



CITIZEN'S CHARTER

2025 (1st Edition)

CIVIL AVIATION AUTHORITY
OF THE PHILIPPINES



**CIVIL AVIATION AUTHORITY
OF THE PHILIPPINES**

**CITIZEN'S CHARTER
2025 (1ST Edition)**

I. MANDATE

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

II. VISION

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

III. MISSION

To ensure a safe, secure and green Philippine Sky.

IV. PRINCIPLE

“Sovereignty invisible with National Security. Reciprocity invisible 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 of the Philippines (CAAP) is committed to provide safe, efficient, secure and environmentally-complaint 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 provided periodically for its continuing suitability.

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CENTRAL OFFICE

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 or 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	Half of the day	DMS Administrator/ Records Officer
	1.2 Answer queries about DMS	None	15 minutes	DMS Administrator/ Records Officer
	1.3 Generating audited report of uploaded files from DMS (upon request by user)	None	2 hours	DMS Administrator
TOTAL			6 Hours and 15 Minutes	

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

CRAD 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 digitalization program.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. 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	None	Three (3) working days upon receipt	Records Officer, CRAD
TOTAL:			3 Days and 5 Minutes	

ANALYZING, CLASSIFYING, SCANNING, UPLOADING (AT CAAP DMS) AND FILING OF OTHER DOCUMENTS RECEIVED SUCH AS MOA, MOU, AGREEMENTS, LETTER / 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 digitalization program.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP 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	1.1 Receives documents for file	None	5 minutes	Office Assistant, 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	None	Three (3) working days upon receipt	Records Officer, CRAD
TOTAL:			3 Days and 5 Minutes	

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 in included in this process due to their similarity of transaction (Authentication).

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Original copy of documents 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 of the document/s for authentication to logbook 2.2 Check filled-up Request Form		5 minutes	Records Officer, CRAD
	2.3 Review of the document/s	None	10 minutes	Records Officer, CRAD
	For TO: 2.3 Review of the document/s		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	Chief/Signatory , CRAD Records Officer, CRAD
3. Received at CRAD receiving copy	3. Release the documents	None	2 minutes	Office Assistant, CRAD
	4. File CRAD copy/ies to Document (if necessary) or TO	None	1 minute	Records Officer, CRAD
TOTAL:			34 Minutes TO: 19 Minutes	

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

The 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 or 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. Original copy/s of Documents and/or Contracts 2. Photocopy of Documents 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
1. Fill-out Request Form	2.1 Receiving and recording of the document/s for authentication to logbook 2.2 Check filled-out Request Form	None	15 minutes	Records Officer, CRAD
	2.3 Review of the documents	None	15 minutes	Records Officer, CRAD
	2.4 Authenticates/signs the machine copies of the documents and/or Contract	None	4 hours	Records Officer, CRAD
3. Release at CRAD receiving copy	3. Release the documents	None	2 minutes	Office Assistant, CRAD
	4. File CRAD copy/ies of Documents	None	1 minute	Records Officer, CRAD
TOTAL:			4 Hours and 34 Minutes	

CAAP DMS ACCOUNT CREATION/S

This process involves the creation of Document Management System (DMS) account/s of CAAP Employee / Personnel.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. CAAP Accomplished 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
	1.1 Receive the Request Form from the Employee/s	None	2 minutes	CRAD Administrative Assistant
	1.2 Review and Encode the Request	None	3 minutes	CRAD Administrative Assistant
	1.3 Approve the Request	None	15 minutes	DMS Administrator
	1.4 Account Creation a. Individual Account	None	1 hour	DMS Administrator/ CRAD Administrative Assistant
	b. Multiple Accounts (More than 5 Accounts)	None	7 hours	
	1.5 Update the Master list of DMS Accounts	None	15 minutes	DMS Administrator
	1.6 Email the DMS Account Credentials to the email address provided by Requestor	None	15 minutes	DMS Administrator/ CRAD administrative Assistant
TOTAL:			Individual Account: 1 Hour and 50 Minutes Multiple Accounts: 7 Hours and 50 Minutes	

CAAP-DMS – CREATION / DELETION OF LIBRARY/IES

This process involves the creation / deletion of the library/ies in Document Management System (DMS) requested by concerned CAAP Office

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Accomplished CAAP Request Form (Approved by the Head of the Service / Department / Office Concerned)		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 Receive the Request Form from the Employee/s	None	2 minutes	CRAD Administrative Assistant
	1.2 Review and Encode the Request	None	3 minutes	CRAD Administrative Assistant
	1.3 Create / Delete Library/ies a. Single Library	None	20 minutes	CRAD Administrative Assistant
	b. Multiple Libraries (5 Libraries or more)	None	4 hours	CRAD Administrative Assistant
	1.4 Update the Database	None	15 minutes	DMS Administrator/ CRAD Administrative Assistant
	1.5 Send the Confirmation of the created / deleted library/ies to Requestor through email	None	15 minutes	DMS Administrator
TOTAL:			Single Library: 55 Minutes Multiple Libraries: 4 Hours and 32 Minutes	

CAAP-DMS – DELETION OF DOCUMENT/S

This process involves the deletion of the document/s in Document Management System (DMS) requested by concerned CAAP Office

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Accomplished CAAP Request Form (Approved by the Head of the Service / Department / Office Concerned)		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 Receive the Request Form from the Employee/s	None	2 minutes	CRAD Administrative Assistant
	1.2 Review and Encode the Request	None	3 minutes	CRAD Administrative Assistant
	1.3 Deletion of Document/s a. Single Document	None	20 minutes	CRAD Administrative Assistant
	b. Multiple Documents (10 documents or more)	None	4 hours	CRAD Administrative Assistant
	1.4 Update the Database	None	15 minutes	DMS Administrator/ CRAD Administrative Assistant
	1.5 Send the Confirmation of the deleted Document/s to the Requestor through email	None	15 minutes	DMS Administrator
TOTAL:			Single Document: 55 Minutes Multiple Documents: 4 Hours and 35 Minutes	

DISSEMINATION OF DOCUMENTS THRU DOCUMENT MANAGEMENT SYSTEM (DMS) INCLUDING EMAIL TO CAAP OFFICES, AREA CENTERS/ AIRPORT (DOCUMENTS RECEIVED BEFORE 4:45PM OF THE DAY)

CRAD, is 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 day.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. 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 concerned offices	None	Within 1 hour upon receipt of the document/s	CRAD DMS Admin designate
TOTAL:			1 Hour	

DISSEMINATION OF DOCUMENTS THRU DOCUMENT MANAGEMENT SYSTEM (DMS) INCLUDING EMAIL TO CAAP OFFICES, AREA CENTERS/ AIRPORT (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 4:45 p.m. cut-off, it follows the process of a. Dissemination of Documents received before 4:45 p.m. of the day, beginning the first hour of immediate succeeding workday and time received thru the respective email concerned.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. 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 concerned offices	None	Within 1 hour upon receipt of the document/s	CRAD DMS Admin designate
TOTAL:			1 Hour	

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

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. 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 techniques	None	6 hours	CRAD Records Officer
	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 with relevant laws on records management	None	4 hours	
	1.4 Recommends improvement to the current record management work methods, policies and procedures	None	3 hours	
	1.5 Respond to information inquiries of CAAP records policies, procedures and management	None	1 hour	
	1.6 Submit to ODG thru Channels the recommended improvements/amendments to the current Record Management Policies	None	3 hours	
TOTAL:			3 Days	

MONITORING 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 or 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. 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	1 hour	Records Officer, CRAD
	1.3 Update summary listing of CAAP policies	None	2 hours	Records Officer, CRAD
TOTAL:			1 Day	

NUMBERING AND RECORDING OF AUTHORITY ORDERS (AO), MEMORANDUM CIRCULARS (MC) AND SPECIAL ORDERS (SO), FSIS FOREIGN TRAVEL AND AFS LOCAL TRAVEL

This process involves CAAP Issued documents that needs to be numbered and recorded. These documents such as AO, MC, SO, and FSIS Foreign Travel were stored in CRAD Database and Server and be uploaded in the CAAP DMS.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. CAAP Issued Original Copy of Documents and Its attachment if applicable		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 Received Issued documents for numbering	None	1 minute	CRAD Administrative Assistant
	1.2 Review/Check the CAAP Issued documents	None	15 minutes	CRAD Records Officer
	1.3 Numbering and Recording of CAAP Issued Documents	None	15 minutes	CRAD Records Officer
TOTAL:			31 Minutes	

ORIENTATION AND DISCUSSION / REORIENTATION OF CAAP-DMS APPLICATION

This process involves the Orientation/ Reorientation regarding the CAAP-wide implementation of the CAAP Document Management System (CAAP-DMS). It also involves the discussion of the functions of the application as well as other related inquiries.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Request Letter from/ of the CAAP Service Department / Office Head		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 Receive the request from the requestor (thru email or hardcopy)	None	2 minutes	CRAD Administrative Assistant
	1.2 Review and Encode the Request	None	3 minutes	CRAD Administrative Assistant
	1.3 Create schedule of the Orientation / Reorientation / Discussion / Practical Activities regarding CAAP-DMS	None	10 minutes	CRAD Administrative Assistant
	1.4 Update the Database	None	5 minutes	
	1.5 Send the confirmation of the schedule of the Orientation / Reorientation / Discussion / Practical Activities regarding CAAP-DMS	None	15 minutes	DMS Administrator/ CRAD Administrative Assistant
	1.6 Conduct the Orientation / Discussion / Practical Activities regarding CAAP	None	4 hours	DMS Administrator
TOTAL:			2 Days	

PROCESSING AND MAILING OF DOCUMENTS (LOCAL AND INTERNATIONAL)

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 is urgent, it is mailed within the day or the next working day.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements			Where to Secure	
1. Original copy of document/s for mailing 2. CRAD file copy of documents 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-out Request Form	2.1 Receiving and recording of documents for mailing at logbook 2.2 Check filled-out Request Form	None	10 minutes	Liaison Aide, CRAD
	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:			3 Days	

PERSONAL DELIVERY OF DOCUMENTS TO DIFFERENT GOVERNMENT AND PRIVATE OFFICES

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

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Original copy of document/s for delivery 2. CRAD file copy of document/s 3. Filled-up Request 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-out Request Form	2.1 Receiving and recording of documents for delivery at logbook 2.2 Check filled-out Request Form	None	10 minutes	Liaison Aide, CRAD
	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 (2) working days after receipt (Except those urgent, those documents from ODG and those with deadlines)	Liaison Aide, CRAD
TOTAL:			2 Days	

PREPARATION OF CAAP RECORDS DISPOSITION SCHEDULE (RDS)

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 or 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. Submit 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	1.1 Consolidation of CAAP Offices RDS	None	1 hour	CRAD Administrative Assistant
	1.2 Translate the consolidation RDS to the prescribed NAP form	None	2 days	CRAD Administrative Assistant
	1.3 Review/check of the CAAP RDS	None	4 hours	CRAD Records Officer / CRAD Division Chief
	1.4 Submission of CAAP RDS to CAAP Records Management Improvement Committee (RMIC) Head for review and endorsement to DG for approval	None	3hours	CRAD / RMIC
	1.6 Submission of CAAP RDS to NAP	None	4 hours	CRAD Records Officer
TOTAL:			3 Days	

REQUEST FOR ACTUAL DISPOSAL OF VALUELESS RECORDS

CRAD is the CAAP Office responsible for overall coordination with the National Archives of the Philippines (NAP) for the request of actual disposal of valueless records.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Approved CAAP RDS by NAP or GRDS (Common to all government agencies) 2. Accomplished Request for Authority to Dispose of Records reviewed by RMIC Chairperson		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	1.1 Accomplishing the Request for Authority to Dispose of Records (NAP Form)	None	3 hours	CRAD Records Officer
	1.2 Submission of the accomplished Request for Authority to Dispose of Records to NAP by CRAD thru Management Improvement Committee (RMIC) Chairperson, for review and endorsement to DG for Approval	None	2 hours	CRAD / RMIC Chairperson / ODG
	Request for Authority to Dispose of Records submitted to NAP for Approval	None	3 hours	NAP
TOTAL:			2 Days	

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 files 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 4:00 p.m. 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 or 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. Filled-out 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. Give Request Form	None	1 minute	CRAD Administrative Assistant
2. Fill-out the Request Form	2.1 Check filled-out request Form 2.2 Check database of CRAD or Summary Listing	None	30 minutes	CRAD Administrative Assistant
	2.3 Retrieval of 201 files of employees/ officials 2.4 Recording at logbook	None	3 hours	CRAD Administrative Assistant
3. Received at CRAD receiving copy	Release the documents	None	2 minutes	CRAD Administrative Assistant
TOTAL:			3 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, et. Are filed and under the custody of CRAD. Whenever a client requests a copy of said documents, the process outlined below is followed.

Office or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	1. CAAP Offices 2. CAAP Officers 3. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Filled-out 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	Give Request Form	None	1 minute	Office Assistant, CRAD
2. Fill-out Request Form	2.1 Check filled-out Request Form 2.2 Check CRAD database of request document(s) 2.3 Retrieval or printing of documents requested (if digitally available)	None	2 hours	Records Officer, CRAD
	2.4 Photocopy of the documents requested	None	10 minutes	Records Officer, CRAD
3. Received at CRAD receiving copy	Release the documents	None	2 minutes	Office Assistant, CRAD
TOTAL:			1 Day	

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 or 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			
Checklist of Requirements		Where to Secure		
1. Internal Communications 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
	Reports submitted on set deadline	None	Within three (3) working days after receipt	CRAD Chief
TOTAL:			3 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 or 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. 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
1. Submit to CRAD	1.1 Consolidation of Records Inventory by different CAAP Offices records	None	3 hours	CRAD Administrative Assistant
	1.2 Check and reconcile Records Inventory against RDS	None	2 hours	CRAD Records Officer
	1.3 Finalized Records Inventory by different CAAP Offices	None	1 hour	CRAD Records Officer
TOTAL:			3 Days	

ADJUSTMENT OF FILED LEAVE

Office or 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, dully 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:			30 Minutes	

APPLICATION FOR LEAVE OF ABSENCE

Office or 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) Additional Requirements: (For Under time and Sick Leave more than 5 days) <ul style="list-style-type: none"> Medical Certificate (For Dolo Parent Leave) <ul style="list-style-type: none"> Photocopy of Valid Solo Parent ID issued by DSWD (front and back) (For Special Emergency Leave/Calamity Leave) <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 (For Paternity Leave) <ul style="list-style-type: none"> Photocopies of Medical Certificate / Certificate of Live Birth / Marriage Contract (For Allocation of Maternity Leave Credits) <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) (For Compensatory Time/Day Off) <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 documents (if applicable) to HRMD	1. Receive leave application; timely submission and verify authenticity of the documents submitted (Note: Filing of leave beyond the required time	None	15 minutes	HRM Assistant

	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:			40 Minutes	

APPLICATIONS FOR FOREIGN TRAVEL

Office or 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) nominate employee 2. Office of the Director General (ODG) approved applicant 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 Understanding		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 /	None	10 minutes	HRM Assistant

	Finance for certification of Funds			
	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 Signature / approval of the Director General on the Request for Travel Authority	None	Paused Clock	Director General
	HRMD 5. Receive and review the Signe 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:			1 Day, 1 Hour and 40 Minutes	

