Division:	Procurement Division, AFS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Office / End-users			
Checklist of Requirements			Where to Secure	
1.Approved Purchase Request (with complete Technical description/specifications)			Procurement Division, 3F General Service Building, CAAP Central Office	
2.R.I.S stamped with “no stocks available”				
3.APP/PPMP				
4.Mode of Procurement from BAC				
5.Minutes of BAC Meeting				
6.BAC Resolution if change of mode of procurement				
7.Quotations with complete requirements				
8.End-user Evaluation Report				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.End-user submits Evaluation Report with recommendation to Award	1. Receive End-user Evaluation Report	None	1 day	PD Assistant
	2. Prepare Award Recommendation/Resolution	None		
	3. Forwards to End-user/members of Committee for signature of Award Recommendation	None		
Total:		None	1 day	-

PROCUREMENT THROUGH ALTERNATIVE MODE OF PROCUREMENT (SHOPPING AND SVP) – Phase 3

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Office / End-users			
Checklist of Requirements		Where to Secure		
1.Approved Purchase Request (with complete Technical description/specifications)		Procurement Division, 3F General Service Building, CAAP Central Office		
2.R.I.S stamped with “no stocks available”				
3.APP/PPMP				
4.Mode of Procurement from BAC				
5.Minutes of BAC Meeting				
6.BAC Resolution if change of mode of procurement				
7.Quotations with complete requirements				
8.End-user Evaluation Report				
9.Award Recommendation/Resolution				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.DG’s office forwards to PD Signed/Approved Award Recommendation/Resolution	1. Receives/Check s complete requirements	None	2 days	PD Assistant
	2. Prepare Contract of Agreement	None		
	3.Contacts Winning Bidder/Supplier to Sign Contract	None		
Total:		None	2 days	-

PROCUREMENT THROUGH PETTY CASH CUSTODIAN (15K BELOW)

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Office / End-users			
Checklist of Requirements		Where to Secure		
1.Requisition and Issuance Slip stamped and signed of non- availability of stocks for Common Office Supplies and Equipment (CSE) from Supply Division.		Procurement Division, 3F General Services Building, CAAP Central Office		
2.Canvass from at least three (3) suppliers for CSE purchases involving ₱1,000.00 and above, except for purchases made while on official travel.				
3.Certificate of Emergency Purchase, if necessary.				
4.Report of Waste Materials in case of replacement/repair				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Procurement Division and Submit complete requirements	Procurement Division: 1.Receive complete requirements from client and check for completeness <ul style="list-style-type: none"> • If complete, proceed to Step 2 • If incomplete, proceed to Step 1A 	None	1 day	Procurement Assistant / Officer
	1A. Request client for missing requirements before proceeding with the request	None		Procurement Assistant / Officer
	1B. Receive missing requirements from the client, proceed to Step 2	None		Procurement Assistant / Officer
	2. Checks at APP/PPMP and Assigns Control No./Logs PR	None		Procurement Assistant / Officer
	3. Approves PR	None		Chief, PD
2.Receives approved PR	4. Delivers approved PR to the Requesting Office	None		Procurement Assistant / Officer
Total:		None	1 day	-

ISSUANCE AND SIGNING OF APPROVED CONTRACT OF AGREEMENT AND SUBSEQUENT ISSUANCE OF NOTICE TO PROCEED (NTP) – PHASE I

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1. Notice of Award (NOA)		Procurement Division, 3F General Services Building, CAAP Central Office		
2. Complete Bidding Documents (as per checklist)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. BAC Secretariat forwards NOA with complete bidding documents (as per checklist)	1. Checks / Receives documents	None	1 day	PD Assistant
	2. Prepare Contract of Agreement	None		PD Assistant / Officer
	3. Forwards to ELS for legal review	None		PD Assistant
Total:		None	1 day	-

ISSUANCE AND SIGNING OF APPROVED CONTRACT OF AGREEMENT AND SUBSEQUENT ISSUANCE OF NOTICE TO PROCEED (NTP) – PHASE II

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1. Notice of Award (NOA)		Procurement Division, 3F General Services Building, CAAP Central Office		
2. Complete Bidding Documents (as per checklist)				
3. Reviewed Contract of Agreement				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. ELS forwards to PD reviewed / corrected Contract of Agreement	1. Checks / Receives Documents	None	1 day	PD Assistant
	2. Revise Contract of Agreement if there is correction, if none, proceed to Step 3	None		PD Assistant / Officer
	3. Contacts Winning Supplier / Contractor for Contract Signing	None		PD Assistant
Total:		None	1 day	-

ISSUANCE AND SIGNING OF APPROVED CONTRACT OF AGREEMENT AND SUBSEQUENT ISSUANCE OF NOTICE TO PROCEED (NTP)

– PHASE III

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1. Notice of Award (NOA)		Procurement Division, 3F General Services Building, CAAP Central Office		
2. Complete Bidding Documents (as per checklist)				
3. Reviewed Contract of Agreement				
4. Identification Card/s of Authorized Representative				
5. Letter of Authorization to pick up Contract of Agreement				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client visits Procurement Division	1. Copies document from Supplier	None	1 day	PD Assistant
2. Signs Contract if client is the authorized signatory / Receive Contract if the client is not the authorized person to sign receives the contract	2. Release / Receive Signed Contract	None		PD Assistant / Officer
	3. Signs Contract of Agreements as Witness (for goods only)	None		PD Assistant
	4. Prepare Notice to Proceed and Memo Brief	None		PD Assistant / Officer
Total:		None	1 day	-

**ISSUANCE AND SIGNING OF APPROVED CONTRACT OF AGREEMENT
AND SUBSEQUENT ISSUANCE OF NOTICE TO PROCEED (NTP)
– PHASE IV**

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1. Notice of Award (NOA)		Procurement Division, 3F General Services Building, CAAP Central Office		
2. Complete Bidding Documents (as per checklist)				
4. Signed/Approved Notice to Proceed				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. DG's office forwards to PD signed/approved Contract of Agreement	1. Checks / Receives Documents	None	1 day	PD Assistant
	2. Contacts Winning Supplier / Contractor for Contract Notarization	None		PD Assistant / Officer
Total:		None	1 day	-

ISSUANCE AND SIGNING OF APPROVED CONTRACT OF AGREEMENT AND SUBSEQUENT ISSUANCE OF NOTICE TO PROCEED (NTP) – PHASE V

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1. Notice of Award (NOA)		Procurement Division, 3F General Services Building, CAAP Central Office		
2. Complete Bidding Documents (as per checklist)				
3. Notarized Contract of Agreement				
4. Signed/Approved Notice to Proceed				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits Notarized Contract to PD	1. Checks / Receives Documents	None	1 day	PD Assistant
	2. Issue one copy of Notarized Contract of Agreement	None		PD Assistant / Officer
	Issue Notice to Proceed If the Authorized Representative will be the one to sign the Notice to Proceed, proceed to Step 4 If the Authorized Representative will only pick up the NTP and some other person will sign, proceed to Step 3A	None		PD Assistant / Officer
	3A. Release of Notice to Proceed to sign if not the authorized person to sign receives the NTP	None		PD Assistant / Officer
2. Signs Notice to Proceed	4. Received the signed Notice to Proceed	None		PD Assistant / Officer
Total:		None	1 day	-

ORDERING OF COMMON OFFICE SUPPLIES AND EQUIPMENT (CSE) AT PS-DBM VIRTUAL STORE (VS)

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	End-user			
Checklist of Requirements			Where to Secure	
1.Approved Purchase Request			Procurement Division, 3F General Services Building, CAAP Central Office	
2.APP-CSE				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Supply Division submits approved PR	1. Receives PR	None	1 day	Procurement Officer / VS registered buyer
	2.Reviews/Compares PR to CAAP approved APP-CSE	None		
	3.Authorized Buyer place order at PS-DBM Virtual Store	None		
2.Receives copy of Order Confirmation	4.Print/File Copy of Order Confirmation	None		
Total:		None	1 day	-

PAYMENT OF CONTRACT (Goods Only)

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1. End-user Acceptance (Original)		Procurement Division, 3F General Services Building, CAAP Central Office		
2. Technical Inspection and Acceptance Committee Report (Original)				
3. Sales Invoice (Original)				
4. Delivery Receipt (Original)				
5. PAR/RIS/ICS				
6. Test Result (Original) / Physical Inspection Result (Original) / Certificate of Final Acceptance Report				
7. Warranty Certificate				
8. Contract of Agreement (Original)				
9. All Documents attached to the Contract of Agreement				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Supply Division forwards TIAC Report with complete requirements	1. Receive complete requirements from client and check for completeness <ul style="list-style-type: none"> If complete, proceed to Step 2 If incomplete, proceed to Step 1A 	None	1 day	PD Assistant
	1A. Request client for missing requirements before proceeding with the request	None		
	1B. Receive missing requirements from the client, proceed to Step 2	None		
	2. Prepares BUR and DV	None		
2. End-user receives BUR/DV with complete documents	3. Forwards to End-user for signature of BUR/DV	None		
Total:		None	1 day	-

RECEIVING OF DELIVERED GOODS FROM SUPPLIER

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who May Avail:	Supplier			
Checklist of Requirements		Where to Secure		
1. Technical inspection and Acceptance Report		Technical Inspection and Acceptance Committee (TIAC)		
2. Contract Agreement		Procurement Division		
3. Delivery Receipts / Sales Invoice		Supplier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Deliver Goods	1. Check the quantity and description of the delivered good/s after TIAC inspection/report based on Delivery Receipt/s and Contract Agreement	None	Within a day after TIAC inspection / report	Receiving In-charge
2. (a) Get duly Acknowledged Delivery Receipt/s (DRs)	2. (If delivered goods are complete) Receive delivered goods and acknowledge Delivery Receipt/s	None		
2. (b) Get denied goods and DR with notation of “incomplete delivery”	3. (If delivered goods are incomplete) Deny receipt of goods; put notation “incomplete delivery” on DR and inform/furnish copy of DR to End-user and Procurement Division	None		
Total:		None	1 Day	-

REFUND/RELEASE OF PERFORMANCE BOND / 10% RETENTION MONEY FROM THE CONTRACT (Goods Only)

Office/Division:	Procurement Division, AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Winning Supplier / Bidder			
Checklist of Requirements		Where to Secure		
1.Letter Request from the Supplier		Procurement Division, 3F General Services Building, CAAP Central Office		
2.Official Receipt of Payment of Performance Bond (Original)				
3.Contract of Agreement				
4.Certificate of Final Acceptance				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Letter Request from the Supplier	1.Receive complete requirements from client and check for completeness <ul style="list-style-type: none"> • If complete, proceed to Step 2 • If incomplete, proceed to Step 1A 	None	1 day	Office / Administrative Assistant
	1A. Request client for missing requirements before proceeding with the request	None		
	1B. Receive missing requirements form the client, proceed to Step 2	None		
	2. Prepares DV	None		
2.End-user Receives DV with complete docs	3. Forwards to End-User for signature DV	None		
Total:		None	1 day	-

SUBMISSION OF ADVANCE COPY OF PROCUREMENT DOCUMENTS (Goods Only) to COA

Office/Division:	Procurement Division, AFS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	COA			
Checklist of Requirements		Where to Secure		
1.NTP (Notice to Proceed) received by the Supplier and other Procurement documents (as per process checklist)		Procurement Division, 3F General Services Building. CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Organized (label/tab) copies of Contract Agreement and its attached documents	None	5 days	Office / Administrative Assistant
	2. Stamps (Certified from the Original Copy) each page	None		Office / Administrative Assistant
	3. Signs each page	None		Chief, P.D.
	4. Scan/Save copies of Contract of Agreement and its attached documents	None		Office / Administrative Assistant
	5. Prepares Checklist	None		Office / Administrative Assistant
Receives advance copy of procurement documents	6. Submits to COA Resident Auditor	None		Office / Administrative Assistant
Total:		None	5 days	-

ISSUANCE OF CANCELLATION OF PROPERTY ACCOUNTABILITY FOR PROPERTIES

Accountable personnel (CAAP) may surrender their property accountability, whether serviceable or unserviceable/beyond economic repair (BER) to CAAP Supply Division for the cancellation of their property accountability on record. The Receipt of Returned Semi-expendable Property (RRSP) is used for below Php 50, 000.00 surrendered properties as prescribed under COA Circular No. 2022-004. Parallely, the Receipt of Returned Non-expendable Property (RRNP) is used for above Php 50, 000.00 surrendered properties.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Request Letter Surrendered Property Inventory Custodian Slip (ICS) Property Acknowledgement Receipt (PAR) Receipt of Returned Semi-expendable Property/Non-Expendable Property (RRSP/RRNP) 		<ul style="list-style-type: none"> Requesting Office Supply Division, 2nd floor, General Services Building, CAAP Central Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Notify the Supply Division via email or request letter for cancellation of property accountability	Verify as to record the property/equipment to be returned	None	30 minutes	Requesting personnel
2) Surrender the property/item	Property Officer inspects physically the surrendered property including serial numbers, model and brand.		25 minutes	Supply Division (Property Officer)
	Property Officer verifies whether the surrendered property is still serviceable or already unserviceable beyond economic repair (BER)			

	Property Officer receives the Unserviceable/ serviceable property and signs the RRSP or RRNP, whichever is applicable.		10 minutes	
	Approval of the RRSP/RRNP by the Chief SD		15 minutes	Chief, Supply Division
2. Claim the items requested at Storage Room Obtain copy of ICS	Furnish copy of RRSP/RRNP to the requesting personnel		20 minutes	Storage Keeper
3.	Property officer cancels the property accountability of the requesting personnel and update his/her ICS records and filed accordingly		20 minutes	Supply Division (Property Officer)
Total:		None	2 hours	

ISSUANCE OF COMMON OFFICE SUPPLIES / EQUIPMENT

This is an Office-to-Office process which provides the procedure of requesting various common supplies and equipment (CSE) from the CAAP Supply Division. The Offices at CAAP Head Office submits a duly signed Requisition and Issuance Slip, and is processed by the Supply Division. The issued CSEs are then claimed/picked-up by the requesting offices at CAAP Supply Division Warehouse.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
1. Request and Issue Slip (RIS)		Supply Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit RIS	Receive and control RIS	None	20 minutes	Property / Stock Control Staff
	Check stock availability of requested items		10 minutes	
	If no stock available, proceed to Step 3 If stock is available proceed to Step 4		10 minutes	
	Put Check Mark (√) on “No Stock Available” column of the RIS		20 minutes	Chief, Supply Division
	Approval of RIS and ICS (if applicable) by Chief SD		30 minutes	Storage Keeper
Claim the items requested at Storage Room Obtain copy of ICS	Issue / Release the item/s requested			
Total:		None	1 hour & 30 mins	



ISSUANCE OF FUEL FOR CAAP MOTOR VEHICLE AND SMALL HORSE POWER GASOLINE ENGINE EQUIPMENT (SHGEEs)

This process provides the procedure of requesting fuel allocation for the use of CAAP Service Vehicles and Small Horse Power Gasoline Engine Equipment (SHGEEs) (*i.e. Grass Cutters and Lawn Mowers*) utilized by CAAP Head Office and its nearby facilities.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Request and Issuance Slip (RIS) Trip Tickets Travel Order (if applicable) Disposition Form 		Requesting Office Supply Division, 2nd floor, General Services Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request to Supply Division	Received Request and Issuance Slip (RIS)	None	25 minutes	Requesting office (AFS-Motorpool /BGMS, ANS, ATS, CSIS, CATC)
	Prepare Disposition Form and controlled the RIS			Supply Division (Supply Officer)
	Endorse Disposition Form to Chief SD for approval			Chief, Supply Division
	Approval of the Disposition Form by the Chief SD			Supply Division (Supply Officer)
	Approved Disposition Form will be issued to the requestor for gas up			Supply Division / Gas Station
6) Received approved disposition form	Requestor shall present the approved disposition form to the gas station			
Total:		None	25 minutes	

ISSUANCE OF PROPERTY CLEARANCE FOR CAAP EMPLOYEES WITH NO PROPERTY ACCOUNTABILITY

Retirement / Resignation / End of Contract, Travel (local and abroad) and authorized leave and with Settled Receivables in case of property loss (Per Transaction)

This is an Office-to-Office process which provides the procedure of the issuance/approval of the application of property clearance to designated accountable personnel CAAP-Wide without property accountability. Upon receipt of the application from the preceding office, the approved property clearance is forwarded to the Human Resource Management Division (HRMD) as the next approving office of the application.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees / Consultant			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Application for Certificate of Clearance Certificate of Property Clearance Valid Proof of Settled Receivables (copy of OR etc.) 		HRMD, 2 nd floor, Main Building, CAAP Central Office Supply Division, 2 nd floor, General Services Building Accounting Division, 3 rd floor, Main Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1) Request issuance of Certificate of Property Clearance	Checked and verified on record property accountability of the applicant	None	2 hours and 10 minutes	Property Officer
	Prepare Certificate of Property Clearance		1 hour	
	Approval of Certificate of Property Clearance		20 minutes	Chief, Supply Division
	Issue approved Certificate of Property Clearance		30 minutes	Property Officer
Total:		None	4 hours	

ISSUANCE OF PROPERTY CLEARANCE FOR CAAP EMPLOYEES WITH PROPERTY ACCOUNTABILITY

Purpose: Retirement / Resignation / End of Contract, Travel (local and abroad), Authorized leave

This is an Office-to-Office process which provides the procedure of the issuance/approval of the application of property clearance to designated accountable personnel CAAP-Wide with property accountability. However, due to verified existing accountabilities, the personnel concerned is involved in the process if property transfer and/or return/surrender of his/her property accountability is necessary prior to the approval of the application, respectively.

The approved property clearance is forwarded to the Human Resource Management Division (HRMD) as the next approving office of the application.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees / Consultant			
Checklist of Requirements		Where to Secure		
1. Application for Leave		Supply Division		
2. Application for Property Clearance				
3. Property Acknowledgement Receipt				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request issuance of Certificate of Property Clearance	1. Checked and verified on record property accountability of the applicant.	None	5 working days	Property Officer
	Require the requesting personnel of any of the following processes as deemed applicable			
	a. Apply for the issuance of Property Transfer Report to transfer his/her accountabilities to another accountable officer, provided that the requesting personnel shall identify the receiving accountable Officer. If PTR is approved, proceed to Step 4			

	<p>b) Require employees to return his/her property accountabilities within five (5) working days</p> <p>If Properties are presented upon demand, proceed to Step 3</p> <p>If Properties are not presented upon demand, proceed to Step 3 of the process of Issuance of Property Clearance For CAAP Employees with Property Accountability (with Case of Property Loss)</p>			
2. Return/surrender serviceable/unserviceable property accountabilities to Supply Division.	Check and verify surrendered/returned property accountabilities of employee according to condition/status of equipment as stated in the PAR			
	Prepare Certificate of Property Clearance			
	Approval of Certificate of Property Clearance			
	Issue approved Certificate of Property Clearance			
Total:		None	5 working days	

ISSUANCE OF PROPERTY CLEARANCE FOR CAAP EMPLOYEES WITH PROPERTY ACCOUNTABILITY (WITH CASE OF PROPERTY LOSS)

Purpose: Retirement / Resignation / End of Contract, Travel (local and abroad) and authorized leave. (Per Transaction)

This is an Office-to-Office process which provides the procedure of the issuance/approval of the application of property clearance to designated accountable personnel CAAP-Wide with property accountability. However, due to verified loss of property accountability, the personnel concerned is notified of the receivables for settlement, as may be imposed.

The property clearance, attached with an Statement of Property Accountability is forwarded to Accounting Division for facilitation of necessary receivables.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees / Consultant			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Application for Certificate of Clearance Certificate of Property Clearance Statement of Property Accountability Updated List of Non-existing/Missing PPEs 		HRMD, 2 nd floor, Main Building, CAAP Central Office Supply Division, 2 nd floor General Services Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1) Request issuance of Certificate of Property Clearance	Checked and verified on record property accountability of the applicant	None	5 working days	Property Officer
	Require employees to return his/her property accountabilities within five (5) working days If Properties are not presented upon demand, proceed to Step 3 If Properties are presented upon demand, proceed to Step 3 of the process of Issuance of Property Clearance for CAAP Employees with Property Accountability			

	<p>accountable personnel is not able to present the properties upon demand, the following are to be forwarded to the Accounting Division for appropriate action (<i>i.e. take necessary book entries, prepare receivables</i>) :</p> <ul style="list-style-type: none"> • Updated List of Non-Existing/Missing PPEs • Certificate of Property Clearance with remarks “with accountability” • Statement of Property Accountability 			
Total:		None	5 working days	

ISSUANCE OF PROPERTY TRANSFER REPORT

Property Transfer Report (PTR) is the form used to transfer the property accountabilities of the designated accountable personnel to another for varied purposes (i.e. as requisite for application of property clearance). Approved PTRs are the basis of cancellation of the transferred properties from the property accountability of the requesting accountable personnel (CAAP-Wide).

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees / Consultant			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Request Letter Property Acknowledgement Receipt (PAR) Property Transfer Report (PTR) Inventory Custodian Slip (ICS) 		Requesting Personnel Supply Division, 2 nd floor, General Services Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for property transfer through email or letter	Check and verify the property accountabilities of the requesting personnel as recorded in the Property Acknowledgement Receipt (PAR) If verified with property accountabilities, proceed to Step 2	None	20 minutes	Supply Division (Property Officer)
	Confirm with the accountable officer to whom the property accountability is to be transferred, preferably of the same office		10 minutes	
	Prepare Property Transfer Report (PTR) and endorse to Chief SD for Approval		10 minutes	
	Approval of Property Transfer Report (PTR) by the Chief SD		15 minutes	

	Property Transfer Report (PTR) is released/issued by the Supply Officer to the requesting personnel		5 minutes	Supply Division (Property Officer)
2. Received copy of signed PTR and PAR	Copy of duly signed PTR and PAR is furnished upon request to the requesting personnel and the giving accountable officer		15 minutes	Supply Division / Requesting Personnel
3. Received copy of cancellation of property accountability	Cancellation of Property Accountability		15 minutes	
Total:		None	1 hour & 30 minutes	

ISSUANCE OF SUPPLIES/ EQUIPMENT FOR GOODS DELIVERED / RECEIVED ON-SITE (BASED ON CONTRACT AGREEMENT)

Property, Plant and Equipment (PPE) and/or Semi-expendable Properties procured from contracted suppliers are issued to designated accountable personnel CAAP-Wide as End-Users. The issued properties are accounted under individual property accountability records maintained and monitored by the Supply Division.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Copy of Contract Agreement • Delivery Receipt/s/Sales Invoice • Bill of Quantities/Materials • Property Acknowledgement Receipt (PAR) • Property Card • Inventory Custodian Slip (ICS)-Semi Expendable • Property Card-Semi Expendable 		Supply Division, 2 nd floor, General Services Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Prepare corresponding documents: <ul style="list-style-type: none"> • Property Acknowledgement Receipt (PAR) • Property Card (PC) • Inventory Custodian Slip (ICS) –Semi Expendable • Property Card – Semi Expendable 	None	3 hours	Supply Division (Property Officer)
	Return PAR/ICS to requesting office for signature		3 hours	

1. Sign PAR/ICS	Received signed PAR/ICS from requesting office		15 minutes	
	Endorse PAR/ICS to Chief SD for Approval			
	Approval of PAR/ICS by the Chief SD		15 minutes	Chief, Supply Division
	Furnish copy of approved PAR/ICS to requesting office and Accounting Division		30 minutes	Supply Division (Property Officer)
2. Get copy(s) of PAR/ICS	Issue items to requesting office		1 hour	
Total:		None	8 hours & 1 working day	

RECEIVING OF DELIVERED GOODS FROM PROCUREMENT SERVICE (PS) (PER TRANSACTION)

This process provides the procedure of receiving delivered goods and various common supplies and equipment (CSE) procured by the Civil Aviation Authority of the Philippines (CAAP) from the Procurement Service – Department of Budget and Management (PS-DBM) Virtual Store. The goods and various CSE are delivered, received and stored at CAAP Supply Division Warehouse.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Procurement Service (PS)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Order Confirmation • Pick-up appointment, if applicable • Delivery Receipt 		PS-DBM, PS-DBM Compound, Cristobal, Paco, Manila, 1007 Metro Manila		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Delivery of Goods	The Property Officer inspects the goods in terms of quantity, compliance to specifications and conditions of delivery based on order confirmation and delivery receipt	None	5 hours	Supply Division (Warehousing/ Receiving Unit)
	Storage and documentation of goods in the supplies inventory record		3 hours	
Total:		None	8 hours	

RECEIVING OF DELIVERED GOODS FROM SUPPLIER (PER TRANSACTION)

This process provides the procedure of receiving delivered goods procured by the Civil Aviation Authority of the Philippines (CAAP) from contracted suppliers through various modes of procurement as permitted under Republic Act No. 9184. The goods are delivered, received and stored at CAAP Supply Division Warehouse and CAAP Offices as may be allowed in the approved contract.

Office/Division:	Supply Division, Administrative Department, AFS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B - Government to Business			
Who May Avail:	Supplier			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Notice of Delivery • Copy of Contract Agreement • Notice to Proceed • Supplier's Quotation • Bill of Quantities/Material • Delivery Receipt/s • Technical Inspection and Acceptance Report • Result of Physical Inspection 		Procurement Division/Supplier Procurement Division, 3 rd Floor, CAAP General Services Bldg., CAAP Central Office Supplier Technical Inspection and Acceptance Committee (TIAC) End User		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Delivery of Goods	TIAC Inspection of goods/items (a) Not accepted, Return Items to suppliers (b) Accepted, proceed to Step 2	None	1 working day	TIAC
	Validate the items that was inspected and accepted by TIAC in terms of quantity, compliance to specifications and conditions of delivery based on the approved contract			Supply Division (Warehousing? Receiving Unit)
	Storage and documentation of goods in the property inventory record			
Total:		None	1 working day	

CONDUCT OF KNOWLEDGE TEST

Office/Division:	Airmen Examination Board (AEB), FSIS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Airmen			
Checklist of Requirements			Where to Secure	
1. Original Database / Examination Permit duly signed and issued by the Licensing Certification Department (LCD)			Licensing and Certification Department (LCD)	
2. Official Receipt			Cashier	
3. Any Government ID				
PHASE I: ONLINE SCHEDULING OF EXAMINATION				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Window 1 and submit requirements	1. Receive and check completeness of documents	None		AEB Staff on Duty
	1.1. Check schedule of examination	None		AEB Staff on Duty
	1.2. Provide CAAP-FSIS- AEB-002	None		AEB Staff on Duty
2. Fill-out form and submit to Window 1	2. Receive and check form	None		AEB Staff on Duty
	2.1. Fill-up AEB Exam Slip and forward to Exam Room	None		AEB Examiner
	2.2. Encode information and generate Exam ID and Password	None		AEB Examiner
3. Proceed to Exam Room for AEB Manual Log-in	3. Assist applicant for proper log-in	None		AEB Examiner
4. Proceed to assigned computer terminal	4. Assist applicant and provide briefing for the computer usage	None		AEB Examiner
5. Take the exam	5. Oversee the examination proper	None		AEB Examiner Proctor
6. Advise proctor once exam is completed and proceed for manual log-out	6. Stamp rating of examinee at the back of his/her database permit and affix signature	None		AEB Examiner Proctor
7. Proceed to AEB Admin Office	7. Provide application form for issuance of Knowledge Test Report (TR)	None		AEB Staff-on-duty
Total:		None	24 Minutes	-

ISSUANCE OF KNOWLEDGE TEST REPORT

Office/Division:	Airmen Examination Board (AEB), FSIS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Airmen			
Checklist of Requirements		Where to Secure		
1. Original Database / Examination Permit duly signed and issued by the Licensing Certification Department (LCD)		Licensing and Certification Department (LCD)		
2. Photocopy of the Database printout / Examination Permit with stamped date of exam taken and signature of the examiner				
3. CAAP-FSIS-AEB-003		Airmen Examination Board		
4. Receipt of ₱ 140.00 (TR Payment)		Cashier		
PHASE I				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to AEB Admin Office and submit documents for Knowledge Test Report (TR) Application	1. Receive and check completeness of documents	None		AEB Staff on Duty
2. Fill-out application Form and submit.	2. Provide application form for the TR (CAAP-FSIS- AEB-003)	None		AEB Staff on Duty
	3. Check examination history/complete result of examination in the database	None		AEB Staff on Duty
	4. Issue Acknowledgement Slip stating the release date of TR	None		AEB Staff on Duty

3. Receive Acknowledgement Slip OPTION: Applicant may apply for Temporary Knowledge Test Report while waiting for the Original TR.				
4. Submit photocopy of Database printout/Examination Permit	5. Print Examination History	None		Computer Technician Analyst
	6. Prepare Temporary Knowledge Test Report			Test Specialist
	Endorse Temporary Knowledge Test Report to Chief, AEB for signature			
5. Present valid ID	8. Release Temporary Knowledge Test Report	None		Chief, AEB
Total:		None	17 Minutes	-

ONLINE SCHEDULING OF EXAMINATIONS AND PAYMENT QUEUING

Office/Division:	Airmen Examination Board (AEB), FSIS						
Classification:	Simple						
Type of Transaction:	G2C – Government to Citizen						
Who May Avail:	Airmen						
Checklist of Requirements		Where to Secure					
1. Original Database / Examination Permit duly signed and issued by the Licensing Certification Department (LCD)		Licensing and Certification Department (LCD)					
2. Examination Fees		Cashier					
Type of License	Rate per Subject						
RPAS	P 230.00						
PPL/PPL (H)	P 230.00						
CPL / CPL (H)	P 340.00						
Instrument rating	P 340.00						
Additional Rating	P 450.00						
ATPL / ATPL (H)	P 450.00						
MPL	P 450.00						
Flight / Ground Instructor	P 450.00						
FEL	P 450.00						
Flight Dispatcher	P 140.00						
ASOL	P 340.00						
ATC	P 340.00						
AMT	P 230.00						
ATSEP	P 340.00						
AMS	P 230.00						
PHASE I: ONLINE SCHEDULING OF EXAMINATION							
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible			
1. Proceed to AEB Admin Office and present Data base print-out / Permit	1. Receive Database print-out/ permit	None		AEB Staff on Duty			
	2. Provide CAAP-FSIS- AEB-006 (AEB Online Scheduling Access)			AEB Staff on Duty			
2. Fill-out and submit CAAP-FSIS- AEB-006 (AEB Online Scheduling Access)		None		AEB Scheduler			

3. Log-in to aeb.caap.gov.ph/aebonline for the desired examination schedule.		None		AEB Scheduler
OPTION: Applicant may avail the walk-in examination on a First Come First Serve basis. AEB will ONLY accommodate 50 walk-in applicants a day.		None		AEB Scheduler
Total:		None	9 Minutes	-
PHASE II: PAYMENT QUEUING				
1. Proceed to Window 2 for checklist	1. Issue checklist for Order of Payment Slip (OPS) CAAP-FSIS-AEB-002			AEB Staff-on-Duty
2. Proceed to Collection	2. Issue Order Payment Slip (OPS)	Please refer to Checklist of Requirements		Collection Officer-on-Duty
3. Proceed to Cashier	3. Receive payment	Please refer to Checklist of Requirements		
	4. Issue Official Receipt (OR)			
4. Proceed to AEB Window 1 on the scheduled date of exam	3. Receive docs & check schedule dates of exam	None		AEB Staff-on-Duty
Total:		None	13 Minutes	-

PROCESSING OF ADVANCE PAYMENT

As per Revised Implementing Rules and Regulations of Republic Act 9184, CAAP shall, upon a written request of the Contractor make an advance payment to the Contractor in an amount not exceeding fifteen percent (15%) of the total contract price, to be made in lump sum or, at the most two installments.

CAAP must recover the advance payment by deducting fifteen percent (15%) from the progress payments to the Contractor until the advance is fully liquidated within the duration of the contract. The Contractor may reduce his standby letter of credit or guarantee/surety instrument by the amounts recovered to liquidate the advance payment.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter requesting for advance payment 2. Surety Bond equivalent to Fifteen Percent (15%) of Contract		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to	1. Assess completeness of	None	15 min	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted	None	15 min	Project In-Charge
	5. Prepare necessary advance payment documents as per document checklist	None	1 day	Project In-Charge

	6. Checking of prepared advance payment documents as per document checklist	None	15 min	Assigned PMD staff
	7. Approval and endorsement of advance payment documents to DM III, AED	None	15 min	DC III, PMD
	8. Final review and checking of advance payment documents	None	15 min	DM III, AED
	9. Approval and endorsement of advance payment documents to ADG II, ADMS	None	3 min	DM III, AED
	10. Approval and endorsement of advance payment documents to Budget Division	None	3 min	ADG II, ADMS
	TOTAL:	None	1 Day 1 Hour 27 Minutes	

PROCESSING OF FINAL BILLING AND PAYMENT

Once the project reaches an actual accomplishment of ninety five percent (95%), the corresponding Project Monitoring and Evaluation Team of the implementing unit shall conduct preliminary inspection and evaluation on the ongoing and substantially completed project to determine punch-listing activities.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter requesting for final billing 2. Billing statement 3. Warranty Security 4. Affidavit of Contractor certifying that all materials/ labor/equipment for the project were already paid 5. As-Built Plans 6. Test result, if applicable 7. 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 min	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the Project In-Charge	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 min	Project In-Charge
	5. Assess actual work accomplishment and timeline of the ongoing project	None	1 hour	Project In-Charge

	Prepare and approval of Technical Inspection Evaluation/ Validation Report	None	9 days, 2 hours & 46 mins(may vary)	CAAP & Contractor
	7. Prepare necessary billing documents per document checklist	None	1 day	Project In-Charge
	8. Checking of prepared billing documents as per document checklist	None	15 min	Assigned PMD staff
	9. Technical review and checking of billing documents	None	1 hour	Assigned PMD staff
	10. Technical validation of billing documents prior to concurrence of Contractor	None	2 hours	DC III, PMD
2. Pick-up billing documents		None	5 min	Contractor
3. Review and concur billing documents		None	1 day	Contractor
4. Submit concurred billing documents to PMD	11. Approval and endorsement of billing documents to DM III, AED	None	15 min	DC III, PMD
	12. Final review and checking of billing documents	None	1 hour	DM III, AED
	13. Approval and endorsement of billing documents to ADG II, ADMS	None	15 min	DM III, AED
	14. Approval and endorsement of billing documents to Budget Division	None	15 min	ADG II, ADMS
	TOTAL:	None	12 days, 1 hour &	

PROCESSING OF ISSUANCE OF FINAL BILLING AND PAYMENT

Office/Division:	Project Management Division (PMD), ADMS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
1. Letter requesting for final billing		Clients / Contractors		
2. Billing statement				
3. Warranty Security				
4. Affidavit of Contractor certifying that all materials / labor / equipment for the project were already paid				
5. As-Built Plans				
6. Test result, if applicable				
7. Progress Pictures				
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 In-Charge
	5. Assess actual work accomplishment and timeline of the ongoing project	None	1 Hour	Project In-Charge
	6. Prepare and approval of Technical Inspection Evaluation / Validation Report	None	9 Days, 2 Hours, 46 Minutes (may vary) <i>(separate process flow)</i>	CAAP and Contractor
	7. Prepare necessary billing documents per document checklist	None	1 Day	Project In-Charge
	8. Checking of prepared billing documents as per document checklist	None	15 Minutes	Assigned PMD Staff
	9. Technical review and checking of billing documents	None	1 Hour	Assigned PMD Staff

	10. Technical validation of billing documents prior to concurrence of Contractor	None	2 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	11. Approval and endorsement of billing documents to DM III, AED	None	15 Minutes	DC III, PMD
	12. Final review and checking of billing documents	None	1 Hour	DM III, AED
	13. Approval and endorsement of billing documents to ADG II, ADMS	None	15 Minutes	DM III, AED
	14. Approval and endorsement of billing documents to Budget Division	None	15 Minutes	ADG II, ADMS
Total:		None	12 Day, 1 Hour, 27 Minutes	-

PROCESSING OF ISSUANCE OF FINAL ACCEPTANCE AFTER 1-YEAR DEFECTS LIABILITY PERIOD (DLP)

After the one-year Defects Liability Period, the corresponding Technical Inspectorate Team of the implementing unit shall conduct inspection and evaluation on the completed project to determine any damage to the structure on account of the use of materials of inferior quality and/or poor workmanship prior to recommendation for final acceptance and turn-over.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Highly Technical			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request for final acceptance 2. Progress Pictures		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
	12. Furnishing a Copy of approved TIER to Contractor for immediate rectification	None	5 min	Project In-Charge
2. Pick-up of approved Technical Inspection Evaluation Report for final acceptance		None	5 min	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 min	Project In-Charge

	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 In-Charge
	16. Checking of Technical Inspection Validation Report (TIVR)	None	15 min	Assigned PMD staff
	17. Review of Technical Inspection Validation Report (TIVR)	None	15 min	DC III, PMD
	18. Final review of Technical Inspection Validation Report (TIVR)	None	15 min	DM III, AED
	19. Approval and endorsement of Technical Inspection Validation Report to Project In-Charge for issuance of Certificate of Final Acceptance and processing of release of withheld retention money	None	5 min	ADG II, ADMS
	TOTAL:	None	9 days, 2 hours & 46 min (may vary)	

PROCESSING OF ISSUANCE OF NOTICE FOR LIQUIDATED DAMAGES

If the Contractor refuses or fails to satisfactorily complete the works within the specified contract time, plus any time extension duly granted and is hereby in default under the contract, the Contractor shall pay CAAP for liquidated damages, and not by way of penalty.

The liquidated damages shall be an amount equal to at least one tenth (1/10) of one percent (1%) of the cost of the unperformed portion of the works for every day of delay.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
This shall be	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Evaluate and assess the project SWA, PERT-CPM & Bar Chart	None	4 hours	Project In-Charge
	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 In-Charge
	3. Checking of prepared Notice and computation for Liquidated Damages	None	15 min	Assigned PMD staff
	4. Approval and endorsement of prepared Notice and computation for Liquidated Damages to DM III, AED	None	15 min	DC III, PMD

	5. Final review of prepared Notice and computation for Liquidated Damages	None	15 min	DM III, AED
	6. Approval and endorsement of prepared Notice and computation for Liquidated Damages to ADG II, ADMS	None	5 min	DM III, AED
	7. Approval and endorsement of Notice and computation for Liquidated Damages to Project In Charge	None	10 min	ADG II, ADMS
1. Pick-up of Notice and computation for Liquidated Damages		None	5 min	Contractor
	TOTAL:	None	1 day, 1 hour & 5 min	

PROCESSING OF ISSUANCE OF NOTICE OF DELAY

The Project In-Charge shall inform and warn the Contractor of significant delays in project implementation by issuing a Notice of Delay, which comprises four distinct warning stages. The Early Warning Stage is triggered when the physical accomplishment experiences up to 5% negative slippage, followed by the Critical Stage for slippage between 5% to 10%. The Make-or-Break Stage is initiated for slippage ranging from 10% to 15%, signifying a critical phase. Finally, the Take-over Stage is reached when negative slippage surpasses 15%, indicating severe delays necessitating immediate attention.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
This shall be	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		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 In-Charge
	2. Prepare necessary Notice of Delay > (-) 5% or > (-) 10% or > (-) 15% subject for termination of contract	None	4 hours	Project In-Charge
	3. Checking of prepared Notice of Delay	None	15 min	Assigned PMD staff
	4. Approval and endorsement of Notice of Delay to DM III, AED	None	15 min	DC III, PMD

	5. Final review and checking of Notice of Delay	None	15 min	DM III, AED
	6. Approval and endorsement of Notice of Delay to ADG II, ADMS	None	5 min	DM III, AED
	7. Approval and endorsement of Notice of Delay to Project In-Charge	None	10 min	ADG II, ADMS
1. Pick-up Notice of Work Resumption		None	5 min	Contractor
	TOTAL:	None	1 days, 1 hour & 5 min	

PROCESSING OF ISSUANCE OF NOTICE OF TIME EXTENSION

The procuring entity has the authority to determine the extension of contract time if there is any additional work or special circumstances that justify it.

Contract time extension can be granted for unfavorable conditions, over predetermined government days, major calamities, non-delivery of materials, and other meritorious causes. Additional grounds for extension include shortage of materials, labor strikes, and peace and order problems. Government agencies like DTI, DOLE, DILG, and DND can certify these conditions. Written consent from bondsmen must be attached to any contractor's request for contract time extension, and the validity of the performance security will be extended accordingly.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter requesting for time extension		Clients/Contractors		
2. Weather report chat, if applicable				
3. Supporting documents relative to the request for time extension				
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 min	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the Project In-Charge	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted documents relative to the issue	None	1 day	Project In-Charge
	5. Prepare necessary Notice of Time Extension	None	30 min	Project In-Charge

	6. Checking of prepared Notice of Time Extension	None	15 min	Assigned PMD staff
	7. Approval and endorsement of Time Extension to DM III, AED	None	15 min	DC III, PMD
	8. Final review and checking of Notice of Time Extension	None	15 min	DM III, AED
	9. Approval and endorsement of Notice of Time Extension to ADG II, ADMS	None	5 min	DM III, AED
	10. Approval and endorsement of Notice of Time Extension to Project In-Charge	None	10 min	ADG II, ADMS
2. Pick-up Notice of Time Extension		None	5 min	Contractor
	TOTAL:	None	1 day, 1 hours & 56 min	

PROCESSING OF ISSUANCE OF WORK RESUMPTION

Notice of Resumption of Work is issued after all the issues and circumstances have already been acted upon by the Procuring Entity and/or Contractor.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		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 min	Project In-Charge
	2. Checking of prepared Notice of Work Resumption	None	15 min	Assigned PMD staff
	3. Approval and endorsement of Notice of Work Resumption to DM III, AED	None	15 min	DC III, PMD
	4. Final review and checking of Notice of Work Resumption	None	15 min	DM III, AED
	5. Approval and endorsement of Notice of Work Resumption to ADG II, ADMS	None	5 min	DM III, AED

	6. Approval and endorsement of Notice of Work Suspension to Project In-Charge	None	10 min	ADG II, ADMS
1. Pick-up Notice of Work Resumption			5 min	Contractor
	TOTAL:	None	1 hour & 35 min	

PROCESSING OF ISSUANCE OF WORK SUSPENSION

The procuring entity shall have the authority to suspend the work wholly or partly by written order for such period as may be deemed necessary, due to force majeure or any fortuitous events or for failure on the part of the contractor to correct bad conditions which are unsafe for workers or for the general public, to carry out valid orders given by the procuring entity or to perform any provisions of the contract, or due to adjustment of plans to suit field conditions as found necessary during construction. The contractor shall immediately comply with such order to suspend the work wholly or partly.

In case of total suspension, or suspension of activities along the critical path, which is not due to any fault of the contractor, the elapsed time between the effective order of suspending operation and the order to resume work shall be allowed the contractor by adjusting the contract time accordingly.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request from the Contractor 2. Supporting documents relative to the request for time		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 min	ADMS receiving clerk

	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the Project In-Charge	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	4 hours	Project In-Charge
	5. Prepare necessary Notice of Work Suspension	None	30 min	Project In-Charge
	6. Checking of prepared Notice of Work Suspension	None	15 min	Assigned PMD staff
	7. Approval and endorsement of Notice of Work Suspension to DM III, AED	None	15 min	DC III, PMD
	8. Final review and checking of Notice of Work Suspension	None	15 min	DM III, AED
	9. Approval and endorsement of Notice of Work Suspension to ADG II, ADMS	None	5 min	DM III, AED
	10. Approval and endorsement of Notice of Work Suspension to Project In-Charge	None	10 min	ADG II, ADMS
2. Pick-up Notice of Work			5 min	Contractor
	TOTAL:	None	5 hours & 56 mins	

PROCESSING OF PROGRESS BILLING AND PAYMENT

As per Revised Implementing Rules and Regulations of Republic Act 9184, progress payment is the entitled equivalent compensation made to the Contractor for their actual work accomplishment.

Once a month, the Contractor may submit a request for payment for work accomplished. The request shall be submitted together with the corresponding Statement of Work Accomplished (SWA) or progress billing.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
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		Clients/Contractors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 min	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the Project In-Charge	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 min	Project In-Charge

	5. Assess actual work accomplishment and timeline of the ongoing project	None	1 hour	Project In-Charge
	6. Prepare necessary billing documents per document checklist	None	1 day	Project In-Charge
	7. Checking of prepared billing documents as per document checklist	None	15 min	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 min	Contractor
3. Review and concur billing		None	1 day	Contractor
4. Submit concurred billing documents to PMD	10. Approval and endorsement of billing documents to DM III, AED	None	15 min	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,	None	15 min	DM III, AED
	13. Approval and endorsement of billing documents to Budget	None	15 min	ADG II, ADMS
	TOTAL:	None	2 days, 5 hours &	

PROCESSING OF RELEASE OF WITHHELD RETENTION MONEY

Progress payments shall be subject to withholding of ten percent (10%) retention money to cover the uncorrected discovered defects and third-party liabilities. "Retention Money" shall be collected from all progress payments until works equivalent to fifty percent (50%) of the value of works is accomplished.

If, after fifty percent (50%) completion, the work is satisfactorily done and on schedule, no additional retention shall be made; otherwise, the ten percent (10%) retention shall continue to be imposed.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Complex			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request from the Contractor 2. Duly signed Certificate of Final Acceptance		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 min	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the Project In-Charge	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 min	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 min	Assigned PMD staff
	7. Review and checking of documents	None	15	Assigned PMD staff
	8. Validation of documents	None	5 min	DC III, PMD
	9. Approval and endorsement of documents to DM III, AED	None	3 min	DC III, PMD
	10. Final review and checking of documents	None	15 min	DM III, AED
	11. Approval and endorsement of documents to ADG II, ADMS	None	3 min	DM III, AED
	12. Approval and endorsement of documents to Budget Division	None	3 min	ADG II, ADMS
	TOTAL:	None	5 hours & 35 min	

PROCESSING OF TECHNICAL INSPECTION EVALUATION & VALIDATION REPORT FOR FINAL BILLING

Once the project is one hundred percent (100%) complete, the Contractor may submit a request for final inspection and payment for work accomplished.

The corresponding Technical Inspectorate Team of the implementing unit shall conduct inspection and evaluation on the newly completed project to determine its compliance to approved plans, specifications and applicable international civil aviation Standards and Recommended Practices.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Highly Technical			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		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		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 min	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 min	ADMS receiving clerk
	3. Forward documents to the Project In-Charge	None	3 min	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 min	Project In-Charge

	5. Schedule ocular inspection with TIT and contractor representative	None	10 min	Project In-Charge
	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	None	4 hours	Project In-Charge
	8. Checking of Technical Inspection Evaluation Report (TIER)	None	15 min	Assigned PMD staff
	9. Review of Technical Inspection Evaluation Report (TIER)	None	15 min	DC III, PMD
	10. Final review of Technical Inspection Evaluation Report	None	15 min	DM III, AED
	11. Approval and endorsement of Technical Inspection Evaluation Report	None	5 min	ADG II, ADMS
	Total duration w/o rectification:	None	3 days, 5 hours & 36 mins (may vary)	

PROCESSING OF VARIATION ORDER

The implementation of infrastructure projects must strictly adhere to the approved Program of Work, Detailed Engineering Design, Technical Specifications and Terms of Reference to avoid Variation Order. If it becomes inevitable to make a Variation Order, the same must be justified and submitted for approval of the Head of Procuring Entity. Variation Order may either be in the form of either a change order or extra work order.

Once a Variation Order is authorized, the Project In-Charge shall facilitate its preparation and submission, provided that the variation shall only be equivalent to a maximum of ten percent (10%) of the Contract Amount of the infrastructure project.

Office or Division:	Aerodrome Development & Management Service (ADMS)			
Classification:	Highly Technical			
Type of	G2B - Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
CHECKLIST OF REQUIREMENT		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		Clients/Contractors		
2. Budgetary estimates of the proposed Variation Order				
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 min	Project In-Charge
	2. Prepare Inspection Report proposing for Variation Order	None	4 hours	Project In-Charge
	3. Checking of prepared Inspection Report proposing for Variation Order	None	15 min	Assigned PMD staff

	4. Technical review of prepared Inspection Report proposing for Variation Order	None	5 min	DC-III, PMD
	5. Final review of prepared Inspection Report proposing for Variation Order	None	5 min	DM-III, AED
	6. Approval and endorsement of prepared Inspection Report proposing for Variation Order to DG	None	5 min	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 In-Charge
	8. Checking of prepared Variation Order documents as per document checklist	None	15 min	Assigned PMD staff
	9. Technical review and checking of Variation Order documents	None	1 day	Assigned PMD staff
	10. Technical validation of Variation Order documents prior to concurrence of Contractor	None	1 day	DC-III, PMD
2. Pick-up Variation Order documents		None	5 min	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 min	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 min	DM-III, AED
	14. Approval and endorsement of Variation Order documents to Budget Division	None	15 min	ADG II, ADMS
	TOTAL:	None	9 days, 5 hours & 50 mins	

APPLICATION FOR SUMMER/WINTER FLIGHT SCHEDULE CLEARANCES

Office/Division:	Aerodrome Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	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 Action	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.	None	10 Minutes	Secretary, Aerodrome Division
	1.1 Check for the completeness of the requirements	None		
2. Client to wait for the Agency's verification of their schedule.	2. Check for accuracy of the schedules through the ACA website.	None	1-2 Days depending on the number of flight schedules	Secretary, Aerodrome Division
	2.1 For assessment and initial signature of the Aerodrome Division Chief	None		Chief, Aerodrome Division
	2.2 For approval of the ATS chief	None		ATS Chief
Total:		None	2 Days	-

PROCESSING OF FLIGHT PLAN PRIOR TO DEPARTURE / FILING OF FLIGHT PLAN PRIOR TO DEPARTURE

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Pilot-in-command (PIC), Company authorized Flight Operations Officer (FOO)			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client to submit all requirements	1. Receive documents/ requirements in filing a flight plan	None	5 Minutes	AIS Briefing Officer
	1.1 Check for the completeness of the requirements	None	5 Minutes	AIS-Operations Station
	1.2 Review/check data on the filed flight plan	None	10 Minutes	INO-DU Operator
	1.3 Process flight plan thru INO-DU (International NOTAM Operations-Data User)	None	5 Minutes	AIS-Operations Station
2. Check for accuracy of the sent Flight Plan	2. Stamp processed flight plan of time sent thru INO-DU	None	5 Minutes	AIS Briefing Officer
	2.1. Print two (2) copies of the processed flight plan ***1 copy for client and 1 copy for AIS	None	5 Minutes	AIS-Operations Station
	2.2. Issue the sent flight plan to client	None		
Total:		None	35 Minutes	-

PURCHASING OF AIP MANUAL SUBSCRIPTION FOR INTERNATIONAL SUBSCRIBERS (E-MAIL)

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	International Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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	None	10 Minutes	
	1.2 Forward/ endorsed billing statement to CAAP Accounting for issuance of sales invoice	None	10 Minutes	
2. CAAP Accounting to issue Sales Invoice	2. CAAP Accounting Office to prepare sales invoice	None	10 Minutes	
	2.1. Issue Sales Invoice with corresponding Bill Number	None		

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

SUBSCRIPTION OF THE ANNUAL AMENDMENT SERVICE (AIP MANUAL) FOR LOCAL CLIENTS (WALK-IN)

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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	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	None	10 Minutes	
2. Client to proceed for payment	2. Acquire Order of Payment Slip (OPS)	None	10 Minutes	CAAP Collection Unit 2nd Flr. OFSAM Building
	2.1. Issue OPS	None	10 Minutes	CAAP Cashier
	2.2. Proceed to CAAP Cashier for payment		15 Minutes	1st Flr. OFSAM Building
	2.3. Proceed to AIS-Operations for presenting proof of payment (O.R.)	Php 1,600 + 12% VAT	10 Minutes 15 Minutes	Client

	2.4. Present proof of payment (O.R.)	None		AIS Officer, AIS-OPS Station
3. Mailing of AIP products	3. Mailing of Aeronautical Information Products (Amendment Services) ***also available for pick- up	None	As published (scheduled AIRAC mailing date)	AIS Officer AIS-OPS Station
Total:		Php 1,600 + 12% VAT	For mailing: every scheduled AIRAC mailing date For pick-up: every scheduled AIRAC mailing date	-

PURCHASING OF AIP PAGES AND CHARTS (WALK-IN)

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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
	2.1. Issue OPS to clients		10 Minutes	2nd Flr. OFSAM Building

2.2. Proceed to CAAP Cashier for payment	Fees: For AIP pages: a. Size A4 - ₱2.00 per page + 12% VAT b. Size A3 - ₱5.00 per	15 Minutes	CAAP Cashier 1st Flr. OFSAM Building
2.3. Proceed to AIS-Operations for presenting proof of payment (O.R.)		10 Minutes	
2.4. Present proof of payment (O.R.)		10 Minutes	Client
2.5. Prepare the requested AIP pages or charts		10 Minutes	Client
2.6 Release/pick-up the requested AIP pages or charts		5 Minutes	AIS Officer AIS-OPS Station
Total:	Varies according to AIP pages/ charts requested	1 Hour + 30 Minutes	-

REQUEST FOR ISSUANCE OF NOTICE TO AIRMEN (NOTAM) BRAVO AND CHARLIE SERIES-PLANNED ACTIVITIES

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who May Avail:	Authorized Data Originators such as ADMS, ANS, FSIS, MIAA, CIAC, etc.			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Data Originator	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
Total:		None	1 Hours, 7 Minutes	-

REQUEST FOR ISSUANCE OF NOTICE TO AIRMEN (NOTAM) BRAVO AND CHARLIE SERIES-UNPLANNED ACTIVITIES

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who May Avail:	Authorized Data Originators such as ADMS, ANS, FSIS, MIAA, CIAC, etc.			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Data Originator	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
Total:		None	1 Hours, 7 Minutes	-

SUBSCRIPTION OF THE ANNUAL AMENDMENT SERVICE (AIP MANUAL) FOR INTERNATIONAL CLIENTS

Office/Division:	Aeronautical Information Service/MAP Division, ATS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	International Air Navigation Service Providers (ANSPs); Aviation Schools; Aviation Sectors			
Checklist of Requirements		Where to Secure		
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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 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	2. CAAP Accounting Office to prepare sales invoice	None	10 Minutes	CAAP Accounting 3rd Floor, Main Building
	2.1. Issue Sales Invoice with corresponding Bill Number 2.2. Send Sales Invoice with corresponding Bill Number to client/requesting party		(To be determine by Accounting Office)	
Total:		None		-

APPLICATION FOR AERONAUTICAL FREQUENCY ASSIGNMENT

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

Office/Division:	Aeronautical Telecommunications Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	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 b. Type of radio equipment and power output c. Expected communications coverage (distance and altitude from station) d. Brief description of company fleet		FSIS		
2. Current AOC		Survey		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits/sends letter request	1. CAAP receives letter request and endorses to concerned Service/Division	None	10 Minutes	CCS
	1.1 Concerned Service/Division check for the completeness of information in the letter request	None		Air Traffic Service ATD
2. Client to follow-up letter request (via voice call/email)	2. Correspond (voice call/email) with client for missing information	None	1 day after receipt of letter request	Air Traffic Service ATD / Client
	2.1 Select a compatible frequency using Frequency Finder	None	Variable from 30 Minutes to 2 Hours	ATD
	2.2 Program	None	(depends on internet speed)	
3. Try-out candidate frequency for at least a week	3. Advise client (voice call/email) to test candidate frequency on site		At least a week	ATD/Client

4. Client to notify ATD of the results of test (via voice call/email) or	4. Prepare letter reply indicating assigned frequency to be signed by the DG in duplicate together with memo brief. Attach original letter	None	10 Minutes	Client / ATD
Client to notify ATD of the failed results of test (via voice call/email)	request and other pertinent papers. Proceed back to Step 3.			
Total:		None	9-10 ays	-

ATC/COM – VHF COM (117.975 MHZ – 137.000 MHZ EXCEPT OCC) AND NAV AIDS (108.000 MHZ – 117.975 MHZ)

Office/Division:	Aeronautical Telecommunications Division, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	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 b. Type of radio equipment and power output c. Expected communications coverage (distance and altitude from station) d. Brief description of company fleet		FSIS		
2. Current AOC		Survey		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits/sends letter request	1. CAAP receives letter request and endorses to concerned Service/Division	None	10 Minutes	CCS
	1.1 Concerned Service/Division check for the completeness of information in the letter request	None		Air Traffic Service ATD
2. Client to follow-up letter request (via voice call/email)	2. Correspond (voice call/email) with client for missing information	None	1 day after receipt of letter request	Air Traffic Service ATD / Client

	2.1 Select a compatible frequency using Frequency Finder	None	Variable from 30 Minutes to 2 Hours	ATD
	2.2 Program	None	(depends on internet speed)	
3. Try-out candidate frequency for at least a week	3. Advise client (voice call/email) to test candidate frequency on site		At least a week	ATD/Client
4. Client to notify ATD of the results of test (via voice call/email) or Client to notify ATD of the failed 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. Proceed back to Step 3.	None	10 Minutes	Client / ATD
Total:		None	9-10 Days	-

APPLICATION FOR ICAO FOUR (4) LETTER LOCATION INDICATOR

Office/Division:	Aeronautical Telecommunications Division, ATPPD, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Accountable/Authorized Officers of Airport Operator or Authority			
Checklist of Requirements		Where to Secure		
1. Letter request to include the following: a. Complete address of airport including ARP coordinates b. Current/valid airport certifications c. Other pertinent supporting documents		Survey AANSOO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits/ sends letter request	1. CAAP Receives letter request and endorses to concerned Service/Division	None	10 Minutes	CCS
	1.1 Concerned Service/Division checks for the completeness of information in the letter request	None		Air Traffic Service ATD
2. Client to follow-up letter request (via voice call/email)	2. Correspond (voice call/email) with client for available location indicators	None	1 Day after receipt of letter request	Air Traffic Service ATD/Client
	3. Prepare letter request to ICAO Headquarters on the agreed location indicator to be signed by the DG in duplicate together with memo brief. Attach original letter request and other pertinent papers.	None	10 Minutes PLUS variable from one 1 day to a week (thru channels)	ATD
	4. ICACS sends signed letter request to ICAO HQ	None	5 Minutes	ICACS

	<p>5. Retrieve email and print ICAO's approval of 4- letter location indicator request</p> <p>Prepare letter to Client with information that the 4- letter location indicator has been approved by ICAO to be signed by the DG in duplicate together with memo brief. Attach</p>	None	10 Minutes	ATD
	<p>ICAO's approval of 4- letter location indicator request and other pertinent papers.</p>			
Total:		None	9-10 Days	-

APPLICATION FOR ICAO THREE LETTER AND TELEPHONY DESIGNATOR

Office/Division:	Aeronautical Telecommunications Division, ATCAMD, ATS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Accountable / Authorized Officers of Aircraft Operating Agencies			
Checklist of Requirements		Where to Secure		
1. Client applies directly to ICAO's 3LD Online System a. If CAAP receives letter request, inform Client of ICAO website.		www4.icao.int/3LD/		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits/sends online application via ICAO's 3LD website	1. Receives email notification from ICAO 3LD system administrator and verifies request via 3LD portal	None	5 Minutes	3LD Focal Person under ATD
	1.1 Conducts verification on the credentials and need of applicant to have an exclusive 3LD	None	1-3 Days	ATD
2. Satisfy CAAP's queries	2. Correspond (voice call/email) with Client for missing information	None	Within 3 Days above	ATD/Client
	2.1 Validate and submit to ICAO the online application of the Client via the 3LD system	None	1 Minute at normal internet speed	ATD
	2.2 Track the status of request via the 3LD online system or wait for confirmatory email from 3LD system administrator	None	1-5 Days	ATD/ICAO
	2.3 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.		10 Minutes	
Total:		None	9-10 Days	-

APPLICATION FOR NEW AFTN/AMHS ADDRESSEE

Office/Division:	Aeronautical Telecommunications Division, ATPPD, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Accountable/Authorized Officers of Airport Operating Agencies, Airport Operator or Authority, Military, Government and Civil Aviation Organizations			
Checklist of Requirements		Where to Secure		
1. Letter request to include the following:				
a. Complete address and contact details				
b. Point of Contact name, landline and mobile number that can be reached 24/7				
c. Current/valid certifications		AANSOO		
d. Reason for request				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits/ sends letter request	1. CAAP Receives letter request and endorses to concerned Service/Division	None	10 Minutes	CCS
	1.1 Concerned Service/Division checks for the completeness of information in the letter request	None		Air Traffic Service ATD
2. Client to follow-up letter request (via voice call/email)	2. Correspond (voice call/email) with client for available addressee after coordinating with the FIC, MADCC	None	1 day after receipt of letter request	Air Traffic Service ATD/Client
	3. Prepare letter to Client with the approved AFTN/AMHS addressee to be signed by the DG in duplicate together with memo brief. Attach other pertinent papers.	None	10 Minutes	ATD
Total:		None	2-3 Days	-

HEIGHT EVALUATION APPLICATIONS - ISSUANCE OF HEIGHT CLEARANCE PERMIT (HCP) FOR ALL STRUCTURE TYPE AND HEIGHT LIMITATION (HL) LETTER

Office or Division:	Aerodrome Development and Management Service (ADMS)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
Who may Avail:	Any requesting party (Planners, Designers, Builders, Developers, Lot Owners, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled-out Height Evaluation Application Form (CAAP-ADM AOD-001) and photocopy 2. Elevation Plan of the Proposed Structure (for HCP only) and photocopy 3. Filled-out Geodetic Engineer's Certificate (CAAP-ADM- AOD-002) and photocopy 4. Copy of Certification of Reference Stations used (if established by NAMRIA) 5. Location Plan with Vicinity Map (showing runway if applicable) and photocopy 6. Computations (traverse, levelings d/or GNSS processing) 7. Additional requirements for temporary structures only (e.g. tower crane) 8. Photocopy of filing fee receipt payment 		Aerodrome Development and Management Service (ADMS) - Operational Safety Division (OSD) www.caap.gov.ph		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download Application Form from CAAP website www.caap.gov.ph Forms are also available at Operational Safety Division (OSD) of ADMS		None		Applicant
2. Present Height Evaluation Assessment application documents to OSD Staff	1. Log & issue ADMS Order of Payment Request Form	None	2 min	OSD Staff

3. Proceed to Collection (Annex Bldg)	2. Issue Order of Payment Slip (OPS)	None	2min	Accounting Officer On-Duty
	3. Receive payment; Issue Official Receipt (OR)	P50.00 + VAT per application/structure	2 min	Collection Officer On-Duty
4. Proceed back to OSD-ADMS Submit application documents with photocopy of OR	4. Check OR and; log application documents (assign application number)	None	3 days	OSD Staff and Receiving Officer
	5. Assess documents compliance and completeness (including the survey data verification) a. If complete and compliant, proceed to step 6 b. If not, prepare Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 8	None		OSD Evaluator
	6. Conduct technical assessment if site is within critical area: a. If within critical area, proceed to step 7 a. If not, prepare Certification that site is outside critical area and proceed to Step 8	None		OSD Evaluator

	7. Conduct technical assessment based on Obstacle Restriction and Limitation (OLS)	None		OSD Evaluator
	8. Validate the following: a. Technical assessment from Step 7 b. Prepared documents from Step 5b c. Prepared documents from Step 6b	None		OSD Supervisor
	9. Act on the following. a. From Step 8a, prepare documents and log to endorse for simultaneous evaluation of ATS and ANS b. From Step 8b, sign the Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 22 C. Endorse prepared documents from Step 8c and proceed to Step 17	None		OSD Staff and Division Chief
	10. Log application, encode and print evaluation forms	None		ATS and ANS Staff
	11. Conduct technical assessments: a. Based on effect on instrument and visual flight procedures b. Based on effect to communications, navigation & surveillance (CNS) equipment	None	2 days	AFPDD and QMD Evaluators

	12. Validate technical assessments	None		AFPDD and QMD Supervisors
	13. Confirm technical assessment	None		ATS and ANS Service Chiefs
	14. Prepare documents and log to endorse to ADMS for consolidation of evaluations (ADMS, ATS and ANS)	None		ATS and ANS Staff
	15. Consolidate all evaluations (ADMS, ATS and ANS)	None	1 day	OSD Supervisor
	16. Prepare draft of appropriate recommendation (HCP/Denial) based on the consolidated evaluations	None		OSD Staff
	17. Sign the following: a. Endorsement of the draft (HCP/Denial) b. Certification that site is outside critical area and proceed to Step 22	None		ADMS Chief
	18. Log and forward endorsement to Office of the Director General	None		OSD Staff
	19. Log endorsement	None	1 day	ODG Staff
	20. Approve/Sign HCP/Denial	None		Director General / Authorized Representative

	21. Dry-sealing signed HCP/Denial; log and forward application to ADMS	None		ODG Staff
	22. Scan and photocopy signed and dry-sealed HCP/Denial (bookkeeping of processed applications)	None	10 minutes	OSD Staff
5. Proceed to ADMS	23. Release HCP/Denial	None	2 minutes	OSD Staff
TOTAL:		P50.00 + VAT per application/structure	7 working days	

HEIGHT EVALUATION APPLICATIONS - ISSUANCE OF HEIGHT CLEARANCE PERMIT (HCP) FOR PASSIVE TELECOMMUNICATIONS TOWER INFRASTRUCTURES (PTTI)

Office or Division:	Aerodrome Development and Management Service (ADMS)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Any requesting party (Planners, Designers, Builders, Developers, Lot Owners, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Height Evaluation Application Form (CAAP-ADM AOD-001) and photocopy 2. Elevation Plan of the Proposed Structure (for HCP only) and photocopy 2. Filled-out Geodetic Engineer's Certificate (CAAP-ADM- AOD-002) and photocopy 4. Copy of Certification of Reference Stations used (if established by NAMRIA) 5. Location Plan with Vicinity Map (showing runway if applicable) and photocopy 6. Computations (traverse, leveling d/or GNSS processing) 3. Additional requirements for temporary structures only (e.g. tower crane) 4. Photocopy of filing fee receipt payment		Aerodrome Development and Management Service (ADMS) - Operational Safety Division (OSD) www.caap.gov.ph		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download Application Form from CAAP website www.caap.gov.ph . Forms are also available at Operational Safety Division (OSD) of ADMS		None		Applicant
2. Present Height Evaluation Assessment application documents to OSD Staff	1. Log & issue ADMS Order of Payment Request Form	None	2 min	OSD Staff
3. Proceed to Collection (Annex Bldg)	2. Issue Order of Payment Slip (OPS)	None	2min	Accounting Officer On-duty

	3. Receive payment; Issue Official Receipt (OR)	P50.00 + VAT per application/structure	2 min	Collection Officer On- Duty
4. Proceed back to OSD-ADMS Submit application documents with photocopy of OR	4. Check OR and; log application documents (assign application number)	None		OSD Staff and Receiving Officer
	5. Assess documents compliance and completeness (including the survey data verification) a. If complete and compliant, proceed to step 6 b. If not, prepare Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 8	None	3 days	OSD Evaluator
	6. Conduct technical assessment if site is within critical area: a. If within critical area, proceed to step 7 b. If not, prepare Certification that site is outside critical area and proceed to Step 8	None		OSD Evaluator