ATTENDANCE MONITORING

Office or 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. Duly signed DTRs		HRMD Office, 2 nd 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 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	None	1 day	HRM Assistant

	Changes for withholding of salary			
	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 in Attendance Monitoring	None	15 minutes	Chief, HRMD
	11. File for reference	None	10 minutes	HRM Assistant
TOTAL:			2 Days, 7 Hours and 5 Minutes	

ATTENDANCE TO LOCAL TRAINING ACTIVITIES

Office or 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 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	HRM 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 Recommended approval on Memo Brief	None	Paused Clock	Chief, AFS
	ODDGA Approval of Memorandum authorizing employees to attend training	None	Paused Clock	Deputy Director General for Administration
	HRMD 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 participants	HRM Secretary/ HRM Assistant
TOTAL:			2 Days, 4 Hours and 50 Minutes	

BIOMETRICS ENROLLMENT AND RELEASE OF CAAP EMPLOYEE ID

Office or 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 from 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 I.D. 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:			35 Minutes per Employee	

DAILY TIME RECORD CORRECTION

Office or 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/time-out) 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:			33 Minutes	

DISCIPLINARY ACTION ON ADMINISTRATIVE CASES

Office or 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		
Written complaint letter in triplicate copies that contain the following: <ul style="list-style-type: none"> a) Full name and address of the complainant; b) Full name and address of the person/s complained of as well as his/her/their position/s and office/s; c) A narration of the relevant and material facts which shows the acts of omissions allegedly committed; d) Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and e) 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:			2 Days and 15 Minutes	

DROPPING FROM THE ROLLS

Office or 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 2. Report from Service / Office for prolong AWOL 3. DTR / Memo of Non-submission of DTR		HRMD Office, 2 nd floor, Main Building		
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
	5. Monitor compliance to Return to Work Order. If the employee does not report to work and fails to communicate with the	None	2 days	HRM Officer

	HRMD within 30 working days, prepare Notice of Dropping from the Rolls and memo brief			
	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	Paused 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	Paused Clock	CRAD
	9. Update 201 file and Personnel Inventory	None	20 minutes	HRM Assistant
TOTAL:			4 Days, 2 Hours and 50 Minutes	

EMPLOYMENT VERIFICATION

Office or 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 2. Identification Card of verifier		HRMD Office, 2 nd floor, Main Building		
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:			1 Day and 35 Minutes	

ENDORSEMENT OF LOANS TO LANDBANK

Office or 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 Server 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:			1 Day and 25 Minutes	

FUNDING OF SALARY

Office or 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 2. Certified True Copy of Assumption of Duty 3. Certified True Copy of Oath of Office 4. Copy of Authority Order of transfer of assignment and reporting for duty (for transfer of assignment)		HRMD Office, 2 nd floor, Main Building		
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	HRM Officer
	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:	None	Paused Clock	Accounting Division

	Salaries, Wages and other Personnel Benefits			
	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:			1 Day and 3 Hours	

GRANT OF STEP INCREMENT

Office or 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. Dissemination copy of Individual NOSI to the following: <ul style="list-style-type: none"> Employee Concerned (original copy) Payroll Unit 201 File 	None	3 days	HRM Assistant
TOTAL:			10 Days	

HIRING OF CONSULTANTS, JOB ORDERS, AND OTHER CONTRACTUAL PERSONNEL

Office or 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 Office/ HRM Aide II/ HR In-Charge at Area Center

	10. Endorsement of Contract/s by HRMD Chief of HR of Area Center	None	15 minutes	HRM Aide II
	11. Send Contract/s to ODG/O-DDGA/Area Center Manager <ul style="list-style-type: none"> • 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:			7 Days, 5 Hours and 30 Minutes	

HUMAN RESOURCE RECRUITMENT, SELECTION, AND PLACEMENT (RSP)

Office or 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); 9. Certification of Employment with Job Description from previous company (if any) 		HRMD Office, 2 nd floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	HRMD 1. Update List of Vacant Positions	None	2 nd Friday of every month	HRMPSB Secretariat

	2. Transmit a copy to CSC for info and publication	None	Monthly	HRM Assistant
	3. Accept Requests for filing 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 5. Set interview schedules and assess applicants' qualifications <ul style="list-style-type: none"> • If NOT QUALIFIED, send regret letter and process ends here. • If QUALIFIED, proceed to step 6 	None	7 – 15 days after the published deadline of application	Concerned PSC
	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 <ul style="list-style-type: none"> • Must be accomplished by the Secretariat within 5 working days 	None	5 days	HRMPSB Secretariat

	<ul style="list-style-type: none"> Must be approved/ signed by all members of the HRMPSB 			
TOTAL:			36 Days	

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

Office or 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	None	2 minutes	FSCAN Unit Staff/ Personnel

	working days after end of the preceding month)			
3. Sign DTR		None	Paused Clock	Immediate Supervisor
4. Submit duly signed DTRs	5. Receive duly signed DTR every 15 th of the month	None	3 minutes per employee	HRM Assistant
TOTAL:			37 Minutes	

LOAN APPLICATION (GSIS, PAGIBIG, AND OTHERS)

Office or 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 <ul style="list-style-type: none"> • If QUALIFIED, put notation on the pay slip an 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:			43 Minutes	

MATERNITY LEAVE

Office or 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: <ul style="list-style-type: none"> 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 Officer
	7. Prepare Clearance form and HRMD Pre-Clearance Checklist, attach Approved Leave Application	None	20 minutes	HRM Officer
	Concerned Offices <ul style="list-style-type: none"> Sign Clearance Form 	None	Paused Clock	Concerned Offices

	HRMD 8. Prepare Memo Brief and attach HRMD pre clearance checklist <ul style="list-style-type: none"> • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance 	None	1 day	HRMO In-Charge/ Chief, HRMD
	Concerned Offices <ul style="list-style-type: none"> • 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:			2 Days, 1 Hour and 20 Minutes	

MONETIZATION OF LEAVE CREDITS

Office or 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"> Letter-request citing reason of monetization Application for leave signed by the applicant and Recommend Approval by authorized signatory Proof of reason for monetization (e.g., medical certificate, school expenses or pictures of damaged property, etc.) Leave Application Form Letter-request citing reason of monetization Application for leave signed by the applicant and Recommend Approval by authorized signatory 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 document/ 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Transmit Summary of Payout to Cashiering Division for ADA Preparation and Endorsement to Land Bank See Cashiering Division Process: Preparation or Authority to Debit Account (ADA) 	None	10 minutes	HRM Assistant/ HRM Officer (Releasing Officer)
TOTAL:			6 Days, 1 Hour and 10 Minutes	

MONTHLY PAYROLL PROCESS

Office or 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 <ul style="list-style-type: none">Signed Daily Time Record (DTR) of the preceding month Other Attachments (as applicable) <ul style="list-style-type: none">a) Filled-up Request for Payroll Changes formb) Loan Documents, if applicable (GSIS and PAGIBIG, etc.)c) List of employees due for separationd) Notice of Payroll Changese) Notice of Step Increment		HRMD Office, 2 nd floor, Main Building		
Required Documents <ul style="list-style-type: none">Signed Daily Time Record (DTR) of the preceding month Other Attachments (as applicable) <ul style="list-style-type: none">a) Fille-up Request for Payroll Changes formb) Loan Documents, if applicable (GSIS and PAGIBIG, etc.)c) List of employees due to separationd) Copy of Notice of Payroll Changes				
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 25 th of each moth	HRM Assistant/ HRM Officer
	2. Payroll printing	None	3 – 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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:			13 Days and 10 Minutes	

PERMIT TO PRACTICE PROFESSION

Office or 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 requirement	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	Chief, HRMD
	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:			2 Hours and 10 Minutes	

PERSONAL TRAVEL ABROAD

Office or 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 employee 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 Pre-Clearance Checklist, attach Approved Leave Application	None	20 minutes	HRM Officer
	Concerned Office <ul style="list-style-type: none"> Sign Clearance Form 	None	Paused Clock	Concerned Offices
	HRMD 3. Prepare Travel Authority (TA), Memo Brief and attach HRMD preclearance checklist <ul style="list-style-type: none"> 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:			1 Day, 1 Hour and 28 Minutes	

PREPARATION OF APPOINTMENT

Office or 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		
For original appointment <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 Form for promotion <ol style="list-style-type: none"> 1. Personal Data Sheet (PDS) 2. Recommendations of the HRM-PSB Deliberations List or 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	HRMD 1. Acknowledge receipt of the Minutes of the HRMPSB Meeting or Resolution. Review the completeness of documents for	None	15 minutes	HRM Assistant

	preparation of appointment.			
	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	HRM Assistant
	6. Encode or stamp date of appointment	None	1 minute per appointment	HRM Assistant
	7. Inform the appointee or Service Chief regarding the approval of the appointment and list of additional requirements	None	1 working day	HRM Assistant

	prior to the attestation of CSC			
	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	HRM 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	HRM Assistant
	10. Prepare Appointment Transmittal and Action Form	None	10 minutes per appointment	HRM 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	HRM Assistant
	CSC Attested Appointment of 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:			6 Days, 1 Hour and 47 Minutes	

RENEWAL OF CONTRACT FOR JOB ORER AND CONTRACT OF SERVICE PERSONNEL

Office or 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 2. Duly accomplished individual Performance Assessment Form for Job Order Service and Contract of Service covering the 3-months contractual period 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 the 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 approve 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 or 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. Accomplished Employee Information Update Form 2. Duly accomplished PDS 3. Duly accomplished PMRF Additional requirements: a) For change of civil status on account of marriage • Original Marriage Contract/ Certificate duly authorized 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: • Authenticated copy of the Court Order and Marriage Certificate/ Contract with annotation (2 copies, 1 copy for CSC and 1 for 201 File) c) For changes/ correction on Personal Data: • Certificate of Live Birth duly authenticated by the PSA or the LCR of the municipality or city where the birth was registered or recorded		Human Resource Management Division Civil Service Commission Website: https://www.csc.gov.ph PhilHealth Website: https://www.philhealth.gov.ph		
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 working 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 working 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 Wb 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 working day	HRM Officer/ Assistant/ GSIS AAO
TOTAL:			3 Days days, 1 Hour and 20 Minutes	

REQUEST FOR DATA

Office or 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		HRMD Office, 2 nd floor, 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	HRM Receiving Officer/ HRM Assistant
	2. Facilitate the request	None	2 – 3 working 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:			2 – 3 Days and 35 Minutes	

RESIGNATION (FOR REGULAR EMPLOYEES)

Office or 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 – 2 working days	HRM Assistant
	ODG • Approve/ Sign Acceptance of Resignation	None	Paused Clock	Director General
	HRMD 6. Endorse Signed Acceptance or Resignation to client for receipt	None	1 – 2 working days	HRM Assistant

	7. Prepare Clearance form and HRMD Pre-Clearance Checklist, attach signed Acceptance of Resignation and requirements	None	20 minutes	HRM Officer
	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 working 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 working 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:			5 Days and 2 Hours	

RESIGNATION OF JOB ORDER / CONSULTANTS

Office or 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 working 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 working 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:			1 Day, 4 Hours and 55 Minutes	

RETIREMENT

Office or 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	HRMD 1. For Optional Retirement: <ul style="list-style-type: none"> Receive required documents For Mandatory Retirement: <ul style="list-style-type: none"> (Proceed to Step 5) 	None	3 minutes	HRM Officer
	2. Endorse to ODG the letter of intent for approval of the DG	None	1 working day	HRM Officer
	Office of the Director General <ul style="list-style-type: none"> Director General's approval/ disapproval of the intent 	None	Paused Clock	Director General
	HRMD 3. If APPROVED: <ul style="list-style-type: none"> Prepare Notice of Payroll Changes (for Central Office application), if applicable If DISAPPROVED: <ul style="list-style-type: none"> 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	None	1 working day	HRM Assistant

	furnished DTR printing and monitoring, payroll unit, service record in charge and personnel inventory in charge			
	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 working 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 working day	HRM Assistant
	14. Review and Sign GSIS Service Record	None	10 minutes	HRM Officer
	15. Prepare Certification of Leave of Absence Without	None	2 hours	HRM Officer

	Pay as to number of days, hours and minutes			
	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 of GSIS Liaison Officers' booth	None	1 working day	Liaison Officer
TOTAL:			5 Days, 4 Hours and 42 Minutes	

SEPARATE PAYROLL PROCESS

Office or Division:	Human Resource Management Division (HRMD), Admin Department, AFS
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	CAAP Employee 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) 	<p>HRMD Office, 2nd floor, Main Building</p>

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* *to be attached by HRMD personnel				
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 <ul style="list-style-type: none"> Funding process and Auditing Subprocess 	None	Paused Clock	Budget Division/ Accounting Division personnel
2. Claim Check/s	Cashiering Division-Checking Unit Preparation of Checks <ul style="list-style-type: none"> Release of Check process 	None	Paused Clock	Cashiering Division – Checking Unit
TOTAL:			2 Days and 2 Hours	

SPECIAL LEAVE BENEFITS FOR WOMEN (MAGNA CARTA FOR WOMEN)

Office or 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		
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: 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. 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 <ul style="list-style-type: none"> 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 working 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 <ul style="list-style-type: none"> 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 working days	Concerned HR sections
	9. Prepare Memo brief and attach HRMD pre-clearance checklist and Approved leave application <ul style="list-style-type: none"> If CLEARED, sign Clearance form and memo brief If NOT CLEARED, return to employee concerned for compliance 	None	1 working day	HRMO In-charge/ Chief HRMD
	Concerned Office <ul style="list-style-type: none"> 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:			7 Days and 58 Minutes	

SPECIAL PAYROLL PROCESS

Office or 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 	<p>HRMD Office, 2nd floor, Main Building</p>

4. Medical Certificate that the employee is physically fit to work, if applicable 5. Duly Signed Daily Time Record (DTR)* 6. Assumption to Duty* <i>*For inclusion to payroll</i>				
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	3 working days	HRM Assistant/ HRM Officer
	2. Payroll printing	None	3 – 4 working days	HRM Assistant/ HRM Officer
	3. Prepare Disbursement Vouchers and Budget Utilization Request	None	1 working day	HRM Assistant/ HRM Officer
	4. Certify payroll as to current rate and designation	None	1 working day	Authorized HRM Officer
	5. Recommend Approval on the payroll and Sign BUR/DV	None	1 working day	Chief, HRMD
	Budget Division/ Accounting Division <ul style="list-style-type: none"> Funding process and Auditing Subprocess 	None	Paused Clock	Budget Division/ 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. 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- Cashiering 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 pay slip	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:			15 – 16 Days	

STUDY LEAVE

Office or 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. 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: <ul style="list-style-type: none"> a. Petition to take the bar examination b. Official List of Bar Candidates c. Acknowledgement Receipt For Board Examination: <ul 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	HRMD 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 working day	HRM Assistant
	6. Prepare Clearance form and HRMD Pre-Clearance	None	20 minutes	HRM Officer

	Checklist, attach Approved Leave Application			
	Concerned Office Sign Clearance Form	None	Paused Clock	Concerned Offices
	HRMD 7. Prepare Memo brief and attach HRMD pre-clearance checklist and Signed Scholarship Contract <ul style="list-style-type: none"> • If CLEARED, sign Clearance form • If NOT CLEARED, return to employee concerned for compliance 	None	1 working day	HRMO In-charge/ Chief, HRMD
	Office of the Deputy Director General for Administration <ul style="list-style-type: none"> • Sign Clearance Form 	None	Paused Clock	Deputy Director General for Administration
	HRMD 8. Prepare Scholarship Contract with reference to CSC Guidelines and memo brief	None	1 hour	HRM Assistant
2. Sign Scholarship Contract		None	Paused Clock	Director General
	Office of the Director General <ul style="list-style-type: none"> • Sign Scholarship Contract 	None	Paused Clock	Director General
	HRMD 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:			2 Days, 2 Hours and 13 Minutes	

TERMINAL LEAVE BENEFITS

Office or 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		
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) 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 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	Paused Clock	Director General
	6. Prepare Budget Utilization Request (BUR) and Disbursement Voucher (DV) and attach signed/ approved terminal leave benefit application	None	20 minutes	HRM Officer
	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 <ul style="list-style-type: none"> See Budget Division Process: Processing of Various Claims (Funding) 	None	Paused Clock	Concerned Budget Division Personnel
	Accounting Division <ul style="list-style-type: none"> See Accounting Division Process: Salary, Wages, and Other Personnel Benefits 	None	Paused Clock	Concerned Accounting Division Personnel
2. Proceed to Checking Unit for claiming of Check	Checking Unit <ul style="list-style-type: none"> Release payment in the form of Check See Cashiering Division Process: Release of Check 	None	Paused Clock	Concerned Checking Unit Personnel
TOTAL:			3 Days, 2 Hours and 25 Minutes	

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

Office or 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
	DDGA Approve/ Sign Notice of Termination	None	Paused 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 Office	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	HRM Assistant
	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:			1 Day, 6 Hours and 45 Minutes	

TRANSFER FROM AREA / AIRPORT TO CENTRAL OFFICE

Office or 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. 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 Assistant/ HRM Officer
	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:			1 Hour	

TRANSFER FROM CENTRAL OFFICE TO AREA / AIRPORT

Office or 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. 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 from and HRMD Pre-Clearance Checklist, attach Copy of Service/ Office Order	None	20 minutes	HRM Officer
	Concerned Office <ul style="list-style-type: none"> Sign Clearance Form 	None	Paused Clock	Concerned Offices
	HRMD 7. Prepare Memo brief and attach HRMD pre-clearance checklist <ul style="list-style-type: none"> If CLEARED, sign Clearance form If NOT CLEARED, return to employee concerned for compliance 	None	1 day	HRMO In-charge/ Chief, HRMD
	Concerned Office <ul style="list-style-type: none"> 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 <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:			2 Days, 6 Hours and 20 Minutes	

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

Office or 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) 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			Procurement Division, 3 rd floor General Service Building, CAAP Central Office	
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 RDQ	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:			3 Days	

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

Office or 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) 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		Procurement Division, 3 rd floor General Service Building, CAAP Central Office		
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:			1 Day	

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

Office or 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) 2. R.I.S stamped with “no stocks available” APP/PPMP 3. Mode of Procurement from BAC 4. Minutes of BAC Meeting 5. BAC Resolution if change of mode of procurement 6. Quotations with complete requirements 7. End-user Evaluation Report 8. Award Recommendation/Resolution		Procurement Division, 3 rd floor General Service Building, CAAP Central Office		
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/ Checks complete requirements	None	2 days	PD Assistant
	2. Prepare Contract of Agreement	None		
	3. Contracts Winning Bidder/ Supplier to Sign Contract	None		
TOTAL:			2 Days	

PROCUREMENT THROUGH PETTY CASH CUSTODIAN (15K BELOW)

Office or 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. 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		Procurement Division, 3 rd floor General Service Building, CAAP Central Office		
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	PD Assistant/ Officer
	1A. Request client for missing requirements before proceeding with the request	None		PD Assistant, Officer
	1B. Receive missing requirements from the client, proceed to Step 2	None		PD Assistant, Officer
	2. Checks at APP/PPMP and Assigns Control No./Logs PR	None		PD Assistant, Officer
	3. Approves PR	None		Chief, PD
2. Receives approved PR	4. Delivers approved PR to the Requesting Office	None		PD Assistant, Officer
TOTAL:			1 Day	

CONSOLIDATION OF PROPERTY INVENTORY FORMS (PIFs) (PER TRANSACTION)

The Property Inventory Forms (PIFs) are submitted by the Airports/Area Centers to CAAP Head Office and consolidated by the Supply Division. The consolidated PIFs are submitted to the Treasury Division for the renewal of CAAP insurance policies.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
1. Memorandum Property Inventory Forms (PIFs)		Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit PIFs	1. Prepare/issue Memorandum Brief addressed to all Area Centers for the submission of PIFs	None	1 day	Supply / Property Section Staff
	2. Consolidate the submitted PIFs per PPE category per airport/area center		30 days	
	3. Submit the consolidated PIF to the Treasury Division (TD) every April 30th of the year (and every renewal of insurance policies)		1 day	
TOTAL:			32 Days	

DISTRIBUTION OF ACCOUNTABLE FORMS REQUIREMENTS-CAAP WIDE

The Accountable Forms (AFs) such as Invoices, Non-VAT Acknowledgment Receipts (ARs), Terminal Fee Tickets (TFTs), and Parking Fee Tickets (PFTs), procured by the Treasury Management Services Division (currently Treasury Division) are delivered, accepted, and stored by the Supply and Property Inventory Management Division (currently Supply Division), to be distributed to CAAP Head Office Collection and various CAAP Airports upon request as guided by the issued Memorandum dated 20 September 2023 re “Storage and Issuance of VAT-Registered Accountable Forms”.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee			
Checklist of Requirements		Where to Secure		
1. Duly Signed Requisition and Issue Slip (RIS) 2. Monthly Consumption Report 3. Report of Accountability for Accountable Forms (RAAF)		Requesting Personnel Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for monthly consumption of accountable forms to Supply Division every after 10:00 A.M. of the 1 st Monday of the month via email	Receive monthly requests of Accountable Forms from Area/Airport Supply Unit/ Collection Section-Head Office every after 10:00 A.M. of the 1 st Monday of the month via email	None	5 minutes	Supply / Property Section Staff
	If request is from Airport/Area Center: <ul style="list-style-type: none"> • Prepare RIS for each type of requested accountable forms 		20 minutes	
	Log and control the RIS		5 minutes	
	Prepare the requested accountable forms <ul style="list-style-type: none"> a) For issuance – if the request is from the Collection Unit-Head Office. Then, proceed to Step 5. b) For shipping – if request is from CAAP-Managed 		2 hours	

	Airport. Then, proceed to Step 8.			
	Notify the Collection Section-Head Office that the requested accountable forms are ready for pick-up at Supply Division Warehouse.		2 minutes	
	Issue the requested accountable forms to Collection Section-Head Office.		10 minutes	Supply / Property Section Staff
2. Collection Section-Head Office to receive the issued accountable forms from Supply Division. Sign the RIS and return to Supply Division.	Receive signed RIS and furnish a photocopy to the Collection Section-Head Office. Then proceed to Step 10.		3 minutes	
	Ship the requested accountable forms to the airport via Cargo Shipping, every 2 nd Tuesday/ Wednesday of the Month.		3 hours	
3. CAAP Airport/Area Center receives the requested accountable forms from the Cargo Shipping.		None		CAAP Airport / Area Center
4. Sign the RIS enclosed with the received accountable forms, and send back the RIS through email to the Supply Division.	Receive the signed RIS from Airport/ Area Center.		2 minutes	Supply / Property Section Staff
	Approve the RIS		10 minutes	Chief, Supply Division
	<ul style="list-style-type: none"> Update the stock cards. File the signed RIS. 		10 minutes	Supply / Property Section Staff
TOTAL:			6 Hours and 7 Minutes	

ISSUANCE OF COMMON OFFICE SUPPLIES / EQUIPMENT (PER TRANSACTION)

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 or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
Signed Request and Issue Slip (RIS)		Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit RIS	Receive, record and control RIS	None	5 minutes	Supply / Property Section Staff
	Check stock availability of requested items			
	<ul style="list-style-type: none"> If no stock available, proceed to Step 3 If stock is available but the allocated quantity as per approved PPMP is already consumed, put "PPMP allocation is fully consumed" as remarks and proceed to Step 4. If stock is available as allocated quantity in the approved PPMP, proceed to Step 4. 		25 minutes	

	Put Check Mark (✓) on “No Stock Available” column of the RIS.		2 minutes	
2.	Approve the RIS		10 minutes	Chief, Supply Division
3.	<ul style="list-style-type: none"> If the approved RIS is with “No Stock Available” or with remarks “PPMP allocation is fully consumed”, forward the RIS back to the requesting office. If the approved RIS is with stock available, proceed to Step 6. 		5 minutes	Supply / Property Section Staff
4.	Prepare ICS for common equipment included in the approved RIS. If no common equipment to be issued, proceed to Step 8.		45 minutes	
5.	Sign the ICS as “Received from”		10 minutes	Supply Officer
6. Receive the supplies and/or equipment requested at Supply Warehouse	Issue the supplies and/or equipment requested		10 minutes	Supply / Property Section Staff
7. Sign the RIS and ICS, and revert original copies to the supply personnel right after the receipt of the supply and/or equipment at Supply Warehouse	Receive and file the signed RIS and ICS.		3 minutes	
TOTAL:			1 Hour and 55 Minutes	

ISSUANCE OF PROPERTY CLEARANCE FOR CAAP EMPLOYEES WITH NO PROPERTY ACCOUNTABILITY

Purpose: 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 or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Application for Certificate of Clearance Certificate of Property Clearance 		HRMD Office, 2 nd floor, Main Building, CAAP Central Office Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request issuance of Certificate of Property Clearance	Check and verify on record the nonexistence of property accountability of the requesting personnel.	None	30 minutes	Supply / Property Section Staff
	Prepare Certificate of Property Clearance		15 minutes	
	Approve Certificate of Property Clearance		10 minutes	Chief, Supply Division
	Issue approved Certificate of Property Clearance		5 minutes	Supply / Property Staff
TOTAL:			1 Hour	

ISSUANCE OF PROPERTY CLEARANCE FOR CAAP EMPLOYEES WITH PROPERTY ACCOUNTABILITY

Purpose: 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 with 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 or Division:	Supply Division, Administrative Department, AFS			
Classification:	Complex			
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 Updated Property Accountability of the requesting personnel 		HRMD Office, 2 nd floor, Main Building, CAAP Central Office Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request issuance of Certificate of Property Clearance	Check and verify on record the existence of property accountability of the requesting personnel.	None	30 minutes	Supply / Property Section Staff
2.	Forward a copy of updated property accountability to the requesting personnel.		5 minutes	
3. Identify the receiving accountable personnel who will temporarily receive the accountability of properties for transfer.	<ul style="list-style-type: none"> Prepare the PTR/ITR and corresponding PAR/ICS as applicable. (Refer to the process of Issuance of PTR, ITR, PAR and ICS) 		4 hours	
	Prepare Certificate of Property Clearance		5 minutes	

	Approve Certificate of Property Clearance		10 minutes	Chief, Supply Division
	Issue approved Certificate of Property Clearance		5 minutes	Supply / Property Section Staff
TOTAL:			5 Hours and 5 Minutes	

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 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 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 a Statement of Property Accountability is forwarded to Accounting Division for facilitation of necessary receivables.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Complex			
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 		HRMD Office, 2 nd floor, Main Building, CAAP Central Office		
<ul style="list-style-type: none"> Statement of Property Accountability Updated List of Non-existing / Missing PPEs 		Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request issuance of Certificate of Property Clearance	Check and verify on record the existence of property accountability of the requesting personnel.	None	30 minutes	Supply / Property Section Staff
2.	Identify the missing property accountability of the requesting personnel		3 hours	
3.	Prepare the Statement of Property Accountability with attached copy of signed PAR/ICS and canvass sheet		45 minutes	
4.	Sign the Statement of Property Accountability		10 minutes	Supply Officer
5.	Forward the Statement of Property Accountability to Accounting Division for		5 minutes	Supply / Property Section Staff

	computation of depreciated replacement cost			
6.	Receive the Statement of Property Accountability with attached computation from the Accounting Division.	None	5 minutes	Supply / Property Section Staff
7.	Forward the Statement of Property Accountability with attached computation of depreciated replacement cost and order of payment slip to the Accountable Personnel		5 minutes	
8. Pay the receivables as per computed depreciated replacement cost.				Accountable Personnel
9. Return the Statement of Accountability with the attached Acknowledgment Receipt from CAAP Collection Section to the Supply Division	Prepare Certificate of Property Clearance		45 minutes	Supply / Property Section Staff
10.	Approve Certificate of Property Clearance		10 minutes	Supply Officer
11.	Issue approved Certificate of Property Clearance		2 minutes	Supply / Property Section Staff
TOTAL:			6 Hours and 22 Minutes	

Note: Processing time may vary depending on the complexity of the PPE to be issued.

ISSUANCE OF PROPERTY TRANSFER REPORT (PTR) AND INVENTORY TRANSFER REPORT (ITR)

The PTR is the report prescribed for transferring property accountabilities of the accountable personnel amounting to Php50, 000.00 and above. While the ITR is the report prescribed for transferring property accountabilities amounting to below Php50, 000.00. The approved PTRs/ITRs are, among others, serves as the basis of cancellation of the property accountability of the requesting accountable personnel (CAAP-Wide).