	7. Conduct technical assessment based on Obstacle Restriction and Limitation (OLS)	None		OSD Evaluator
	8. Validate the following: A Technical assessment from Step 7 b. Prepared documents from Step 5b c. Prepared documents from Step 6b	None		OSD Supervisor
	9. Act on the following. a. From Step 8a, prepare documents and log to endorse for simultaneous evaluation of ATS and ANS b. From Step 8b, sign the Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 22 c. Endorse prepared documents from Step 8c and proceed to Step 17	None		OSD Staff and Division Chief
	10. Log application, encode and print evaluation forms	None		ATS and ANS Staff

	11. Conduct technical assessments: a. Based on effect on instrument and visual flight procedures a. Based on effect to communications, navigation & surveillance (CNS) equipment	None	2 days	AFPDD and QMD Evaluators
	12. Validate technical assessments	None		AFPDD and QMD Supervisors
	13. Confirm technical assessment	None		ATS and ANS Service Chiefs
	14. Prepare documents and log to endorse to ADMS for consolidation of evaluations (ADMS, ATS and ANS)	None		ATS and ANS Staff
	15. Consolidate all evaluations (ADMS, ATS and ANS)	None	1 day	OSD Supervisor
	16. Prepare draft of appropriate recommendation (HCP/Denial) based on the consolidated evaluations	None		OSD Staff
	17. Sign the following: a. Endorsement of the draft (HCP/Denial) b. Certification that site is outside critical area and proceed to Step 22	None		ADMS Chief

	18. Log and forward endorsement to Office of the Director General	None		OSD Staff
	19. Log endorsement	None	1 day	ODG Staff
	20. Approve/Sign HCP/Denial	None		Director General / Authorized Representative
	21. Dry-sealing signed HCP/Denial; log and forward application to ADMS	None		ODG Staff
	22. Scan and photocopy signed and dry-sealed HCP/Denial (bookkeeping of processed applications)	None		OSD Staff
5. Proceed to ADMS	23. Release HCP/Denial	None		OSD Staff
TOTAL:		P50.00 + VAT per application/structure	7 working days	

ISSUANCE OF VALIDATED AFFIDAVIT OF UNDERTAKING (AOU) FOR PASSIVE TELECOMMUNICATIONS TOWER INFRASTRUCTURE

Office or Division:	Aerodrome Development and Management Service (ADMS)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Any requesting party (Planners, Designers, Builders, Developers, Lot Owners, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. AOU (standard format from Annex 3 of Revised Joint Memorandum Circular No.: 01 Series of 2021) Certified by a Geodetic Engineer and Notarized (two original copies) 2. Location Plan with Vicinity Map signed and dry-sealed by a Geodetic Engineer (two original copies) 3. Photocopy of filing fee receipt payment		Aerodrome Development and Management Service (ADMS) - Operational Safety Division (OSD) www.caap.gov.ph		
Client Steps	Agency Action	fees to be Paid	Processing Time	Person Responsible
1. Download Standard Form from CAAP website www.caap.gov.ph Forms are also available at Operational Safety Division (OSD) of ADMS and Annex 3 of Revised Joint Memorandum Circular No.: 01 Series of 2021		None		Applicant
2. Present AOU and Location Plan to OSD Staff	1. Log & issue ADMS Order of Payment Request Form	None	2non	OSD Staff
3. Proceed to Collection (Annex Bldg)	2. Issue Order of Payment Slip (OPS)	None	2ntn	Accounting Officer On- Duty
	3. Receive payment; Issue Official Receipt (OR)	P50.00 + VAT per application/structure	2 min	Collection Officer On- Duty

<p>4. Proceed back to OSD-ADMS</p> <p>Submit AOU documents with photocopy of OR</p>	<p>4. Check OR and; log AOU documents (assign application number)</p>	<p>None</p>		<p>OSD Staff and Receiving Officer</p>
	<p>5. Assess documents compliance and completeness (including the survey data verification):</p> <p>a. If complete and compliant, proceed to step 6</p> <p>b. If not, prepare Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 7</p>	<p>None</p>	<p>2 days</p>	<p>OSD Evaluator</p>
	<p>6. Conduct technical assessment if site is within critical area</p>	<p>None</p>		<p>OSD Evaluator</p>
	<p>7. Validate the following: a Technical assessment if site is within critical area</p> <p>b. Prepared documents from Step 5b and proceed to Step 9</p>	<p>None</p>		<p>OSD Supervisor</p>
	<p>8. From Step 7a, prepare AOU documents with stamp of appropriate recommendation (Approved/Denied)</p>	<p>None</p>		<p>OSD Staff</p>

	<p>9. Act on the following:</p> <p>a. From Step 8, sign (as evaluated) the AOU documents with stamp of appropriate recommendation (Approved/Denied)</p> <p>b. From Step 7b, sign the Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 11</p>	None		OSD Chief
	10. From Step 9a, sign (as certified) the AOU documents with stamp of appropriate recommendation (Approved/Denied)	None		ADMS Chief
	11. Dry-sealing of signed AOU documents and Denial Letter	None		OSD Staff
	12. Scan and photocopy the signed and dry-sealed AOU documents and Denial Letter (bookkeeping of processed submissions)	None	10 minutes	OSD Staff
5. Proceed to ADMS	13. Release validated AOU documents and Denial Letter	None	2 minutes	OSD Staff
TOTAL:		P50.00 + VAT per application / structure	2 working days	

APPLICATION FOR ATS DISPOSITION LETTER FOR TRAINING, DEMO, DOMESTIC AND MAINTENANCE FLIGHTS

Office/Division:	Aerodrome Division, ATCAMD, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Accountable / Authorized Officers of Aircraft Operating Agencies			
Checklist of Requirements		Where to Secure		
1. Waiver		FSIS-FOD		
2. Runway Slot Request Form (for Arriving/Departing RPLL Flights)		ATS		
3. Letter of Request		Airline / Company		
Client Steps	Agency Action	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	None	10 Minutes	ATCAMD Secretary
	1.1 Check for the completeness of the requirements	None	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	None	20 Minutes	ATS Division Chiefs
	2.2 For assessment and initial signature of the Department Manager	None	5 Minutes	ATCAMD Dep. Manager
	2.3 For approval of ATS Chief	None	5 Minutes	ATS Chief
Total:		None	1 Hour	-

APPLICATION FOR ICAO THREE LETTER AND TELEPHONY DESIGNATOR

Office/Division:	Aeronautical Telecommunications Division, ATCAMD, ATS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Accountable / Authorized Officers of Aircraft Operating Agencies			
Checklist of Requirements		Where to Secure		
1. Client applies directly to ICAO's 3LD Online System a. If CAAP receives letter request, inform Client of ICAO website.		www4.icao.int/3LD/		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client submits/sends online application via ICAO's 3LD website	1. Receives email notification from ICAO 3LD system administrator and verifies request via 3LD portal	None	5 Minutes	3LD Focal Person under ATD
	1.1 Conducts verification on the credentials and need of applicant to have an exclusive 3LD	None	1-3 Days	ATD
2. Satisfy CAAP's queries	2. Correspond (voice call/email) with Client for missing information	None	Within 3 Days above	ATD/Client
	2.1 Validate and submit to ICAO the online application of the Client via the 3LD system	None	1 Minute at normal internet speed	ATD
	2.2 Track the status of request via the 3LD online system or wait for confirmatory email from 3LD system administrator	None	1-5 Days	ATD/ICAO
	2.3 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.		10 Minutes	
Total:		None	9-10 Days	-

APPLICATION FOR NON-SCHEDULED RUNWAY SLOTS (SLOTING)

Office/Division:	Aerodrome Division, ATCAMD, ATS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	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 Action	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.	None	10 Minutes	ATS Runway Slot Coordinator
	1.1 Check for the completeness of the requirements	None		
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.	None	15 Minutes	ATFM Unit/ AIS Operations
	2.2 For assessment and signature of the Aerodrome Division Chief	None	10 Minutes	Chief, Aerodrome Division
Total:		None	45 Minutes	-

FACILITATION OF REQUEST FOR TRAVEL AUTHORITY IN RELATION TO TRAVEL ABROAD OF ATS PERSONNEL

Office/Division:	Progression Division, ATPPD, ATS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All ATS Personnel			
Checklist of Requirements		Where to Secure		
1. Request letter addressed to DG, CAAP		Requesting Party		
2. Certificate of no pending task		FIC/ Division Chief/ Department Manager		
3. Clearance Certificate		Progression Division		
4. Leave Application		Requesting Party		
5. Routing/Action Slip		Requesting Party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of request letter with corresponding attachment to ATS HQ	1. Check/ verify submitted documents for completeness	None	5 Minutes	ATS Receiving Staff
	1.1. Record/log in the logbook/database	None	5 Minutes	ATS HQ Office
	1.2. Forward and endorse request to ATS Admin	None	5 Minutes	
	1.3. Start processing the request			
2. Submit/hand carry request to Progression Division office	2. ATS Progression receives the documents and check for completeness	None	5 Minutes	ATS Admin Staff
	2.1 Record in the incoming data log	None	5 Minutes	ATS Progression Office
	2.2. Endorsed to ATS Admin	None	5 Minutes	ATS Progression Office
	2.3. Draft endorsement letter to HRMD to be signed by the ATS Chief	None	30 Minutes	ATS Admin
	2.4 Forward to respective ATS Division/Department for initial and signature on the	None		ATS Progression Office

	leave application and other necessary documents			
	2.5 Signed documents forwarded to Office of the Chief ATS (ODATS) for signature on the endorsement letter	None		Division/ Department Concerned
3. 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		60 Minutes	
	3.2. ATS Chief for signature on the endorsement letter to HRMD		5 Minutes	ATS Chief Office of the Director for ATS (ODATS)
	3.3. Forward/endorse to HRMD signed endorsement letter		5 Minutes	ATS Admin Staff, ATS HQ Office
Total:		None	2 Hours, 50 Minutes	-

FACILITATION/SELECTION OF PARTICIPANTS FOR INTERNATIONAL MEETINGS/TRAININGS/WORKSHOPS

Office/Division:	Progression Division, ATPPD, ATS			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All ATS Technical Personnel			
Checklist of Requirements		Where to Secure		
1. Invitation letter		ICACS		
2. Nomination form		ATS Progression Division		
3. ATS Routing/Action Slip		ATS Progression Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. CAAP ICACS disseminates Invitation from ICAO and other related organizations	1. ATS check received document/s	None	5 Minutes	Receiving Staff, ATS HQ Office
	1.1 Record the received documents in the logbook/database	None	5 Minutes	
	1.2 Forward and endorsed documents to ATS Progression Division	None	5 Minutes	
2. Forward/Hand-carry invitation to ATS Progression Division	2. ATS Progression Division 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 Division for evaluation	None	5 Minutes	
3. Evaluation/assessment of invitation	3. Evaluation of appropriate ATS Department to attend the meeting, training, workshop, etc.	None	2 Hours	ATS Admin Staff, Progression Division
	3.1 Preparation of Routing/Action Slip and nomination form for dissemination to ATS Department Managers	None	1 Hour	ATS Progression Office
	3.2 Forward/disseminate to ATS Department Managers for nomination of participants with corresponding deadline	None	30 Minutes	ATS Admin Staff, Progression Division

	3.3 ATS Department Managers to assess/evaluate of ATMO personnel under their Department for nomination to meeting, training, workshop, etc.	None	5 Days	ATS Department Manager, ATS HQ Office
	3.4 Submit to Progression Division the nomination of ATS personnel under their Department to attend International meeting, training, workshop, etc.	None	5 Minutes	ATS Department Manager's Staff, ATS HQ Office
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 Division Office
	4.1 Prepare summary report of recommendations from the Departments of ATS	None	2 Hours	Assistant Chief, Progression Division, ATS Progression Division 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 for the deliberation of nominees to attend international meeting, training, workshop, etc.	None	5 Minutes	ATS Admin Staff, 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	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.
6. Submission of documents to CAAP PDC	6. Draft resolution and justification for submission to CAAP PDC	None	30 Minutes	Asst. Chief, Progression Division
	6.1 Submit Nominees'	None	10 minutes	ATS Admin
	profile, justification and resolution to CAAP PDC for deliberation			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	4 Hours	Progression Division, ATS HQ

8. Preparation of documents for selected participants to attend International meeting, training, workshop, etc.	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	2 Hours	Asst. Chief, Progression Division
	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 Division
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 Division
Total:		None	15 Days, 18 Hours, 25 Minutes	-

FACILITATION/SELECTION OF PARTICIPANTS FOR LOCAL TRAINING AT CIVIL AVIATION TRAINING CENTER (CATC)

Office/Division:	Progression Division, ATPPD, ATS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All ATS Technical Personnel			
Checklist of Requirements		Where to Secure		
1. ATS Personnel training records		ATS Progression Division, CNS-ATS building		
2. ATS Routing/Action Slip		ATS		
3. Nomination Form				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. CAAP HRMD disseminates Memo for number of participants for training requirements	1. ATS check received document/s	None	5 Minutes	Receiving Staff, ATS HQ Office
	1.1 Record the received documents in the logbook/database	None	5 Minutes	
	1.2 Forward and endorsed documents to ATS Progression Division	None	5 Minutes	
2. Hand-carry Memo to ATS Progression Division	2. ATS Progression Division 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 Division 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 requirements per facility	None	2 Hours	Asst. Division Chief, Progression Division
	3.1 Preparation of Routing/Action Slip for dissemination to ATS Division Chiefs	None	5 Minutes	ATS Progression Office
	3.2 Forward/disseminate to ATS Division Chiefs for nomination of participants with corresponding	None	30 Minutes	ATS Admin Staff Progression Division

	deadline			
	3.3 Division Chiefs to assess/evaluate training records of personnel under their Division for nomination to training	None	30 Minutes	ATS Division Chief, ATS HQ Office
	3.4 Submit to Progression Division the nomination of ATS personnel under their Division to attend training		3 Days	
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 Division Office
	4.1 Preparation of Memo for CAAP HRMD containing names of ATS personnel to attend training as nominated by the Division Chiefs	None	2 Hours	Asst. Chief, Progression Division
	4.2 Submission of Memo to CAAP HRMD for ATS personnel to attend training	None	5 Minutes	ATS Admin Staff
5. Issuance of Memo to Attend training	5. CAAP HRMD receives Memo from ATS re: nomination to attend training	None	5 Minutes	CAAP HRMD Receiving HRMD Office
	5.1 HRMD to prepare Memo containing list of participants to attend training	None	3 Days	HRMD Training Unit, HRMD Office
	5.2 Issuance/Release Disseminate Memo to attend training	None	5 Minutes	

6. Dissemination of Memo to attend training	6. ATS Receives Memo from HRMD final list to attend training	None	5 Minutes	ATS Receiving Staff, ATS HQ Office
	6.1 Disseminate Memo to concerned ATS facilities and office		1 Hour	ATS Admin Staff for Outgoing Documents, ATS HQ Office
Total:		None	6 Days, 4 Hours, 55 Minutes	-

FACILITY/SITE VISIT, INTERVIEW AND RESEARCH & SURVEY

Office/Division:	Progression Division, ATPPD, ATS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Pilot-in-command (PIC), Company authorized Flight Operations Officer (FOO)			
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
	1.1 CCS to record request in the database	None	5 Minutes	CCS Office
	1.2 CCS to attach routing/action slip	None	5 Minutes	
	1.3 Forward and endorse request to ATS admin	None	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
	2.1 Record in the incoming data log	None	5 Minutes	ATS Office
	2.2 Provide clients timeline/ schedule of approval	None	5 Minutes	
	2.3 Endorsed to ATS Admin	None	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
	3.1. Coordinate with concerned ATS facility for approval	None	10 Minutes	Progression Division's Office, ATS
	3.2. Forward/ endorsed to CSIS the approved request	None	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
	4.1. Personal appearance of filer/focal person for picture taking	None	15 Minutes	CSIS Office
	4.2. Printing of security clearance	None	5 Minutes	
	4.3. Filing/recording in the database	None	5 Minutes	
	4.4. Issuance of security clearance	None	5 Minutes	
5. Return to CAAP CSIS for the release of approval and security clearance	5. Issue security clearance and approval	None	5 Minutes	CAAP-CSIS
	5.1 Release of security clearance and approval to the client	None	5 Minutes	Releasing Office
Total:		None	2 Hours	-

ISSUANCE OF IMPORT / EXPORT PERMIT PHASE 1 (PAYMENT OF FEES AND CHARGES)

Office/Division:	Airworthiness Department, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Owner / Operator			
Checklist of Requirements			Where to Secure	
1. Letter of Intent			Airworthiness Department (Hard Copy)	
2. Import / Export Checklist Requirement				
3. Airway Bill				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit one (1) copy of the letter intent and copies of airway bill(s) at the window (4) of FSIS	1. Received letter of intent and copies of airway bill(s) at the window (4) of FSIS	None		Operator / Owner
1. a 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		FSIS Receptionist
2. Request for order of payment slip to Airworthiness Department	3. Determine corresponding fees and charges (as per airway bills(s) quantity) and issue order of payment slip	₱400.00 Per Airway Bill	1 Hour	Operator / Owner and AWD Staff
3. Proceed to Collection Unit	4. Received payment and issue the Official Receipt	(as per airway bill(s) quantity)	5 Minutes	Collection Officer
Total Duration of Phase 1:		None	1 Hour, 5 Minutes	-

ISSUANCE OF IMPORT / EXPORT PERMIT PHASE 2 (ISSUANCE OF IMPORT / EXPORT PERMIT)

Office/Division:	Airworthiness Department, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Owner / Operator			
Checklist of Requirements			Where to Secure	
1. Letter of Intent			Airworthiness Department (Hard Copy)	
2. Import / Export Checklist Requirement				
3. Airway Bill				
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 the window (4) of FSIS	1. Receive, encoding of tracking no. on the letter of Intent for Import / Export; 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 letter of intent for import / export	None	15 Minutes	AWD Receiving Staff
	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	5. Document evaluation and review for preparation of letter of import / export clearance permit	None	3 Hours	AWD Staff

	Endorse to AWD Manager for review and endorsement to ADG II, FSIS	None	30 Minutes	AWD Staff / AWD Manager
	Sign and approved the import / export clearance permit	None	1 Day	ADG II, FSIS
	8. Forward the signed import / export clearance permit to AWD	None	30 Minutes	FSIS Clerk / AWD Clerk
3. Present valid ID or authorization letter	9. Release and Dry Seal the import / export clearance permit	None	20 Minutes	AWD Staff
Total Duration of Phase 2:		None	1 Day, 7 Hours, 5 Minutes	-
Total:		None	1 Day, 8 Hours, 10 Minutes	

ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL)

PHASE 1 (PAYMENT OF FEES AND CHARGES)

Office/Division:	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division, AWD, FSIS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Application Form 1029-2		www.caap.gov.ph 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 (1029-2) and letter of intent at the window (4) of FSIS	1. Received accomplished Form (1029-2) at the window (4) of FSIS	None		Operator / Owner
1.a. 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		FSIS Receptionist
2. Request for order of payment slip to Airworthiness Department	3. Determine corresponding fees and charges and issue order of payment slip	₱750.00 plus 12% VAT	25 Minutes	Operator / Owner and AWD Staff
3. Proceed to Collection Unit	4. Received payment and issue the Official Receipt	None	5 Minutes	Collection Officer
Total Duration of Phase 1:			30 Minutes	-

ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL) PHASE 2 (ORIGINAL / RENEWAL ISSUANCE OF CERTIFICATE OF AIRWORTHINESS)

Office/Division:	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division, AWD, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Original or Renewal Application Requirement Checklist		www.caap.gov.ph Airworthiness Department (Hard Copy)		
2. Duly Notarized (1029-2) Application Form				
3. Inspection Report Forms (1030 and 1013)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit notarized Form 1029-2 and requirements at the window (4) of FSIS	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
	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
	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	1 Hour	Airworthiness Inspector and AWD Staff
	7. Validate and sign the memorandum / travel order documents, endorse to	None	20 Minutes	Department Manager, AWD

	ADG II, FSIS			
	8. Sign the memorandum / local travel order documents (as applicable) signed by ADG II, FSIS For foreign travel endorsed to Director General	None	2 Hours	ADG II, FSIS
	8.a. Sign the foreign travel documents	None	1 Day	Director General
Total Duration of Phase 2:			1 Day, 9 Hours, 5 Minutes	-

ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL) PHASE 3 (INSPECTION PHASE)

Office/Division:	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division, AWD, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	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 Operator / Owner of the said inspection	Inspection Fee	15 Minutes	Owner / Operator and
		(as applicable)		AWD Inspector
	2. Conduct Inspection		2 Days	AWD Inspector
Total Duration of Phase 3:			2 Days, 15 Minutes	-



ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL) PHASE 4 (POST INSPECTION AND ISSUANCE OF CERTIFICATE OF AIRWORTHINESS)

Office/Division:	General Aviation Certification Inspection Division and Commercial Air Transport Certification Inspection Division, AWD, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
N/A				
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 non-compliance prepare letter of deficiency to the operator / owner	None	2 Days	Owner /Operator and AWD Inspector
2. Submit the compliance of CofA	2. CofA application package for final review before preparing the memorandum and certificate of airworthiness	None	2 Hours	AWD Inspector and AWD Staff
	3. Endorse to division chiefs for quality review of the application package	None	1 Hour	Chief CATCID / GACID and AWD Inspector
	4. Endorse to AWD Manager for review and endorsement to ADG II, FSIS	None	30 Minutes	AWD Manager and Chief CATCID / GACID
	5. Endorse to ADG II, FSIS for review and endorsement to DDG-O	None	1 Day	AWD Manager and ADG II, FSIS
	6. Sign and approved the CofA certificate by DDG-O	None	1 Day	ADG II, FSIS and Deputy Director General for
	Note: Original CofA endorsement to Director General			Operations and Director General

	7. Forward the signed CofA certificate to AWD	None	30 Minutes	DG/DDG-O Clerk / AWD Clerk
3. Present Valid ID or Authorization Letter	8. Release certificate of Airworthiness	None	15 Minutes	Owner / Operator and AWD Clerk
Total Duration of Phase 4:			4 Days, 4 Hours, 15 Minutes	-
Total:			7 Days, 13 Hours, 50 Minutes	

CERTIFICATE TYPE OF VALIDATION PHASE 1 (PAYMENT OF FEES AND CHARGES)

Office/Division:	Engineering and Aircraft Registration Division, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Application Form No. AS5-4.01		www.caap.gov.ph		
2. Letter of Intent		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. Recipient (EARD) of the email will send it to the window (4) of FSIS for processing	None	15 Minutes	Operator / Owner AESI
	1.1. If via courier, it should be addressed to FSIS for processing	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	5 Minutes	Recipient and FSIS Receptionist
3. Request for order of payment to Airworthiness Department	3. Determine corresponding fees and charges and issue advance billing Note: This process is included during preparing The travel order	₱10,000.00 + Inspection Fee + ₱600.00 Admin Fee	1 Hour	Operator / Owner and AWD Staff
4. Payment is thru wire transfer submit the proof of wire payment / transfer to the assigned airworthiness inspector	4. Received proof of wire transfer		15 Minutes	Operator / Owner AESI
	5. Copy of the advance billing and wire transfer submit to Collection Unit for verification		15 Minutes	AESI / Collection Officer
	6. Issue order of payment slip		15 Minutes	Collection Officer / Accounting Officer
	7. Issue Official Receipt		15 Minutes	Collection Officer
Total Duration of Phase 1:			2 Hours, 20 Minutes	-

CERTIFICATE TYPE OF VALIDATION PHASE 2 (PRE-INSPECTION PROCESS FOR CERTIFICATION OF TYPE VALIDATION)

Office/Division:	Engineering and Aircraft Registration Division, FSIS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Application Form No. AS5-4.01		www.caap.gov.ph		
2. Letter of Intent (LOI)		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. Recipient (EARD) of the email will send it to the window (4) of FSIS for processing	None	15 Minutes	Owner / Operator AESI
	1.a. If via courier it should be addressed to FSIS for processing	None	15 Minutes	Owner / Operator
	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 Type Validation application	None	2 Hours	AWD Receiving
	4. Evaluate and examine the application package and transfer to EARD	None	15 Minutes	AWD Manager
	5. Evaluate and examine the application package and assign to engineering inspectors	None	15 Minutes	Chief, EARD
	6. Document evaluation and coordinate with the type certificate holder / manufacturer	None	3 Hours	AESI
	7. Prepare memorandum / travel order, advance billing and conform letter (as applicable)	Inspection Fee	1 Hour	AESI and AWD Staff

	8. Validate and sign the memorandum / travel order documents, endorse to ADG II, FSIS	None	20 Minutes	Department Manager, AWD
	9. Endorse the conforme / foreign travel order documents to Director General	None	1 Day	DDG-O Office
	10. sign the conforme / foreign travel order documents	None	1 Day	Office of the Director General
Total Duration of Phase 2:			2 Days, 9 Hours, 20 Minutes	-

CERTIFICATE TYPE OF VALIDATION PHASE 3 (INSPECTION PHASE)

Office/Division:	Engineering and Aircraft Registration Division, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	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	Operator / Owner and AWD Inspector
2. Demonstration, technical meeting, validation	2. Conduct inspection (inclusive of Travel Time)	None	7 Days	AWD Inspector
Total Duration of Phase 3:			7 Days, 15 Minutes	-

CERTIFICATE OF TYPE VALIDATION PHASE 4 (POST INSPECTION PROCESS FOR CERTIFICATION OF TYPE VALIDATION)

Office/Division:	Engineering and Aircraft Registration Division, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
N/A				
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
	2. Endorse to chief EARD for quality review; endorsement of the certificate	None	3 Hours	Chief EARD / AESI
	3. Endorse to AWD Manager for review and endorsement of the certificate	None	30 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
	6. Forward the signed type validation certificate	None	30 Minutes	DG Clerk / AWD Clerk

1. Acknowledge the signed type validation certificate	7. Scan the signed AMO certificate together with official receipt and send thru email for advance copy	None	15 Minutes	AESI
	8. Release certificate of type validation certificate via courier to deliver the hard copy	None	15 Minutes	Operator / Owner AESI
Total Duration of Phase 4:			12 Days, 4 Hours, 30 Minutes	-
Total:			21 Days, 16 Hours, 5 Minutes	

ISSUANCE OF CERTIFICATE OF REGISTRATION (RENEWAL) PHASE 1 (PAYMENT OF FEES AND CHARGES)

Office/Division:	Engineering and Aircraft Registration Division, AWD, FSIS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Application Form		www.caap.gov.ph		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download and fill out form from CAAP website www.caap.gov.ph Forms are also available at Airworthiness Department		None		Operator / Owner
2. Submit to Airworthiness Department	1. Determine corresponding fees and charges		10 Minutes	Aircraft Registration Officer

	2. Issue Order of Payment Slip	Fees depend on Aircraft's weight, intended use, type of engine and type of aircraft.	15 Minutes	Aircraft Registration Officer
3. Proceed to Collection for payment	3. Receive payment; issue Official Receipt (OR)		15 Minutes	Collection Officer
Total Duration of Phase 1:			40 Minutes	-

ISSUANCE OF CERTIFICATE OF REGISTRATION (RENEWAL) PHASE 2 (ISSUANCE OF CERTIFICATE OF REGISTRATION)

Office/Division:	Engineering and Aircraft Registration Division, AWD, FSIS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Notarized Registration Form (CAAP Form 1028-1). (Please print legibly)		Download from CAAP website: www.caap.gov.ph Checklist of Requirements are also available at Airworthiness Department		
2. CAAP prescribed fees (Please attach original and photocopy of OR)				
3. Penalty for late renewal of CofR (Php 20T – Php 100T)				
4. Letter of Intent and Authorization (if applicable)				
5. Original or CTC of Certificate of Registration				
6. Photocopy of previous Official Receipt with validity				
7. For aircraft under RP-S, RP-G and RP-U, colored photograph of the (1) The aircraft with Philippine Registration Marking (2) Registration Identification Plate (made of fireproof material) (3) Aircraft Data Plate (Manufacturer's Data Plate) (4) Engine Data Plate (5) Propeller Data Plate and copy of current insurance policy				
8. Certificate issued by CAAP: AOC and OPSpecs, ATOC, AAOC and RPASOC or others (if applicable)				
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; Forward documents to Airworthiness Department	None	2 Hours	FSIS Receiving Staff
	2. Receive, log and encode application in the database; Forward application to Chief, AWD	None	15 Minutes	AWD Staff
	3. Conduct initial review for assignment; Endorse application to Chief, EARD	None	15 Minutes	AWD Manager
	4. Assign and endorse application to Aircraft Registration Officer	None	15 Minutes	Chief, EARD
	5. Conduct technical evaluation and assessment; Encode information in the CASORT; Prepare revalidated of Certificate of Registration; endorse to Chief, EARD	None	5 Working Days	Aircraft Registration Officer
	6. Verify evaluation and assessment of application package; Sign revalidated Certificate of Registration	None	20 Minutes	Chief, EARD
2. Present Valid ID or Authorization Letter	7. Log, encode and release Certificate of Registration	None	15 Minutes	Aircraft Reg. Officer
Total Duration of Phase 2:			5 Days, 3 Hours, 20 Minutes	-

ISSUANCE OF NOISE CERTIFICATE PHASE 1 (PAYMENT OF FEES AND CHARGES)

Office/Division:	Engineering and Aircraft Registration Division, AWD, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Letter of Intent		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit one (1) copy of the letter of intent at the window (4) of FSIS	1. Received letter of intent at window (4) of FSIS	None		Operator / Owner
1.a. 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		FSIS Receptionist
2. Request for order of payment slip to Airworthiness Department	3. Determine corresponding fees and charges to issue order of payment slip	Applicable on the New Fees and Charges	1 Hour	Operator / Owner and AWD Staff
3. Proceed to Collection Unit	4. Received payment and issue the Official Receipt	None	5 Minutes	Collection Officer
Total Duration of Phase 1:			1 Hour, 5 Minutes	-

ISSUANCE OF NOISE CERTIFICATE PHASE 2 (ISSUANCE OF NOISE CERTIFICATE)

Office/Division:	Engineering and Aircraft Registration Division, AWD, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Letter of Intent		N/A		
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. Receive encoding of tracking no. on the letter of intent for noise certificate; forward documents to FSIS	None	15 Minutes	Owner / Operator and FSIS Receiving Staff
	2. Documents 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 letter of intent for noise certificate	None	15 Minutes	AWD Receiving Staff
	4. Evaluate and examine the letter of intent and transfer to EARD	None	15 Minutes	AWD Manager
	5. Evaluate the application package and assign to engineering inspectors	None	15 Minutes	Chief, EARD
2. Submit additional documents / evidences prior to request of noise certificate	Document evaluation and review for preparation of noise certificate	None	5 Hours	AESI
	7. Endorse to EARD division chief for quality review of the prepared noise certificate	None	1 Hour	AWD Staff / Chief EARD
	8. Endorse to AWD Manager for review and endorsement to ADG II, FSIS	None	30 Minutes	Chief EARD / AWD Manager

	9. Sign and approved the noise certificate	None	1 Day	ADG II, FSIS
	10. Forward the signed noise certificate to AWD	None	30 Minutes	FSIS Clerk / AWD Clerk
3. Present valid ID or Authorization Letter	11. Release the noise certificate	None	20 Minutes	AWD Staff
Total Duration of Phase 2:		None	1 Day, 10 Hours, 20 Minutes	-
Total:		None	1 Day, 11 Hours, 15 Minutes	

PROCESSING OF REQUEST FOR AVSEC COURSES (INDIVIDUAL)

Requests for AVSEC Courses are processed to train qualified AVSEC personnel in the field to enforce, monitor and apply security preventive measures in accordance with locally approved programs.

Office/Division:	Civil Aviation Training Center			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business G2G - Government to Government G2C - Govt. to Citizen			
Who may avail:	-Personnel from local and foreign government -Personnel or prospective personnel of the aviation/aeronautical industry.			
Checklist of Requirements		Where to Secure		
1. Request letter (1 hardcopy or pdf copy (thru email))		Client		
2. Certificate of Employment (1 original or photocopy)		Client		
3. National Clearance or Security Guard's License (1 original or photocopy)		Client		
4. Total Fees per class**		Client		
5. Ishihara Test Result (Basic AVSEC / Basic Screeners/ Supervisors Course) (1 original or photocopy)		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intent/request for reservation of slot	1.1 Receive letter of intent/request for training.	None	1 Day	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	-Return receiving copy of request for training (if submitted personally) -Confirm receipt of letter (if submitted thru email) <i>When no slot available or no scheduled course:</i> 1.2 a. Confirm reservation of slot b. no available slot – send email informing that there is no available slot and will			

	be added in the wait list			
	When slot is available or scheduled course: 1.2 Inform requesting party regarding available slot and ask to submit required documents	None		
2. Confirm Final Schedule and submit required documents	2.1 Evaluate submitted requirements -Inform requesting party if required documents are not complete.	None	3 days	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	2.2 Prepare Invitation for Guest Lecturers/ Request for CAAP Instructors (for concurrence of Service/Dept./Div. Chief)	None	1 Day	
	2.3 Prepare request letter and requirements (OTS)	None	2 Days	
	2.4 Prepare Reply Letter / Memorandum for Instructors / Details of Expenditures			
	2.6 Prepare and submit Request for Billing Statement (for issuance of the Accounting Office)	None	2 Days	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	2.7 Forward request letter and requirements for technical evaluation of OTS -Forward documents to CAAP for signature of Budget Section, Finance and Office of the DG)	None		
	2.8 Prepare Travel Order, if necessary	None		

	(for Signature of ADG I, CATC or Chief of the Unit/Service where the instructor is part of)			
	2.9 Give reply letter	None	1 Hour	
3. Settle Payment for Course Fee & Honorarium	3.1 Prepare & submit Request for Billing Statement 3.2 Issue Billing Statement to client 3.3 Receive copy of O.R. from client	**	1 Day	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
4. Fill up customer feedback form and drop to drop box	4.1 Give copy of customer feedback form.	None	10 Minutes	CATC Focal Person
	4.2 Acknowledge accomplishment of customer feedback form			
Total:			11 Days, 1 Hour & 10mins	-

COURSE TITLE	** FEES /CLASS (NCR) (exclusive of 12%VAT)	**FEES/CLASS (Outside of Manila) (exclusive of 12%VAT)
1. Basic AVSEC Course 2. Basic AVSEC Screeners Course	A. Courseware Fee: PHP 30,000.00 B. Honorarium-Theoretical: (0.023) (MSR) (T) (P) C. Honorarium-OJT Checkout (0.023) (MSR) (T) (P)	A. Courseware Fee: PHP 30,000.00 B. Honorarium: (0.023) (MSR) (T) (P) C. Honorarium-OJT Checkout (0.023) (MSR) (T) (P) D. Course Coordinator's Fee: PHP1,000.00/day x No. of days
3. AVSEC Supervisor Course 4. AVSEC Management Course	A. Courseware Fee: PHP 30,000.00 B. Honorarium: (0.023) (MSR) (T) (P)	A. Courseware Fee: PHP 30,000.00 B. Honorarium: (0.023) (MSR) (T) (P) C. Course Coordinator's Fee PHP1,000.00

MSR= Monthly Salary Rate
 T = No. of actual training hours
 P = 50%

Note:

1. Transportation, food, training venue, accommodation (outside of Manila) and other incidental expenses thereto shall be shouldered by the requesting party.

PROCESSING OF REQUEST FOR SPECIALIZED AVSEC COURSES (COMPANY)

Requests for Specialized AVSEC Courses are processed for the Accredited Security Organizations or Airport Authorities providing security service to the airports and responsible for applying aviation security preventive measures and other support activities.

Office/Division:	Civil Aviation Training Center			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	-Personnel from local and foreign government -Personnel or prospective personnel of the aviation/aeronautical industry.			
Checklist of Requirements		Where to Secure		
1. Request letter (1 hardcopy or pdf copy (thru email))		Client		
2. Certificate of Employment (1 original or photocopy)		Client		
3. National Clearance or Security Guard's License (1 original or photocopy)		Client		
4. Total Fees per class**		Client		
5. Ishihara Test Result (Basic AVSEC / Basic Screeners/ Supervisors Course) (1 original or photocopy)		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intent/request for training	1.1 Receive letter of intent/request for training.	None	30 minutes	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	-Return receiving copy of request for training (if submitted personally) -Confirm receipt of letter (if submitted thru email)	None		
	<i>When instructors/schedule not available:</i> 1.2 Reply to client regarding unavailability of instructor/schedule	None	2 Days	
	<i>When instructor/schedule is available:</i>			

	1.2 Coordinate with instructors and confirm final schedule			
	1.3 Inform requesting party of the final schedule			
2. Confirm Final Schedule and submit required documents	2.1 Evaluate submitted requirements -Inform requesting party if required documents are not complete.	None	3 days	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	2.2 Prepare Invitation for Guest Lecturers/ Request for CAAP Instructors (for concurrence of Service/Dept./Div. Chief)	None	1 Day	
	2.3 Prepare request letter and requirements (OTS)	None	1 day	
	2.4 Prepare Reply Letter / Memorandum for Instructors / Details of Expenditures			
	2.5 Specialize AVSEC Course	None	5 Days	Chief, Training Development/ Evaluation Departments
	2.6 Prepare and submit Request for Billing Statement (for issuance of the Accounting Office)	None	2 Days	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
	2.7 Forward request letter and requirements for technical evaluation of OTS -Forward documents to CAAP for signature of Budget Section, Finance and Office of the DG)	None		

	2.8 Prepare Travel Order, if necessary (for Signature of ADG I, CATC or Chief of the Unit/Service where the instructor is part of)	None	1 Day	
	2.9 Give reply letter	None	1 Hour	
3. Settle Payment for Course Fee & Honorarium	3.1 Prepare & submit Request for Billing Statement 3.2 Issue Billing Statement to client 3.3 Receive copy of O.R. from client	**	1 Day	CATC Admin Personnel (assigned to coordinate for AVSEC Courses)
4. Fill up customer feedback form and drop to drop box	4.1 Give copy of customer feedback form.	None	10 Minutes	CATC Focal Person
	4.2 Acknowledge accomplishment of customer feedback form			
Total:			16 Days, 1 Hour & 40 Minutes	-

COURSE TITLE	** FEES /CLASS (NCR) (exclusive of 12%VAT)	**FEES/CLASS (Outside of Manila) (exclusive of 12%VAT)
2. Basic AVSEC Course 2. Basic AVSEC Screeners Course	D.Courseware Fee: PHP 30,000.00 E. Honorarium-Theoretical: (0.023) (MSR) (T) (P) F. Honorarium-OJT Checkout (0.023) (MSR) (T) (P)	C.Courseware Fee: PHP 30,000.00 D. Honorarium: (0.023) (MSR) (T) (P) C. Honorarium-OJT Checkout (0.023) (MSR) (T) (P) D. Course Coordinator's Fee: PHP1,000.00/day x No. of days
3.AVSEC Supervisor Course 4.AVSEC Management Course	C. Courseware Fee: PHP 30,000.00 D. Honorarium: (0.023) (MSR) (T) (P)	D.Courseware Fee: PHP 30,000.00 E. Honorarium: (0.023) (MSR) (T) (P) F. Course Coordinator's Fee PHP1,000.00

MSR= Monthly Salary Rate
 T = No. of actual training hours
 P = 50%

Note:

1. Transportation, food, training venue, accommodation (outside of Manila) and other incidental expenses thereto shall be shouldered by the requesting party.

PROCESSING OF REQUEST FOR SPECIALIZED COURSES (COMPANY)

Requests for Specialized courses are processed to provide trainings for other government offices and stakeholders' personnel in the areas of aircraft operations, flight training organizations, maintenance of aircraft with technical skills, knowledge and attitudes necessary for the efficient and effective discharge of their functions.

Office/Division:	Civil Aviation Training Center			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	-Personnel from local and foreign government -Personnel or prospective personnel of the aviation/aeronautical industry.			
Checklist of Requirements		Where to Secure		
1. Request Letter (indicating the course requested, venue, number of participants) (1 hardcopy or pdf copy (thru email))		Clients		
2. Total Fees per class**		Clients		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intent/request for training	1.1 Receive letter of intent/request for training.	None	2 Hours	CATC Admin Personnel (assigned to coordinate for specialized Courses)
	-Return receiving copy of request for training (if submitted personally) -Confirm receipt of letter (if submitted thru email) <i>When instructors/schedule not available:</i> 1.2 Reply to client regarding unavailability of instructor/schedule	None		
	<i>When instructor/schedule is available:</i> 1.2 Coordinate with instructors and confirm final schedule	None	1 Day	
	1.3 Inform requesting party of the final schedule	None		

2. Confirm Final Schedule	2.1 Prepare Invitation for Guest Lecturers/ Request for CAAP Instructors (for concurrence of Service/Dept./Div. Chief)	None	1 Day	CATC Admin Personnel (assigned to coordinate for specialized Courses)
	2.2 Specialize Course	None	5 Days	Chief, Training Development/ Evaluation Departments
	2.3 Prepare and submit Request for Billing Statement (for issuance of the Accounting Office)	None	1 Day	CATC Admin Personnel (assigned to coordinate for specialized Courses)
	2.4 Prepare Reply Letter / Memorandum for Instructors / Details of Expenditures	None	1 Day	
	2.5 Forward documents to CAAP for signature of Budget Section, Finance and Office of the DG)	None	1 Day	
	2.6 Prepare Travel Order, if necessary and forward to the signatories (for Signature of ADG I, CATC or Chief of the Unit/Service where the instructor is part of)	None	1 Day	
	2.7 Issue reply letter	None	1 Hour	
3. Settle Payment for Course Fee & Honorarium	3.1 Issue billing statement to the client 3.2 Receive copy of O.R.	**	1 Day	
4. Fill up customer feedback form and drop to drop box	4.1 Release Official Receipt and give copy of customer feedback form.	None	10 Minutes	CATC Focal Person

	4.2 Acknowledge accomplishment of customer feedback form			
Total:			12 days, 3 hrs. & 10mins	-

COURSE TITLE	** FEES /CLASS (NCR) (exclusive of 12%VAT)	**FEES/CLASS (Outside of Manila) (exclusive of 12%VAT)
Train-the-Trainer Course	G. Courseware Fee: PHP 30,000.00	E. Courseware Fee: PHP 30,000.00
Safety Management Systems		
State Safety Programme		
Runway Safety Programme	H. Instructors' Honorarium-Theoretical: (0.023) (MSR) (T) (P)	F. Honorarium: (0.023) (MSR) (T) (P)
Auditing Techniques		
Aerodrome Fire Fighting Course for Helicopters /Helipads	I. Instructors' Honorarium -OJT Checkout (0.023) (MSR) (T) (P)	C. Honorarium-OJT Checkout (0.023) (MSR) (T) (P)
Ramp Control Training Course		
Introduction to Aircraft Accident & Incident Prevention & Investigation		D. Course Coordinator's Fee: PHP1,000.00/day x No. of days

MSR= Monthly Salary Rate

T = No. of actual training hours

P = 50%

Note:

Transportation, food, training venue, accommodation (outside of Manila) and other incidental expenses thereto shall be shouldered by the requesting party.

REQUEST FOR REGULAR COURSES (INDIVIDUAL)

Requests for Specialized courses are processed to provide trainings for civil aviation and technical personnel with skills, knowledge and attitudes necessary for the efficient and effective discharge of functions.

Office/Division:	Civil Aviation Training Center			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2G - Government to Government G2C - Govt. to Citizen			
Who may avail:	-Personnel from local and foreign government -Personnel or prospective personnel of the aviation/aeronautical industry.			
Checklist of Requirements		Where to Secure		
1. Request letter (1 hardcopy or pdf copy (thru email))		Client		
2. Course Fee **		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intent/request reservation of slot	1.1 Receive letter of intent/request for training.	None	1 Day	CATC Admin Personnel (assigned to coordinate for regular Courses)
	-Return receiving copy of request for training (if submitted personally) -Confirm receipt of letter (if submitted thru email) <i>When no slot or no course is available:</i> 1.2 a. Confirm reservation of slot b. no available slot – send email informing that there is no available slot and will be added in the wait list	None		
	<i>When a slot or course is available:</i> 1.2 Inform requesting party regarding available slot	None		

2. Settle Payment for Course Fee	2.1 Prepare and submit Request for billing statement 2.2 Issue Billing Statement to the client 2.3 Receive copy of O.R.	**	1 Day	CATC Admin Personnel (assigned to coordinate for regular Courses)
3. Fill up customer feedback form and drop to drop box	3.1 Give copy of customer feedback form. 3.1 Acknowledge accomplishment of customer feedback form.	None	10 minutes	CATC Focal Person
Total:			2 Days and 10 Minutes	-

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

WRITING AND PUBLISHING OF PRESS RELEASES AND MEDIA ADVISORIES

Office/Division:	Corporate Communication Staff (CCS), ODG			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Offices and Services			
Checklist of Requirements			Where to Secure	
1. Data, records, technical information, and other reference materials related to the subject			Requesting Party CAAP Office/s and Service/s Corporate Communications Staff – Media and Public Affairs Unit	
2. File/stock/raw images, videos related to the subject				
3. Audio or video recordings, as applicable				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send request with complete details to CAAP via email or official letter of request	1.a. Receive and evaluate the request	None	5 Hours	Requesting Party/Corporate Communications Staff
	1.b. Gather data and reference materials, as applicable			
	2. Produce initial output	None	1 Day	Corporate Communications Staff
	3. Forward initial output to requesting party / approving officer for comments and revisions	None	30 Minutes	Corporate Communications Staff
2. Make comments and relay revision to CCS, if any	4. Apply comments / revisions and finalize output	None	1 Day	Requesting party / Corporate Communications Staff
3. Acknowledge receipt of the final output	5.a. Forward to CCS head for final clearance / approval	None	3 Hours	Requesting party / Corporate Communications Staff
	5.b. Forward final output to requesting party, for their reference			
	6.a. Disseminate the PR / media advisory to media partners 6.b. Publish the PR/advisory at CAAP's official social media page and/or website, if necessary/applicable	None	30 Minutes *Uploading time at CAAP's social media may vary*	Requesting party / Corporate Communications Staff
Total:		None	2 days, 9 Hours	-

DEVELOPMENT AND PRODUCTION OF AUDIO-VISUAL COMMUNICATIONS MATERIALS

Office/Division:	Corporate Communications Staff (CCS), ODG			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Offices and Services			
Checklist of Requirements		Where to Secure		
1. Request for CCS Services Form (CAAP-ODG-CCS- 003)		Corporate Communications Staff CAAP Office/s and Service/s		
2. Storyboard, concept/theme, technical guidelines, background details, and other reference materials for the project				
3. File/stock/raw images, animations, videos, and templates				
4. Audio recordings, as applicable				
5. Technical equipment including but not limited to: DSLR camera, drone, video recorder, and audio recorder				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward the request with complete details to CCS via the Request for CCS Services Form, or official letter request (must be made at least five (5) days prior the target deadline)	1. Draft outline/story board to identify needs and requirements	None	2 Days	Requesting Party/ CCS
	Collate or shoot necessary images, animations, video footage, and recordings as necessary			
	1.1. Produce initial output			
	1.2. Forward initial output to requesting party / approving officer for comments and revisions	None	1 Day	Requesting Party/ CCS
2. Make comments and relay revisions to CCS, if any	2. Apply comments/revisions and finalize output	None	6 Hours	Requesting Party/ CCS
3. Acknowledge receipt of the final output	3. Forward to CCS Chief for final clearance/approval	None	4 Hours	Requesting Party / CCS
	3.1. Submit the final output to the requesting party			

	3.2. Publish to CAAP's official social media page and/or website with corresponding caption (if applicable)	None	30 Minutes *Uploading time at CAAP's social media page and website may vary*	CCS
Total:		None	4 Days, 10 Hours, 30 Minutes	-

FACILITATION OF CUSTOMER FEEDBACK COLLECTION

Office/Division:	Corporate Communications Staff – Office of the Director General			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Internal and External Stakeholders			
Checklist of Requirements		Where to Secure		
1. Customer Feedback Form (CAAP-ODG-CCS-002)		Customer Feedback Form Dropbox Stations Corporate Communications Staff		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Drop the duly filled out Customer Feedback Form at designated drop boxes located at the Office of the Primary Responsibility (OPR)	1. Collect submitted Customer Feedback Forms Should the customer feedback require immediate action, it shall be promptly acted upon by the concerned OPR	None	1 Day	Internal / External Customers and Clients OPR Customer Feedback Focal Person
	2. Forward to CCS the collected forms every Friday	None	30 Minutes	OPR Customer Feedback Focal Person
	3. Consolidate, sort, and prepare weekly customer feedback report	None	1 Day	Corporate Communications Staff
	4. Forward consolidated report to Strategic Planning Office for analysis/recommended actions and for further guidance from the top management	None	30 Minutes	Corporate Communication Staff
Total:		None	2 Days, 1 Hour	-

HANDLING OF INCOMING AND OUTGOING DOCUMENTS OF THE ODG

Office/Division:	Corporate Communications Staff (CCS), ODG			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	CAAP Internal and External Stakeholders			
Checklist of Requirements			Where to Secure	
1. Letter(s)/Correspondence/Document(s)/Parcel(s) addressed to the Office of the Director General (ODG)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send letter(s)/correspondence/do comment(s)/parcel(s) addressed to ODG	1. Receive, review, and evaluate document	None	3 Minutes	CCS
	2. Prepare Routing Action Slip (RAS)	None	3 Minutes	
	3. Record the document in the Data Tracking System (DTS)	None	3 Minutes	
	4. Transmit the document to the office/person concerned	None	10 Minutes	
Total:		None	19 Minutes	

PROCESSING OF PUBLICATION REQUEST OF INTERNAL STAKEHOLDERS

Office/Division:	Corporate Communications Staff (CCS), ODG			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Offices and Services			
Checklist of Requirements		Where to Secure		
1. Request from for official newspaper publication (CAAP- ODG-CCS-004)		Corporate Communications Staff CAAP Office/s and Service/s		
2. Soft/hard copies of material/document to be published				
3. External Provider Performance Evaluation Form (CAAP-ODG-CCS-005)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for publication (must be made at least five (5) days prior to the target publication)	1. Evaluation the request	None	10 Minutes	CCS / Requesting CAAP Offices/Services
	2. Request for quotation and sample layout from newspaper agencies	None	1 Day	CCS
	3. Update the request/client on the progress of request	None	1 Day	CCS
2. Approval of the quotation and sample layout from the newspaper agencies	4. Inform the lowest bidder that the layout was approved and good to published	None	1 Day	CCS / Requesting CAAP Offices/Services
	5. Provide a copy of the published article, billing statement, affidavit of publication, advertising contract, and the CCS External Provider Performance Evaluation Form to the requestor	None	1 Day	CCS
3. Accomplish the Performance Evaluation Form and submit to CCS via hard copy or email	6.a. Record the feedback given by the requestor 6.b. Analyze if the feedback may effect future transactions with the newspapers and/or if it will need further action	None	20 Minutes	CCS / Requesting CAAP Offices/Services
Total:		None	4 Days, 30 Minutes	-

PROCESSING OF COMPLAINTS LODGED VIA OFFICIAL PUBLIC COMPLAINTS PLATFORMS

Office/Division:	Corporate Communications Staff (CCS), ODG			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Concerned Citizens			
Checklist of Requirements			Where to Secure	
1. Valid complaint lodged through either the 8888 Citizen's Complaint Center, Presidential Complaints Center (PCC) or Contact Center ng Bayan (CCB)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send complaint to the 8888 Citizen's Complaint Hotline, Presidential Complaints Center (PCC), or CSC Contact Center ng Bayan (CCB)	1. Receive written complaint filed through electronic mail or website portal	None	1 Hour	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 If complaint is not under CAAP's jurisdiction, concern shall be referred to the appropriate government agency	None	2 Hours	8888 Permanent Focal Person/Alternate Focal Person and Technical Officers
	3. Prepare endorsement letter and forward to the concerned CAAP Office/Airport, copy furnished the complainant through electronic mail	None	2 Hours	8888 Permanent Focal Person/Alternate Focal Person and Technical Officers

	4. Review and act on the complaint and transmit reply regarding the action taken to the complainant through email, copy furnished 8888/PCC/CBB	None	2 Days, 12 Hours	Concerned CAAP Office / Airport Personnel
2. Receive reply on action/s taken regarding complaint through electronic email	5. Evaluate the action taken/feedback if satisfactory	None	4 Hours	8888 Permanent Focal Person/ Alternate
	If complaint was lodged through the 8888 Citizen's Complaint Center, recommended closure of the ticker/complaint via the 8888 portal For anonymous complaints, replies are addressed directly to the originating complaint center			Focal Person and Technical Officers
Total:		None	3 Days	

PROCESSING OF FREEDOM OF INFORMATION (FOI) REQUESTS

Office/Division:	Corporate Communications Staff (CCS), ODG			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Any Filipino Citizen			
Checklist of Requirements			Where to Secure	
1. Valid request lodged through the CAAP eFOI portal			Requesting Party eFOI Portal	
2. Proof of Identification				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request and other requirements to the CAAP eFOI Portal	1. Receive written and/or logged eFOI request	None	30 Minutes	FOI Receiving Officer
	2. Evaluate the nature of the request (whether it is valid or if it falls under the FOI List of Exceptions) If the information requested is not in the custody of CAAP, prepare an endorsement letter	None	1 Day	FOI Receiving Officer/FOI Decision Maker
	3. Forward the request to the concerned office/s	None	1 Hour	FOI Receiving Officer
	4. Take appropriate action/prepare response to the request The concerned CAAP Office/s shall strictly act on/respond to the request within 1-12 days	None	1-12 Days	Concerned Office/s
	5. Forward the appropriate response/requested information to CCS	None	1 Hour	Concerned Office/s

2. Receive the response/requested information via the eFOI portal or email	6. Release response/requested information to the requestor through the eFOI portal or email and close the request on the eFOI portal	None	30 Minutes	FOI Receiving Officer
Total:		None	13 Days, 3 Hours	-

PROCESSING FOR HANDLING COMPLAINTS

Office/Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
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		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Receive copy of complaint	None	15 Minutes	BDD Admin Staff
	2. Endorse to the Division Chief	None		
	3. Evaluate and discuss complaint received with the BDD Team	None	1 Hour	Division Chief
	4. Verify complaint with concerned office	None	3 Days	BDD Analyst
	5. Draft response and endorse to the Division Chief for approval/signature	None		
	6. Sign response letter	None	1 Hour	Division Chief
	7. Release letter to complainant via:			
	a. Electronic mail (e-mail)	None	15 Minutes	BDD Admin Staff
	b. Courier		5 Days	

Total:	None	3 Days, 2 Hours and 30 Minutes (excluding shipping time) 8 Days, 2 Hours and 30 Minutes (including shipping time)	-
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PROCESSING OF CONTRACTS OF LEASE FOR RENEWAL THROUGH AIRPORT (PHASE 1)

Office/Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
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 for Renewal		Client, where applicable		
2. Annex "A"				
3. Certificate of No Outstanding Balance		Airport Concession-in-charge (ACIC)		
4. Certificate of No Violation				
5. Latest Mayor's Business Permit/DTI Certificate		Client, where applicable		
6. LTFR Franchise (If Applicable)				
7. Sanitary Permit (If Applicable)				
8. ID of Authorized Representative / Signatory				
9. Special Power of Attorney (If Applicable)				
10. Proof of Payment (Notary Fee)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Prepare Concession Renewal Application Documents for submission online through CAAP's		None	Depends on the release of other required documents (i.e Permits)	Client

<p>2. Request Issuance of Certificate of No Outstanding Balance and Certificate of No Violation from respective Airport</p>	<p>1. Review Concession Account a. If without balance and violation, prepare Certification for approval of the Area/Airport manager b. If with balance and/or violation, forward documents to BDD via email for evaluation of the Concession Account</p>	<p>None</p>	<p>2 Days</p>	<p>ACIC</p>
<p>3. Submit complete Concession Renewal Documents online and Request issuance of the Concession Agreement</p>	<p>2. Draft Concession Agreement</p>	<p>None</p>	<p>1 Day</p>	<p>ACIC</p>
	<p>3. Verify submission of Concession Renewal Application Documents online</p>	<p>None</p>	<p>1 Hour</p>	
	<p>4. Release Concession Agreement to Concessionaire for signature</p>	<p>None</p>	<p>1 Hour</p>	
<p>4. Return signed Agreement</p>	<p>5. Receive, check completeness of signature on Agreement and forward to ACIC</p>	<p>None</p>	<p>1 Day</p>	<p>Airport Admin Staff</p>
	<p>6. Prepare endorsement to BDD thru Area/Airport Manager</p>	<p>None</p>	<p>1 Hour</p>	<p>ACIC</p>
	<p>7. Sign endorsement and return to ACIC</p>	<p>None</p>	<p>1 Day</p>	<p>Area/Airport Manager</p>

	8. Prepare documents for mailing to BDD and release via mail (courier)	None	5 Days	ACIC
5. Proceed to Phase Two				
Total:		None	4 Days, 2 Hours and 30 Minutes (excluding shipping time) 9 Days, 2 Hours and 30 Minutes (including shipping time)	-

PROCESSING OF CONTRACTS OF LEASE FOR RENEWAL THROUGH AIRPORT (PHASE 2)

Office/Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
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. Photocopy of Valid ID			Client	
2. Photocopy of Proof of Payment (Notary Fee and Documentary Stamp Tax)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Receive and encode documents received then endorse to assigned BDD Staff	None	10 Minutes	BDD Admin Staff
	2. Review completeness of signature and relevant documents submitted	None	2 Hours	BDD Admin Staff
	3. Prepare endorsement of the Agreement to Division Chief	None		
	4. Review and sign endorsement of Agreement then forward to BDD Admin Staff for release	None	1 Hour	Division Chief
	5. Encode outgoing document to database then forward to the Office of the Corporate Communication Staff (CCS)	None	15 Minutes	BDD Admin Staff
	6. Encode received document then endorse to the Office of the Director General (ODG)	None	1 Day	CCS Staff
	7. Receive endorsed Agreement and conduct initial assessment of the Agreement a. If no comments, endorse Agreement to the	None	1 Day	ODG Staff

	Department Manager b. If with comments, return to CCS for routing to BDD			
	8. Conduct final review of the Agreement prior to endorsing to the Head Executive Assistant (HEA)	None	1 Day	Department Manager
	9. Endorse to the Director General for Approval/Disapproval	None	1 Day	HEA
	10. Final Approval/Disapproval of the Agreement	None	1 Day	Director General
	11. Endorse Approved/Disapproved Agreement to the BDD to CCS	None	1 Hour	ODG Staff
	12. Route Agreement to BDD	None	1 Day	CCS Staff
	13. Encode signed Agreement and endorse to assigned BDD Staff	None	10 Minutes	BDD Admin Staff
1. Proceed to Phase Three		None		
Total:		None	6 Days, 4 Hours and 35 Minutes	-

PROCESSING OF CONTRACTS OF LEASE FOR RENEWAL THROUGH AIRPORT (PHASE 3)

Office/Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
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. Proof of Payment (Notary Fee)		Client		
2. Documentary Stamp Tax		CAAP RDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Notarized Agreement (within Pasay City only)	1. If by Client: a. Release signed Agreement to Client for Notary b. Proceed to Client Step #3	None	10 Minutes	BDD Admin Staff
	2. If by BDD: a. Release signed Agreement to 3rd party	None	1 Day	BDD Analyst
2. Return Notarized Agreement to the BDD	3. Receive notarized Agreement and endorse to assigned BDD Analyst	None	10 Minutes B	BDD Admin Staff
3. File for Documentary Stamp Tax in CAAP RDO	4. If by Client: a. Proceed to Client Step #2	None	1 Day	Client
	5. If by BDD: a. File Documentary Stamp Tax in CAAP RDO	None		BDD Admin Staff
4. Receive copy of Agreement	6. Release Agreement to: a. Internal Audit b. Accounting Division	None	30 Minutes	BDD Admin Staff
	c. Client (via courier) d. Airport (via courier)	None	5 Days	
Total:		None	2 Days, 55 Minutes (excluding shipping time) 7 Days, 55 Minutes (including shipping time)	-

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 1)

Office/Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
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			Client, whenever applicable	
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 one (1) calendar year with Capital Investment g. Architectural Plan/Layout/Design of proposed concession				
4. Undertaking of No Pending Case Certification				
5. Declaration of No Relationship				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete Initial Requirements through electronic mail/hard copy or online through CAAP's Official Website	1. Acknowledge receipt of the Concession Application and conduct initial assessment to determine space requirements and availability based on concession zoning and future airport development plans	None	3 Days	Airport Concession - in- Charge (ACIC)
	2. Endorse comments/recommendation on the Concession Application to the Area/Airport Manager for concurrence	None		
	3. Initial Approval/Disapproval of the Concession Application	None	1 Day	Area/Airport Manager

	<p>4. Forward Concession Application Documents to the Business Development Division (BDD) through:</p> <p>a. electronic mail</p> <p>b. hard copy (via courier)</p>	None	<p>15 Minutes</p> <p>5 Days</p>	ACIC
	<p>5. Acknowledge receipt of the endorsed Concession Application and forward to the Division Chief</p>	None	<p>10 Minutes</p> <p>B</p>	
	<p>6. Conduct final assessment of the Concession Application then discuss and deliberate with assigned BDD Analyst</p>	None	<p>1 Day</p>	<p>Division Chief</p>
	<p>7. Forward to assigned BDD Analyst for further action</p> <p>a.If with comments, for further coordination with the ACIC</p> <p>b.If without comments, for drafting of response letter to Client</p>	None		
	<p>8. Draft and endorse response letter for signature of the Division Chief</p>	None	<p>1 hour</p>	<p>BDD Analyst</p>

	9. Evaluate document and affix signature on the response letter	None	15 minutes	Division Chief
	10. Release response letter to Client and concerned Airport through a. electronic mail hard copy (via courier)	None	10 Minutes 5 Days	BDD Admin Staff
2. If approved, proceed to Phase Two				
	Total:	None	5 Days, 1 Hour, 50 Minutes (excluding shipping time) 15 Days, 1 Hour, 50 Minutes (including shipping time)	

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 2)

Office/Division:	Business Development Division (BDD), ODG						
Classification:	Complex / Highly Technical						
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 (If Applicable)		Client, whenever applicable					
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. DOLE Registration							
9. Franchise Certificate							
10. Affidavit of the Owner/Secretary's Certificate/Special Power of Attorney							
11. Articles of Incorporation and By-Laws							
12. Height Clearance Permit					Aerodrome Development and Management Service (ADMS)		
13. Sanitary Permit					Client, whenever applicable		
14. Comprehensive General Liability Insurance					CAAP Security and Intelligence Service (CSIS)		
15. Tenant Restricted area Security Program							
For Government Agencies							
1. Names and Head Count of personnel responsible to man the space		Client, whenever applicable					
2. Memorandum of Agreement between CAAP and the Agency							
For Transportation and Travel Agencies							
1. Certificate of Registration (CR)		Client, whenever applicable					
2. Official Receipt of the Vehicle Registration (OR)							
2. LTFRB Franchise							
4. Department of Tourism Accreditation							
For Banks and Other Machineries							
1. Electrical Consumption		Client, whenever applicable					
2. Schedule of System and Sanitary Maintenance and Replenishment							
For Airlines and Aviation Related Companies							
1. Air Operator's Certificate		Client, whenever applicable					
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	Processin g Time	Person Responsible			

1. Submit complete additional requirements through electronic mail/hard copy or online through CAAP's Official Website	1. Forward additional Concession Application Documents received to the assigned BDD Analyst	None	5 Minutes	BDD Admin Staff
	2. Draft Agreement	None	2 Hours	BDD Analyst
2. Claim Agreement from Airport concerned or BDD Office.	3. Release Agreement to Client through: a. electronic mail (to the Airport Concerned) b. hard copy (pick-up by Client) c. mailing via courier (to Client)	None	1 Day 5 Days	BDD Analyst BDD Admin Staff
3. Return signed Agreement to BDD	4. Receive and encode Agreement then endorse to assigned BDD Staff	None	1 Hour	BDD Admin Staff
	5. Check completeness of signature and prepare endorsement to the Division Chief	None		
	6. Review and sign endorsement of the Agreement then forward to BDD Admin Staff for release	None	30 Minutes	Division Chief
	7. Encode outgoing document to database then forward to the Office of the Corporate Communication Staff (CCS)	None	15 Minutes	BDD Admin Staff
	8. Encode received document then endorse to the Office of the Director General (ODG)	None	1 Day	CCS Staff

	9. Receive endorsed Agreement and conduct initial assessment of the Agreement a. If no comments, endorse Agreement to the Department Manager b. If with comments, return to CCS for routing to BDD	None	1 Day	ODG Staff
	10. Conduct final review of the Agreement prior to endorsing to the Head Executive Assistant (HEA)	None	1 Day	Department Manager
	11. Endorse to the Director General for Approval/ Disapproval	None	1 Day	HEA
	12. Final Approval/ Disapproval of the Agreement	None	1 Day	Director General
	13. Endorse Approved/ Disapproved Agreement to the BDD to CCS	None	1 Hour	ODG Staff
	14. Route Agreement to BDD	None	1 Day	CCS Staff
	15. Encode signed Agreement and endorse to assigned BDD Staff	None	10 Minutes	BDD Admin Staff
4. Proceed to Phase Three		None		
Total:		None	7 Days, 5 Hours (excluding shipping time) 12 Days, 5 Hours (including shipping time)	-

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 3)

Office/Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
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. Proof of Payment (Notary Fee)			Client	
2. Documentary Stamp Tax			CAAP RDO	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Notarize Agreement (within Pasay City only)	1. If by Client: a. Release signed Agreement to Client for Notary b. Proceed to Client Step #3	None	10 Minutes	BDD Admin Staff
	2. If by BDD: a. Release signed Agreement to 3rd party	None	1 Day	BDD Analyst
2. Return Notarized Agreement to the BDD	3. Receive notarized Agreement and endorse to assigned BDD Analyst	None	10 Minutes	BDD Admin Staff
3. File for Documentary Stamp Tax in CAAP RDO	4. If by Client: a. Proceed to Client Step #2	None	1 Day	Client

	5. If by BDD: a. File Documentary Stamp Tax in CAAP RDO	None		BDD Admin Staff
4. Receive copy of Agreement	6. Release Agreement to: a. Internal Audit b. Accounting Division c. Client (via courier) d. Airport (via courier)	None	30 Minutes 5 Days	BDD Admin Staff
	7. Draft Notice to Proceed (NTP) and endorse to Division Chief	None	15 Minutes	BDD Analyst
	8. Review and sign NTP then endorse to assigned BDD Analyst for releasing	None	10 Minutes	Division Chief
	9. Release NTP to Client and Airport concerned through: a. electronic mail b. courier	None	10 Minutes 5 Days	BDD Analyst BDD Admin Staff
5. Proceed to Phase Four		None		
Total:		None	2 Days, 1 Hour, 25 Minutes (excluding shipping time) 12 Days, 1 Hour, 25 Minutes (including shipping time)	-

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 4)

Office/Division:	Business Development Division (BDD), ODG			
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. Contract of Notarized Agreement		Client		
2. Notice to Proceed (NTP)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Airport and present signed Agreement and Notice to Proceed (NTP)	1. Prepare Request for Order of Payment	None	10 Minutes	ACIC
2. Request for Order of Payment	2. Release Request for Order of Payment to Client	None		
3. Proceed to Accounting Division and present Request for Order of Payment	3. Receive 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	None	15 Minutes	Collection Officer
	5. Issue Official Receipt (OR)	None		
5. Proceed to Airport Concession-in-Charge, present OR with one (1) copy of valid ID or Authorization	6. Check and photocopy OR	None	10 Minutes	ACIC
	7. Prepare airport permits for installation/construction	None		
Total:		None	45 Minutes	-