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Request Letter Property Acknowledgement Receipt (PAR) Inventory Custodian Slip (ICS) 		Requesting Personnel Supply Division, 2 nd floor, General Service 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 physical letter	Verify and establish the updated property accountability of the requesting CAAP Employee	None	30 minutes	Supply / Property Section Staff
2.	Confirm with the accountable receiving to whom each of the property accountabilities is to be transferred, preferably of the same office		10 minutes	
3.	Prepare the PTR/ITR in 4 copies		2 hours	
	Approve the PTR/ITR		10 minutes	Chief, Supply Division
4.	Sign the PTR/ITR as “Released/Issued by”.		10 minutes	Supply Officer
5.	Forward the PTR/ITR to the receiving accountable personnel for signature in the “Received by”		5 minutes	Supply / Property Section Staff
6. Sign the PTR/ITR as	Receive the signed PTR/ITR from the		5 minutes	

“Received by” and return to the file to the Supply Division.	receiving accountable personnel.			
7.	Stamp and assign control number to the signed PTR/ITR		5 minutes	Supply / Property Section Staff
8.	Furnish copies of PTR/ITR to the following: 1. Accounting Division 2. Receiving accountable personnel 3. Requesting accountable personnel		5 minutes	
TOTAL:			3 Hours and 20 Minutes	

ISSUANCE OF PURIFIED DRINKING WATER TO CAAP HEAD OFFICE (Per Transaction)

This is an Office-to-Office process which provides the procedure of requesting purified drinking water from CAAP Supply Division. The assigned FMD personnel submit a duly signed Request Slip Form and claimed/picked-up the issued purified drinking water at the CAAP Supply Division Warehouse.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none">Request Slip FormEmpty Water GallonStock Card		CAAP Facilities and Maintenance Division (FMD) Various CAAP Office/Facilities Supply Division Warehouse		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit signed Request Slip Form	Receive the signed Request Slip Form for the purified drinking water	None	1 minute	Supply / Property Section Staff
2. Return empty water gallon	Check the quantity requested and the quantity of returned empty water gallon		2 minutes	
3. Receive the requested purified drinking water at Supply Division warehouse	Issue purified drinking water to the requesting FMD personnel		10 minutes	
4.	Record the issued quantity and update Stock Card		1 minute	
TOTAL:			14 Minutes	

PREPARATION AND ISSUANCE OF INVENTORY CUSTODIAN SLIPS (ICS) (Per Transaction)

Accountability for issued or transferred Semi-expendable Property to all CAAP Plantilla/ organic personnel is established, recorded, and reported through the Property Acknowledgement Receipt (PAR). This process provides the procedure of preparation and issuance of PAR in accordance with the prevailing rules and regulations of the Commission on Audit.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee (Requestor / End-user)			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Contract Agreement Sales Invoice Delivery Receipt Bill of Quantities / Materials/ Signed Price Quotations Certificate of Completion (for projects with installation & infrastructure projects) Variation Order (if any, for infrastructure projects) Amendment to Order (if any, for goods & infrastructure projects) Distribution List (as required) GAM 1 Appendix 71 Form CAAP Property Number Logbook CAAP PAR Control Number Logbook 		<ul style="list-style-type: none"> Procurement Division, 3rd floor, General Service Building, CAAP Central Office 		
		Contracted Supplier		
		Project En-User Office		
		<ul style="list-style-type: none"> Government Accounting Manual (GAM) 1 Appendices 		
		Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.	Secure the copies of requirements as specified in the checklist.	None	5 minutes	Supply / Property Section Staff
2.	Prepare the ICS in two (2) copies.		45 minutes	
3.	Sign the ICS as "Received from"		10 minutes	Supply Officer
4.	Notify the End-User that the Semi-expendable Property (SPs) is ready to be issued at Supply Division Warehouse.		2 minutes	

5. Receive the issued SPs	Issue the SPs to the End-User	None	15 minutes	Supply / Property Staff
6. Sign the ICS as “Received by, and revert original copies to the supply personnel right after the receipt of the SPs at Supply Warehouse.	Receive the signed ICS.		2 minutes	
7.	Assign ICS Number as generated from the ICS Control Logbooks		45 minutes	
8.	Stamp the two (2) copies of ICS with “Supply Division Record Original”, and sign with date.			
9. Receive the copy of stamped ICS for personal file.	Furnish copy of Stamped ICS to the End User.			
10.	Encode and Update the Property Accountability of the End User			
11.	File the hard copy of Stamped PAR in the Data File of the End-User.			
TOTAL:			14 Minutes	

Note: Processing time may vary depending on the complexity of the items to be issued.

PREPARATION AND ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPTS (PARs) (Per Transaction)

Accountability for issued or transferred Property, Plant, and Equipment (PPEs) to all CAAP Plantilla/organic personnel is established, recorded, and reported through the Property Acknowledgement Receipt (PAR). This process provides the procedure of preparation and issuance of PAR in accordance with the prevailing rules and regulations of the Commission on Audit.

Office or 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"> Contract Agreement Sales Invoice Delivery Receipt Bill of Quantities / Materials/ Signed Price Quotations Certificate of Completion (for projects with installation & infrastructure projects) Variation Order (if any, for infrastructure projects) Amendment to Order (if any, for goods & infrastructure projects) Distribution List (as required) GAM 1 Appendix 71 Form CAAP Property Number Logbook CAAP PAR Control Number Logbook Inspection and Acceptance Report 		<ul style="list-style-type: none"> Procurement Division, 3rd floor, General Service Building, CAAP Central Office 		
		Contracted Supplier		
		Project En-User Office		
		<ul style="list-style-type: none"> Government Accounting Manual (GAM) 1 Appendices 		
		Supply Division, 2 nd floor, General Service Building, CAAP Central Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.	Secure the copies of requirements as specified in the checklist.	None	1 minute	Supply / Property Section Staff
2.	Prepare the PAR in two (2) copies.			
3.	Sign the PAR as “Issued by”			Supply Officer
4.	Notify the End-User that the PPE is ready to be			Supply / Property Staff

	issued at Supply Division Warehouse.			
5. Receive the issued PPE	Issue the PPE to the End-User	None	15 minutes	Supply / Property Staff
6. Sign the PAR as “Received by, and revert original copies to the supply personnel right after the receipt of the PPEs at Supply Warehouse.	Receive the signed PAR.		2 minutes	
7.	Assign PAR Number as generated from the PAR Control Logbook		45 minutes	
8.	Stamp the two (2) copies of PARs with “Supply Division Record Original”, and sign with date.			
9. Receive the copy of stamped PAR for personal file.	Furnish copy of Stamped PAR to the End User.			
10.	Encode and Update the Property Accountability of the End User			
11.	File the hard copy of Stamped PAR in the Data File of the End-User.			
TOTAL:			2 Hours and 4 Minutes	

PREPARATION AND ISSUANCE OF RECEIPT OF RETURNED SEMI-EXPENDABLE PROPERTY (RRSP)

The RRNP is the form accomplished to establish the receipt of returned Property, Plant, and Equipment (PPE) to the Supply Division. The approved RRNP serves as one of the references for the cancellation of property accountability of the requesting personnel.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Notice of Return of Semi-expendable Property (SPs) • List of Surrendered SPs. • Signed Inventory Custodian Slip (ICS) 		<ul style="list-style-type: none"> • Requesting Personnel <p>Supply Division, 2nd floor, General Services Building, CAAP Central Office</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
In case of return of SPs in bulk:	In case of return of SPs in bulk:	None	5 minutes	Supply / Property Section Staff
1. Notify the Supply Division of the return of SPs through email or physical letter	Receive notification for the return of SPs via email or request letter with attached Inventory List of Properties to be surrendered.		15 minutes	
For single/hand carried properties:	For single/hand carried properties:		30 minutes	
2. Return the SPs to the Supply Division	Receive returned SPs from the accountable personnel.		25 minutes	
3.	Verify the property accountability of each of the returned SPs		5 minutes	
4.	Prepare the RRSP in copies			
5.	Forward the RRSP to the concerned accountable personnel for signature as "Returned by".			

6.	Receive the signed RRSP from the concerned accountable personnel.		5 minutes	
7.	Sign the RRSP as "Received by".	None	10 minutes	Chief, Supply Division
8. Receive 1 original copy signed RRSP	Furnish 1 original copy of signed RRSP to the requesting personnel.		3 minutes	Supply / Property Section Staff
9.	Update the property accountability of the requesting personnel. File 1 original copy of the RRSP in the property accountability folder of the requesting personnel.		20 minutes	
TOTAL:			1 Hour and 58 Minutes	

PREPARATION AND ISSUANCE OF RECEIPT OF RETURNED NON-EXPENDABLE PROPERTY (RRNP)

The RRNP is the form accomplished to establish the receipt of returned Property, Plant, and Equipment (PPE) to the Supply Division. The approved RRNP serves as one of the references for the cancellation of property accountability of the requesting personnel.

Office or Division:	Supply Division, Administrative Department, AFS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Notice of Return of PPE • List of Properties to be surrendered • Signed Property Acknowledgement Receipt (PAR) 		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
In case of return of PPE in bulk: 1. Notify the Supply Division of the return of PPE through email or physical letter	In case of return of PPE in bulk: Receive notification for the return of PPE via email or request letter with attached Inventory List of Properties to be surrendered.	None	5 minutes	Supply / Property Section Staff
For single/hand carried properties: 2. Return the PPE to the Supply Division	For single/hand carried properties: Receive returned PPE from the accountable personnel.		15 minutes	
3.	Verify the property accountability of each of the returned PPE		30 minutes	
4.	Prepare the RRNP in 2 copies		25 minutes	
5.	Forward the RRNP to the concerned accountable personnel for signature as "Returned by"		5 minutes	

6.	Receive the signed RRNP from the concerned accountable personnel.		5 minutes	
7.	Sign the RRNP as "Received by".		10 minutes	Chief, Supply Division
8. Receive 1 original copy signed RRNP	Furnish 1 original copy of signed RRNP to the requesting personnel.		3 minutes	Supply / Property Section Staff
9.	Update the property accountability of the requesting personnel. File 1 original copy of the RRNP in the property accountability folder of the requesting personnel.		20 minutes	
TOTAL:			1 Hour and 58 Minutes	

CONDUCT OF REGULAR BOARD AND COMMITTEE MEETINGS

Office or Division:	Corporate Board Secretary, ODG			
Classification:	Simple			
Type of Transaction:				
Who may avail:	Internal Customers (CAAP Management and Board of Directors)			
Checklist of Requirements		Where to Secure		
1. Notice of Board / Committee Meeting 2. List of Agenda Items 3. Attendance Sheet/s 4. Board Materials				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The Board agreed to schedule Regular Board Meetings every 3 rd Wednesday of the month with one (1) Committee Meeting prior the Regular Board Meeting	Confirm availability of Alternate Chairperson (DOTr) and the Director General for the scheduled date. Once confirmed, prepare the Notice of Meeting	None	20 minutes	Boar Secretary III
2. Dissemination of the signed Notice of Meetings & Memo to Services	The Notice of Meeting & Memorandum for all CAAP Services requesting for proposed agenda items will be distributed via office delivery and email	None	10 minutes	Admin Support Staff
3. Preparation of Board Materials	Submitted materials from the different Services are collated	None	1 – 2 days	Board Secretary III Admin Support Staff
4. Dissemination of Board materials	Prepared materials will be disseminated to the Board's respective offices and through their official email addresses	None	3 – 4 hours	Board Secretary III Admin Support Staff
5. Board Meeting Dry Run	If the Management requests for a Dry Run, a Notice of Meeting will be prepared and disseminated to the presenters. The conduct of the Dry Run is usually done 1 – 2	None	1 – 2 hours	Corporate Board Secretary Board Secretary III

	days prior the scheduled meeting			Admin Support Staff
6. Conduct of Board meeting	Attendance of the board members	None	10 minutes	Board Secretary III
	Board Meeting proper		3 hours	Alternate Chairperson
				Board Secretary
TOTAL:			4 Days, 9 Hours and 33 Minutes	

DEVELOPMENT AND PRODUCTION OF AUDIO-VISUAL COMMUNICATIONS MATERIALS

Office or Division:	Corporate Communication 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) 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, drome, video recorder, and audio recorder		Corporate Communications Staff CAAP Office/s and Service/s		
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 working days	Requesting Party / CCS
	Collate or shoot necessary images, animations, video footage, and recordings as necessary			
	1.1 Produce initial output	None	1 day	CCS
	1.2 Forward initial output to requesting party / approving officer for comments and revisions	None	1 day	Requesting Party
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:			4 Days, 10 Hours and 30 Minutes	

FACILITATION OF CUSTOMER FEEDBACK COLLECTION

Office or Division:	Corporate Communication 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. 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 working 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 working day	Corporate Communication s 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 s Staff
TOTAL:			2 Days and 1 Hour	

PROCESSING OF PUBLICATION REQUEST OF INTERNAL STAKEHOLDERS

Office or Division:	Corporate Communication 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) 2. Soft/hard copies of material/ document to be published 3. External Provider Performance Evaluation (CAAP-ODG-CCS-005)		Corporate Communications Staff CAAP Office/s and Service/s		
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 publications)	1. Evaluation the request	None	10minutes	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:			4 Days and 30 Minutes	

WRITING AND PUBLISHING OF PRESS RELEASES AND MEDIA ADVISORIES

Office or 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 2. File / stock / raw images, videos related to the subject 3. Audio or video recordings, as applicable			Requesting Party CAAP Office/s and Service/s Corporate Communications Staff – Media and Public Affairs Unit		
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 1.b. Gather data and reference materials, as applicable	None	5 hours	Requesting Party/ Corporate Communications Staff	
	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		
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 5.b. Forward final output to requesting party, for their reference	None	3 hours	Requesting Party / Corporate Communications Staff	
	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*		
TOTAL:			2 Days and 9 Hours		

PROCESSING FOR HANDLING COMPLAINTS

Office or Division:	Business Development Division (BDD), ODG			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2B – Government to Business 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 / disapproval	None		
	6. Sign response letter	None	1 hour	Division Chief
	7. Release letter to complaint via: a. Electronic mail (e-mail) b. Courier	None	15 minutes	BDD Admin Staff
TOTAL:			3 Days and 30 Minutes (excluding shipping time) 8 Days and 30 Minutes (including shipping time)	

CAAP EMPLOYEE IDENTIFICATION (CAAP-ID) CARD APPLICATION

This ID is issued to legitimate CAAP employees and used to verify an employee's identity when entering and while inside CAAP premises.

Office or Division:	CAAP Security and Intelligence Service (CSIS), Security Division			
Classification:	Non – Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employee (Regular / Permanent, Job Order, Contract of Service)			
Checklist of Requirements		Where to Secure		
CAAP ID Application Form (1 Original)		CSIS Admin Section		
For Permanent / Regular Employee		Applicant		
<ul style="list-style-type: none"> Expired CAAP Identification Card 				
For Co-Terminus Employee:		HRMD		
<ul style="list-style-type: none"> Appointment (1 photocopy) 				
<ul style="list-style-type: none"> If applicable, expired CAAP Identification Card (1 Original) 		Applicant		
For Consultant and Job Order Personnel:		HRMD		
<ul style="list-style-type: none"> Contract of Service (1 photocopy) 				
<ul style="list-style-type: none"> If applicable, expired CAAP Identification Card (1 Original) 		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
a) Secure application form	CSIS, Admin Section	None	3 minutes	HRMD
b) Submit accomplished form along with Expired CAAP Identification Card, Appointment / "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:			48 Minutes	

ISSUANCE OF LEGAL CLEARANCE

Office or Division:	Enforcement and Legal Service (ELS)			
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	Receive complete requirements	None	2 minutes	ELS Staff
	Prepare Legal Clearance	None	10 minutes	
	Sign Legal Clearance	None	2 minutes	Chief, Enforcement and Legal Service
	Release Legal Clearance	None	2 minutes	
Receive Legal Clearance		None		
TOTAL:			16 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 or 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 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	None	2 minutes	ELS Staff
	Review and comment on the application	None	1 day	
	Send back application with requested comment and review	None	2 minutes	
TOTAL:			1 Day and 4 Minutes	

REVIEW OF DOCUMENTS FOR LEGAL OPINIONS, COMMENTS, REPLY/CORRESPONDENCE

Office or 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	None	1 – 2 minutes	ELS Staff
	Review documents, render comment/ opinion and prepare reply/ correspondence if necessary	None	1 day	
	Send back documents to appropriate parties with requested comments/ opinion, reply/ correspondence	None	1 – 2 minutes	
TOTAL:			1 Day and 4 Minutes	

GRANT OF CASH ADVANCE, REIMBURSEMENT OF TRAVEL EXPENSES (Per Transaction)

Office or Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
Please refer to the attached checklist		Disbursement Section, Accounting Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. 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 INCOMPLETE, 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:			4 Hours and 5 Minutes	

ISSUANCE OF CERTIFICATION OF GSIS (Per Transaction)

Office or 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 Employees/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:			2 Days	