ISSUANCE OF CAAP IDENTIFICATION (ID)

Office/Division:	CAAP Security and Intelligence Service (CSIS), ODG			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Any requesting party (CAAP Employee, Businessmen, Aviation Stakeholders, other Government Entities)			
Checklist of Requirements		Where to Secure		
1. CAAP ID Application Form a.) Colored ID picture (2"x2") in CAAP uniform with white background and printed on quality photo paper taken within the last three (3) months. For Permanent / Co-Terminus Employee: - Appointment (Pinagtibay) For Consultant and Job Order Personnel: - Contract of Services		CSIS Pass Control Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
CAAP ID a.) Secure application form		None	3 Minutes	HRMD
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
c.) Upon verification of HRMD, submit accomplished form	Encoding of employee's details prior printing of the CAAP ID	None	30 Minutes	CSIS Pass Control Section
Total:		None	48 Minutes	-

ISSUANCE OF SECURITY CLEARANCE / PASS CONTROL

Office/Division:	CAAP Security and Intelligence Service (CSIS), ODG			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	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 from company / office / school d.) Photocopy of Company / School ID		CSIS Pass Control Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Security Clearance / Pass a.) Secure application form		None	3 Minutes	CSIS Pass Control Section
b.) Submit accomplished form	1. Encoding of details of the requesting party and photo capture 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 / Client
	2. Background Check to the requesting party	None	10 Minutes	IID, CSIS
	3. Approval and Signature	None	5 Minutes	Security Division Chief, CSIS
Total:		None	46 Minutes	-

HEROES' LOUNGE ACCESS

Office/Division:	CSIS - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Government Agencies and private entities with VIP guests			
Checklist of Requirements		Where to Secure		
1. Duly accomplished Heroes' Lounge Application Form		CAAP		
2. Payment of Heroes' Lounge Fee (₱ 560.00 / hour)		Claimant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CAAP Office Security Guard House and secure VIP Lounge Application (VLA) Form	1. Release VLA Form	None	1 Minute	Guard on Duty
2. Fill out and submit duly accomplished VLA form to AVSE and in case of departure, OTS for approval	2. Receive request together with the supporting documents and the duly accomplished Application Form	None	5 Minutes	AVSEU and in case of departure, OTS
3. Proceed to CSI and submit the form	3. Evaluate and sign in the VIP Lounge Application	None	5 Minutes	CSI
	3.1. Signify the availability of the VIP Lounge and Approve the VLA	None	5 Minutes	Airport Manager
4. If approved, show document to billing / finance for Issuance of Billing and Order of Payment or Certification of Exemption if exempt	4. Certificate of Exemption or Issuance Billing and Order of Payment	None	10 Minutes	Billing / Finance
5. Payment of Access Pass Fee	5. Collect payment and issue Official Receipt	₱ 560.00 /hour	10 Minutes	Collecting Officer
6. Submit VLA Form with OR to CSIS	6. Receive the VLA Form and confirm schedule, send copies to AVSE and Security	None	10 Minutes	CSIS
Total:		₱ 560.00 / hour	46 Minutes	-

ISSUANCE OF ACCESS PASS

Office/Division:	CSIS - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Concessionaires Government Agencies and CAAP Personnel			
Checklist of Requirements		Where to Secure		
1. NBI Clearance / Police Clearance		PNP / NBI		
2. 1pc 2x2 picture		Claimant		
3. 2pcs 1x1 picture		Claimant		
4. Duly accomplished Access Pass Application Form		CSI		
5. Endorsement Letter from Employer		Claimant		
6. Payment of Access Pass Fee (₱ 56.00)		Claimant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CSI and ask for Access Pass Application Form	1. Release Access Pass Application Form	None	1 Minute	CSIS
2. Fill out and submit request for Access Pass	2. Receive request together with the supporting documents and the duly accomplished Application Form	None	6 Minutes	CSIS
3. Submit for interview	3. Evaluate application and submitted	None	15 Minutes	CSIS
	4. Review / Investigate / Recommend / Approval / Disapproval	None	15 Minutes	CSIS
	5. Approve and sign the Application / Disapprove	None	5 Minutes	Airport Manager

4. If approved, show document to billing / finance for Issuance of Billing and Order of Payment	6. If approved, Issuance Billing and Order of Payment	None	10 Minutes	Billing / Finance
5. Payment of Access Pass Fee	7. Collect payment and issue Official Receipt	₱ 56.00	10 Minutes	Collecting Officer
6. Submit required documents with OR to CSIS	8. Print Access Pass	None	5 Minutes	CSIS
7. Sign Access Pass	8. Countersign Access Pass and forward to AM for signature	None	5 Minutes	CSIS
	10. Sign Access Pass	None	5 Minutes	Airport Manager
8. Receive Access Pass	11. Laminate and release Access Pass	None	5 Minutes	CSIS
Total:		₱ 56.00	1 Hour, 22 Minutes	-

ISSUANCE OF LEGAL CLEARANCE

Office/Division:	Enforcement and Legal Service (ELS), ODG			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All CAAP Regular Employees / Prospective Bidders			
Checklist of Requirements		Where to Secure		
1. Filled-out Application for Legal Clearance				
2. Valid ID				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to ELS; submit complete requirements	1. Receive complete requirements *Forms Application for Legal Clearance	None	2 Minutes	ELS Staff
	2. Prepare Legal Clearance	None	15 Minutes	ELS Staff
	3. Sign Legal Clearance	None	6 Hours	Chief, Enforcement and Legal Service
	4. Release Legal Clearance	None	2 Minutes	
Total:		None	6 Hours, 19 Minutes	-

REVIEW OF APPLICATIONS FOR ISSUANCE AND RE-ISSUANCE OF CERTIFICATE OF REGISTRATION OF AIRCRAFT CANCELLATION / INCLUSION OF ANNOTATION ON CERTIFICATE OF REGISTRATION OF AIRCRAFT

Office/Division:	Enforcement and Legal Service (ELS), ODG			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Flight Safety Standards Inspectorate Service			
Checklist of Requirements		Where to Secure		
1. Indorsement and/or Request for Review from the FSIS				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward indorsement and/or request for review to the ELS	Receive applications for 1. Issuance of C of R 2. Re-issuance/transfer of C of R 3. Cancellation on C of R Inclusion of annotation 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
Total:			1 Day, 4 Minutes	-

REVIEW OF DOCUMENTS FOR LEGAL OPINIONS, COMMENTS, REPLY/CORRESPONDENCE (PHASE 1)

Office/Division:	Enforcement and Legal Service (ELS), ODG			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All CAAP Services / Departments and Area Centers			
Checklist of Requirements			Where to Secure	
1. Request for Legal Comments, Opinions, Reply/Correspondence				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward instruction/request to ELS	Receive instruction/request for legal comment/opinion/review documents from other offices/department/division		1-2 Minutes	ELS Staff
	Review documents, render comment/opinion and prepare reply/correspondence if necessary		12 Hours	ELS Staff
	Send back documents to appropriate parties with requested comments/opinion, reply/correspondences		1-2 Minutes	ELS Staff
Total:			1 Day, 2-4 Minutes	-

REVIEW OF DOCUMENTS FOR LEGAL OPINIONS, COMMENTS, REPLY/CORRESPONDENCE (PHASE 2)

Office/Division:	Enforcement and Legal Service (ELS), ODG			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All CAAP Services / Departments and Area Centers			
Checklist of Requirements			Where to Secure	
1. Request for Legal Comments, Opinions, Reply/Correspondence				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward instruction / request to ELS	Receive instructions/request for legal comments/opinion/review documents from other offices/department/division		1-2 Minutes	ELS Staff
	Review documents, render commend/opinion and prepare reply/correspondence if necessary		1.5 Days	ELS Staff
	Send back documents to appropriate parties with requested comments/opinion, reply/correspondence		1-2 Minutes	ELS Staff
	Total:		2.5 Days, 2-4 Minutes	

REVIEW OF DOCUMENTS FOR LEGAL OPINIONS, COMMENTS, REPLY/CORRESPONDENCE (PHASE 3)

Office/Division:	Enforcement and Legal Service (ELS), ODG			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All CAAP Services / Departments and Area Centers			
Checklist of Requirements		Where to Secure		
1. Request for Legal Comments, Opinions, Reply/Correspondence				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward instruction / request to ELS	Receive instructions/request for legal comments/opinion/review documents from other offices/department/division		1-2 Minutes	ELS Staff
	Review documents, render comment/opinion and prepare reply/correspondence if necessary		7 Days	ELS Staff
	Send back documents to appropriate parties with requested comments/opinion, reply/correspondence		1-2 Minutes	ELS Staff
Total:			15 Days, 2-4 Minutes	-

FLIGHT INSPECTION OF COMMUNICATION, NAVIGATION SURVEILLANCE (CNS) AND VISUAL AIDS FACILITIES

Office/Division:	Flight Inspection and Calibration Group, ODG			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any requesting party			
Checklist of Requirements			Where to Secure	
1. CNS and Visual Aids Flight Inspection CARANS Part 10 Par 10.3			CAAP Website: www.caap.gov.ph	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request for Flight Inspection, OLS survey plan, surveyed coordinates, and other facility details; Prepare facility for the check	1. Receive the RFI Package and review status/NOTAMS of the facility	Fees to be determined upon completion of the flight check, subject to type of aircraft and block time used	30 Minutes	Chief, FIGG
	2. Determine flight inspection schedule		1 Hour	
	3. Coordinate schedule and activities with ATS and ANS		1 Day	
	4. Conduct flight check		5 Days	
	5.. Conduct preliminary assessment / debriefing		2 Hours	
	6. Prepare flight inspection report		3 Days	
Total:			9 Days. 3 Hours, 30 Minutes	-

FLIGHT VALIDATION OF INSTRUMENT FLIGHT PROCEDURES

Office/Division:	Flight Inspection and Calibration Group, ODG			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any requesting party			
Checklist of Requirements			Where to Secure	
1. ATM Flight Validation Memorandum Circular 51-13 – Quality Assurance Process for Instrument Flight Procedures			CAAP Website: www.caap.gov.ph	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete Instrument Flight Procedure Design Package duly ground validated by AANSOO and present aircraft to be used for flight validation	1. Receive the IFP Package	Fees to be determined upon completion of the flight check, subject to type of aircraft and block time used	5 Minutes	Chief, FICG
	2. Evaluate aircraft capability and authorization for flight validation operations		1 Hour	
	3. Determine flight inspection/flight validation schedule		1 Hour	
	4. Coordinate schedule and activities with ATS and ANS		1 Day	
	5. Conduct flight check		5 Days	
	6. Conduct preliminary assessment		2 Hours	
	7. Prepare flight inspection and flight validation report		5 Days	
Total:			11 Days, 4 Hours, 5 Minutes	-

GRANT OF CASH ADVANCE, REIMBURSEMENT OF TRAVEL EXPENSES (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	CAAP Employees			
Checklist of Requirements			Where to Secure	
1. Please refer to the attached checklist			Disbursement Section, Accounting Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Accounting Division	1. Receive complete documents from Budget Division. (Forward to assigned Accounting Personnel)	None	15 Minutes	Receiving Officer
	2. Validate supporting documents; If complete, for process and prepare Disbursement Voucher (DV), Journal Entry Voucher (JEV) for check payment, DV for ATM payment and record in index of payment If not, return to end-user/requesting office If amount for adjustment, Prepare Notice of Budget Utilization Request and Status Adjustment (NBURSA)	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	None	5 Minutes	Accounting Personnel

	5. Sign the documents if NBURSA, return to end user/requesting office	None	15 Minutes	Chief, Accounting Personnel
	6. Documents numbering	None	5 Minutes	Accounting Personnel
	7. Forward to Chief, Finance Department for approval for payment	None	5 Minutes	Accounting Personnel
	8. Sign the documents	None	15 Minutes	Chief, Finance Department
	9. Forward to Checking for Check preparation	None	5 Minutes	Outgoing Officer
Total:		None	4 Hours, 5 Minutes	-

ISSUANCE OF CERTIFICATION OF GSIS (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Employees			
Checklist of Requirements			Where to Secure	
1. GSIS Remittance List			Bookkeeping Section, Accounting Division	
2. GSIS Remittance Official Receipt				
3. Statement of Account (SOA) of Employee/s				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for loan payments and premium contribution certificate	1. Received Statement of Account (SOA) of employee/s issued by GSIS	None	2 Days	Accounting Personnel
	2. Research the premium contribution or loan payments that does not reflect on the employee's SOA	None		Accounting Personnel
	3. Photocopy the remittance list containing the name of requesting employee/s and official receipt of the remittance for the period requested	None		Accounting Personnel
	4. Prepare certification of loan payments or premium contribution	None		Accounting Personnel
	5. Signs certification/documents	None		Chief, Accounting Division
	6. Issue certification together with the certified true copy of remittance list and official receipt to requesting employee/s	None		Accounting Personnel
Total:		None	2 Days	-

ISSUANCE OF CERTIFICATION OF PAG-IBIG CONTRIBUTION (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Employees			
Checklist of Requirements			Where to Secure	
1. Pag-Ibig Remittance List			Bookkeeping Section, Accounting Division	
2. Pag-Ibig Remittance Official Receipt				
3. Statement of Account (SOA) of Employee/s				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for loan payments and premium contribution certificate	1. Received Statement of Account (SOA) of employee/s issued by PAG- IBIG	None	1 Day	Accounting Personnel
	2. Research the premium contribution or loan payments that does not reflect on the employee's SOA	None		
	3. Photocopy the remittance list containing the name of requesting employee/s and official receipt of the remittance for the period requested	None		
	4. Prepare certification of loan payments or premium contribution	None		
	5. Signs certification/documents	None		Chief, Accounting Division
	6. Issue certification together with the certified true copy of remittance list and official receipt to requesting employee/s	None		Accounting Personnel
Total:		None	1 Day	-

ISSUANCE OF COPY OF INCOME TAX RETURN (ITR) (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Employees			
Checklist of Requirements			Where to Secure	
1. Alphalist			Bookkeeping Section, Accounting Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request ITR	1. Log in to Alpha List Data Entry	None	10 Minutes	Accounting Personnel
	2. Search the name of requesting employee and print ITR	None	10 Minutes	Accounting Personnel
	3. Sign of ITR	None	1 Hour	Chief, Accounting Personnel
	4. Release of signed ITR to requesting employee/s	None	15 Minutes	Accounting Personnel
Total:		None	1 Hour, 35 Minutes	-

ISSUANCE OF ORDER OF PAYMENT SLIP (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Stakeholders / Employees refunding Cash Advance balance			
Checklist of Requirements		Where to Secure		
1. Bill or Statement of Accounts (SOA)		Revenue Section, Accounting Division		
2. Request for Order of Payment				
3. Valid ID				
4. Copy of Liquidation Report				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements	1. Check and review documents submitted, if incomplete return to client for completion	None	5 Minutes	Applicant/ Client Accounting Personnel
	2. Verify mode of payment, and encode corresponding details and accounting entries	None	10 Minutes	Accounting Personnel
	3. Prepare and print Order of Payment Slip (OPS)	None	10 Minutes	Accounting Personnel
	4. Sign OPS	None	5 Minutes	Accounting Personnel
2. Proceed to Cashiering Division for payment	5. Release of Order of Payment Slip (OPS)	None	3 Minutes	Releasing Officer (Accounting Personnel)
Total:		None	33 Minutes	-

ISSUANCE OF PHILHEALTH CERTIFICATION

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Employees			
Checklist of Requirements		Where to Secure		
1. PhilHealth Remittance Lists		Bookkeeping Section, Accounting Division		
2. PhilHealth Remittance Official Receipt				
3. Members Data Record (MDR)				
4. PhilHealth Claim Signature Form (CSF)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request Certification of PhilHealth Contribution	1. Print Members Data Record (MDR)	None	2 Hours	Accounting Personnel
	2. Encode data from MDR to CSF	None		
	3. Prepare Certification of PhilHealth Contribution	None		
	4. Print CSF and Certification	None		
	5. Sign certification / documents	None		Chief, Accounting Division
	6. Issue to requesting party signed CSF and Certification	None		Accounting Personnel
Total:		None	2 Hours	-

LIQUIDATION OF CASH ADVANCE FOR DSA (PER TRANSACTION) (PETTY CASH FUND, LOCAL AND FOREIGN TRAVEL)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Please refer to the attached checklist		Disbursement Section, Accounting Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Accounting Division; Submit requirements	1. Receive complete documents from end-user (ODG, FSIS, ANS, ATS, CSIS, ADMS, AFS) and forward to assigned Accounting Personnel	None	5 Minutes	Receiving Officer
	2. Validate supporting documents; If complete, process and prepare JEV and record on SL process If not, return to end-user/requesting office	None	1 Hour	Accounting Personnel
	3. Conduct Final Audit	None	30 Minutes	Chief, Disbursement Section
	4. Sign the documents	None	30 Minutes	Chief, Disbursement Section
	5. Documents numbering	None	10 Minutes	Accounting Personnel
	6. Indexing	None	20 Minutes	Accounting Personnel

	7. If with reimbursement, Forward to Chief, Finance Department for approval of Payment If no Reimbursement Proceed to No. 9	None	5 Minutes	Accounting Personnel
	8. Signing of documents	None	15 Minutes	Chief, Finance Department
	9. If no Reimbursement, forward to Commission on Audit (COA)	None		Outgoing Officer
	If with Reimbursement, forward to Checking Section for check preparation			
Total:		None	2 Hours, 55 Minutes	-

LIQUIDATION OF CASH ADVANCE FOR DSA (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	CAAP Employees			
Checklist of Requirements			Where to Secure	
1. Please refer to the attached checklist			Disbursement Section, Accounting Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Accounting Division	1. Receive complete documents from FSIS / AANSOO (Forward to assigned Accounting Personnel)	None	15 Minutes	Receiving Officer
	2. Validate supporting documents; If complete, for process and prepare JEV and record on SL on process If not, return to end-user/requesting office If amount for adjustment, For Preparation of Notice of Budget Utilization Request and Status Adjustment (NBURSA)	None	10 Minutes	Accounting Personnel
	3. Conduct Final Audit	None	1 Hour	Chief, Disbursement Section
	4. Sign the documents	None	1 Hour	Chief, Disbursement Section
	5. Documents numbering	None	10 Minutes	Accounting Personnel
	6. Indexing	None	5 Minutes	Accounting Personnel

	7. If with reimbursement, Forward to Chief, Finance Department for approval of Payment If no Reimbursement Proceed to No. 9	None	5 Minutes	Accounting Personnel
	8. Sign the documents	None	15 Minutes	Chief, Finance Department
	9. If no Reimbursement, forward to Commission on Audit (COA) If with Reimbursement, forward to Checking Section for check preparation	None		Outgoing Officer
Total:		None	3 Hours	-

PAYMENT OF SALARIES, ALLOWANCES, BONUSES AND OTHER PERSONNEL BENEFITS (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Please refer to the attached checklist		Disbursement Section, Accounting Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Accounting Division	1. Receive complete documents from Budget Division. (Forward to assigned Accounting Personnel)	None	15 Minutes	Receiving Officer
	2. Validate supporting documents; If complete, for process and prepare Disbursement Voucher (DV), Journal Entry Voucher (JEV) for check payment, DV for ATM payment and record in index of payment If not, return to end-user/requesting office If amount for adjustment, Prepare Notice of Budget Utilization Request and Status Adjustment (NBURSA)	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	None	10 Minutes	Accounting Personnel

	5. Sign the documents if NBURSA, return to end user/requesting office	None	1 Hour	Chief, Accounting Personnel
	6. Documents numbering	None	5 Minutes	Accounting Personnel
	7. Forward to Chief, Finance Department for approval for payment	None	5 Minutes	Accounting Personnel
	8. Sign the documents	None	1 Hour	Chief, Finance Department
	9. Forward to HRMD Division for ATM payment; Forward to Checking for Check payment	None	5 Minutes	Outgoing Officer
Total:		None	5 Hours, 40 Minutes	-

REQUEST FOR RECONCILIATION OF FLIGHT DISCREPANCY FOR BOTH INTERNATIONAL AND DOMESTIC FLIGHTS (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Stakeholders / Employees refunding Cash Advance balance			
Checklist of Requirements		Where to Secure		
1. Letter request for reconciliation		Revenue Section, Accounting Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter request	1. Received and record	None	5 Minutes	Accounting Personnel
	2. Check and review documents submitted and Forward to Billing Section	None	5 Minutes	
	3. Verification of Flights of the following: 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

	4. Preparation (Correction of Flight Data)	None	1 Day	Billing Staff
	5. Final Checking (Correction of Flight)	None	1 Day	Chief, Billing Section
	6. Sign the documents and forward documents to Revenue Section	None	15 Minutes	Chief, Accounting Division
2. Receive the Result of Verification	7. Release the result of verification	None	5 Minutes	Revenue Staff
Total:		None	5 Days, 30 Minutes	-

PAYMENT OF DSA/TRAVELLING/TRAINING EXPENSES (CASH ADVANCE)

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
2. Travel Authority / Order				
3. Itinerary of Travel				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

ISSUANCE OF ACCOUNTING CERTIFICATE OR CLEARANCE FOR DE-REGISTRATION AND TRANSFER OF REGISTRATION (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Airline Operators, and Groundholders			
Checklist of Requirements			Where to Secure	
1. Letter request Note: Both the seller and the buyer are required to apply for Accounting			Revenue Section, Accounting Division	
2. Deed of sale or Contract of Lease				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1. Check and review documents submitted, if incomplete return to client for completion	None	5 Minutes	Applicant/ Client Accounting Personnel
	2. Request to all 12 Area Centers for the respective Statement of Account(s) of the client	None	1 Day	Account Officer
	3. Completion of Statements of Account from 12 Area Centers	None	4 Days	Area Centers
	4. Reconciliation of Accounts If with outstanding balance, proceed to Step 4A If cleared, prepare of Accounting Certificate. Issuance of SOA to client	None	3 Days	Accounting Personnel
	5. For signature of Accounting Certificate	None	30 Minutes	Chief, Accounting Division
2. Receive the Accounting Certificate and proceed to FSIS	6. Release the Certificate of De-Registration and Transfer of Registration	None	3 Minutes	Releasing Officer (Accounting Personnel)
Total:		None	8 Days, 55 Minutes	-

ISSUANCE OF ACCOUNTING CLEARANCE OR CERTIFICATE OF AIRWORTHINESS (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Airline Operators, and Groundholders			
Checklist of Requirements			Where to Secure	
1. Letter request			Revenue Section, Accounting Division	
2. Approved Reservation of Registration Marking				
3. Proof of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1. Check and review documents submitted, if incomplete return to client for completion	None	5 Minutes	Applicant/ Client Accounting Personnel
	2. Validate status of account	None	5 Minutes	Accounting Personnel
	3. Prepare Accounting Certificate, for cleared accounts	None	5 Minutes	Accounting Personnel
	4. Sign of Accounting Certificate	None	5 Minutes	Chief, Accounting Division
2. Receive the Certificate and proceed to FSIS	5. Release of Accounting Certificate	None	5 Minutes	Releasing Officer (Accounting Personnel)
Total:		None	25 Minutes	-

ISSUANCE OF ACCOUNTING CLEARANCE OR CERTIFICATE FOR OVERFLY, ENTRY-EXIT, EXIT-ENTRY, EXIT AND ENTRY PERMITS (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Airline Operators, and Groundholders			
Checklist of Requirements		Where to Secure		
1. Endorsement from Flight Operations Department		Revenue Section, Accounting Division		
2. Copy of Official Receipt of advance payment for air navigation charges (for non-scheduled flights)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1. Check and review documents submitted, if incomplete return to client for completion	None	5 Minutes	Applicant/ Client Accounting Personnel
	2. Validate / review completeness of documents submitted If cleared, prepare Accounting Certificate and proceed to Step 3. If not, proceed to Step 2A.	None	5 Minutes	Accounting Personnel
	3. Preparation of Statement of Account	None	5 Minutes	Accounting Personnel
	4. Sign of Accounting Certificate	None	5 Minutes	Chief, Accounting Division
2. Receive the Certificate and proceed to FSIS	5. Release of Accounting Certificate	None	5 Minutes	Releasing Officer (Accounting Personnel)
Total:		None	25 Minutes	-

ISSUANCE OF BILLING STATEMENT FOR CERTIFICATE OF AIRWORTHINESS, AMO, AMDC, VALIDATION CERTIFICATE AND DSA

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Airline Operators, and Groundholders			
Checklist of Requirements		Where to Secure		
1. Pro-Forma Invoice		Revenue Section, Accounting Division		
2. Travel Order				
3. Exchange Rate Print-out (from bap.oeg.ph)				
4. UNDP Rate (for foreign travel)				
5. Conforme Letter				
6. Visa Reference (for foreign travel)				
7. Letter Request of Operator				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1. Receive and record documents from end-user/requesting office	None	10 Minutes	Receiving Officer
	2. Validate / review completeness of documents submitted If complete, for prepare Billing Statement If not, return to requesting office	None	2 Hours, 30 Minutes	Accounting Personnel
	3. Sign the billing statement	None	15 Minutes	Chief, Accounting Division
	4. Countersign the billing statement	None	15 Minutes	Chief, Finance Department
	5. Forward to end-user or requesting office	None	20 Minutes	Outgoing Officer
Total:		None	3 Hours, 30 Minutes	-

PAYMENT OF INFRASTRUCTURE PROJECT(S), GOODS AND UTILITIES (PER TRANSACTION)

Office/Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Contractors and Suppliers			
Checklist of Requirements			Where to Secure	
1. Please refer to the attached checklist			Disbursement Section, Accounting Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Accounting Division; Submit requirements	1. Receive and record documents from Budget Division (Forward to concerned personnel)	None	15 Minutes	Receiving Officer
	2. Validate supporting documents; If complete, process and prepare Disbursement Voucher (DV), Journal Entry Voucher (JEV) and record in index of payment If not, return to end-user/requesting office If amount for adjustment, prepare Notice of Budget Utilization Request and Status Adjustment (NBURSA)	None	2 Hours	Accounting Personnel
	3. Conduct Final Audit If NBURSA, proceed to no. 6	None	1 Hour	Chief, Disbursement Section
	4. Prepare certificate of Creditable tax and final tax withheld at source	None	30 Minutes	Accounting Personnel

	5. Assign Journal Entry Voucher (JEV) and DV number	None	5 Minutes	Accounting Personnel
	6. Sign the documents If NBURSA, return to end user/requesting office	None	1 Hour	Chief, Accounting Division
	7. Indexing and documents numbering	None	30 Minutes	Accounting Personnel
	8. Forward to Chief, Finance Department for approval for payment	None	5 Minutes	Chief, Finance Department
	9. Approve / or endorse to authorized signatory for payment	None	4 Hours	Chief, Finance Department
	10. Forward to checking for Check preparation	None	30 Minutes	Outgoing Officer
Total:		None	9 Hours, 55 Minutes	-

PAYMENT OF FLYING PAY

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
Checklist of Requirements			Where to Secure	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

PAYMENT OF JOB ORDERS, CONSULTANTS, CONTRACT OF SERVICE

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Requesting Party			
Checklist of Requirements		Where to Secure		
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
2. DTR's				
3. Payroll certified by HRMD as to current rate				
4. Accomplishment Report				
5. If 1 st payment approved contract				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

PAYMENT OF MAGNA CARTA/HAZARD PAY/RATA

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
2. DTR's				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

PAYMENT OF NIGHT DIFFERENTIAL / OVERTIME SERVICES

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
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 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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting (payment) then forward to Finance Department if POW/PR	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

PROCESSING OF FOREIGN TRAINING / MEETING

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	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 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 (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
Total:		None	30 Minutes	-

PROCESSING OF PAYMENT OF SALARIES, PERA AND GOVERNMENT SHARE

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
2. Payroll certified by HRMD as to current rate				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

PROCESSING OF PROGRAM OF WORK, PURCHASE REQUEST

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	CAAP Employees			
Checklist of Requirements			Where to Secure	
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)				
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 (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
Total:		None	30 Minutes	-

PAYMENT OF INFRA PROJECTS, REPAIRS

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Suppliers / Contractors			
Checklist of Requirements			Where to Secure	
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
2. Accomplishment Report / Acceptance Report				
3. Approved Contract				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

PAYMENT OF GOODS

Office/Division:	Budget Division (BD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Suppliers / Contractors			
Checklist of Requirements		Where to Secure		
1. Signed Budget Utilization Request and Status (BURS), Disbursement Voucher				
2. Sales invoice / delivery receipt / inspection and acceptance				
3. Approved Purchase Request or Purchase Order				
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 BUR's, NBA, CBA	None	5 Minutes	Chief, Budget Division
	5. Record, retain original copy (BURS) then forward to Accounting	None	5 Minutes	Outgoing Officer
Total:		None	30 Minutes	-

ISSUANCE OF OFFICIAL RECEIPTS FOR PAYMENT OF CAAP FEES AND CHARGES (OVER- THE-COUNTER TRANSACTIONS)

Office/Division:	Cashiering Division, AFS Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen			
Who May Avail:	1. Airlines / General Aviation 2. Aviation Students 3. Other Airmen 4. Non-Airmen 5. Employees			
Checklist of Requirements		Where to Secure		
1. Checklist of payments		Accounting Division (AD) Flight Safety Inspectorate Service (FSIS) Airmen Examination Board (AEB) Airworthiness Department (AWD) Office of the Flight Surgeon for Aviation Medicine (OFSAM) Aircraft Accident Investigation & Inquiry Board (AAIIB) Aerodrome Development & Management Service (ADMS)		
2. Order of Payment Slip (OPS)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Payer secures Customer Queue No. in the Automizer Queue Management System (AQMS) either for the following purpose/s: a) Secure Order of Payment Slip (OPS) b) For Payment - if payer has OPS already		None	30 Seconds	Guard-on-duty

	Fees or National Committee on Anti-Hijacking (NACAHT)			
	Collecting Officer writes OR or AR No. and date of payment on the OPS and issue original copy of OR or AR to the payer.			
Total:		None	5 minutes	-

ISSUANCE OF OFFICIAL RECEIPTS FOR PAYMENT RECEIVED THROUGH UCPB COLLECTION FACILITY

Office/Division:	Cashiering Division, AFS Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	1. Airlines 2. General Aviation			
Checklist of Requirements		Where to Secure		
1. Order of Payment Slip (OPS)		Accounting Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Authorized representative from Accounting Division delivers OPS, validated payment slip and transmittal for issuance of official receipts.	1. Receive OPS, validated payment slips and transmittal from Accounting Division for issuance of official receipts.	None	3 Minutes	Administrative Assistant (Receiving Clerk)
	2. Verify if payment slips are duly validated by bank and credited to CAAP depository account, if confirmed to be credited, print Official Receipt (OR) and write OR Number and date of OR on the OPS	None	5 Minutes	Chief, Collection Section / Division Chief, Cashiering Division
2. UCPB authorized representative receives ORs issued by Collection Section	3. Issue original copies of ORs to UCPB Authorized Representative	None	5 Minutes	Administrative Assistant (Receiving Clerk)
	4. Submit transmittal letter with official receipt numbers and date of ORs written on it to Accounting Division	None	30 Minutes	
Total:		None	43 minutes	-

ISSUANCE OF OFFICIAL RECEIPTS FOR PAYMENT RECEIVED THROUGH TELEGRAPHIC TRANSFERS

Office/Division:	Cashiering Division, AFS Admin Department, AFS			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen			
Who May Avail:	1. Airlines / General Aviation 2. Aviation Students 3. Other Airmen 4. Non-Airmen			
Checklist of Requirements			Where to Secure	
1. Order of Payment Slip (OPS)			Accounting Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Furnish copies of credit memo/abstract of collection/validated deposit slip or transaction receipts to Cashiering Division or to Accounting Division through personal delivery or electronic mail by authorized bank representative and/or by client himself/herself.	Receive credit memo or Abstract of Collection from banks (LBP or UCPB) on a daily or monthly basis or validated deposit slip or transaction receipt from banks/clients and furnish copies to Revenue Unit of the Accounting Division for issuance of Order of Payment Slip (OPS)	None	8 Minutes	Administrative Assistant (Receiving Clerk)
Other Process	(See Accounting Process 5.1.8 Issuance of Order of Payment Slip)			

2.Payer/Accounting Division Personnel receives original copy of OR	Verify deposits if credited to CAAP depository account, if confirmed to be credited, print Official Receipt (OR)	None	5 Minutes	Chief, Collection Section /
	Write OR No. and date of OR on Order of Payment Slip (OPS)	None	1 Minute	Division Chief, Cashiering Division
	Issue original copy of OR to clients or to Accounting Division personnel	None	5 Minutes	Administrative Assistant (Receiving Clerk)
	Send OR via electronic mail (those received via email)			Chief, Cashiering Division
Total:		None	19 minutes	-

ISSUANCE OF AIR OPERATOR CERTIFICATE (NEW AND RECERTIFICATION) PHASE 1 – PRE-APPLICATION

Office/Division:	Flight Operations Department (FOD), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Stakeholders			
Checklist of Requirements		Where to Secure		
1. Letter of Intent		Flight Operations Department and Clients www.caap.gov.ph		
2. Completed Pre-application Statement of Intent				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download Form from CAAP website www.caap.gov.ph 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 application on the database; Forward application to Chief, FOD	None	15 Minutes	FOD Receiving
	3. Check, assign and endorse application to Certification Project Manager (CPM)	None	15 Minutes	Chief, FOD
	4. Review application and recommend Certification Team to Chief, FOD	None	30 Minutes	CPM
	5. Prepare order initials and endorse to ADG II, FSIS	None	30 Minutes	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	None	2 Hours	CPM
	Encode information in the CASORT Prepare invitation letter and Inform applicant re: pre-application meeting			Certification Team CPM
3. Submit confirmation letter of pre-application meeting to FOD	8. Receive confirmation letter	None	5 Minutes	CPM
4. Attend pre-application meeting at CAAP office	9. Conduct pre-application meeting	None	4 Hours	Certification Team
	10. Prepare minutes of the meeting	None	30 Minutes	CPM
	11. Conduct CAAP Certification Team meeting for Preparation of Phase II Encode information in the CASORT	None	2 Hours	Certification Team
Total:		None	1 Day, 6 Hours, 5 Minutes	-

ISSUANCE OF AIR OPERATOR CERTIFICATE (NEW AND RECERTIFICATION) PHASE 2 – FORMAL APPLICATION

Office/Division:	Flight Operations Department (FOD), FSIS	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who May Avail:	Stakeholders	
Checklist of Requirements		Where to Secure
1. Formal application letter		Flight Operations Department and Clients
2. Completed formal application (Form 561)		
3. Completed Air Operator Complexity (Form 562)		
4. Completed Schedule of Event (Form 563)		
5. Organizational Structure		
6. Resume of Management Personnel with Qualification <ul style="list-style-type: none"> ● 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) 		
7. Financial Statement		
8. Certificate of Public Convenience and Necessity (CAB Permit)		
9. Completed Regulation Conformance Checklist <ul style="list-style-type: none"> ● Part 7 – Instrument and Equipment ● Part 8 – Operations ● Part 9 – Air Operator Certificate and Administration 		
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 Crew 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 <ul style="list-style-type: none"> ● Operations Contract ● Maintenance Contract ● Aircraft Lease ● Servicing Contract ● Training Contract 				
33. Aircraft Document <ul style="list-style-type: none"> ● Certificate of Registration ● Certificate of Airworthiness ● Aircraft Radio License ● Aircraft Insurance 				
34. Pilot Resume with Credential				
Client Steps	Agency Action			
1. Submit formal application package to CPM	1. Receive formal application package	None	1 Day	CPM
	1.1. Disseminate Manuals, Documents and Forms to members of Certification Team	None		Certification Team
	1.2. Encode information in the CASORT	None		CPM
	1.3. Prepare invitation letter and inform application re: formal Application meeting	None		

2. Submit confirmation letter of formal application meeting to FOD	2. Receive confirmation letter	None	5 Minutes	CPM
3. Attend formal application meeting on CAAP Office	3. Conduct formal application meeting	None	4 Hours	Certification Team
	4. Prepare minutes of the meeting and acceptance or rejection letter	None	1 Hour	CPM
4. Receive acceptance or rejection letter	5. Release acceptance or rejection letter	None	5 Minutes	CPM
	6. Conduct CAAP Certification Team meeting for preparation of Phase III	None	2 Hours	
	6.1 Encode information in the CASORT	None		
Total:		None	1 Day, 7 Hours, 10 Minutes	-

ISSUANCE OF AIR OPERATOR CERTIFICATE (NEW AND RECERTIFICATION) PHASE 3 – DOCUMENT COMPLIANCE

Office/Division:	Flight Operations Department (FOD), FSIS	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who May Avail:	Stakeholders	
	Checklist of Requirements	Where to Secure
	1. Organizational Structure	Flight Operations Department and Clients
	2. Resume of Management Personnel with qualifications <ul style="list-style-type: none"> • 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)	
	3. Completed Regulation Conformance Checklist Part 7 – Instrument and Equipment Part 8 – Operations Part 9 – Air Operator Certificate and Administration	
	4. Proposed Operations Manual Part A (General Operations)	
	5. Proposed Operations Manual Part B (Aircraft Specific)	
	6. Proposed Operations Manual Part C (Route)	
	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 <ul style="list-style-type: none"> • 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 with the PCAR through RCC 7,8, and 9	1. Evaluate management Personnel Qualification Encode information in the CASORT	None	1 Day	Certification Team
	2. Evaluate company technical manuals and documents Encode information in the CASORT	None	10 Days	Certification Team
2. Submit final approval of the technical manuals and documents	3. Receive, review and approve/accept technical manual and documents Encode information in the CASORT	None	5 Days	Certification Team
	4. 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
	5. Review, initial and endorse to Chief FOD	None	15 Minutes	CPM

	6. Review, initial and endorse to ADG II, FSIS	None	15 Minutes	Chief, FOD
	7. Review, initial, sign and endorse to DDG for Operations Forward to Office of DDG-Operations	None	2 Hours	ADG II, FSIS FSIS Releasing Staff
	8. Review and sign the Authorization for Demonstration Flight Forward to FOD Office	None	1 Day	DDG for Operations DDG Releasing Staff
	9. Receive Interim Opspecs and Authorization for Demo Flight	None	5 Minutes	CPM
	10. Inform applicant re: Interim Operations Specification and Authorization for Demonstration Flight	None	5 Minutes	CPM
3. Receive Operations Specification and Authorization for Demonstration Flight	11. Release Interim Operations Specifications and Authorization for Demonstration Flight Inform the applicant on the Phase IV Inspection and Demonstration Flight	None	2 Hours	CPM
	12. Conduct CAAP Certification Team meeting for Preparation of Phase IV Encode information in the CASORT	None	2 Hours	Certification Team

	13. Prepare Travel Order, Advance Billing and Conformance letter	None	30 Minutes	FOD Staff
	14. Validate and sign Travel documents Endorse to ADG II, FSIS	None	20 Minutes	Chief, FOD
	15. 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
	16. Sign Travel documents; Forward to Admin	None	1 Day	Director General / Authorized Representative CCS
	17. Assign TO number; Forward to CRAD	None	15 Minutes	Admin Department
	18. Log Travel Order; Forward to FSIS	None	45 Minutes	CRAD Staff
	19. Receive and log Travel Order; Forward to FOD	None	2 Hours	FSIS Receiving Staff
	20. Receive log, update monitoring database and forward to assigned Inspector	None	15 Minutes	FOD Receiving Staff
	21. Inform Operator / Owner of approval of inspection	None	15 Minutes	CPM Inspector
Total:		None	19 Days, 6 Hours	-

ISSUANCE OF AIR OPERATOR CERTIFICATE (NEW AND RECERTIFICATION) PHASE 4 – INSPECTION AND DEMONSTRATION

Office/Division:	Flight Operations Department (FOD), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Stakeholders			
Checklist of Requirements		Where to Secure		
1. Main Operations Base Inspection		Flight Operations Department and Clients		
2. Recordkeeping				
3. Aircraft Conformity Inspection				
4. Training Facilities and Equipment Inspections				
5. Training-in-progress Inspections				
6. Demonstration Flight				
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	2. Inspect personnel and qualifications	None	1 Day	Certification Team
3. Present Aircraft	3. Conduct conformity inspection of aircraft	None	3 Days	Airworthiness Inspector
	4. Prepare invitation letter and inform applicant re: Emergency Evaluation / Ditching Demo	None	15 Minutes	CPM
4. Submit confirmation letter of Emergency Evacuation / Ditching Demo to FOD	5. Receive confirmation letter	None	5 Minutes	CPM
5. Attend Emergency Evacuation / Ditching Demo meeting at CAAP	6. Conduct Emergency Evacuation / Ditching memo meeting	None	4 Hours	Certification Team
6. Demonstrate actual Emergency / Ditching	7. Conduct Emergency / Ditching Evacuation Demonstration	None	1 Day	Cabin Crew Inspectors

	8.Prepare Emergency Evacuation / Ditching report Encode information in the CASORT Prepare result letter and inform the applicant if they passed or failed	None	4 Hours	Cabin Crew Inspectors
	If pass, prepare letter for Demonstration Flight meeting			
7. Submit confirmation letter of Demonstration Flight to FOD	9.Receive confirmation letter	None	5 Minutes	CPM
8. Attend Demonstration Flight meeting at CAAP	10. Conduct Demonstration Flight meeting	None	4 Hours	Certification Team
9. Demonstrate Actual Flight	11.Conduct Ramp and Enroute Inspection	None	100 Hours	Certification Team
10. Coordination with CAAP re: result of Demonstration Flight	12.Conduct Coordination meeting re: Result of Demonstration Flight	None	2 Hours	Certification Team
	13.Conduct CAAP Certification Team meeting for Preparation of Phase V Encode information in CASORT	None	1 Day	Certification Team
Total:		None	21 Days, 2 Hours, 25 Minute s	-

ISSUANCE OF AIR OPERATOR CERTIFICATE (NEW AND RECERTIFICATION) PHASE 5 – CERTIFICATION

Office/Division:	Flight Operations Department (FOD), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Stakeholders			
Checklist of Requirements			Where to Secure	
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to collection for payment	1. Prepare Certification Report and inform applicant for payment	None	5 Days	Certification Team
	2. Issue OPS Receive Payment Issue OR	₱ 36,400	10 Minutes	Collection Section
2. Submit OR to FOD Office	3. Receive OR and prepare Air Operator certificate and Operations Specifications	None	2 Hours	CPM
	Forward to CPM			FOD Technical Staff
	4. Review, initial and endorse to Chief FOD	None	1 Hour	CPM
	5. Review, initial and endorse to ADG II, FSIS	None	2 Hours	Chief, FOD
	6. Review, initial, sign and endorse to DG Forward to Office of the DG (ODG)	None	2 Hours	ADG II, FSIS FSIS Releasing Staff
	7. Review and sign the Air Operator Certificate Forward to FOD Office	None	1 Day	DG DG' Office Releasing Staff

	8. Receive AOC Certification Working Binder	None	5 Minutes	CPM
	9. Inform applicant for Final Debriefing and Acceptance of Air Operator Certificate	None	5 Minutes	CPM
3. AOC and Operations Specifications	10. Release sign AOC and Operations Specifications Inform the AOC holder on continuous surveillance	None	2 Hours	Certification Team
	11. Conduct CAAP Certification Team Final meeting closure of certificate process Encode information in the CASORT	None	1 Hour	Certification Team
Total:		None	7 Days, 4 Hours, 20 Minutes	-

HOSTING OF EVENTS INVOLVING INTERNATIONAL ENTITIES IN THE AVIATION INDUSTRY

Office/Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2I – Government to ICAO			
Who May Avail:	Airport Authorities, Airline Operators/Stakeholders/other Government Agencies and CAAP Personnel			
Checklist of Requirements		Where to Secure		
1. State Letter(s)		ICAO Headquarters ICAO Regional Office Other International Organization		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Receive/download and acknowledge receipt of the email invitation from ICAO and other organizations		5 Minutes	Admin Assistant I
	2. Record entries in the incoming logbook and database.		5 Minutes	Admin Assistant I
	3. Review and identify which CAAP office/s involved in the undertaking.		5 Minutes	ICA Coordinator/Chief, ICACS
	4. Forward the invitation to the concerned Office/s for their recommendation.		5 Minutes	Chief, ICACS
	5. Upon return, forward to the ODG the recommendation of the concerned Office/s through a Memo brief for approval of the DG. Prepares a complete staff work (CSW) Memo brief, State/Invitation Letter, with the attached recommendation from the concerned Office/s).		30 Minutes	ICA Coordinator/Chief, ICACS

	6. If approved, ICACS to coordinate with the end-user for the preparation of the Authority Order of the Committee, Details of Expenditures, venue, etc.		3 Hours	ICA Coordinator/ Chief, ICACS
	If disapproved, ICACS prepares the letter of regret for signature of the Director General and sends the letter to the inviter			
	7. Act as Secretariat of the event, in coordination with the organizer and the concerned office.		Duration of the event	
	8. Receives the Post Activity Report from the ICAO and disseminates to the concerned Office/s Attendees of the event (hard and soft copy)		30 Minutes	Admin Assistant I, ICA Coordinator/ Chief, ICACS
Total:			4 Hours, 20 Minutes	-

ICAO PROPOSALS AND ADOPTION OF AMENDMENTS TO THE ICAO ANNEXES

Office/Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2I – Government to ICAO			
Who May Avail:	Airport Authorities, Airline Operators/Stakeholders/other Government Agencies and CAAP Personnel			
Checklist of Requirements			Where to Secure	
1. State Letter(s)			ICAO Headquarters ICAO Regional Office Other International Organization	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Check e-mail	None	2 Minutes	Admin Assistant I
	2. Acknowledge receipt to sender	None	1 Minute	Admin Assistant I
	3. Download the document	None	5 Minutes	Admin Assistant I
	4. Record entries in the incoming logbook and electronic database	None	5 Minutes	Admin Assistant I
	5. Read/peruse/analyze/assess/review the content of the email	None	10 Minutes	ICA Coordinator
	6. Print the official copy of the State Letter or ICAO Issuance	None	2 Minutes	ICA Coordinator
	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned Service/Committee (deadline set).	None	1 Minute	ICA Coordinator
	8. Receive response from concerned Services/ Committees.	None	1 Minute	Utility Worker II
	9. In case of different responses, a coordination meeting will be conducted for a single response of	None	1 Hour	ICA Coordinator/Chief, ICACS

	CAAP.			
	10. Prepare a complete staff work (CSW) (Memo-brief, State Letter, Indorsement Letter, with the attached responses from the concerned	None	5 Minutes	ICA Coordinator
	Services/Committees, and consolidated response of the State).			
	11. Reviews, signs the Memo-brief and initials the indorsement/ reply letter	None	30 Minutes	Chief, ICACS
	12. Forward to the Office of the Director General (ODG) the number (10). ICACS shall forward the recommendation to the ODG for approval	None	2 Minutes	Utility Worker II
	13. Upon approval by the DG, prepare for transmittal to ICAO or other organizations.	None	2 Minutes	ICA Coordinator/ Utility Worker II
	14. Record in the logbook and update database.	None	1 Minute	ICA Coordinator/ Utility Worker II
	15. Sends a copy of an official consolidated response of CAAP to the concerned Offices and/or agencies/stakeholders for their record and reference	None	1 Minute	ICA Coordinator/ Utility Worker II
	16. File a copy for ICACS reference.	None	5 Minutes	Librarian
Total:		None	2 Hours, 13 Minutes	-

ICAO SURVEYS AND QUESTIONNAIRES

Office/Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2I – Government to ICAO			
Who May Avail:	Airport Authorities, Airline Operators/Stakeholders/other Government Agencies and CAAP Personnel			
Checklist of Requirements			Where to Secure	
1. State Letter(s)			ICAO Headquarters ICAO Regional Office Other International Organization	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Check e-mail	None	2 Minutes	Admin Assistant I
	2. Acknowledge receipt to Sender	None	1 Minute	Admin Assistant I
	3. Download the document	None	5 Minutes	Admin Assistant I
	4. Record entries in the incoming logbook and electronic database	None	5 Minutes	Admin Assistant I
	5. Read/peruse/analyze/ assess/review the content of the email	None	10 Minutes	ICA Coordinator
	6. Print the official copy of the State Letter or ICAO Issuance	None	2 Minutes	ICA Coordinator
	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned Service /Committee (deadline set).	None	1 Minute	ICA Coordinator
	8. Receive response from concerned Services/ Committees/Stakeholders/ Agencies	None	1 Minute	Utility Worker II
	9. In case of different responses, a coordination meeting will be conducted for a single response of CAAP.	None	1 Hour	ICA Coordinator/ Chief, ICACS
	10. Prepare a complete staff work (CSW) (Memo-brief, State Letter, Indorsement Letter, with the attached	None	5 Minutes	ICA Coordinator

	responses from the concerned Services/Committees, and consolidated response of the State).			
	11. Reviews, signs the Memo-brief and initials the indorsement/reply letter	None	30 Minutes	Chief, ICACS
	12. Forward to the Office of the Director General (ODG) the number (10). ICACS shall forward the recommendation to the ODG for approval.	None	2 Minutes	Utility Worker II
	13. Upon approval by the DG, prepare for transmittal to ICAO or other organizations.	None	2 Minutes	ICA Coordinator/ Utility Worker II
	14. Record in the logbook and update database.	None	1 Minute	ICA Coordinator/ Utility Worker II
	15. Sends a copy of an official consolidated response of CAAP to the concerned Offices and/or agencies/stakeholders for their record and reference.	None	1 Minute	ICA Coordinator/ Utility Worker II
	16. File a copy for ICACS reference.	None	5 Minutes	Librarian
Total:		None	2 Hours, 13 Minutes	-

MEETINGS/TRAININGS/SEMINAR/WORKSHOPS/WEBINARS

Office/Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2I – Government to ICAO			
Who May Avail:	Airport Authorities, Airline Operators/Stakeholders/other Government Agencies and CAAP Personnel			
Checklist of Requirements			Where to Secure	
1. State Letter(s)			ICAO Headquarters	
2. Invitation(s)			ICAO Regional Office or Other International Organizations	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Check e-mail		2 Minutes	Admin Assistant I
	2. Acknowledge receipt to sender		1 Minute	Admin Assistant I
	3. Download the document		5 Minutes	Admin Assistant I
	4. Record entries in the incoming logbook and electronic database		5 Minutes	Admin Assistant I
	5. Read/peruse/analyze/assess/review the content of the email		10 Minutes	ICA Coordinator
	6. Refer to database for the previous attendees or focal person and attach previous documents related to the topic or meeting and the office concerned.		10 Minutes	ICA Coordinator
	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned Service/Committee (deadline set).		1 Minute	ICA Coordinator
	8. Receive response from concerned Services/Committees.		1 Minute	Utility Worker II

	9. Prepare a complete staff work (CSW) (Memo-brief, State Letter, Indorsement Letter, with the attached		5 Minutes	ICA Coordinator
	responses from the concerned Services/Committees, completed registration forms, and the Minutes of the Meeting of the Personnel Development Committee (PDC)			
	10. Reviews, signs the Memo-brief and initials the indorsement/reply letter		30 Minutes	Chief, ICACS
	11. Forward to the Office of the Director General (ODG) the number (9). ICACS shall forward the recommendation to the ODG for approval		2 Minutes	Utility Worker II
	12. Should there be any comment/disapproval, revert the documents to the concerned Service/Committee. (Succeeding actions will follow the same process).		2 Minutes	Utility Worker II
	13. Upon approval by the DG, prepare for transmittal to ICAO or other organizations.		2 Minutes	ICA Coordinator/ Utility Worker II
	14. Record in the logbook and update database.		1 Minute	
	15. Forward to the nominees the confirmation letter/print a copy for ICACS records/filing.		1 Minute	

	<p>16. Before the meeting, an orientation meeting shall be held discussing the nature of the meeting, the topic to be discussed, the deliverables and the position of the authority on the matter (If Applicable).</p> <p>Coordinate with other government agencies, if necessary.</p>		30 Minutes	ICA Coordinator/Chief, ICACS
	<p>18. After the meeting, collect a post activity report and coordinate and ensure attendance to the scheduled echo report</p>		2 Minutes	ICA Coordinator/Chief, ICACS
	<p>19. Scan/save post activity report in the digital database for future reference.</p>		5 Minutes	Librarian
	<p>20. Monitor development in the implementation, adoption, or compliance of the deliverables.</p>			ICA Coordinator
	<p>21. Update database upon compliance, copy furnish the ODG of their updates.</p>		5 Minutes	
Total:			1 Hour, 55 Minutes	-

Note: The duration of the activities provided in the table above excludes the processing time of the attending concerned Service/Committee/action of the PDC and the approval of the ODG.

MONITORING OF COMMUNICATION FROM DOTr-ICD/DFA/DTI AND OTHER INTERNATIONAL COMMITMENT (ASEAN/APEC/BILATERAL/BIMP-EAGA)

Office/Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2I – Government to ICAO			
Who May Avail:	Airport Authorities, Airline Operators/Stakeholders/other Government Agencies and CAAP Personnel			
Checklist of Requirements		Where to Secure		
1. Correspondents (Letter(s)/e-mails)		DOTr-ICD Other Government Agencies Foreign entities / organizations		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Receive correspondence from other government agencies or foreign entities or organizations in relation to aviation.		5 Minutes	ICA Coordinator
	2. Acknowledge receipt of the email and download attachments. *For correspondence which are not related to the function of the Authority, inform the sender that CAAP is not the proper office that can address their concern and (provide the contact details of the office concerned or endorse to the proper office copy furnish the sender).		5 Minutes	Admin Assistant I
	3. Record entries in the logbook and database.		5 Minutes	ICA Coordinator
	4. Refer to database for the previous attendees or focal person and attach relevant documents.		5 Minutes	ICA Coordinator
	5. Read/peruse/analyze/ assess/review the content of the email.		10 Minutes	ICA Coordinator
	6. Print the email or official copy of the letter.		2 Minutes	ICA Coordinator

	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned focal person. (Deadline set). If no focal person or no history in the database, determine the concerned Office/s and forward to them.		1 Minute	ICA Coordinator
	8. Forward to focal person or concerned Office.		2 Minutes	ICA Coordinator
	9. Follow-up and monitor the compliance of the concerned Office.		2 Minutes	ICA Coordinator
	10. Receive responses from concerned Offices.		1 Minute	ICA Coordinator
	11. If necessary, set a meeting to consolidate the different outputs of the Offices.		1 Hour	ICA Coordinator
	12. Prepares a complete staff work (CSW) (Memo brief, email/letter, endorsement letter, with the attached recommendation from the concerned Office/s).		30 Minutes	ICA Coordinator
	13. Reviews, signs the Memo brief and initials the indorsement/reply letter.		30 Minutes	Chief, ICACS
	14. Forward to the ODG for DG's for approval and signature.		5 Minutes	Utility Worker II
	15. If approved, scan signed documents and send to the originator of the email, copy furnish the nominee, if applicable.		10 Minutes	ICA Coordinator
	16. Update the database.		2 Minutes	ICA Coordinator
Total:			2 Hours, 55 Minutes	-
Over-all Total:			10 Hours, 49 Minutes	

ORIGINAL ISSUANCE OF AIRMEN LICENSE

Office/Division:	Licensing and Certification Department (LCD), FSIS
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Any requesting party, Airmen
Checklist of Requirements	Where to Secure
<ol style="list-style-type: none"> 1. Application Form 541 (Flight Crew) Form 542 (Other than Flight Crew) 2. Photocopy of English Language Proficiency (ELP) Certificate 3. Photocopy of National Telecommunications Commission (NTC) License 4. Certificate of Ground School / Equipment Qualification Course 5. Certificate of Flying Time (with Actual Instrument Time, if necessary) 6. Knowledge Test Report (result of written test) 7. Grading Sheet (result of skill test) and Flight Plan 8. Pilot's Logbook <p>Note: All Foreigners applying for an Airmen License must attach the following documents with their application: -Special Study Permit / Students Visa / Working Permit -Photocopy of Passport with Immigration Stamp / Visa</p> <p>For Student Pilot Authorization (SPA)</p> <ol style="list-style-type: none"> 1. No. 1 requirement 2. Photocopy of Class II Aviation Medical Certificate 3. NBI Clearance 4. Notarized Consent Form for Minor (Applicants below 18 years old) <p>For Private Pilot License (PPL)</p> <ol style="list-style-type: none"> 1. Nos. 1 to 8 requirements 2. Photocopy of Student Pilot Authorization (SPA) 3. Photocopy of Class II Aviation Medical Certificate 4. Certificate of Pre-Solo Completion <p>For Commercial Pilot License (CPL)</p> <ol style="list-style-type: none"> 1. Nos. 1 to 8 requirements 2. Photocopy of current Private Pilot License 3. Photocopy of Class I Aviation Medical Certificate <p>For Airline Transport Pilot License (ATPL)</p> <ol style="list-style-type: none"> 1. Nos. 1 to 8 requirements 2. Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR) 3. Photocopy of Class I Aviation Medical Certificate 4. Certificate of Simulator Time / Zero Flight Time 5. Work Permit (for foreigners) 	<p>Forms are available at the Licensing and Certification Department and Downloadable at CAAP Official Website</p>

<p>For Flight Instructor License (FIL)</p> <ol style="list-style-type: none"> 1. Nos. 1 to 8 requirements 2. Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR) 3. Photocopy of Class I Aviation Medical Certificate 4. Flight Training Syllabus 	
<ol style="list-style-type: none"> 1. Application Form 541 (Flight Crew) Form 542 (Other than Flight Crew) 2. Photocopy of English Language Proficiency (ELP) Certificate 3. Photocopy of National Telecommunications Commission (NTC) License 4. Certificate of Ground School / Equipment Qualification Course 5. Certificate of Flying Time (with Actual Instrument Time, if necessary) 6. Knowledge Test Report (result of written test) 7. Grading Sheet (result of skill test) and Flight Plan 8. Pilot's Logbook <p>Note: All Foreigners applying for an Airmen License must attach the following documents with their application: -Special Study Permit / Students Visa / Working Permit -Photocopy of Passport with Immigration Stamp / Visa</p> <p>For Instrument Rating (IR)</p> <ol style="list-style-type: none"> 1. Nos. 1 to 8 requirements 2. Photocopy of current pilot license 3. Photocopy of current Medical Certificate <p>For Air Traffic Controller License</p> <ol style="list-style-type: none"> 1. Nos. 1,2,4,6, and 7 requirements 2. Photocopy of Class III Aviation Medical Certificate 3. Training Certificate 4. Diploma 5. Transcript of Records <p>For Ground Instructor License</p> <ol style="list-style-type: none"> 1. Nos. 1,4,6, and 7 requirements 2. Photocopy of current Aviation Medical Certificate 3. Lesson Plan <p>For Flight Dispatcher License</p> <ol style="list-style-type: none"> 1. Nos. 1,4,6, and 7 requirements 2. Photocopy of Class II Aviation Medical Certificate 3. Flight Dispatcher Training Certificate 4. Diploma 5. Transcript of Records 	<p>Forms are available at the Licensing and Certification Department and Downloadable at CAAP Official Website</p>

<p>Air Traffic Safety Electronic Personnel</p> <ol style="list-style-type: none"> 1. Nos. 1,6, and 7 requirements 2. Photocopy of Aviation Medical Certificate 3. Employment Certificate 4. Competency Rating 				
<ol style="list-style-type: none"> 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 <p>Note: All Foreigners applying for an Airmen License must attach the following documents with their application:</p> <ul style="list-style-type: none"> -Special Study Permit / Students Visa / Working Permit -Photocopy of Passport with Immigration Stamp / Visa <p>For AMT / AMS (Bachelor Graduate) Nos. 1,2,3,5, and 6 requirements</p> <p>For AMT (Two Year / Associate Course) Nos. 1,2,3,5, and 6 requirements</p> <p>For AMS / AMS (Bachelor Graduate)</p> <ol style="list-style-type: none"> 1. Nos. 1,2,3,5,6, and 7 requirements 2. One (1) year practical experience for AMS <p>For Practical-Based AMT / AMS Experience</p> <ol style="list-style-type: none"> 1. Nos. 1,4,5,6, and 7 requirements 2. Three (3) years practical experience for Non-BS or Associate Avionics AMS; <ul style="list-style-type: none"> -Two and a half (2 ½) years for AMT with one (1) rating -Five (5) years for AMT with two (2) ratings 	<p>Forms are available at the Licensing and Certification Department and Downloadable at CAAP Official Website</p>			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application form and complete requirements at window	1. Review and evaluate application and complete requirements;		15 Minutes	Licensing Officer
	2. Issue Order of Payment Slip		15 Minutes	
2. Proceed to Collection	3. Receive payment; issue Official Receipt	Varies	10 Minutes	
3. Proceed back to LCD Window 1; Submit Official Receipt	4. Check OR and attached it to the application documents; log payment		15 Minutes	

	5. Encode applicant's personal information in the CASORT; Issue control number		30 Minutes	
	6. Encode applicant's license information in the CASORT		30 Minutes	
	7. Prepare transmittal of application to Chief, PCSTD		30 Minutes	Licensing Staff
	8. Sign and endorse the application to Chief, LCD		30 Minutes	Chief, PCSTD / ALD
	9. Sign and endorse the application to ADG II, FSIS		30 Minutes	Chief, LCD
	10. Sign and endorse application to the Director General		2 Days	ADG II, FSIS
	11. Sign/approve the application for the issuance of license		2 Days	Director General or Authorized Representative
	12. Receive signed application and print license		30 Minutes	LCD Printing Staff
	13. Filing and sorting of Printed License		1 Hour	Licensing Officer
4. Present Valid ID or Authorization Letter at Window 4	14. Log and release license to applicant		30 Minutes	Licensing Officer
Total:		None	4 Days, 5 Hours, 25 Minutes (per applicant)	-

ISSUANCE OF APPROVED TRAINING ORGANIZATION CERTIFICATE (NEW AND RECERTIFICATION) PHASE 1 - PRE-APPLICATION

Office/Division:	Training Organization Certification and Inspection Division, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Any Requesting Party, Stakeholders			
Checklist of Requirements		Where to Secure		
I. Flying Schools: A. Letter of Intent (LOI) B. Completed ATO Application Form 513B(1)2017		Licensing and Certification Department and Clients www.caap.gov.ph		
II. For Maintenance Schools: A. Letter of Intent B. Completed ATO Application Form 513B(1)2017				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download Form from CAAP website www.caap.gov.ph Forms are also available at TOCID Office – LCD		None		
2. Submit Letter of Intent and application form to TOCID	1. Check and reviews completeness of documents	None	2 Minutes	TOCID Staff
	2. Initiate pre-application phase; record entries in CASORT database	None	2 Minutes	Assigned TOCID Inspector
	3. Inform applicant of the scheduled date of pre-application meeting	None	5 Minutes	Assigned TOCID Inspector
3. Attend the scheduled pre-application meeting	4. Discuss the pre-application contents.	None	20 Minutes	Assigned TOCID Inspector
	5. Record pre-application phase action/s in CASORT	None	2 Minutes	Assigned TOCID Inspector
Total Duration of Phase 1:			31 Minutes	-

ISSUANCE OF APPROVED TRAINING ORGANIZATION CERTIFICATE (NEW AND RECERTIFICATION) PHASE 2 (FORMAL APPLICATION)

Office/Division:	Training Organization Certification and Inspection Division, FSIS
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Any Requesting Party, Stakeholders
Checklist of Requirements	Where to Secure
<p>I. Flying Schools:</p> <p>A. Organization Structure</p> <p>B. Management Personnel with Qualifications (Accountable Manager, Quality Manager, Head of Training, Safety Manager, Chief Flight Instructor and Chief Ground Instructor).</p> <p>C. List of Instructions with qualification records (Flight Instructors, Ground Instructors & Chief Mechanic)</p> <p>D. 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.</p> <p>E. List of Aircraft Types (At least 3 “owned” start-up fleet training aircraft)</p> <p>F. Certificate of no pending case and liabilities from CAAP-Legal Office and FSIC (for reinstatement of old ATO Certificate)</p> <p>G. Approved Maintenance Organization (AMO)</p> <p>H. 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>I. List of sites and airports where training flight may commonly originate.</p> <p>J. Proposed Training and Procedures Manual</p> <p>K. Proposed Training Program curriculums and syllabus of instruction (may be included in the T&P Manual or as separate volume(s))</p> <p>L. Proposed Quality Assurance Manual</p> <p>M. Proposed Safety Management System Manual</p> <p>N. Proposed PCAR Part 3 Regulatory Compliance Checklist</p> <p>O. Contracts of MOA of Facility (if building is subject of lease agreement)</p> <p>P. Latest Financial Statement</p> <p>Q. Other Government Offices Requirements such as Security and Exchange Commission Certificate (SEC), or the Department of Trade and Industry (DTI), business or Mayor’s Permit, Sanitary or Health Clearance and Bureau of Internal Revenue Permit</p>	<p>Licensing and Certification Department and Clients</p> <p>www.caap.gov.ph</p>

R. Note: Other Requirements with Subcontracting Arrangements	
<p>II. For Maintenance Schools:</p> <p>A. Organizational Structure</p> <p>B. Management Personnel with Qualifications (Accountable Manager, Quality Manager, Head of Training and Safety Manager)</p> <p>C. List of Instructors with qualification records (Aviation Maintenance Technician and Avionics Maintenance Specialist)</p> <p>D. Description of facilities, to also include Management Office, Classrooms, Operations Facilities, Computer Room, Library, Tool Room and Floor Plan/Lay out</p> <p>E. List of Equipment's</p> <p>F. At least, one aircraft of a type for maintenance training purposes only.</p> <p>G. Certificate of no pending case and liabilities from CAAP-Legal Office and FSIC (for reinstatement of old ATO Certificate)</p> <p>H. Proposed Training and Procedures Manual</p> <p>I. Proposed Training Program curriculums and syllabus of instruction (may be included in the T&P Manual or as separate volume (s).</p> <p>J. Proposed Quality Assurance Manual</p> <p>K. Proposed Safety Management System Manual</p> <p>L. Proposed PCAR Part 3 Regulatory Compliance Checklist</p> <p>M. Contracts of MOA of Facility (if building is subject of lease agreement)</p> <p>N. Latest Financial Statement</p> <p>O. Proposed Certificates/Forms (Graduation Certificate, Checklist, OTR/Diploma, etc.)</p> <p>P. 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</p> <p>Note: Other requirements with subcontracting arrangements</p>	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Inform applicant of the scheduled formal meeting	None	5 Minutes	Assigned Inspector
1. Attend the scheduled formal meeting	2. Discuss details of Formal Application	None	5 Minutes	Assigned Inspector
	3. Conduct Initial Application review meeting	None	5 Minutes	Assigned Inspector
	4. Conduct Formal Application meeting	None	1 Hour	Certification Team
Total Duration of Phase 2:			1 Hour, 15 Minutes	-

ISSUANCE OF APPROVED TRAINING ORGANIZATION CERTIFICATE (NEW AND RECERTIFICATION) PHASE 3 (DOCUMENT COMPLIANCE)