ISSUANCE OF CERTIFICATION OF PAG-IBIG CONTRIBUTION (Per Transaction)

Office or 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:			1 Day	

ISSUANCE OF COPY OF INCOME TAX RETURN (ITR) (Per Transaction)

Office or 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 ITR	None	1 hour	Chief, Accounting Personnel
	4. Release of signed ITR to requesting employee/s	None	15 minutes	Accounting Personnel
TOTAL:			1 Hour and 35 Minutes	

ISSUANCE OF ORDER OF PAYMENT SLIP (Per Transaction)

Office or 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 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:			33 Minutes	

ISSUANCE OF PHILHEALTH CERTIFICATION

Office or 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:			2 Hours	

LIQUIDATION OF CASH ADVANCE FOR DSA (Per Transaction) (PETTY CASH FUND, LOCAL AND FOREIGN TRAVEL)

Office or Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
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 INCOMPLETE, 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,	None	5 minutes	Accounting Personnel

	Finance Department for approval of Payment If no Reimbursement Proceed to No. 9			
	8. Signing of 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:			2 Hours and 55 Minutes	

LIQUIDATION OF CASH ADVANCE FOR DSA (Per Transaction)

Office or Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
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

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

PAYMENT OF SALARIES, ALLOWANCES, BONUSES AND OTHER PERSONNEL BENEFITS (Per Transaction)

Office or Division:	Accounting Division (AD), AFS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
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	None	10 minutes	Accounting Personnel

	number for check payment			
	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:			5 Hours and 40 Minutes	

REQUEST FOR RECONCILIATION OF FLIGHT DISCREPANCY FOR BOTH INTERNATIONAL AND DOMESTIC FLIGHTS (Per Transaction)

Office or 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	None	3 days	Billing Staff

	f. Flight Progress Strips from Manila, ACC			
	4. Preparation (Correction of Flight Data)	None	1 working day	Billing Staff
	5. Final Checking (Correction of Flight)	None	1 working 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:			5 Days and 30 Minutes	

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

Office or 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 / Analyst
	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:			30 Minutes	

PAYMENT OF FLYING PAY

Office or 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:			30 Minutes	

PAYMENT OF JOB ORDERS, CONSULTANTS, CONTRACT OF SERVICE

Office or 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:			30 Minutes	

PAYMENT OF MAGNA CARTA / HAZARD PAY / RATA

Office or 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:			30 Minutes	

PAYMENT OF NIGHT DIFFERENTIAL / OVERTIME SERVICES

Office or 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/RR	None	5 minutes	Outgoing Officer
TOTAL:			30 Minutes	

PROCESSING OF FOREIGN TRAINING / MEETING

Office or 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:			30 Minutes	

PROCESSING OF PAYMENT OF SALARIES, PERA AND GOVERNMENT SHARE

Office or 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:			30 Minutes	

PROCESSING OF PROGRAM OF WORK, PURCHASE REQUEST

Office or 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:			30 Minutes	

FACILITATION OF APPROVAL FOR AIRPORT 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 airlines or aircraft operations to suit the latter's schedule. Airport concerned confirms hours of service extension is possible and recommends approval by CAAP approving authority through the CAAP Operations Center.

Office or Division:	CAAP Operations Center, Airports			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Airports that processed and recommends extension of hours of operations requested by airlines or aircraft operators			
Checklist of Requirements		Where to Secure		
Requesting party used Airport Service Extension Request Form CAAP-ODG-OPS-004				
1. Airport Hours of Service Extension request form CAAP-ODG-OPS-004 (1) electronic copy Remarks: Airport Hours of Service Extension Request form duly accomplished by airline or aircraft operator and recommended for approval by Airport		Agency – Division: CAAP – Airport Operations / Admin / Air Traffic Service facility		
Airport facilitated request thru their own process and used aeronautical message handling system (AMHS) to relay request to Operations Center Division 1. Request submitted in AMHS message format (1) electronic copy Remarks: Request is submitted in AMHS format and recommended for approval by Airport		Agency – Division: CAAP – Airport Air Traffic Service facility		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits accomplished request for Airport Hours of Service Extension form CAAP-ODG-OPS-004 with recommendation for approval Location: opcenfltpmts@gmail.com	1. Receives and reviews request	None	10 minutes	Operations Center Officer; CAAP Operations Center

09688704221 (Viber), caap opcen (Messenger), RPLLYAYX (AMHS)				Operations Officer/ Admin Officer/ Air Traffic Service facility supervisor; Airports
Notes/Instruction: Requesting party may use CAAP-ODG- OPS-004 or communicate request with date and time of extension thru e-mail or Viber; Airport may submit request with recommended action thru e-mail or Viber, or thru an aeronautical message handling system (AMHS) message				
2. Coordinates request information, confirms or corrects information as needed Location: opcenfltpmts@gmail.com 09688704221 (Viber), caap opcen (Messenger), RPLLYAYX (AMHS)	2. Coordinates request information, confirms or corrects information as needed	None	30 minutes	Operations Center Officer; CAAP Operations Center
3. Waits for approval Location: n/a	3. Approves request and assigns extension permit number	None	5 minutes	Operations Center Officer; CAAP Operations Center
4. Receives approval and send copy of approval to requesting party Location: opcenfltpmts@gmail.com 09688704221 (Viber),	4. Composes request approval in AMHS message and sends it to Airport Air Traffic Service facility or e-mail or Viber	None	5 minutes	Operations Center Officer; CAAP Operations Center

caap opcen (Messenger), RPLLYAYX (AMHS) Notes/Instruction: Extension fee of Php 5000/hr or a fraction thereof to be billed to the requesting party every end of the month as facilitated by Airport Admin and CAAP Revenue Section				
TOTAL:			50 Minutes	

AMENDMENT OF THE PHILIPPINE CIVIL AVIATION REGULATIONS – ICAO INITIATED

Office or 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) 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		International Civil Aviation Coordinating Staff (ICACS) Office 1 st floor, CAAP Main Building, CAAP MIA Road, Pasay City 1300 or International Civil Aviation Organization (ICAO) Official Website		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward ICAO State Letter	1. Receive State Letter and check completeness of documents	None	5 minutes (maximum)	Designated RSDD receiving personnel
	2. Recording and numbering of ICAO State Letter	None	2minutes	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, RSD	None	4 hours (simple) 1 day (complex)	Division Chief, RSDD
	6. Review and notation by Department Management Manager III, RSD	None	2 hours	Department Manager III, RSD

	7. Forwards 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	1 hour	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 minutes	RSDD Personnel on duty
	17. Preparation of documents for publication	None	15 minutes (maximum)	

	of the Approved Memorandum Circular		*from receipt of the approved Memorandum Circular	Regulations Maintenance Section (RMS) Personnel
	18. Preparation of Request for Publication	None	15 minutes	
	19. Review of newspaper layout before publication in the newspaper	None	30 minutes *from receipt of the newspaper layout	
	20. Request for authenticated Certified True Copies of the documents	None	10 minutes	
	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	
	23. Approval of the Memorandum	None	15 minutes	Division Chief III – RSDD and Department Management III – RSDD
	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 and 45 Minutes (simple) 18 Days and 27 Minutes (complex)	

AMENDMENT OF THE PHILIPPINES CIVIL AVIATION REGULATIONS – STAKEHOLDER INITIATED

Office or 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) 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		International Civil Aviation Coordinating Staff (ICACS) Office 1 st floor, CAAP Building, CAAP MIA Road, Pasay City 1300 or International Civil Aviation Organization (ICAO) Official Website		
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 minutes	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	
TOTAL:			21 Days, 4 Hours and 7 Minutes	

CERTIFICATE OF NO ACCIDENT / INCIDENT

Office or 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)	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	
	2.2. Prepare and process Certificate of No Accident / Incident	None		
	2.3. Review and Sign Certificate of No Accident / Incident	None	5 Minutes	
	2.4. Release of Certificate of No Accident / Incident	None	3 Minutes	
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 or 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-2012		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	
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 or 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	None	5 minutes	Assigned Inspector
1. Attend the scheduled formal meeting	Discuss the details of Formal Application	None	5 minutes	
	Conduct Initial Application review meeting	None	5 minutes	
	Conduct Formal Application review meeting	None	1 hour	
	Discuss the Aerodrome Operations Manual Information	None	30 minutes	
TOTAL:			1 Hour and 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 or 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:				
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 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	
	5. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO to Accounting Division	None	10 minutes	Chief, AANSOO
	6. Forward Pro-Forma	None	10 minutes	AANSOO Staff

	Invoice to Accounting Division			
	7. Billing Process	None	Paused Clock	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	Paused Clock	Accounting Division
2. Proceed to Collection	11. Receive Payment	None	Paused Clock	Collection Staff
	12. Issuance of Official Receipt (OR)	None		
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) AANSOO Staff
	20. Received signed Notice of Safety Inspection and Travel Order from the CRAD	None	10 Minutes	AANSOO Staff
	Staff and forward to Chief, ARCID	None		
	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 and 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 or 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	None	3 days *excluding travel time	Safety Inspection Team
	2. Prepare Safety Inspection Report	None	15 days	
	3. Review and endorsement by Chief, ARCID and forward to Chief AANSOO	None	2 hours	Chief, ARCID
	4. Forward to Chief AANSOO for review and notation	None	10 minutes	AANSOO Staff
	5. Review and notation by Chief, AANSOO	None	1 hour	Chief, AANSOO
	6. Forward the signed Safety Inspection Report to ARCID, Chief.	None	10 minutes	AANSOO Staff
	7. Forward the signed Safety Inspection Report to the Operator.	None	10 minutes	ARCID Staff
TOTAL:			18 Days, 3 Hours and 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 or 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	3 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	
	5. Determine number of days of inspection	None	2 minutes	
	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	Paused Clock	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	Paused Clock	Accounting Division
5. Proceed to Collection	14. Receive Payment	None	Paused Clock	Collection Staff
	15. Issuance of Official Receipt (OR)	None		

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
	22. Recording and certified true copy of Travel Order	None		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	None	10 minutes	AANSOO Staff
	24. Coordinate with the operator regarding the conduct of inspection	None	10 minutes	Safety Inspection Team
7. Organize Transportation for the				

Safety Inspection Team				
TOTAL:			4 Days, 1 Hour and 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 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 or 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. 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	None	1 Day	Safety Inspection Team
	2. Review and endorsement Registration Certificate / Temporary Registration Certificate / Extension Registration to Chief, AANSOO	None	2 Hours	Chief, ARCID
	3. Forward to Chief	None	10 Minutes	AANSOO Staff

	AANSOO for review and notation			
	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 Registration Certificate / Temporary Registration Certificate / Extension Registration.	None	3 Minutes	AANSOO Staff
	7. Forward the signed Registration Certificate / Temporary Registration Certificate / Extension Registration.to ARCID, Chief.	None	10 Minutes	AANSOO Staff
	8. Coordinate with applicant regarding payment of Registration Certificate	None	5 Minutes	ARCID Staff
	9. Prepare Pro-Forma Invoice	Certificate Fee- PHP 500.00	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	Paused Clock	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	Paused Clock	Accounting Division
2. Proceed to Collection	18. Receive Payment	None	Paused Clock	Collection Staff
	19. Issuance of Official Receipt (OR)	None		
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 Registration Certificate Type 2 / Temporary Registration Certificate Type 2 / Extension Registration Certificate Type 2	None	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	None	1 Hour	ARCID Staff
TOTAL:			1 Day, 5 Hours and 45 Minutes	
TOTAL DURATION FROM PHASE I – VI			28 Days, 5 Hours And 6 Minutes	

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

Process for obtaining a Permit to Operate for airstrips and/or heliports conducting air transport operations or private operations including utility operations using aircraft with less than 10 passenger seats.

Office or 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	None	3 Minutes	AANSOO Staff
	2. Endorse pre-application phase to Chief, ARCID	None	20 Minutes	Chief, AANSOO
	3. Chief, ARCID to assign lead inspector	None	10 Minutes	Chief, ARCID
	4. Inform applicant of the scheduled date of pre-application meeting	None	5 Minutes	Assigned Inspector
3. Attend the scheduled pre-application meeting	5. Discuss the Aerodrome Operations Manual	None	20 Minutes	
	6. Record pre-application phase actions in database	None	2 Minutes	
TOTAL:			1 Hour	

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

Process for obtaining a Permit to Operate for airstrips and/or heliports conducting air transport operations or private operations including utility operations using aircraft with less than 10 passenger seats.

Office or 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	None	5 Minutes	Assigned Inspector
1. Attend the scheduled formal meeting	2. Discuss the details of Formal Application	None	5 Minutes	
	3. Conduct Initial Application review meeting	None	5 Minutes	
	4. Conduct Formal Application review meeting	None	1 Hour	
	5. Discuss the Aerodrome Operations Manual Information	None	30 Minutes	
TOTAL:			1 Hour and 45 Minutes	

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

Process for obtaining a Permit to Operate for airstrips and/or heliports conducting air transport operations or private operations including utility operations using aircraft with less than 10 passenger seats.

Office or 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)		AANSOO 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	2 Days	Safety Inspection Team
	2. Determine the number of days of inspection	None	2 Minutes	Assigned Inspector
	3. Prepare Pro-Forma Invoice	For Admin Fee – ₱500.00; For Inspection Fee – ₱5,000.00	10 Minutes	AANSOO Staff
	4. Endorsement of Pro-Forma Invoice to Chief, AANSOO	None	10 Minutes	Chief, ARCID
	5. Signature and endorsement of Pro-Forma Invoice by Chief, AANSOO	None	10 Minutes	Chief, AANSOO
	6. Forward Pro-Forma Invoice to Accounting Division	None	10 minutes	AANSOO Staff
	7. Billing Process	None	Paused Clock	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	Paused Clock	Accounting Division
2. Proceed to Collection	11. Receive Payment	None	Paused Clock	Collection Staff
	12. Issuance of Official Receipt (OR)	None	Paused Clock	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:			2 Days, 7 Hours and 29 Minutes	

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

Process for obtaining a Permit to Operate for airstrips and/or heliports conducting air transport operations or private operations including utility operations using aircraft with less than 10 passenger seats.

Office or 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	None	3 Days *excluding travel time	Safety Inspection Team
	Prepare Safety Inspection Report	None	12 Days	
	Review and endorsement by Chief, ARCID and	None	2 Hours	Chief, ARCID

	forward to Chief AANSOO			
	Forward to Chief AANSOO for review and notation	None	10 Minutes	AANSOO Staff
	Review and notation by Chief, AANSOO	None	1 Hour	Chief, AANSOO
	Forward the signed Safety Inspection Report to ARCID, Chief.	None	10 Minutes	AANSOO Staff
	Forward the signed Safety Inspection Report to the Operator.	None	10 Minutes	ARCID Staff
TOTAL:			15 Days, 3 Hours and 30 Minutes	

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

Process for obtaining a Permit to Operate for airstrips and/or heliports conducting air transport operations or private operations including utility operations using aircraft with less than 10 passenger seats.

Office or 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 Days	Safety Inspection Team
	3. Inform applicant of the scheduled formal meeting	None	5 Minutes	
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	
	6. Prepare Pro-Forma Invoice	For Admin Fee – ₱500.00; For Inspection Fee – ₱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	Paused Clock	Accounting Division
5. Proceed to Collection	14. Receive Payment		Paused Clock	Collection Staff
	15. Issuance of Official Receipt (OR)	None	Paused Clock	
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 – ₱500.00; For Inspection Fee – ₱5,000.00	3 Days, 1 Hour and 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

Process for obtaining a Permit to Operate for airstrips and/or heliports conducting air transport operations or private operations including utility operations using aircraft with less than 10 passenger seats.

Office or 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 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	Paused Clock	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	Paused Clock	Accounting Division
2. Proceed to Collection	18. Receive Payment	None		Collection Staff
	19. Issuance of Official Receipt (OR)	None	Paused Clock	
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 and 45 Minutes	
Total Duration from Phase I - VI			23 Days, 5 Hours and 6 Minutes	

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

Third Party Procedure Design Authorization is the process of granting an approval for third-party procedure design service providers to engage in design works under specified or stated conditions with the objective to regulate these organizations to ensure compliance with ICAO Standards and Recommended Practices.

Office or 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 addressed to the Director General of CAAP detailing the following: a. business name and official business address of the applicant b. a written statement setting out design procedures that the applicant proposes to provide (e.g., Conventional or PBN STARs, SIDs, IAP, Helicopter IFPs). c. Evidence regarding practical application of Theoretical Knowledge (e.g. recently published or approved IFPs). d. Evidence regarding Aviation Experience (List of aviation related accomplishments and services other than flight procedure design projects) e. Record of Quality Assurance Application (e.g., data verification, criteria verification, ground validation reports). f. Manual of Operations (Latest Edition) g. Quality Management Manual and Safety Manual (when available) h. Training Program i. Training Plan j. List of Procedure Designers employed in the company together with their work experience and authenticated copies of PANS-OPS / IFP Design Training Certificate/s as training records, k. Authenticated copies of Certificates issued by other ICAO member states (if any)		AANSOO Administrative Staff

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intent	1.1 Receive; record database	None	5 minutes	AANSOO Staff Ground Floor Main Building
	1.2 Forward application to AANSOO		3 minutes	AANSOO Admin Staff
	1.3 Endorse the application to ATMSID		3 minutes	AANSOO Chief
	1.4 Receive; record database and forward to Chief ATMSID		5 minutes	ATMSID Admin Chief
	1.5 Endorse the application to PANS-OPS Inspectorate		5 minutes	ATMSID Chief
	1.6 Review and assess the submitted documents for verification and validation; Prepare Technical Report Endorsement, Memo Brief, letter of approval with conditions and Procedure Design Certificate		16 days	Chief, PANS-OPS Inspectorate and Staff
	1.7 Final review and endorsement for approval by the DG		2 days	ATMSID Chief
	1.8 Review and prepare recommendation by Chief, AANSOO		1 day	AANSOO Chief
	1.9 Forward documents to the DG		10 minutes	AANSOO Admin Staff
2. Present valid ID or authorization letter to claim certificate	2.1 Release approved Procedure Design Certificate	None	15 minutes	AANSOO Staff, AANSOO, Ground Floor, Main Building
	2.2 Record Keeping and documentation		15 minutes	ATMSID admin Staff and PANS-OPS Inspectorate Staff
TOTAL:			19 Days, 1 Hours and 31 Minutes	

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

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

Office or 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 – 2 nd Floor, Annex Building CRASD – 2 nd Floor, Main Building 2. Collection Office – 2 nd 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 presenter;	None	10 minutes	Records Officer, CRAD
4. Proceed to Collection Office	4.1 Receive in payment and issue Official Receipt (OR)	₱93.00 set		Collecting Officer Collecting Office (2 nd Floor. Annex Bldg.)

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	
7. Present valid ID/ Authorization to claim and received at CRAD receiving copy	Release the documents	None	2 minutes	
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 or 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 Stakeholder			
Checklist of Requirements		Where to Secure		
1. Photocopy or scanned copy of CAAP issued Certificates, Permits, Official Receipts with signature of the concerned issuing/originating office as “verified correct from the documents on file” 2. Any Government ID and/or Authorization letter (if the document is named to another person) 3. Schedule of Fees (Listed under Fees) 4. Filled-up Request Form		1. Concerned issuing/originating office: a. FOD -2 nd floor, FSIS Building b. Airworthiness – 1 st floor, FSIS Building c. TOCID – 1 st floor, FSIS Building d. ADMS – 5 th floor, Main Building e. Collection Office – 2 nd Floor, Annex Bldg.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to (whichever is applicable) a. FOD b. Airworthiness c. TOCID d. ADMS e. Collection	1.1 Receive and check the requested document/s 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
2. Proceed to CRAD	2.1 Give Request Form	None	1 minute	Office Assistant, CRAD
3. Present verified photocopy or scanned copy of CAAP	3.1 Check/ review the document/s presented;	None		

Certificates/Permits, Official Receipts	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	
TOTAL:		₱43.00 “varies depending on the procedure ”	51 minutes	

RECEIVING, SORTING AND DISPATCHING OF ALL MAILS 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 or Division:	Central Records and Archives Division (CRAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	1. CAAP Officers 2. CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Mails Received		Central Records and Archive 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	Records Assistant, CRAD
	1.3 Record at logbook	None	30 minutes	
	1.4 Dispatch to different CAAP Offices concerned	None	2 hours	Admin. Aide II, CRAD
TOTAL:		None	3 Hour and 5 Minutes	

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 or 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. Documents received from DOTr		Central Records and Archive 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 documents	None	5 minutes	Office Assistant, CRAD
	1.2 Sort documents (if for ODG or DDG)	None	5 minutes	Administrative Assistant, CRAD
	1.3 Records Entry at CRAD Document Tracking System (DTS)	None	30 minutes	
	1.4 Dispatch to ODG or DDG Office and/or concerned offices	None	10 minutes	Office Assistant, CRAD
TOTAL:		None	50 Minutes	

ACCEPTANCE AND APPROVAL FOR ON-THE-JOB TRAINING

Office or Division:	Aerodrome Registration Certification Inspectorate Division (ARCID), AANSOO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	University / College Students			
Checklist of Requirements		Where to Secure		
1. Endorsement letter from school		To be submitted by the requesting party to CAAP HRMD Office		
2. 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 HR 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 HR 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 Filling/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 and 25 minutes	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit resume to CAAP-HRMD and thru this email: tacm@caap.gov.ph	1. Receive and validate the submitted resume	None	4 hours	HRMD-TACM Personnel
	2. Send information regarding: (a) interview schedule, (b) application requirements, and (c) application instructions	None	30 minutes	HRMD-TACM Personnel
2. Attend Interview	3. Interview the applicant (Initial)	None	1 day	HRMD-TACM Personnel
	4. Interview the applicant (Final)	None	1 day	Authorized Representative of the Designated Office
TOTAL:		None	2 Days, 4 Hours and 30 Minutes	

ISSUANCE OF ON-THE-JOB TRAINING CERTIFICATE

The issuance of On-The-Job certificate is a process in which Civil Aviation Authority of the Philippines (CAAP) grants a certificate to an individual who has successfully completed an OJT program. This certificate serves as official recognition that the trainee has met the required training objectives, demonstrated the necessary skills, and completed the required hours of practical work experience in a specific field or industry.

Office or Division:	Human Resource Management Division (HRMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who undergo On-the-Job Training at CAAP offices			
Checklist of Requirements		Where to Secure		
1. Endorsement letter from the concerned office of deployment, signed by the office 2. Duly signed Daily Time Record 3. Feedback Form from the office of deployment		Human Resource Management Department, Talent Acquisition and Career Management Section (TACM), 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to CAAP-HRMD and submit all requirements	1. Receive submitted requirements, validate completed OJT hours, and prepare OJT Certificate; Inform the schedule of release of certificate	None	2 days	HRMS-TACM Personnel
2. Proceed to HRMD	2. Issuance of the OJT Certificate and pertinent OJT documents	None	10 minutes	
TOTAL:		None	2 Days and 10 Minutes	

RECRUITMENT AND SELECTION PROCESS FOR REGULAR APPOINTIVE EMPLOYEES

The recruitment and selection process for regular appointive employees is an orderly procedure aimed at identifying and hiring candidates for available plantilla positions. It includes essential steps such as job publication, applicant screening, and interviews. An integral part of this process is the Human Resource Management Pre-Selection Board (HRMPSB) deliberation, where the qualifications and assessments of candidates are reviewed to ensure fairness, transparency, and adherence to merit-based principles.

Office or Division:	Human Resource Management Division (HRMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Newly Hire			
Checklist of Requirements		Where to Secure		
1. Application Letter indicating desired position with item number addressed to signatory of the publication. 2. Latest Performance Assessment (if necessary) 3. Fully accomplished PDS with recent passport-sized picture 4. Work experience sheet (CSC Form No. 212) 5. Photocopy of Eligibility 6. Cert. of Rating: ATSEP/ATC Rating (if necessary) 7. Photocopy of Transcript of Records (TOR) and Diploma last school attended 8. Certificate of training/seminar attended relevant to the position applied 9. Photocopy PSA Birth Certificate 10. Photocopy PSA Marriage Contract (for married applicant) 11. NBI Clearance 12. Certificate of Employment with Job description from previous company (as applicable)		Human Resource Management Department, Talent Acquisition and Career Management Section (TACM), 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application requirements to CAAP-HRMD through walk-in or email at careers@caap.gov.ph	1. Receive submitted application and conduct initial screening based on Qualification Standards (QS).	None	1 day	HRMD-TACM Personnel

on or before the deadline.				
	2. Provide checklist and inform applicant on interview schedule	None	1 day*	Requesting Office
2. Attend interview	3. Evaluate applicant based on merit and fitness	None	3 days per applicant	HRMPSB Secretariat
	4. Human Resource Management Pre-Selection Board (HMP SB) deliberation	None	1 day	Human Resource Management Pre-Selection Board (HRMPSB)
	5. Prepare minutes of the meeting of the deliberation	None	5 days	HRMPSB Secretariat
	6. Prepare HRMPSB resolution	None	1 day	
	7. Release of signed resolution IF SUCCESSFUL APPLICANT: Notify applicant to submit required documents via email or call IF NOT SUCCESSFUL APPLICANT: Notify applicant of the result via email or call	None	1 day	HRMD-TACM Personnel
TOTAL:		None	13 Days	

**Processing time depends on the interview schedule set by Requesting Office*

RECRUITMENT OF TECHNICAL PERSONNEL

The recruitment process for technical personnel in the Civil Aviation Authority of the Philippines (CAAP) involves a series of steps to identify, evaluate, and select qualified candidates. This includes announcing job vacancies, screening applications, conducting technical exams, interviews, medical evaluations, background checks, and offering training before deployment to ensure the recruitment of capable personnel for specialized roles.

Office or Division:	Human Resource Management Division (HRMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Newly Hire			
Checklist of Requirements		Where to Secure		
1. Accomplished Application Form 2. Diploma (photocopy) 3. Transcript of Record (photocopy) 4. PSA Birth Certificate (photocopy) 5. NBI Clearance/Police Clearance (original copy) 6. CSP Eligibility Certificate or R.A. 1080 (authenticated copy) (for CNSSO Technical Recruitment only) 7. Two (2) 2x2 Picture (white background w/ name tag)		Human Resource Management Department, Talent Acquisition and Career Management Section (TACM), 2 nd Floor, Main Building		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application requirements to CAAP-HRMD	1. Release examination permit and location of testing center	None	1 hour	HRMD-TACM Personnel
2. Attend pre-qualifying examination	2. Publish result of examination	None	1 day*	HRMD-TACM Personnel and Authorized Representative of the Concerned Office
3. Attend interview	3. Publish result of interview	None	1 day*	HRMD-TACM Personnel
4. Undergo physical/medical examination	4. Publish result of physical/medical examination	None	4 days**	
5. Undergo training				
TOTAL:		None	6 Days and 1 Hour	

**Processing time depends on the result of deliberation of concerned offices*

***Indicative processing time based on OFSAM' process*

RECRUITMENT PROCESS FOR TEMPORARY SUPPORT DIRECT-HIRED PERSONNEL

The recruitment process for Temporary Support Direct-Hired Personnel (Job Order and Contract of Service) refers to the procedure by which Civil Aviation Authority of the Philippines (CAAP), hires individuals for short-term or temporary work under Job Order (JO) and Contract of Service (COS) arrangements. These workers are typically hired to provide additional support for specific tasks or projects for a limited duration.

Office or Division:	Human Resource Management Division (HRMD)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Newly Hire
Checklist of Requirements	Where to Secure
PRE-EMPLOYMENT REQUIREMENTS 1. Application Letter indicating desired position To: LTGEN RAUL L DEL ROSARIO AFP(RET) Director General Civil Aviation Authority of the Philippines Old MIA Road cor. Ninoy Aquino Ave. Pasay City, Metro Manila 2. Accomplished Personal Data Sheet (<i>CSC Form 212 Revised 2017</i>) 3. Detailed Resume 4. TOR and Diploma (<i>Authenticated copy</i>) 5. Civil Service Eligibility/ PRC License (<i>if applicable</i>) 6. NBI Clearance (<i>original copy</i>) 7. PSA Birth Certificate (<i>photocopy</i>) 8. Valid IDs (<i>photocopy of TIN, SSS, PAG-IBIG, PhilHealth</i>) MEDICAL EXAMINATION REQUIREMENTS 1. CBC 2. Urinalysis 3. X-ray 4. Neuro-psychiatric exam 5. Vision Acuity and Color Vision Test 6. Dental History Record 7. Physical Exam	Human Resource Management Department, Talent Acquisition and Career Management Section (TACM), 2 nd Floor, Main Building

8. Drug Health Record (<i>in any DOH-accredited clinic/hospital</i>) 9. Medical Certificate				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Resume to CAAP-HRMD and thru this email: tacm@caap.gov.ph	1. Send information regarding the interview schedule	None	1 day	HRMD-TACM Personnel
2. Attend interview	2. Interview the applicant and notify interview result	None	1 hour	HRMD-TACM Personnel and Authorized Representative of the Concerned office
3. Proceed to CAAP-OFSAM for medical/physical examination			3 days	OFSAM Personnel
4. Submit complete pre-employment requirements	3. Prepare contract	None	1 hour	HRMD-TACM Personnel
5. Review and sign contract	4. Process the contract	None	10 days*	HRMD-TACM Personnel and Office of the Director General
TOTAL:		None	14 Days and 2 Hours	

**Indicative processing time based on ODG process*

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

Office or 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 III

Office or 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 Agreement as Witness (for goods only)	None		PD Assistant
	4. Prepare Notice to Proceed and Memo Brief	None		PD Assistant/ Officer
TOTAL:		None	1 day	

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

Office or 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:			1 Day	

PAYMENT OF CONTRACT (Goods Only)

Office or 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 Resul (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 completeness <ul style="list-style-type: none">If complete, proceed to Step 2If 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. Prepare 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 or Division:	Procurement 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 completed) 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 or 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 from the client, proceed to Step 2	None		
	2. Prepare DV	None		
2. End-user receives DV with complete docs	3. Forwards to End-user for signature of BUR/DV	None		
TOTAL:		None	1 day	

SUBMISSION OF ADVANCE COPY OF PROCUREMENT DOCUMENTS (GOODS ONLY) TO COA

Office or 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 Original Copy) each page	None		
	3. Signs each page	None		Chief, PD
	4. Scan/Save copies of Contract of Agreement and its attached documents	None		Office / Administrative Assistant
	5. Prepares Checklist	None		
Receives advance copy of procurement documents	6. Submits to COA Resident Auditor	None		
TOTAL:		None	5 days	

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 or 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 Officer 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 supplier (b) Accepted, proceed to Step 2	None	1 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 Day	

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

Height Evaluation is the medium for the CAAP Director General to exercise the mandate to regulate the height of structures situated within the vicinity of or in close proximity to airports estimated to endanger the flights of aircrafts.