Office/Division:	Training Organization Certification and Inspection Division, FSIS
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Any Requesting Party, Stakeholders
Checklist of Requirements	Where to Secure
<p>I. Flying Schools:</p> <p>A. Management Personnel with Qualifications (Accountable Manager, Quality Manager, Head of Training, Safety Manager, Chief Flight Instructor and Chief Ground Instructor).</p> <p>B. List of Instructions with qualification records (Flight Instructors, Ground Instructors & Chief Mechanic)</p> <p>C. 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.</p> <p>D. List of Aircraft Types (At least 3 “owned” start-up fleet training aircraft)</p> <p>E. Approved Maintenance Organization (AMO)</p> <p>F. 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>G. List of sites and airports where training flight may commonly originate</p> <p>H. Proposed Training and Procedures Manual</p> <p>I. Proposed Training Program curriculums and syllabus of instruction (may be included in the T&P Manual or as separate volume(s))</p> <p>J. Proposed Quality Assurance Manual</p> <p>K. Proposed Safety Management System Manual</p> <p>L. Proposed PCAR Part 3 Regulatory Compliance Checklist</p> <p>M. Contracts or MOA of Facility (if building is subject of lease agreement)</p> <p>N. Latest Financial Statement</p> <p>O. Note: Other Requirements with Subcontracting Arrangements</p>	<p>Licensing and Certification Department and Clients</p> <p>www.caap.gov.ph</p>
<p>II. For Maintenance Schools:</p> <p>A. Management Personnel with qualifications (Accountable Manager, Quality Manager, Head of Training and Safety Manager)</p> <p>B. List of Instructors with qualification records (Aviation Maintenance Technician and Avionics Maintenance Specialist)</p>	

<p>C. Description of facilities, to also include Management Office, Classrooms, Operations Facilities, Computer Room, Library, Tool Room and Floor Plan / Lay out</p> <p>D. List of Equipment</p> <p>E. At least, one aircraft of a type for maintenance training purposed only</p> <p>F. Proposed Training and Procedures Manual</p> <p>G. Proposed Training Program curriculums and syllabus of instruction (may be included in the T&P Manual or as separate volume(s))</p> <p>H. Proposed Quality Assurance Manual</p> <p>I. Proposed Safety Management System Manual</p> <p>J. Proposed PCAR Part 3 Regulatory Compliance Checklist</p> <p>K. Contracts of MOA of Facility (if building is subject of lease agreement)</p> <p>L. Latest Financial Statement</p> <p>M. Proposed certificates/forms (Graduation Certificate, Checklist, OTR/Diploma, etc.)</p> <p>N. Note: Other Requirements with Subcontracting Arrangements</p>				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Review and evaluate the submitted documents of the applicant	None	30 Working Days	Certification Team
1. Attend the scheduled formal meeting	2. Prepare letter of Endorsement to Phase IV	None	2 Minutes	Certification Project Manager
	3. Determine number of Days of Inspection	None	2 Minutes	Certification Project Manager
	4. Prepare Pro-Forma Invoice and submit to Accounting Division	₱500.00 Admin Fee and UNDP Rate/Day	2 Minutes	TOCID Staff
	5. Process Billing	None	3 Days	Accounting Staff
	6. Inform Operator for Payment of DSA	None	3 Minutes	TOCID Staff
2. Proceed to Collection	7. Receive Payment	None	2 Minutes	Collection Staff On-Duty
	8. Issue Official Receipt	None	2 Minutes	Collection Staff On-Duty
3. Proceed to TOCID and present Official Receipt	9. Check OR	None	1 Minute	TOCID Staff
	10. Prepare DSA Documentation and Travel Order	None	2 Hours	TOCID Staff
	11. Forward to Chief, TOCID for signature	None	1 Day	Chief, TOCID
	12. Forward to Chief, LCD for signature	None	1 Day	Chief, LCD

	13. Forward to ADG II, FSIS for signature	None	2 Days	ADG II, FSIS
	14. Forward to Deputy Director General for Operations for signature	None	2 Days	Deputy Director General for Operations
	15. Forward to Admin Department for numbering	None	30 Minutes	Admin Staff
	16. Forward to CRAD for recording / Release Travel Order	None	1 Hour	CRAD Staff
	17. Coordinate with the Operator regarding schedule and conduct of inspection	None	10 Minutes	Certification Team
4. Organize Transportation for Certification Team				
Total Duration of Phase 3:			39 Days, 3 Hours, 54 Minutes	-

ISSUANCE OF APPROVED TRAINING ORGANIZATION CERTIFICATE (NEW AND RECERTIFICATION) PHASE 4 (INSPECTION AND DEMONSTRATION)

Office/Division:	Training Organization Certification and Inspection Division, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Any Requesting Party, Stakeholders			
Checklist of Requirements		Where to Secure		
I. Flying Schools: A. Main Operations Base Inspection B. Recordkeeping C. Instructors Practical Test D. Aircraft Conformity Inspection E. Training Facilities & Equipment Inspections F. Training-in-progress inspections		Licensing and Certification Department and Clients		
II. For Maintenance Schools: A. Main Operations Base Inspection B. Recordkeeping C. Instructors Practical Test D. Training Facilities & Equipment Inspections E. Training-in-progress inspections				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Facility and Equipment Set-up	1. Conduct comprehensive inspection in conformance with PCAR Part 3 and other PCAR requirements	None	3 Days (excluding travel time)	Certification Team
Total Duration of Phase 4:			3 Days	-

**ISSUANCE OF APPROVED TRAINING ORGANIZATION
CERTIFICATE (NEW AND RECERTIFICATION)
PHASE 5 (CERTIFICATION)**

Office/Division:	Training Organization Certification and Inspection Division, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Any Requesting Party, Stakeholders			
Checklist of Requirements		Where to Secure		
N/A				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Conduct meeting and prepare certification report	None	20 Minutes	Certification Team
	2. Coordinate with applicant regarding payment of ATOC	None	5 Minutes	Certification Team
	3. Prepare Order of Payment Referral Slip	None	2 Minutes	TOCID Staff
1. Proceed to Collection	4. Prepare Order of Payment Slip	TOCID Fees and Charges	2 Minutes	Collection Staff On-Duty
	5. Receive Payment		2 Minutes	Collection Staff On-Duty
	6. Issue Official Receipt		2 Minutes	Collection Staff On-Duty
2. Proceed back to TOCID and present Official Receipt	7. Check Official Receipt		2 Minutes	TOCID Staff
	8. Process ATOC and Training Specifications	None	7 Days	TOCID Staff
3. Present Valid ID or Authorization Letter	9. Release ATOC and Training Specification	None	15 Minutes	TOCID Staff
Total Duration of Phase 5:			7 Days, 50 Minutes	-

AEROMEDICAL REVIEW BOARD FOR SPECIAL ISSUANCES, STATEMENT OF DEMONSTRATED ABILITY AND MEDICAL FLIGHT TEST RESULTS

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Application Form 538[1]2020		CAAP website / Aeromedical Health Desk		
2. Last CAAP Issued Aviation Medical Certificate				
3. Valid Photo Identification Card				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out front page of Form 548[1]2020 and submit forms/requirements to Aeromedical Staff	1. Check and review completeness of documents	None	5 Minutes	Aeromedical Staff On-Duty
	1.1. Issue Aeromedical Requirement and Routing Slip	None	1 Minute	
	1.2 Issue OFSAM Order of Payment Slip	None	1 Minute	
2. Proceed to Collection	2. Issue Order of Payment Slip	As listed below	2 Minutes	Collection officer On-Duty
	2.1. Receive Payment and Issue Official Receipt (OR)	None	2 Minutes	
3. Proceed to Medical Diagnostics and Specific Examinations	3. Eye Examination Forms / Conduct Visual Acuity and Color Vision Examination	₱ 224.00	7 Minutes	Optometrist On-Duty
	3.1 Laboratory Forms / Conduct Laboratory Test for: Urine Hgb-Hct Blood Chemistry (as required)	₱ 112.00 ₱ 224.00 ₱ 918.00	30 Minutes 45 Minutes 3 Hours	Medical Technologist On-Duty
	3.2 Dental Form / Conduct Dental Examination	₱ 224.00	10 Minutes	Dentist On-Duty
	3.3 Puretone Audiometry (as required)	Outside		
	3.4 ECG Form / TST Form / Conduct ECG Test (as required)	₱ 280.00 (Procedure) ₱ 100.00 (Reading)	15 Minutes	Medical Equipment

	Treadmill Stress Test (TST) when necessary (as required)	₱ 1, 680.00 (Procedure) ₱ 500.00 (Reading)	1 Hour	Technician O-Duty
	3.5 CXR Form / Conduct Chest Radiography (as required)	₱ 280.00	12 Minutes	Radiologic Technologist On-Duty
4. Proceed back to Airmen's Examination Room	4. CAAP Form 548[1]2020 (Back Page) / Conduct Physical / Mental examination, interpret tests results and make recommendation/s	₱ 500.00	30 Minutes	Designated Aviation Medical Examiner On-Duty
	4.1 Coordinate airmen medical application to Aeromedical Review Board for Special Issuances, Statement of Demonstrated Ability and Medical Flight Test results	Special Issuance of Airman Medical Certificate (Waiver Fee) ₱ 5,600.00/ case	20 Days	
		Practical Medical Flight Test Fee ₱5,600.00/ case		Aeromedical Staff On-Duty
	4.2 Encode Medical Review Board Resolution	None	1 Day	
	4.3 Check and review 4.4 completeness of medical reports and prepare release / copy of board resolution	None	5 Minutes	
	4.4 Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	4.5 Encode medical report and decision in the CASORT	None	10 Minutes	Aeromedical Staff On-Duty
	4.6 CAAP Form 551/Print Medical Card	₱ 224.00	15 Minutes	
5. Present valid ID / Official Receipt / Authorization Letter	Release medical card, copy of signed Board Resolution and sign clearance of applicant	None	2 Minutes	Aeromedical Staff On-Duty
Total:		None		-

Note: Total fees to be paid and processing time not computed, which varies according to applicants' requirements

CLASS I AND CLASS II (VALIDATION)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Current Foreign Medical / Airmen License with Endorsement from LCD Check Pilot		Licensing Department (LCD)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present current foreign medical / airmen license with endorsement from LCD Check Pilot	1. Check and review completeness of documents	None	5 Minutes	Aeromedical Staff On-Duty
	1.1. Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty
2. Proceed to Collection	2. Issue Order of Payment Slip	₱ 224.00 Aviation Medical Card ₱ 560.00 Validation of Foreign Medical	2 Minutes	Collection Office On-Duty
3. Proceed back to Airmen's Examination Room	3. No medical test/examination required	None	1 Minute	Aeromedical Staff On-Duty
	3.1. Check and review completeness of medical reports and prepare release / instruction letter	None	15 Minutes	Aeromedical Staff On-Duty

	3.2. Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	3.3. Encode medical report and decision in the CASORT	None	15 Minutes	Aeromedical Staff On-Duty
	3.4. CAAP Form 551 / Print Medical Card	None	15 Minutes	Aeromedical Staff On-Duty
4. Present valid ID / Official Receipt / Authorization Letter	4. Release medical card, letter, and sign clearance of applicant	None	2 Minutes	Aeromedical Staff On-Duty
Total:		₱ 784.00	1 Hour, 18 Minutes	-

CLASS I AND CLASS II (VERIFICATION)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Photocopy of current Aviation Medical Certificate		Licensing Department (LCD)		
2. CAAP Form 548[1]2020				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present current Aviation Medical Certificate and CAAP Form 548[1]2020	1. Check and review completeness of documents.	None	2 Minutes	Aeromedical Staff On-Duty
	1.1. Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty
2. Proceed to Collection	2. Issue Order of Payment	₱ 224.00 Aviation Medical Card (If medical card needs to be issued) ₱ 560.00 Verification Medical	2 Minutes	Collection Office On-Duty
	2.1. Receive Payment and Issue Official Receipt (OR)	As listed above	2 Minutes	Collection Officer On-Duty
3. Proceed back to Airmen's Examination Room	3. No medical test / examination required	None	1 Minute	Aeromedical Staff On-Duty
	3.1. Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	3.2. Encode medical report and decision in the CASORT	None	10 Minutes	Aeromedical Staff On-Duty
	3.3. CAAP Form 551 / Print Medical Card	None	15 Minutes	Aeromedical Staff On-Duty
4. Present valid ID / Official Receipt / Authorization Letter	4. Release medical card, letter, and sign clearance of applicant	None	2 Minutes	Aeromedical Staff On-Duty
Total:		₱ 784.00	1 Hour, 5 Minutes	-

CLASS I, CLASS II, AND CLASS III (EXTENSION)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Letter of request for medical extension				
2. Photocopy of Aviation Medical Certificate				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present current Aviation Medical Certificate and letter of request for extension. (no medical test / examination required)	1. Check and review completeness of documents and validity of medical certificate	None	5 Minutes	Aeromedical Staff On-Duty
	1.1. Issue Aeromedical Requirement and Routing Slip	None	1 Minute	Aeromedical Staff On-Duty
	1.2. Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty
2. Proceed to Collection	2. Issue Order of Payment Slip	₱ 224.00 Aviation Medical Certificate	2 Minutes	Collection Office On-Duty
3. Proceed back to Airmen's Examination Room	3. No medical test / examination required	None	1 Minute	Aeromedical Staff On-Duty
	3.1. Prepare extension letter	None	15 Minutes	Aeromedical Staff On-Duty
	3.2. Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	3.3. Encode medical report and decision in the CASORT	None	20 Minutes	Aeromedical Staff On-Duty
	3.4. CAAP Form 551 / Print Medical Card	None	15 Minutes	Aeromedical Staff On-Duty
4. Present valid ID / Official Receipt / Authorization Letter	4. Release medical card, letter, and sign clearance of applicant	None	5 Minutes	Aeromedical Staff On-Duty
Total:		₱ 784.00	1 Hour, 58 Minutes	-

CLASS I, CLASS II, AND CLASS III (RE-ISSUANCE OF MEDICAL CERTIFICATE)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Affidavit of Loss				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present affidavit of loss	1. Check and review document	None	2 Minutes	Aeromedical Staff On-Duty
	1.1. Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty
2. Proceed to Collection	2. Issue Order of Payment Slip	₱336.00 Aviation Medical Certificate	2 Minutes	Collection Officer On-Duty
	2.1. Receive Payment and Issue Official Receipt (OR)	As listed above	2 Minutes	Collection Officer On-Duty
3. Proceed back to Airmen's Examination Room	3.3. No Medical Test / Examination Required	None	1 Minute	Aeromedical Staff On-Duty
	3.4. CAAP Form 551 / Print Medical Card	None	20 Minutes	Aeromedical Staff On-Duty
4. Present Official Receipt	4. Release Medical Card	None	2 Minutes	Aeromedical Staff On-Duty
Total:		₱ 336.00	30 Minutes	-

CLASS I, CLASS II AND CLASS III (INITIAL APPLICATION)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Application Form 548 [1] 2020		Aeromedical Health Desk, Licensing Department		
2. LCD Form 01-10 / PEK No. Issued by LCD				
3. Valid Photo Identification Card				
4. 1 Piece 2x2 Colored Photo ID				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out front page of Form 548 [1] 2020 and submit forms/requirements to Aeromedical Staff	1. Check and review completeness of documents.	None	5 Minutes	Aeromedical Staff On-Duty
	1.1. Issue Aeromedical Requirements and Routing Slip	None	1 Minute	Aeromedical Staff On-Duty
	1.2. Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty
2. Proceed to Collection	2. Issue Order of Payment Slip	As listed below	2 Minutes	Collection Office On-Duty
	2.1. Receive Payment and Issue Official Receipt (OR)		2 Minutes	Collection Officer On-Duty
3. Proceed to Medical Diagnostics and Specific Examinations	3. Eye Examination Forms / Conduct Visual Acuity and Color Vision Examination	₱ 224.00	7 Minutes	Optometrist On-Duty
	3.1. Laboratory Forms / Conduct Laboratory Test for: Urine Hgb-Hct Blood Chemistry (as needed)	₱ 112.00 ₱ 224.00 ₱ 918.00	30 Minutes 45 Minutes 3 Hours	Medical Technologist On-Duty
	3.2. Drug Test Class III (CAAP Employee)	None		Medical Technologist On-Duty
	Class I Class II (Non-CAAP Employee)	Outside		Medical Technologist On-Duty

	3.3. Dental Form / Conduct Dental Examination	₱ 224.00	10 Minutes	Dentist On-Duty
	3.4. Puretone Audiometry	Outside		
	3.5. ECG Form / TST Form / Conduct ECG Test	₱ 280.00 (Procedure) ₱ 100.00 (Reading)	15 Minutes	Medical Equipment Technician On-Duty
	3.6. Treadmill Stress Test (TST) when necessary	₱ 1,680.00 (Procedure) ₱ 500.00 (Reading)	1 Hour	
	3.7 CXR Form / Conduct Chest Radiography	₱ 280.00	12 Minutes	Radiologic Technologist On-Duty
4. Proceed back to Airmen's Examination Room	4. CAAP Form 548[1] 2020 (Back Page) / Conduct Physical / Mental Examination, interpret tests results and make recommendation/s	₱ 500.00	30 Minutes	Designated Aviation Medical Examiner On-Duty
	4.1. Check and review completeness of medical reports and prepare release / instruction letter	None	5 Minutes	Aeromedical Staff On-Duty
	4.2. Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	4.3. Encode medical report and decision in the CASORT	None	10 Minutes	Aeromedical Staff On-Duty
	4.4. CAAP Form 551 / Print Medical Card	₱ 224.00	15 Minutes	Aeromedical Staff On-Duty
5. Present valid ID / Official Receipt / Authorization Letter	5. Release medical card, letter, and sign clearance of applicant	None	2 Minutes	Aeromedical Staff On-Duty
Total:				-

CLASS I, CLASS II AND CLASS III (RENEWAL APPLICATION)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Application Form 548 [1] 2020		Aeromedical Health Desk, Licensing Department		
2. Last CAAP Issued Aviation Medical Certificate				
3. Valid Photo Identification Card				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out front page of Form 548 [1] 2020 and submit forms/requirements to Aeromedical Staff	1. Check and review completeness of documents.	None	5 Minutes	Aeromedical Staff On-Duty
	1.1. Issue Aeromedical Requirements and Routing Slip	None	1 Minute	Aeromedical Staff On-Duty
	1.2. Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty
2. Proceed to Collection	2. Issue Order of Payment Slip	As listed below	2 Minutes	Collection Office On-Duty
	2.1. Receive Payment and Issue Official Receipt (OR)		2 Minutes	Collection Officer On-Duty
3. Proceed to Medical Diagnostics and Specific Examinations	3. Eye Examination Forms / Conduct Visual Acuity and Color Vision Examination	₱ 224.00	7 Minutes	Optometrist On-Duty
	3.1. Laboratory Forms / Conduct Laboratory Test for: Urine Hgb-Hct Blood Chemistry (as needed)	₱ 112.00 ₱ 224.00 ₱ 918.00	30 Minutes 45 Minutes 3 Hours	Medical Technologist On-Duty
	3.2. Dental Form / Conduct Dental Examination	₱ 224.00	10 Minutes	Dentist On-Duty
	3.3. Puretone Audiometry	Outside		

	3.4. ECG Form / TST Form / Conduct ECG Test	₱ 280.00 (Procedure)	15 Minutes	
		₱ 100.00 (Reading)		
	Treadmill Stress Test (TST) when necessary	₱ 1,680.00 (Procedure)	1 Hour	Medical Equipment Technician On-Duty
		₱ 500.00 (Reading)		
	3.5. CXR Form / Conduct Chest Radiography	₱ 280.00	12 Minutes	Radiologic Technologist On-Duty
4. Proceed back to Airmen's Examination Room	4. CAAP Form 548[1] 2020 (Back Page) / Conduct Physical / Mental Examination, interpret tests results and make recommendation/s	₱ 500.00	30 Minutes	Designated Aviation Medical Examiner On-Duty
	4.1. Check and review completeness of medical reports and prepare release / instruction letter	None	5 Minutes	Aeromedical Staff On-Duty
	4.2. Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	4.3. Encode medical report and decision in the CASORT	None	15 Minutes	Aeromedical Staff On-Duty
	4.4. CAAP Form 551 / Print Medical Card	₱ 224.00	15 Minutes	Aeromedical Staff On-Duty
5. Present valid ID / Official Receipt / Authorization Letter	5. Release medical card, letter, and sign clearance of applicant	None	2 Minutes	Aeromedical Staff On-Duty
Total:				-

MEDICAL DISAPPROVAL

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Incomplete Medical Applications		Aeromedical Health Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Check and review medical reports and prepare disapproval letter	None	20 Minutes	Aeromedical Staff On-Duty
	2. Evaluate medical report and render decision	None	30 Minutes	Chief, OFSAM
	3. Encode medical report and decision in the CASORT	None	15 Minutes	Aeromedical Staff On-Duty
	4. Release denial/ disapproval letter of medical application to applicant or email	None	20 Minutes	Aeromedical Staff On-Duty
Total:		None	1 Hour, 25 Minutes	-

POST INCIDENT / ACCIDENT WITH MEDICAL EXAMINATION (CLASS I, CLASS II)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Application Form 548[1]2020		Aeromedical Health Desk		
2. CAAP-ODG-AAI-021 Form		AAIIB		
3. Accident / Incident Report				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out front page of Form 548[1]2020 and submit forms/requirements to Aeromedical Staff	1. Check and review completeness of documents	None	5 Minutes	Aeromedical Staff On-Duty
	1.1 Issue Aeromedical Requirement and Routing Slip	None	1 Minute	Aeromedical Staff On-Duty
	1.2 Issue OFSAM Order of Payment Slip	None	1 Minute	Aeromedical Staff On-Duty

2. Proceed to Collection	2. Issue Order of Payment Slip	As listed below	2 Minutes	Collection Office On-Duty
	2.2. Receive Payment and Issue Official Receipt (OR)		2 Minutes	Collection Office On-Duty
3. Proceed back to Medical Diagnostics and Specific Examinations	3. Eye Examination Forms / Conduct Visual Acuity and Color Vision Examination	₱ 224.00	7 Minutes	Aeromedical Staff On-Duty
	3.3. Laboratory Forms / Conduct Laboratory Test for: Urine Hgb-Hct Blood Chemistry (as required)	₱ 112.00 ₱ 224.00 ₱ 918.00	30 Minutes 45 Minutes 3 Hours	Medical Technologist On-Duty
	3.4 Dental Form / Conduct Dental Examination	₱ 224.00	10 Minutes	Dentist On-Duty
	3.5. Drug Test	Outside		
	3.6 ECG Form / TST Form / Conduct ECG Test (as required)	₱ 280.00 (Procedure) ₱ 100.00 (Reading)	15 Minutes 1 Hour	Medical Equipment Technician On-Duty
	Treadmill Stress Test (TST) when necessary (as required)	₱ 1,680.00 (Procedure) ₱ 500.00 (Reading)		
	3.7. CXR Form / Conduct Chest Radiography (as required)	₱ 280.00	12 Minutes	Radiologic Technologist On-Duty
4. Proceed back to Airmen's Examination Room	4. CAAP Form 548[1]2020 (Back Page) / Conduct Physical / Mental examination, interpret tests results and make recommendation/s	₱ 500.00	30 Minutes	Designated Aviation Medical Examiner On-Duty

	4.1. Check and review completeness of medical reports	None	5 Minutes	Aeromedical Staff On-Duty
	4.2. Evaluate medical report and decision in the CASORT	None	30 Minutes	Chief, OFSAM
	4.3. Encode medical report and decision in the CASORT	None	10 Minutes	Aeromedical Staff On-Duty
	4.4. Print CASORT CAA Entry Form and endorse to AAIB / LCD	None	20 Minutes	Aeromedical Staff On-Duty
5. Present LCD Form 01-10 to Airmen's Room	5. Sign clearance form of	None	2 Minutes	Aeromedical Staff On-Duty
Total:		₱ 784.00	30 Minutes	-

POST INCIDENT / ACCIDENT WITHOUT MEDICAL EXAMINATION (CLASS I, CLASS II)

Office/Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who May Avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Laboratory/diagnostic test results/medical certificate from attending physician (done outside)		AAIB		
2. CAAP-ODG-AAI-021 Form				
3. Accident / Incident Report				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit documents and requirements to Chief, OFSAM	Check / evaluate medical reports submitted and render decision	None	30 Minutes	Chief, OFSAM
2. Proceed to Airmen's Examination Room	Encode medical report and decision in the CASORT	None	20 Minutes	Aeromedical Staff On-Duty
	Print CASORT CAA Entry Form and Endorse to AAIB / LCD	None	20 Minutes	
3. Present LCD Form 01-10 to Airmen's Room	Sign clearance form of applicant	None	5 Minutes	
Total:		None	1 Hour, 15 Minutes	-

FACILITATION OF APPROVAL FOR AIRPORT SERVICES HOURS OF SERVICE EXTENSION

In the exigency of service, CAAP passenger airport terminals, air navigation service, crash, fire and rescue service may operate beyond their published hours of service if requested by aircraft operators to suit the latter's schedule.

Office/Division:	Operations Center (OpCen) Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Airports that processed request for extension of hours of operations by airlines or aircraft operators			
Checklist of Requirements		Where to Secure		
<p>Requesting party should fill-up 1 copy of request form (CAAP-ODG-OPS-004) with:</p> <ul style="list-style-type: none"> • Name of requesting party • Complete billing address • Contact number • Aircraft/flight identification • Requested airport • Published hours of operations of requested airport • Sign the certification as awareness of the fees <p>Airport Manager / Airport OIC or designated OIC:</p> <ul style="list-style-type: none"> • Mark the box correspondingly to the action on the request (Approval Granted / Request Denied Due) 		<p>Download request form at CAAP website www.caap.gov.ph forms and application</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Airport concerned submits 1 copy of request for extension of airport hours of service with their recommendation for approval / disapproval (CAAP-ODG-OPS-004) thru e-mail / Viber, or equivalent AMHS-format request with recommendation	1. OpCen checks whether information supplied is complete and correct	None	3 Minutes	OpCen Duty Officer
	2. OpCen communicates with airport concerned to verify information or to supply missing information	None	1 Minutes	OpCen Duty Officer

2. Airport concerned verifies supplied information or supplies missing information	3. OpCen receives correct information or additional information.	None	1 minute	OpCen duty Officer
3. Thru respective ATS facility which received AMHS message granting permit for extension, airport receives extension permit.	4. OpCen makes extension permit in AMHS format, assigns control nbr, and sends AMHS message to concerned ATS facilities including that of concerned airport.	None	2 minutes	OpCen duty Officer
	5. OpCen updates database of extension facilitation for reference and statistics.	None	2 minutes	OpCen duty Officer
Total:		None	11 Minutes	-

SPECIAL FACILITATION OF FLIGHT OPERATIONS PERMITS (Entry/Exit, Overflight, Domestic Flights and Permit Amendment)

In the exigency of service, CAAP OpCen continues to process flight operations permits beyond the hours of operations (Monday to Friday, 8:00AM to 5:00PM) of the Flight Permits Section of the Flight Operations Department of the Flight Standards Inspectorate Service (FOD-FSIS) in fulfillment of CAAP's mandate to support the aviation industry.

Office/Division:	Operations Center (OpCen)
Classification:	Complex Transaction
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who May Avail:	Local airline operators, local aircraft operators, foreign airline/ aircraft operators represented by local fixed-base operators, Department of Foreign Affairs (DFA) <ul style="list-style-type: none"> ● Emergency flights (landings due to technical problems, rescue) and humanitarian mission flights ● Medical evacuation flights ● Presidential and other high-ranking government official flights ● Urgent flights or changes in flights due to weather avoidance ● Flight permit requests endorsed by the Department of Foreign Affairs (DFA) and/or foreign embassies ● Urgent amendment/revision of flight permits ● Urgent requests for non-scheduled entry/exit overfly flights.
Checklist of Requirements	
Where to Secure	

<p>1. One (1) copy of letter request</p> <p>1.a addressed to the CAAP Director General</p> <p>1.b. attention to Assistant Director General II, FSIS</p> <p>1.c from business name and address of FBO or local ground handler</p> <p>1.d printed on business letter head of FBO or local ground handler</p> <p>1.e containing the following information:</p> <ul style="list-style-type: none"> ● registered business name of aircraft operator ● Aircraft information – type (make and model), registration, call sign, minimum take-off weight (MTOW) ● Route of flight – point of origin, point of destination, airways (if known), entry/exit points of the Manila Flight Information Region (FIR) ● Schedule – date and time of departure and arrival or entry and exit in the Manila FIR ● Purpose of flight <p>2. Copy of letter request from client aircraft operator</p>	<p>Fixed-base operator (FBO) or local ground handler of aircraft operator, or from local airline or aircraft operator</p>				
<p>3. Additional information / attachments for entry/exit flight permits, 1 copy each of:</p> <ul style="list-style-type: none"> ● Pilot/s license(s) ● Medical certificate of pilots ● Airworthiness certificate of the aircraft 	<p>Fixed-base operator (FBO) or local ground handler of aircraft operator, or from local airline or aircraft operator</p>				
<p>3. Additional information / attachments for MEDEVAC flight, 1 copy each of:</p> <ul style="list-style-type: none"> ● medical abstract of patient ● general declaration of flight may be asked on a case-to-case basis 	<p>Fixed-base operator (FBO) or local ground handler of aircraft operator, or from local airline or aircraft operator.</p>				
<p>4. Additional information / attachments for permit amendment, 1 copy of:</p> <ul style="list-style-type: none"> ● copy of previous permit 	<p>Fixed-base operator (FBO) or local ground handler of aircraft operator, or from local airline or aircraft operator.</p>				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
<p>1. Submits letter request and supporting documents to OpCen thru email at opcenftpmnts@gmail.com</p>	<p>1. OpCen checks whether information supplied is complete and correct</p>	<p>None</p>	<p>3 Minutes</p>	<p>OpCen Duty Officer</p>	
	<p>2. OpCen communicates with client to verify information or to supply missing information.</p>	<p>None</p>	<p>3 minutes</p>	<p>OpCen Duty Officer</p>	

2. Client verifies supplied information or supplies missing information	3. OpCen receives correct information or additional information. Again, reviews request.	None	3 minutes	OpCen Duty Officer
	4. OpCen relays request to ADG II, FSIS or designated approving officer thru Viber and waits for his/her approval and/or instructions	None	1 Minutes	OpCen Duty Officer
	5. OpCen makes flight operations permit, assigning appropriate control nbr. If approved, signs approval for approving officer	None (permit fee Php 280 to be processed by FSIS-FOD)	3 minutes	OpCen Duty Officer
3. Client acknowledges receipt of permit	6. If approved, OpCen sends scanned image of signed permit to client thru e-mail or Viber If disapproved, OpCen informs client thru voice call, SMS, Viber or e-mail	None	2 minutes	OpCen Duty Officer
	7. OpCen scans signed permit and updates database of flight operations permits for reference and statistics	None	2 Minutes	OpCen Duty Officer
4. Client transacts with FSIS-FOD for receipt of printed permit and processing of payment for corresponding fees and charges	8. OpCen compiles approved and signed permit and printed request for submission to FSIS-FOD on next working day, for further processing especially for collection of Php 280 permit and computation of corresponding air navigation charges (ANC)	None	1 Minutes	OpCen Duty Officer
Total:		None	18 minutes	-

CERTIFICATION AND ISSUANCE OF AVIATION RECORDS

Office/Division:	RSD/Aviation Records Management Division, FSIS			
Classification:	Simple			
Type of Transaction:				
Who May Avail:	Airmen / Mechanic and other Stakeholders			
Checklist of Requirements		Where to Secure		
1. Retrieval Request Form signed by the Chief ARMD for the issuance of the copy of record for airmen licenses transmitted by the Licensing & Certification Department (LCD), aircraft records from Airworthiness Department (AWD) and flight operations manuals from Flight Operations Department (FOD).		ARMD		
2. Submit Affidavit of Lost – for lost license / documents; Submit Authorization Letter – if represented		Client		
3. Applicable Fees		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to ARMD for the Retrieval Request Form	1. Provide Retrieval Request Form		2 Minutes	ARMD Personnel
2. Submit the Retrieval Request Form to ARMD Personnel	2. ARMD personnel check the Retrieval Request Form and forward to Chief ARMD for signature		2 Minutes	ARMD Personnel Chief, ARMD
	3. Check record in database for airmen/aircraft record Check the list of Technical Guidance Materials of available check Library Rules		3 Minutes	Records Section Custodian Technical Library Custodian
	4. Retrieve the Record		5 Minutes	Designated ARMD Personnel
	5. Print/Photocopy the records and forward to Section Chief for initial		5 min depending on the no. of pages to be printed or photocopied	Designated ARMD personnel Section Chief
	6. Forward the Printed/photo-copied record to Chief ARMD for signature		5 mins	Chief, ARMD

	7. Issue Order of payment Slip (OPS) Note: CAAP employees are exempted for payment	Applicable fees as needed: *CTC Php20.00 *Verificati on	2 min	Designated ARMD personnel
		Php30.00 *Certificati on Php50.00 *Authentic ati on Php50.00 * Scan Php50.00 * Research Php20.00 * Envelope Php20.00 Photocopy Php3.00/p age Php6.00/b ack to back Free- if less than five (5) pages * No payment Collected Subject for CAAP's New Fees and Charges implementati on		
3. Proceed to Collection for payment	PAUSE CLOCK			
4. Proceed back to ARMD and present Official Receipt	Check Official Receipt (OR) and release Certified copy of record to client		2 min	Designated ARMD personnel
Total:			26 Minutes	-

LICENSE AUTHENTICATION FOR DFA REQUIREMENT

Office/Division:	Aviation Records Management Division, RSD, FSIS			
Classification:	Simple			
Type of Transaction:				
Who May Avail:	Airmen / Mechanic and other Stakeholders			
Checklist of Requirements		Where to Secure		
1. Retrieval Request Form signed by the Chief ARMD for the issuance of the copy of record for airmen license transmitted by the Licensing & Certification Department (LCD)		ARMD		
2. Submit Affidavit of Loss – for loss license / document; Submit Authorization Letter if represented		Client		
3. Submit Original License – for reference		Client		
4. Applicable Fees		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to ARMD for the Retrieval Request Form	1. Provide Retrieval Request Form		2 Minutes	ARMD Personnel
2. Submit the Retrieval Request Form to ARMD Personnel	2. ARMD personnel check the Retrieval Request Form and forward to Chief ARMD for signature		2 Minutes	ARMD Personnel
	3. Check records in database		2 Minutes	Records Section Custodian
	4. Scan the license and forward to Section Chief for initial		3 Minutes (depending on the no. of licenses to be scanned)	ARMD personnel Section Chief, ARMD