HCP is a permit granted to an applicant proposing to construct a structure (fixed, mobile, permanent or temporary) with height compliant to applicable Civil Aviation Regulations. Also, this is required prior to issuance of a building permit.

HL is an assessment result to an inquiry requesting the Maximum allowable Top Elevation (MATE) at a specific location.

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 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 and/or GNSS processing) 7. Additional requirements for temporary structures only (e.g. tower crane) only: <ul style="list-style-type: none"> a. Approved Height Clearance Permit of proposed building where crane will be used (1 photocopy) b. Site Development Plan with radial coverage of crane (1 original) c. Elevation plan showing the maximum height of crane, and its appropriate lighting and 		Aerodrome Development and Management Service (ADMS) – Operational Safety Division (OSD) www.caap.gov.ph

marking (can be integrated with requirement #2) d. Duration date and hours of crane operations (1 original) e. Safety / Responsible officers and their contact details (1 original) 8. Receipt of Filing Fee Payment (1 photocopy)				
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 minutes	OSD Staff
3. Proceed to Collection (Annex Bldg)	2. Issue Order of Payment Slip (OPS) 3. Receive payment; Issue Official Receipt (OR)	None P50.00 + VAT per Application / structure	2 minutes	Accounting Officer On-Duty 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	6 days	OSD Staff and Receiving Officer
	5. Assess documents compliance and completeness (including the survey data verification)	None		

	<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 8</p>			OSD Evaluator
	<p>6. Conduct technical assessment if site is within critical area:</p> <p>a. If within a critical area, proceed to step 7.</p> <p>b. If not, prepare Certification that site is outside critical area and proceed to Step 8</p>	None		
	<p>7. Conduct technical assessment based on Obstacle Restriction and Limitation (OLS)</p>	None		
	<p>8. Validate the following:</p> <p>a. Technical assessment from Step 7</p> <p>b. Prepared documents from Step 5b</p> <p>c. Prepared documents from Step 6b</p>	None		
	<p>9. Act on the following.</p> <p>a. From Step 8a, prepare documents and log to endorse for simultaneous evaluation of ATS and ANS</p> <p>b. From Step 8b, sign the Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 22</p>	None		

	c. Endorse prepared documents from Step 8c and proceed to Step 17			
	10. Log application, encode and print evaluation forms	None	5 days	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		AFPDD and QMD Evaluators
	12. Validate technical assessments			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	2 days	ODG Staff
	20. Approve/Sign HCP/Denial	None		Director General / Authorization 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	
TOTAL:		P50.00 + VAT per application / structure	15 Days	

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

The same purpose as HCP for All Structure Type but has reduced prescribed period of processing due to ARTA Revised Joint Memorandum Circular No. 01 Series of 2021, and Executive Order No. 32 Series 2024 and its IRR.

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. For HCP Application only, Elevation Plan of the Proposed Structure (1 original and 1 photocopy) 3. Filled-out Geodetic Engineer's Certificate CAAP-ADM- AOD-002 (1 original and 1 photocopy) 4. Certification of Control Station use from NAMRIA/CAAP/DENR (1 photocopy) 5. Location Plan with Vicinity Map (1 original and 1 photocopy) 6. Computations: traverse, leveling d/or GNSS processing (1 original) 7. Receipt of Filing Fee Payment (1 photocopy)		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 caap.gov.ph Forms are also available at Operational Safety Division (OSD) of ADMS		None		Applicant
2. Present Height Evaluation Assessment	1. Log & issue ADMS Order of Payment Request Form	None	2 minutes	OSD Staff

application documents to OSD Staff				
3. Proceed to Collection (Annex Bldg)	2. Issue Order of Payment Slip (OPS)	None	2 minutes	Accounting Officer On-Duty
	3. Receive payment; Issue Official Receipt (OR)	P50.00 + VAT per Application / structure	2 minutes	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 b. If not, prepare Certification that site is outside critical area and proceed to Step 8	None		
	7. Conduct technical assessment based on Obstacle Restriction and Limitation (OLS)	None		

	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 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 assessments	None		ATS and ANS Service Chiefs
	14. Prepare documents and log to endorse to AMDS for consolidation	None		

	of evaluations (ADMS, ATS, and ANS)			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		ODG Staff
	19. Log endorsement	None		ODG Staff
	20. Approve/ Sign HCP/ Denial	None	1 day	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	
TOTAL:		P50.00 + VAT per application / structure	7 Days	

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

This issuance is the alternative of Height Clearance Permit for PTTI that are located outside the CAAP Critical Areas and less than 50 meters in height based on ARTA Revised Joint Memorandum Circular No. 01 Series of 2021, and Executive Order No. 32 Series 2023 and its IRR.

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 (1 photocopy)		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	2 minutes	OSD Staff

3. Proceed to Collection (Annex Bldg)	2. Issue Order of Payment Slip (OPS)	None	2 minutes	Accounting Officer On-Duty
	3. Receive payment; Issue Official Receipt (OR)	P50.00 + VAT per Application / structure	2 minutes	Collection Officer On-Duty
4. Proceed back to OSD-ADMS Submit AOU documents with photocopy of OR	4. Check OR and; log AOU documents (assign application number)	None	2 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 7	None		OSD Evaluator
	6. Conduct technical assessment if site is within critical area	None		
	7. Validate the following: a. Technical assessment if site is within critical area b. Prepared documents from step 5b and proceed to Step 9	None		OSD Supervisor
	8. From Step 7a, prepare AOU documents with stamp of appropriate recommendation (Approved/Denied)	None		OSD Staff
	9. Act on the following:	None		OSD Chief

	a.From Step 8, sign (as evaluated) the AOU documents with stamp of appropriate recommendation (Approved/Denied) b. From Step 7b, sign the Denial Letter due to incomplete and/or non-compliant documents and proceed to Step 11		2 days		
	10. From Step 9a, sign (as certified) the AOU documents with stamp or 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		
5. Proceed to ADMS	13. Release validated AOU documents and Denial Letter	None	2 minutes		
TOTAL:		P50.00 + VAT per application / structure	2 Days		

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 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 advance payment		Clients/Contractors		
2. Surety Bond equivalent to Fifteen Percent (15%) of Contract				
3. Blueprint of Plans				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to	1. Assess completeness of	None	15 minutes	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 minutes	
	3. Forward documents to the project in-Charge	None	3 minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 minutes	Project In-Charge
	5. Prepare necessary advance payment documents as per document checklist	None	1 day	
	6. Checking of prepared advance payment documents as per document checklist	None	15 minutes	Assigned PMD staff
	7. Approval and endorsement of advance payment documents to DM III, AED	None	15 minutes	DC III, PMD

	8. Final review and checking of advance payment documents	None	15 minutes	DM III, AED
	9. Approval and endorsement of advance payment documents to ADG II, ADMS	None	3 minutes	
	10. Approval and endorsement of advance payment documents to Budget Division	None	3 minutes	ADG II, ADMS
TOTAL:		None	1 Day, 1 Hour and 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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
1. Letter request for final acceptance 2. Progress Pictures		Clients/Contractor		
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	
	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. Schedule ocular inspection with TIT and contractor representative	None	10 min	
	6. Ocular inspection and evaluation	None	3 days (may vary)	Project In-Charge, TIT and Contractor
	7. Prepare Technical Inspection Evaluation Report (TIER) for final acceptance proposing for rectification on the structural defects, if applicable	None	4 hours	Project 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	DM III, AED
	10. Final review of Technical Inspection evaluation Report (TIER)	None	15 min	DM III, AED
	11. Approval and endorsement of Technical Inspection Evaluation Report (TIER) to Project In-Charge	None	5 min	ADG II, ADMS
	<i>Total duration w.o rectification:</i>	<i>None</i>	<i>3 days, 5 hours & 36 min (may vary)</i>	
<i>Note: proceed with the steps below if rectification is applicable</i>				
	12. Furnishing a Copy of approved TIER to Contractor for immediate rectification	None	5 minutes	Project In-Charge
2. Pick-up of approved Technical Inspection Evaluation Report for final acceptance		None	5 minutes	Contractor
3. Rectification process			2 days (may vary)	
	13. Schedule ocular inspection with TIT and contractor representative for validation on the rectified structure	None	10 minutes	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 minutes	Assigned PMD staff
	17. Review of Technical Inspection Validation Report (TIVR)	None	15 minutes	DC III, PMD
	18. Final review of Technical Inspection Validation Report (TIVR)	None	15 minutes	DM III, AED
	19. Approval and endorsement of Technical Inspection Validation Report to Project In-Charge for issuance of Certificate of Final Acceptance and processing of release of withheld retention money	None	5 minutes	ADG II, ADMS
TOTAL:		None	9 days, 2 hours and 46 minutes (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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Evaluate and assess the project SWA, PERT-CPM & Bar Chart	None	4 hours	Project 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	
	3. Checking of prepared Notice and computation for Liquidated Damages	None	15 minutes	Assigned PMD staff
	4. Approval and endorsement of prepared Notice and computation for Liquidated Damages to DM III, AED	None	15 minutes	DC III, PMD
	5. Final review of prepared Notice and computation for Liquidated Damages	None	15 minutes	DC III, AED
	6. Approval and endorsement of prepared Notice and computation	None	5 minutes	

	for Liquidated Damages to ADG II, ADMS			
	7. Approval and endorsement of Notice and computation for Liquidated Damages to Project In Charge	None	10 minutes	ADG II, ADMS
1. Pick-up of Notice and computation for Liquidated Damages		None	5 minutes	Contractor
TOTAL:		None	1 day, 1 hour and 5 minutes	

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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Evaluate and assess the project SWA, PERT-CPM & Bar Chart	None	4 hours	Project In-Charge
	2. Prepare necessary Notice of Delay > (-) 5% or > (-) 10% or > (-) 15% subject for termination of contract	None	4 hours	
	3. Checking of prepared Notice of Delay	None	15 minutes	Assigned PMD staff
	4. Approval and endorsement of Notice of Delay to DM III, AED	None	15 minutes	DC III, PMD
	5. Final review and checking of Notice of Delay	None	15 minutes	DM III, AED
	6. Approval and endorsement of Notice of Delay to ADG II, ADMS	None	5 minutes	
	7. Approval and endorsement of Notice of	None	10 minutes	ADG II, ADMS

	Delay to Project In-Charge			
1. Pick-up Notice of Work Resumption		None	5 minutes	Contractor
TOTAL:		None	1 day, 1 hour and 5 minutes	

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 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 time extension 2. Weather report chart, if applicable 3. Supporting documents relative to the request for time extension		Clients/Contractors		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 minutes	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 minutes	
	3. Forward documents to the Project In-Charge	None	3 minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents relative to the issue	None	1 day	Project In-Charge
	5. Prepare necessary Notice of Time Extension	None	30 minutes	
	6. Checking of prepared Notice of Time Extension	None	15 minutes	Assigned PMD staff
	7. Approval and endorsement of Time Extension to DM III, AED	None	15 minutes	DC III, PMD
	8. Final review and checking of Notice of Extension	None	15 minutes	DM III, AED

	9. approval and endorsement of Notice of Time Extension to ADG II, ADMS	None	5 minutes	
	10. Approval and endorsement of Notice of Time Extension to Project In-Charge	None	10 minutes	ADG II, ADMS
2. Pick-up Notice of Time Extension		None	5 minutes	Contractor
TOTAL:		None	1 Day, 1 Hour and 56 Minutes	

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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Prepare necessary Notice of Work Resumption after the resolution of the issue	None	30 minutes	Project In-Charge
	2. Checking of prepared Notice of Work Resumption	None	15 minutes	Assigned PMD staff
	3. Approval and endorsement of Notice of Work Resumption to DM III, AED	None	15 minutes	DC III, PMD
	4. Final review and checking of Notice of Work Resumption	None	15 minutes	DM III, AED
	5. Approval and endorsement of Notice of Work Resumption to ADG II, ADMS	None	5 minutes	
	6. Approval and endorsement of Notice of Work Suspension to Project In-Charge	None	10 minutes	ADG II, ADMS
1. Pick-up Notice of Work Resumption			5 minutes	Contractor
TOTAL:		None	1 hour and 35 minutes	

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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
1. Letter request from the Contractor 2. Supporting documents relative to the request for time		Clients/Contractor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirement to ADMS	1. Assess completeness of required documents	None	15 minutes	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 minutes	
	3. Forward documents to the Project In-Charge	None	3 minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	4 hours	Project In-Charge
	5. Prepare necessary Notice of Work Suspension	None	30 minutes	
	6. Checking of prepared Notice of Work Suspension	None	15 minutes	Assigned PMD staff
	7. Approval and endorsement of Work Suspension to DM III, AED	None	15 minutes	DC III, PMD

	8. Final review and checking of Notice of Work Suspension	None	15 minutes	DM III, AED
	9. Approval and endorsement of Notice of Work Suspension to ADG II, ADMS	None	5 minutes	
	10. Approval and endorsement of Notice of Work Suspension to Project In-Charge	None	10 minutes	ADG II, ADMS
2. Pick-up Notice of Work Suspension			5 minutes	Contractor
TOTAL:		None	5 hours and 56 minutes	

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 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 progress payment 2. Billing statement 3. Affidavit of Contractor certifying that all materials/ labor/ equipment for the project were already paid 4. Test result, if applicable 5. Progress picture		Clients/Contractors		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 minutes	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 minutes	
	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	
	6. Prepare necessary billing documents per document checklist	None	1 day	
	7. Checking of prepared billing documents as per document checklist	None	15 minutes	Assigned PMD staff

	8. Technical review and checking of billing documents	None	1 hour	
	9. Technical validation of billing documents prior to concurrence of Contractor	None	1 hour	DC III, PMD
2. Pick-up billing documents		None	5 minutes	Contractor
3. Review and concur billing		None	1 day	
4. Submit concurred billing documents to PMD	10. Approval and endorsement of billing documents to DM III, AED	None	15 minutes	DC III, PMD
	11. Final review and checking of billing documents	None	1 hour	DC III, AED
	12. Approval and endorsement of billing documents to ADG II, ADMS	None	15 minutes	
	13. Approval and endorsement of billing documents to Budget Division	None	15 minutes	ADG II, ADMS
TOTAL:		None	2 days, 5 hours and 41 minutes	

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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
1. Letter request from the Contractor 2. Duly signed Certificate of Final Acceptance		Clients/Contractor		
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	
	3. Forward documents to the Project In-Charge	None	3 minutes	ADG II, ADMS
	4. Evaluate and assess submitted documents	None	15 minutes	Project In-Charge
	5. Prepare necessary documents (DV/BUR, TIT TIER)	None	4 hours	
	6. Checking of prepared documents as per document checklist	None	15 minutes	Assigned PMD staff
	7. Review and checking of documents	None	15 minutes	
	8. Validation of documents	None	5 minutes	
	9. Approval and endorsement of documents to DM III, AED	None	3 minutes	DC III, PMD
	10. Final review and checking of documents	None	15 minutes	