	5. Forward scanned license to Chief, ARMD for signature	Applicable Fees as needed: *CTC ₱20.00 *Verification ₱30.00 *Certification ₱50.00 *Authentication ₱50.00 * Scan ₱50.00 * Research	3 Minutes	Chief, ARMD
		₱20.00 * Envelope ₱20.00 Photocopy ₱3.00/page ₱6.00/back to back Free- if less than five (5) pages * No payment Collected Subject for CAAP's New Fees and Charges implementation		
Total:		None	14 Minutes	-

LICENSE AUTHENTICATION FOR PROMOTION

Office/Division:	Aviation Records Management Division, RSD, FSIS			
Classification:	Simple			
Type of Transaction:				
Who May Avail:	Airmen / Mechanic and other Stakeholders			
Checklist of Requirements		Where to Secure		
1. Retrieval Request Form signed by the Chief ARMD for the issuance of the copy of record		ARMD		
2. Submit Authorization Letter if represented		Client		
3. Submit Original License – for reference		Client		
4. Applicable Fees		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to ARMD for the Retrieval Request Form	1. Provide Retrieval Request Form		2 Minutes	ARMD Personnel
2. Submit the Retrieval Request Form to ARMD Personnel	2. ARMD personnel check the Retrieval Request Form and forward to Chief ARMD for signature		2 Minutes	ARMD Personnel
	3. Check records in database		2 Minutes	Records Section Custodian
	4. Print the license and forward to Section Chief for initial		3 Minutes (depending on the no. of licenses printed or photocopied)	Designated ARMD Personnel
	5. Forward printed license/s to Section Chief for initial		3 Minutes	ARMD Personnel Chief ARMD
	6. Forward printed license to Chief ARMD for signature		3 Minutes	Chief ARMD
	7. Issue Order of Payment Slip (OPS) Note: CAAP Employees are exempted for payment	Applicable fees as needed: *CTC Php20.00 *Verificati on Php30.00 *Certificati on Php50.00	2 Minutes	ARMD Personnel

		<p>*Authentic ation Php50.00 * Scan Php50.00 * Research Php20.00 * Envelope Php20.00</p> <p>Photocopy Php3.00/pa ge Php6.00/ba ck to back Free- if less than five (5) pages</p> <p>* No payment Collected Subject for CAAP's New Fees and Charges implemen a tion</p>		
Proceed to Collection for payment	PAUSE CLOCK			
Proceed back to ARMD and present Official Receipt (OR)	Check Official Receipt (OR) and release authenticated copy of license to client		2 min	ARMD personnel
Total:			19 Minutes	-

MANDATORY AND VOLUNTARY REPORTS

Office/Division:	Aviation Safety Analysis Division, RSD, FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	Aviation Stakeholders / Service Providers			
Checklist of Requirements		Where to Secure		
1. To develop a mechanism to collect, evaluate process, protect, disseminate and store occurrence data to contribute to the improvement of flight safety		ASAD-RSD, 2ND floor, Annex Building, CAAP MIA Road, Pasay City		
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		ASAD-RSD, 2ND floor, Annex Building, CAAP MIA Road, Pasay City		
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		ASAD-RSD, 2ND floor, Annex Building, CAAP MIA Road, Pasay City		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a copy of all safety reports to ASAD Official email adds.	1. Receiving of Mandatory and Voluntary Reports from FSIS, AAIIB, 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
	3. 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

	4. Disseminate acknowledgement letter, letter to Airport Managers and safety reports.	None	Within 5-10 minutes per report.	Designated Aviation Safety Analyst
	5. Dissemination of safety reports	None	Within 15 minutes	Designated Aviation Safety Analyst
	6. Monitoring and follow-up of reports (investigation, inspection, closure, etc.)	None	Within 15 minutes upon receipt of follow-up reports	Designated Aviation Safety Analyst
	7. Conduct continues analysis of data.	None	Minimum of 1 day	Designated Aviation Safety Analyst
	8. Continue encoding of results of investigation, inspection and analysis.	None	Within 15 minutes as it happens	Designated Aviation Safety Analyst
	9. Conduct analysis base on possible trends	None	Minimum of 1 day (done monthly/quarterly)	Designated Aviation Safety Analyst
	10. 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

	11. 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
	12. 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
	13. 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
	14. Final coded safety reports are entered and available in ASAD Excel	None	Within 2 days	Designated Aviation Safety Analyst and for
	database or thru the ECCAIRS (once available). ASAD uses information it receives to promote aviation safety.			signature/approval of Division Chief III
	15. 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.
Total:		None	15 Days, 1 Hour, 30 Minutes	-

AMENDMENT OF THE PHILIPPINE CIVIL AVIATION REGULATIONS – ICAO INITIATED

Office/Division:	Regulatory Standards Development Division (RSDD), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	All Concerned Offices			
Checklist of Requirements		Where to Secure		
1. ICAO State Letter (Proposal)		International Civil Aviation Coordinating Staff (ICACS) Office 1 st Floor, CAAP Main Bldg., CAAP, MIA Road, Pasay City 1300 or International Civil Aviation Organization (ICAO) Official Website		
2. Working Document				
3. Notice of Meeting				
4. Deliberation of the Technical Working Group				
5. Preparation of Draft Memorandum Circular				
6. Conduct of Public Hearing				
7. Approval of the Memorandum Circular				
8. Publication of the approved Memorandum Circular				
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 Minutes (maximum)	Designated RSDD receiving personnel
	2. Recording and numbering of ICAO State Letter	None	2 Minutes	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 Minutes	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 CAAP Board Approval, if necessary	None	15 mins	RSDD Personnel on duty

	17. Preparation of documents for publication of the Approved Memorandum Circular	None	15 minutes (maximum) *from receipt of the approved Memorandum Circular	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	Regulations Maintenance Section
			*from receipt of the newspaper layout	(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 *from receipt of the Certified True Copies	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, 45 Minutes (simple) 18 Days, 7 Hours, 27 Minutes (complex)	-

AMENDMENT OF THE PHILIPPINE CIVIL AVIATION REGULATIONS – STAKEHOLDER INITIATED

Office/Division:	Regulatory Standards Development Division (RSDD), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	All Concerned Offices			
Checklist of Requirements		Where to Secure		
1. Form of Petition for Amendment from Stakeholder/s (Duly Notarized)		Regulatory Standards Department 9RSD) Annex Bldg., 2 nd Floor Civil Aviation Authority of the Philippines MIA Road, Pasay City 1300 or Flight Standards Inspectorate Service Civil Aviation Authority of the Philippines MIA Road, Pasay City 1300		
2. Working Document				
3. Notice of Meeting				
4. Deliberation of the Technical Working Group				
5. Preparation of Draft Memorandum Circular				
6. Conduct Public Hearing				
7. Approval of the Memorandum Circular				
8. Publication of the approved Memorandum Circular				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. File petition for PCAR amendment	1. Receive petition for amendment	None	5 minutes (maximum)	Designated receiving personnel of RSDD
	2. Recording and numbering of Form of Petition	None	2 mins	RSDD Personnel
	3. Preparation of Working Document	None	Variable 1-2 day/s (simple) 3-5 days (complex)	Regulations Development Amendment Section (RDAS) -Civil Aviation Regulations Officer
	4. Review and endorsement by Division Chief, RSDD	None	4 hours (simple) 1 day (complex)	Division Chief, RSDD
	5. Technical review and deliberation of the proposed amendment	None	Variable	Technical Working Group

	6. Drafting of Memorandum Circular	None	Variable	Regulations Development Amendment Section (RDAS) -Civil Aviation Regulations Officer
	7. Public Hearing, if required	None	5 days preparation prior to scheduled Public Hearing	Regulations Maintenance Section (RMS) -Civil Aviation Regulations Officer
	8. Consolidation and review of the output of Public Hearing	None	1 day	Technical Working Group and Civil Aviation Regulations Officer
	9. Finalization of the Memorandum Circular	None	1 day	Regulations Development Amendment Section (RDAS) -Civil Aviation Regulations Officer
	10. Regulations Review Committee's approval of the Memorandum Circular	None	1 day	Regulations Review Committee
	11. Director General's approval of the Memorandum Circular	None	1 day	Director General
	12. Board Approval, if required	None	1 day	CAAP Board Members
	13. Publication of approved Memorandum Circular	None	2 days	Regulations Maintenance Section (RMS)- Civil Aviation Regulations Officer
	14. Incorporation of Memorandum Circular to the Philippine Civil Aviation Regulations	None	5 days	Regulations Maintenance Section (RMS)- Civil Aviation Regulations Officer
Total:			21 Days, 4 Hours, 7 Minutes	-



AREA CENTERS

ACCOUNTING CLEARANCE

Office/Division:	Accounting Section, Finance Division - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	CAAP Employees, Retiree and Concessionaires			
Checklist of Requirements		Where to Secure		
None				
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	1. 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 / Acknowledgement Receipt	2. Issuance of Acknowledgement Receipt in case of unliquidated cash advances / Official Receipt in case of delinquent account of concession	None	5 Minutes	Collecting Officer
4. Receive the duly approved accounting clearance	3. Signs, approve and issue the Accounting Clearance	None	5 Minutes	Area Accountant
Total:		None	15 Minutes	-

Note: Duration of activity will depend on the volume of clearances being processed.

APPLICATION OF HEIGHT CLEARANCE

Office/Division:	Aviation Services Safety Office - Airport			
Classification:	Simple			
Type of Transaction:				
Who May Avail:	Government to Private, Private			
Checklist of Requirements		Where to Secure		
1.Application Form of the Proposed Structure		CAAP Website: www.caap.gov.ph		
2.Elevation Plan of the Proposed Structure		Client		
3.Location Plan with Vicinity Map		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Download Application Form from www.caap.gov.ph		None		
2.Present HCP application documents to ASSO Staff	1. Assess compliance and completeness of documents	None	15 Minutes	ASSO Staff
	2. Log HCP application documents	None	15 Minutes	ASSO Staff
	3. Review HCP application and other documents	None	1 Day	Airport Manager
	4. Scan HCP application and other documents for record purposes	None	20 Minutes	ASSO Staff
	5. Forward HCP application documents via email to osd@caap.gov.ph	None	5 Minutes	ASSO Staff
Total:		None	1 Day, 55 Minutes	-

CRASH FIRE AND RESCUE RESPONSE

Office/Division:	CFR - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Airport Facilities and Aircraft			
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Distress Call	1. Dispatch the necessary equipment and sufficient personnel to crash site and commence fire suppression and rescue	None	3 Minutes	Fire / Crew Supervisor
	2. Establish on scene command post	None	3 Minutes	Fire / Crew Supervisor
	3. Request additional support as required	None	3 Minutes	Fire / Crew Supervisor
	4. Coordinate on scene activities with senior airport official, medical officer and police and incident officer	None	15 Minutes	Fire / Crew Supervisor
	5. Assigns area for initial medical triage and assembly area for ambulatory passengers	None	5 Minutes	Fire / Crew Supervisor
Total:		None	29 Minutes	-

HEROES' LOUNGE ACCESS

Office/Division:	CSIS - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Government Agencies and private entities with VIP guests			
Checklist of Requirements		Where to Secure		
1. Duly accomplished Heroes' Lounge Application Form		CAAP		
2. Payment of Heroes' Lounge Fee (₱ 560.00 / hour)		Claimant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CAAP Office Security Guard House and secure VIP Lounge Application (VLA) Form	1. Release VLA Form	None	1 Minute	Guard on Duty
2. Fill out and submit duly accomplished VLA form to AVSE and in case of departure, OTS for approval	2. Receive request together with the supporting documents and the duly accomplished Application Form	None	5 Minutes	AVSEU and in case of departure, OTS
3. Proceed to CSI and submit the form	3. Evaluate and sign in the VIP Lounge Application	None	5 Minutes	CSI
	3.1. Signify the availability of the VIP Lounge and Approve the VLA	None	5 Minutes	Airport Manager
4. If approved, show document to billing / finance for Issuance of Billing and Order of Payment or Certification of Exemption if exempt	4. Certificate of Exemption or Issuance Billing and Order of Payment	None	10 Minutes	Billing / Finance
5. Payment of Access Pass Fee	5. Collect payment and issue Official Receipt	₱ 560.00 / hour	10 Minutes	Collecting Officer
6. Submit VLA Form with OR to CSIS	6. Receive the VLA Form and confirm schedule, send copies to AVSE and Security	None	10 Minutes	CSIS
Total:		₱ 560.00 / hour	46 Minutes	-

ISSUANCE OF ACCESS PASS

Office/Division:	CSIS - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Concessionaires Government Agencies and CAAP Personnel			
Checklist of Requirements			Where to Secure	
1. NBI Clearance / Police Clearance			PNP / NBI	
2. 1pc 2x2 picture			Claimant	
3. 2pcs 1x1 picture			Claimant	
4. Duly accomplished Access Pass Application Form			CSI	
5. Endorsement Letter from Employer			Claimant	
6. Payment of Access Pass Fee (₱ 56.00)			Claimant	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CSI and ask for Access Pass Application Form	1. Release Access Pass Application Form	None	1 Minute	CSIS
2. Fill out and submit request for Access Pass	2. Receive request together with the supporting documents and the duly accomplished Application Form	None	6 Minutes	CSIS
3. Submit for interview	3. Evaluate application and submitted	None	15 Minutes	CSIS
	4. Review/Investigate/ Recommend Approval/ Disapproval	None	15 Minutes	CSIS
	5. Approve and sign the Application / Disapprove	None	5 Minutes	Airport Manager
4. If approved, show document to billing / finance for Issuance of Billing and Order of Payment	6. If approved, Issuance Billing and Order of Payment	None	10 Minutes	Billing / Finance
5. Payment of Access Pass Fee	7. Collect payment and issue Official Receipt	₱ 56.00	10 Minutes	Collecting Officer
6. Submit required documents with OR to CSIS	8. Print Access Pass	None	5 Minutes	CSIS
7. Sign Access Pass	8. Countersign Access Pass and forward to AM for signature	None	5 Minutes	CSIS
	10. Sign Access Pass	None	5 Minutes	Airport Manager
8. Receive Access Pass	11. Laminate and release Access Pass	None	5 Minutes	CSIS
Total:		₱ 56.00	1 Hour, 22 Minutes	-

PAY PARKING COLLECTION

Office/Division:	Collection Unit - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	Passengers and other Airport Clients			
Checklist of Requirements		Where to Secure		
1.Driver's License		Client		
2.OR / CR		Client		
3. Parking Waiver		CAAP		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Parking Entrance				
2. Pay Parking Fee		₱ 22.40	1 Minute	Parking Fee Collector
Overnight Parking				
1. Proceed to Parking Entrance and show the pertinent documents	1. Check the Driver's License OR/CR and Mobile number and issue parking waiver	None	3 Minutes	Parking Fee Collector
2. Receive the parking fee ticket and pay the parking fee	2. Issue parking fee ticker and collect the fee	₱ 168.00 / night	1 Minute	Parking Fee Collector
Total:		₱ 22.40 or ₱168.00 / night	4 Minutes	-

PROCESSING APPLICATION FOR CONCESSION

Office/Division:	Collection Unit - Airport
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who May Avail:	Any person, private or government organization who want to occupy airport space.
Checklist of Requirements	
Where to Secure	
1. Duly accomplished Concession Application Form	https://caap.gov.ph/wp-content/uploads/2021/04/Concession-Application-Form-1.pdf
2. Letter of Intent	Applicant
3. Business Plan containing executive summary, Company description, market analysis, management and organizational structure, products and services with pricing, projected financial statement for one calendar year, architectural plan / layout / design of proposed concession space	Applicant
4. Duly accomplished Personal Data Sheet	http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017
5. Undertaking of No Pending Case	Applicant
6. Declaration of No Relationship	Applicant
7. Valid Identification Card	Applicant
After Approval	
8. Permits Mayor's Business Permit (DTI, BIR)	Applicant
9. Height Clearance (if applicable)	Applicant
10. Architectural plans for new structures	Applicant
11. Health Clearance for service personnel	Applicant
12. Access Pass for Personnel	Applicant
Renewal	
13. Certificate of No Outstanding Balance	Accounting
14. Former and existing concession contracts with CAAP	Airport Concession In-Charge
15. Certificate of No Violation	Airport Concession In-Charge
Additional Requirements for Corporation	
16. Secretary's Certificate	Concessionaire
17. SEC Registration TSSP	SEC
18. Compliance with Electrical Code	Bureau of Fire
19. Compliance with the Building Code	OBO
20. Sanitary Permit	City / Municipal Health Office
Additional Requirements for Single Proprietorship	
21. DTI Certificate	Concessionaire

22. Sanitary Permit		Concessionaire		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the link https://caap.gov.ph/business-development-airport-concession/ and click the Area where you intend to apply for concession. Fill in the online form and attach the required documents	1. Receive the online application and initially evaluate the application	None	20 Minutes	Airport Concession In-Charge (ACIC)
	2. Discuss the application with Airport Manager (AM) and relevant technical offices (e.g. engineering, safety, ANS, CFR, ATS)	None	30 Minutes	ACIC, Airport Manager, other service chiefs is necessary
	3. Review, assess, and recommend approval / denial of the application and endorse to the Area Manager	None	30 Minutes	Airport Manager
	4. Review, assess, and recommend approval / denial of the application to the Business Development Division (BDD)	None	30 Minutes	Area Manager
	5. Conduct assessment and review the application; Discuss, deliberate and submit recommendation			BDD
2. Receive a copy of the decision thru mail and further instructions if approved	6. Approve / Disapprove	None	15 Minutes	Head, BDD
	7. If approved, draft Contract of Lease	None	30 Minutes	BDD Staff
	8. Receive and approve draft contract	None	15 Minutes	Head, BDD

3. Present valid ID or authorization letter, pay notarial fee	9. Send draft contract to Airport Concession In-Charge for printing and signing, payment of notarial fee	₱ 150.00	30 Minutes	BDD Staff
	10. Mailing of signed contract to BDD for processing and signing of the Director General	None	30 Minutes	ACIC
	11. Process signed contracts and check completeness	None		BDD
	12. Signing of Contract	None		DG
	13. Notarization and mailing of contracts	None		BDD
4. Receipt of notarized contracts	14. Receipt of notarized contract, mailing to client		15 Minutes	ACIC
5. Receipt of Order of Payment	15. Billing and request for issuances of Order of Payment on the two months advance rental and two months deposit	None	20 Minutes	Billing and accounting staff
6. Payment of advance and security deposit	16. Collection of the advance payment and security deposit	Equivalent to 4 months contract price	15 Minutes	Collecting Officer
7. Submit copy of Official Receipt	17. Receive the document and send to BDD	None	10 Minutes	ACIC
	18. Receive copy of the payment and issuance of the Notice to Proceed (NTP); notify ACIC and concessionaire	None	15 Minutes	Head, BDD
8. Receive copy of the Notice to Proceed; start occupancy	19. Release copy of the NTP to concessionaire	None	20 Minutes	ACIC
Total:		Equivalent to months contract price	5 Hours, 25 Minutes	-

Note: Approval / Disapproval of application will be in the Central Office thru the BDD. Follow ups may be made through the ACIC. Processing time excludes Central Office / BDD action.

PROCESSING OF FLIGHT PLAN

Office/Division:	Air Traffic Service - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who May Avail:	License Pilot or License Flight Dispatcher			
Checklist of Requirements			Where to Secure	
1. Pilot Licenses			Applicant	
2. Airworthiness of the Aircraft			Applicant	
3. Duly accomplished Flight Plan Form			Applicant	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Air Traffic Control Office and ask for Flight Plan Form	1. Release Flight Plan Form	None	1 Minute	Air Traffic Controller
2. Fill out and submit the Flight Plan Form	2. Receive, acknowledge and check the duly accomplished Flight Plan	None	2 Minutes	Air Traffic Controller
	3. Review, verify and evaluate the Flight Plan	None	2 Minutes	Air Traffic Controller
3. Receive briefing on route and destination	4. Brief client on route and destination	None	5 Minutes	Air Traffic Controller
4. Receive copy of the approved Flight Plan	5. Approve the Flight Plan and furnish a copy to the pilot/flight dispatcher	None	2 Minutes	Air Traffic Controller
Total:		None	12 Minutes	-

PROCESSING OF MONETARY CLAIMS

Office/Division:	Accounting Section / Finance Division - Airport	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who May Avail:	CAAP Employees / Personnel and outside creditors	
Checklist of Requirements		Where to Secure
1. Cash Advance of Traveling Expenses		
a. Disbursement Voucher Form		Accounting
b. Approved Travel Order		Admin
c. Itinerary of Travel		Claimant
d. Statement of Account (if applicable)		Claimant
2. Payment / Reimbursement of Traveling Expenses		
a. Disbursement Voucher Form		Accounting
b. Approved Travel Order		Admin
c. Itinerary of Travel		Claimant
d. Certificate of Travel Completed		Claimant
e. Taxi, Van, Ferry, Bus, Tickets		Claimant
f. Certificate of Appearance		Admin
g. Travel Report		Claimant
h. Notice of Assumption for New / Transferred Personnel		HR
i. Plane Ticket with Official Receipt		Claimant
j. Boarding Pass		Claimant
k. Certificate of Expenses not requiring receipts		Claimant
3. Reimbursement of Expenses Incurred for Airport Operations		
a. Disbursement Voucher Form		Accounting
b. Purchase Request		Supply
c. Official Receipt with the initial of the inspector and date		Supply
d. Inspection and Acceptance		CAAP
e. List of Receipts with Expenditures and Certification		Claimant
f. Requisition Issue Slips		Supply
g. Inventory Custodian Slip / Acknowledgement Receipt		Supply
4. Security Service		
a. Disbursement Voucher Form		Accounting
b. Agency Billing Statement		Claimant
c. Certified True Copy of Official Receipts of SSS, Pag-Ibig, and PhilHealth Contribution		SSS/Pag-Ibig/PhilHealth
d. Copy of Duty Detail Order		Claimant
e. Daily Time Records of Security Guards		Claimant
f. Summary of Time Record duly certified correct by the CSIS		CSIS
g. Copy of Payroll		Claimant

4. Security Service				
a. Disbursement Voucher Form		Accounting		
b. Agency Billing Statement		Claimant		
c. Certified True Copy of Official Receipts of SSS, Pag-Ibig, and PhilHealth Contribution		SSS / Pag-Ibig / PhilHealth		
d. Copy of Duty Detail Order		Claimant		
e. Daily Time Records of Security Guards		Claimant		
f. Summary of Time Record duly certified correct by the CSIS		CSIS		
g. Copy of Payroll		Claimant		
h. Certification of Performance		Claimant		
i. Daily Reports of CSIS		CSIS		
j. Certification that all wages and benefits are in accordance		Claimant		
k. Contract		Claimant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Finance Unit / Receiving Clerk	1. Ask for checklist or list of requirements for the claims	None	1 Minute	Finance / Receiving Clerk
2. Submit the necessary claims and supporting documents	2. Receive / acknowledge / record on the logbook and assign DV No.	None	30 Minutes	Finance / Receiving Clerk
	3. Receive, check, evaluate the submitted claims and supporting documents	None	15 Minutes	Pre-Audit
	4. Obligation of Funds	None	15 Minutes	Budget Officer
	5. Record to JEV & LS (for CA Liquidation) the submitted claims and supporting documents	None	15 Minutes	Accounting Staff
	6. Indexing of Payment	None	15 Minutes	Accounting Staff
	7. Certify as to availability of Funds/completeness of documents	None	15 Minutes	Accountant

	8. Approval of Disbursement Voucher	None	15 Minutes	Area Manager / Airport Manager
	9. Issuance / Signing of Checks	None	15 Minutes	Disbursing Officer
	10. Co-sign the check	None	15 Minutes	Area Manager / Airport Manager
3. Receiving the Check	11. Upon checking proper identification or authorization requirements, the client signs the voucher	None	10 Minutes	Disbursing Officer
	and the withholding tax certificates (if applicable)			
	12. Upon checking that all signatories have been placed, released the check	None	5 Minutes	Disbursing Officer
Total:		None	2 Hours, 36 Minutes	-

PROCESSING OF REQUEST FOR EXTENSION OF HOUR OPERATION

Office/Division:	Air Traffic Service - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who May Avail:	License Pilot or License Flight Dispatcher			
Checklist of Requirements		Where to Secure		
1. Duly accomplished request for Extension of Operation Hours (REHO) Form		1. Airport Manager / OIC 2. Online https://caap.gov.ph/wp-content/uploads/2021/04/CAAP-ODG-OPS-004-Ap-Hrs-of-Service-Extn_Req-form.pdf		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Finance Unit / Receiving Clerk	1. Ask for REHO Form	None	1 Minute	Receiving Clerk / Airport Manager's Office
2. Fill out and submit the REHO Form	2. Receive duly accomplished REHO Form	None	2 Minutes	Receiving Clerk / Airport Manager's Office
	3. Extension coordinated with AP facilities concerned and approval / denial recommended	None	15 Minutes	Airport Manager
	4. Relay the request to the Director General thru the Operations Rescue Coordinate Center (ORCC) for processing	None	15 Minutes	Air Traffic Controller
	5. Approve / Deny the REHO	None		The Director General thru the Operations Rescue Coordinate Center (ORCC)

3. Receive a copy of the approved / denied REHO	6. Relay approval / denial to requesting party and airport / tower concerned	None		The Director General thru the Operations Rescue Coordinate Center (ORCC)
4. Receive a copy of the approved/denied REHO	7. Furnish a copy to requesting party, billing and operations for information and appropriate action	None	15 Minutes	Air Traffic Controller
5. Receive a copy of the corresponding billing	8. Issues billing to requesting party	₱ 5,000.00 / Hour	15 Minutes	Billing
Total:		₱ 5,000.00 / Hour	4 Minutes	-

PROCESSING OF REQUEST TO ACCESS AIRSIDE

Office/Division:	Air Traffic Service - Airport			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who May Avail:	Government Agencies and Hospitals			
Checklist of Requirements		Where to Secure		
1. Request Access to Airside (RAA) Form		CAAP		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CAAP Office Receiving Clerk and request	1. Release Request to Access Airside Form	None	1 Minute	Receiving Clerk
2. Submit the duly accomplished RAA Form	2. Receive and evaluate duly accomplished Request Access to Airside Form	None	5 Minutes	Receiving Clerk
	3. Evaluate, verify, and recommend for approval the RAA	None	2 Minutes	CSI
3. Receive the duly approved RAA Form	4. Approve / Disapprove RAA	None	2 Minutes	Airport Manager
	5. Access the movement of the airside and send final signal when to go in	None	2 Minutes	Air Traffic Service
Total:		None	12 Minutes	-

Guidelines on Customer Feedback and Satisfaction Rating

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

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

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

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

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 ARTA, PCC, and CCB	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph v.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph h 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICES

CENTRAL OFFICE

Office / Department / Division	Address	Contact Information (7944-local)
Board of Directors		
Office of the Director General (ODG)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2001
Office of the Head Executive Assistant (HEA)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2006
Office of the Chief of Staff (COS)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2005
Office of the Deputy Director General for Operations (ODDGO)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2002 / 2008
Office of the Deputy Director General for Administration (ODDGA)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2003 / 2009
Office of the Director General		
Internal Audit Service (IAS)	3 rd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2024 / 2025
Civil Aviation Training Center (CATC)	Merville Access Road, Pasay City	2011-2015
Corporate Communications Staff (CCS)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2016 / 2017
International Civil Aviation Coordinating Staff (ICACS)	1 st Floor, Main Building, CAAP, Old MIA Road, Pasay City	2018 / 2019
Aircraft Accident Investigation and Inquiry Board (AAIIB)	2 nd Floor, Admin Annex Building, CAAP, Old MIA Road, Pasay City	2020 / 2021
Aerodrome and Air Navigation Safety Oversight Office (AANSOO)	1 st Floor, Main Building, CAAP, Old MIA Road, Pasay City	2032 / 2033
Flight Inspection and Calibration Group (FICG)		2022 / 2023

Operations Center (OpCen)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2030-2034/2342
Corporate Planning Office (CorPlan)	4 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2051 / 2052
Administrative and Finance Department (AFS)		
Administrative Department	3 rd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2061-2064
<i>Central Records and Archive Division</i>	2 nd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2069 / 2070
<i>Supply Division</i>	2 nd Floor, Supply Building, CAAP, Old MIA Road, Pasay City	2071-2074
<i>Procurement Division</i>	3 rd Floor, Supply Building, CAAP, Old MIA Road, Pasay City	2075-2077
<i>Human Resource Management Division</i>	2 nd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2354/2073-2081
Finance Department	2 nd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2082-2087
<i>Accounting Division</i>	2 nd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2094-2096
<i>Budget Division</i>	3 rd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2099-2101
<i>Checking Unit</i>	3 rd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2080 / 2081



Flight Standards Inspectorate Service (FSIS)		
Airmen Examination Board (AEB)	2 nd Floor, FSIS Building, CAAP, Old MIA Road, Pasay City	2139-2141
Airworthiness Department (AWD)	1 st Floor, FSIS Building, CAAP, Old MIA Road, Pasay City	2113 / 2114
Flight Operations Department (FOD)	2 nd Floor, FSIS Building, CAAP, Old MIA Road, Pasay City	2105 / 2106
Licensing and Certification Department (LCD)	1 st Floor, FSIS Building, CAAP, Old MIA Road, Pasay City	2121 / 2122
Office of the Flight Surgeon and Aviation Medicine (OFSAM)	1 st Floor, Admin Annex Building, CAAP, Old MIA Road, Pasay City	2142 / 2143 / 2145
Regulatory Standards Department (RSD)	2 nd Floor, FSIS Building, CAAP, Old MIA Road, Pasay City	2131-2134
Air Traffic Service (ATS)		
Air Traffic Planning and Progression Department	2 nd Floor, ATS Building, CAAP, Old MIA Road Pasay City	2158 / 2159
Aeronautical Information and Communication Department	2 nd Floor, ATS Building, CAAP, Old MIA Road Pasay City	2174 / 2175
Air Traffic Control and Airspace Management Department	2 nd Floor, ATS Building, CAAP, Old MIA Road Pasay City	2164 / 2165
Air Navigation Service (ANS)		
Air Navigation Project Planning and Design Department	2 nd Floor, ANS Technical Center, CAAP, Old MIA Road Pasay City	2185 / 2186
Air Navigation Project Implementation Department	2 nd Floor, ANS Technical Center, CAAP, Old MIA Road Pasay City	2191 / 2192
Air Navigation Quality Management Department	1 st Floor, ANS Technical Center, CAAP, Old MIA Road Pasay City	2205 / 2206
Air Navigation Operations Department	1 st Floor, ANS Technical Center, CAAP, Old MIA Road Pasay City	2197 / 2198



CAAP Security and Intelligence Service (CSIS)		
Intelligence Division	1 st Floor, Main Building, CAAP, Old MIA Road, Pasay City	2045-2050
Civil Security Division		
Aerodrome Development and Management Service (ADMS)		
Aerodrome Engineering Department	5 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2214 / 2215
Aerodrome Operations Department	5 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	
<i>Height Clearance</i>	5 th Floor, Main Building, CAAP, Old MIA Road, Pasay City	2220
Enforcement and Legal Service (ELS)		
Enforcement Legal Office	ELS Office, CAAP, Old MIA Road, Pasay City	2042-2044



AREA CENTERS

Area Center	Area / Airport Manager	Address	Contact Information
Area I - Laoag	Ronald V. Estabillo	area_center1@caap.gov.ph area1_concession@caap.gov.ph	(077) 670-8446 (077) 670-8577
Area II - Tuguegarao	Mary Sulyn A. Sagorsor	area_center2@caap.gov.ph area2_concession@caap.gov.ph	(078) 304-1015 (078)304-1177
Area III - Macapagal Int'l. Airport	Glenn D. Tripulca	area_center3@caap.gov.ph area3_concession@caap.gov.ph	(045) 599-2502 (045) 599-2702
Area IV - Puerto Princesa	Rafael A. Tatlonghari	area_center4@caap.gov.ph area4_concession@caap.gov.ph	(048) 433-4965 (048) 433-3006
Area V - Legaspi	Cynthia M. Tumanut	area_center5@caap.gov.ph area5_concession@caap.gov.ph	(052) 483-2395
Area VI - Iloilo	Manuela Luisa F. Palma	area_center6@caap.gov.ph area6_concession@caap.gov.ph bacolod_concession@caap.gov.ph kalibo_concession@caap.gov.ph	(033) 320-8058 (033) 333-0024
Area VII - Panglao	Rafael A. Tatlonghari	area_center7@caap.gov.ph area7_concession@caap.gov.ph	(038) 412-9999 (038) 412-9972
Area VIII - Tacloban	Deorico G. Ellema, Jr	area_center8@caap.gov.ph area8_concession@caap.gov.ph	(053) 832-1001 (053) 832-1632
Area IX - Zamboanga	Antonio B. Alfonso	area_center9@caap.gov.ph area9_concession@caap.gov.ph	(062) 991-1394 (062) 990-2745
Area X - Laguindingan	Job B. De Jesus	area_center10@caap.gov.ph area10_concession@caap.gov.ph	(088) 555-1881 (088) 555-1886
Area XI - Davao	Rex A. Obcena	area_center11@caap.gov.ph area11_concession@caap.gov.ph	(082) 234-3615 (082) 235-0007
Area XII - Butuan	Evangeline Daba	area_center12@caap.gov.ph area12_concession@caap.gov.ph	(085) 342-3215 (085) 815-6027