	11. Approval and endorsement of documents to ADG II, ADMS	None	3 minutes	DM III, AED
	12. Approval and endorsement of documents to Budget Division	None	3 minutes	ADG II, ADMS
TOTAL:		None	5 hours and 35 minutes	

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 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 2. Billing statement 3. Affidavit of Contractor certifying that all materials/ labor/ equipment for the project were already paid 4. Test result, if applicable 5. Progress Pictures		Clients/Contractors		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to ADMS	1. Assess completeness of required documents	None	15 minutes	ADMS receiving clerk
	2. Log and forward to ADG II, ADMS	None	3 minutes	
	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. Schedule ocular inspection with TIT and contractor representative	None	10 minutes	
	6. Ocular inspection and evaluation	None	3 days (may vary)	Project In-Charge TIT and Contractor
	7. Prepare Technical Inspection Evaluation	None	4 hours	Project In-Charge

	Report (TIER) proposing for			
	8. Checking of Technical Inspection Evaluation Report (TIER)	None	15 minutes	Assigned PMD staff
	9. Review of Technical Inspection Evaluation Report (TIER)	None	15 minutes	DC III PMD
	10. Final review of Technical Inspection Evaluation Report	None	15 minutes	DM III, EAD
	11. Approval and endorsement of Technical Inspection Evaluation Report (TIER) to Project In-Charge	None	5 minutes	ADG II, ADMS
Total duration w/o rectification:		None	3 days, 5 hours & 36 minutes (may vary)	
<i>Note: proceed with the steps below if rectification is applicable</i>				
	12. Furnishing a Copy of approved TIER to Contractor for immediate rectification	None	5 mins	Project In-Charge
2. Pick-up of approved Technical Inspection Evaluation Report		None	5 mins	Contractor
3. Rectification Process			2 days (may vary)	Contractor
	13. Schedule ocular inspection with TIT and contractor representative for validation	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 project completion and final payment	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 preparation of Final Payment	None	5 min	ADG II, ADMS
TOTAL:		None	9 days, 2 hours and 46 minutes (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 Transaction:	G2B – Government to Business			
Who may avail:	Contractors currently under Contract with CAAP-ADMS			
Checklist of Requirements		Where to Secure		
1. Written notice by the Contractor or Inspection Report from the Project In-Charge with justifications for the need of such Change Order or Extra Work Order 2. Budgetary estimates of the proposed Variation Order 3. Required plans to effect the adjustments 4. Detailed estimate of the unit cost of such items of work		Clients/Contractors		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to ADMS	1. Evaluate and assess submitted documents	None	15 minutes	Project In-Charge
	2. Prepare Inspection Report proposing for Variation Order	None	4 hours	
	3. Checking of prepared Inspection Report proposing for Variation Order	None	15 minutes	Assigned PMD staff
	4. Technical review of prepared Inspection Report proposing for Variation Order	None	5 minutes	DC III, PMD
	5. Final review of prepared Inspection	None	5 minutes	DM III, AED

	Report proposing for Variation Order			
	6. Approval and endorsement of prepared Inspection Report proposing for Variation Order to DG	None	5 minutes	ADG II, ADMS
	<i>(Documents will be transmitted to ADMS after the approval of Director General on the Inspection Report)</i>			
	7. Prepare necessary Variation Order documents including Plans, bill of materials and cost estimates	None	5 days	Project In-Charge
	8. Checking of prepared Variation Order documents as per document checklist	None	15 minutes	Assigned PMD staff
	9. Technical review and checking of Variation Order documents	None	1 day	
	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 minutes	Contractor
3. Review and concur Variation Order documents		None	1 day	
4. Submit concurred Variation Order documents to PMD	11. Approval and endorsement of Variation Order documents to DM III, AED	None	15 minutes	DC III, PMD
	12. Final review and checking of Variation Order documents	None	1 day	DM III, EAD
	13. Approval and endorsement of Variation	None	15 minutes	

	Order documents to ADG II, ADMS			
	14. Approval and endorsement of Variation Order documents to Budget Division	None	15 minutes	ADG II, ADMS
TOTAL:		None	9 days, 5 hours and 50 minutes	

CONDUCT OF KNOWLEDGE TEST

Office or Division:	Airmen Examination Board (AEB), FSOS			
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)		AANSOO Staff		
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		
	1.2 Provide CAAP- FSIS- AEB-002	None		
2. Fill-out form and submit to window 1	2. Receive and check form	None		AEB Examiner
	2.1 Fill-up AEB Exam Slip and forward to Exam Room	None		
	2.2 Encode information and generate Exam ID and Password	None		
3. Proceed to Exam Room for AEB Manual Log-in	3. Assist application for proper log-in	None		
4. Proceed to assigned computer terminal	4. Assist applicant and provide briefing for the computer usage	None		AEB Examiner Proctor
5. Take the exam	5. Oversee the examination proper	None		
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		

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 or 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		
2. Fill-out application Form and submit	2. Provide application form for the TR (CAAP-FSIS-AEB-006)	None		
	3. Check examination history/complete result of examination in the database	None		
	4. Issue Acknowledge Slip stating the release date of TR	None		
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
	7. Endorse Temporary Knowledge Test Report			
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 or 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)1. AANSOO Form A3: AGA-R-2013		Licensing and Certification Department (LCD)																																		
2. Examination Fees		Cashier																																		
<table><tr><td>Type of License</td><td>Rate per Subject</td></tr><tr><td>RPAS</td><td>P 230.00</td></tr><tr><td>PPL / PPL (H)</td><td>P 230.00</td></tr><tr><td>CPL / CPL (H)</td><td>P 340.00</td></tr><tr><td>Instrument rating</td><td>P 340.00</td></tr><tr><td>Additional Rating</td><td>P 450.00</td></tr><tr><td>ATPL / ATPL (H)</td><td>P 450.00</td></tr><tr><td>MPL</td><td>P 450.00</td></tr><tr><td>Flight / Ground Instructor</td><td>P 450.00</td></tr><tr><td>FEL</td><td>P 450.00</td></tr><tr><td>Flight Dispatcher</td><td>P 150.00</td></tr><tr><td>ASOL</td><td>P 340.00</td></tr><tr><td>ATC</td><td>P 340.00</td></tr><tr><td>AMT</td><td>P 230.00</td></tr><tr><td>ATSEP</td><td>P 340.00</td></tr><tr><td>AMS</td><td>P 230.00</td></tr></table>					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 150.00	ASOL	P 340.00	ATC	P 340.00	AMT	P 230.00	ATSEP	P 340.00	AMS	P 230.00
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AMT	P 230.00																																			
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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)																																			
2. Fill-out and submit CAAP-FSIS-AEB-006		None																																		

(AEB Online Scheduling Access)				AEB Scheduler
3. Log-in to aeb.caap.gov.ph/aeonline for the desired examination schedule.		None		
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.				
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			
	4. Issue Official Receipt (OR)			
4. Proceed to AEB Window 1 on the scheduled date of exam	5. Receive docs & check schedule dates of exam	None		AEB Staff on Duty
TOTAL:		None	13 minutes	

APPLICATION FOR SUMMER/WINTER FLIGHT SCHEDULE CLEARANCES

Office or 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 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	
	2.1 For assessment and initial signature of the Aerodrome Division Chief	None		ATS Chief
	2.2 For approval of the ATS chief	None		
TOTAL:		None	2 Days	

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

Office or 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 or Division:	Aeronautical Information Service/MAP Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Internation 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 3 rd Floor Main Building

3. Payment by the Client	3. Client to pay thru bank			Client
	3.1. Sending of proof of payment thru bank deposit	US\$290 + 12% VAT	(depending on the response of the client)	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 or 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:	Internation 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, 2 nd Flr. OFSAM Building
	2.1. Issue OPS	None	10 minutes	CAAP Cashier 1 st Flr. OFSAM Building
	2.2. Proceed to CAAP Cashier for payment		15 minutes	

	2.3. Proceed to AIS-Operations for presenting proof of payment (O.R.)	Php 1,600 + 12% VAT	10 minutes	Client
	2.4. Present proof of payment (O.R.)	None	15 minutes	AIS Officer, AIS-OPS Station
3. Mailing of AIP products	3. Mailing of Aeronautical Information Products (Amendment Services) ***also available for pick-up	None	As published (scheduled AIRAC mailing date)	
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 or 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. 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 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 nd Flr. OFSAM Building
	2.1. Issue OPS to clients		10 minutes	
	2.2. Proceed to CAAP Cashier for payment	Fees: For AIP pages: a. Size A4-	15 minutes	CAAP Cashier 1 st 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	₱2.00 per page + 12% VAT	10 minutes	Client
	2.6 Release/ pick-up the requested AIP pages or charts	b. Size A3 ₱5.00 per	5 minutes	AIS Officer AIS-OPS Station
TOTAL:		Varies according to AIP pages/ charts requested	1 hour and 30 minutes	

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

Office or 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				
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 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	
TOTAL:		None	1 hour and 7 minutes	

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

Office or 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				
3. AIC 005/19 Guidelines in accomplishing the AIPAF Form				
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 Hour and 7 Minutes	

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

Office or 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 email		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 email	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 2.1 Issue Sales Invoice with corresponding Bill Number 2.2 Send Sales Invoice with corresponding Bill Number to client/ requesting party	None	10 minutes (To be determined by Accounting Office)	CAAP Accounting 3 rd Floor, Main Building
TOTAL:		None	40 minutes	

APPLICATION FOR AERONAUTICAL FREQUENCY ASSIGNMENT 1. OCC – VHF COM (129.000 MHz – 132.025 MHz)

Office or 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:	Aeronautical Telecommunications Division, ATS			
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				
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		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			Client / ATD
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)	4. 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	
TOTAL:		None	9-10 Days	

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

Office or 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 / Client
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	
	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	
TOTAL:		None	9-10 days	

APPLICATION FOR ICAO FOUR (4) LETTER LOCATION INDICATOR

Office or 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 certification 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 / Client
2. Client to follow-up letter request (via voice call/email)	2. Correspond (voice call/email) with client for available location indicators	None		
	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	ATD
	4. ICACS sends signed letter request to ICAO HQ	None	5 minutes	ICACS
	5. Retrieve email and print ICAO's approval of 4-	None	10 minutes	ATD

	<p>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 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 or 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 or 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 certification d. Reason for request		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 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	

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

Office or Division:	Aerodrome Division, ARCAMD, 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	
	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 or Division:	Aeronautical Telecommunications Division, ATCAMP, 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.ica.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 or 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 available 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 (ARFM and AOS) 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 or 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				
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
	1.2. Record/log in the logbook/database	None	5 minutes	
	1.2. Forward and endorse request to ATS Admin	None	5 minutes	ATS HQ Office
	1.3. Start processing the request	None		
2. Submit/hand carry request to Progression Division office	2. ATS Progression receives the documents and check for completeness	None	5 minutes	ATS Admin Staff
	2.1 Record in the incoming data log	None	5 minutes	ATS Progression Office
	2.2. Endorsed to ATS Admin	None	5 minutes	
	2.3. Draft endorsement letter to HRMD to be signed by the ATS Chief	None	30 minutes	ATS Admin

	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		1 hour	
	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 and 50 Minutes	

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

Office or 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				
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	None	30 minutes	ATS Admin Staff,

	Managers for nomination of participants with corresponding deadline			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	
	6.1 Submit Nominees' profile, justification and resolution to CAAP PDC for deliberation	None	10 minutes	ATS Admin Staff, ATS HQ Office
7. Deliberation/selection of participants/attendees to attend International meeting, training, workshop, etc.	7. ATS to attend/participate in the CAAP PDC deliberation	None	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. 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	
TOTAL:			15 Days, 18 Hours and 25 Minutes	

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

Office or 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 deadline	None	30 minutes	ATS Admin Staff Progression Division
	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 or 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	None		
2. Submit/hand carry documents prepared by CCS to ATS Office	2. ATS receives the document and check for completeness	None	5 minutes	Receiving Staff ATS Office
	2.1 Record in the incoming data log	None	5 minutes	
	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	3. Review and verify submitted documents	None	10 minutes	ATS Admin Head

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	3.1. 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 Releasing Office
	5.1 Release of security clearance and approval to the client	None	5 minutes	
TOTAL:		None	2 Hours	

ISSUANCE OF IMPORT / EXPORT CERTIFICATION OF NO OBJECTION PHASE 1 (PAYMENT OF FEES AND CHARGES)

This service enables stakeholders to request a Certification of No Objection (CNO) from CAAP, facilitating the clearance of aircraft and aeronautical products at the Bureau of Customs. While CAAP does not regulate imports or exports, it issues the CNO as part of its role in civil aviation safety oversight.

Office or 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 (LOI)		www.awd@caap.gov.ph Airworthiness Department (Hard Copy)		
2. Import / Export Checklist Requirements				
3. Airway Bill				
4. Airworthiness Approval Tag (For Imports)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit one (1) copy of the Letter Of Intent (LOI), Airworthiness Approval Tag, and copies of airway bill(s) at the window (4) of FSIS	1. Received LOI, Airworthiness Approval Tag and copies of Airway Bill(s) at the window (4) of FSIS	None	Paused Clock	Operator / Owner
2. Get the receiving copy of the LOI at the FSIS receptionist	2. Returns the receiving copy of the submitted LOI	None	Paused Clock	FSIS Receiving Staff
3. Request for Order of Payment Slip (OPS) to Airworthiness Department	3. Determine corresponding fees and charges (as per airway bills(s) quantity) and issue OPS	₱400.00 Per Airway Bill	1 hour	AWD Staff
4. Proceed to Collection Unit	4. Receives payment and issue the Official Receipt (OR)	(as per airway bill(s) quantity)	Paused Clock	Collection Officer
TOTAL:		None	1 Hour	

ISSUANCE OF IMPORT / EXPORT CERTIFICATION OF NO OBJECTION PHASE 2 (ISSUANCE OF IMPORT / EXPORT CERTIFICATION OF NO OBJECTION)

This service enables stakeholders to request a Certification of No Objection (CNO) from CAAP, facilitating the clearance of aircraft and aeronautical products at the Bureau of Customs. While CAAP does not regulate imports or exports, it issues the CNO as part of its role in civil aviation safety oversight.

Office or 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		www.awd@caap.gov.ph Airworthiness Department (Hard Copy)		
2. Import / Export Checklist Requirement				
3. Airway Bill				
4. Airworthiness Approval Tag (For Imports)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit one (1) copy of the LOI, Airworthiness Approval Tag, and copies of airway bill(s) at the window (4) of FSIS	1. Receives and encodes tracking no. on the LOI for Import / Export and forward documents to FSIS	None	Paused Clock	FSIS Receiving Staff
	2. Document tracks, logs and initiates appropriate action and forward documents to AWD	None	Paused Clock	FSIS Receiving Staff
	3. Receives and encodes the tracking no. of LOI for import / export	None	2 hours	AWD Receiving Staff
	4. Evaluates and examines the LOI for import / export assign to the designated AWD Staff and forward to assigned division	None	1 hour	AWD Manager
2. Submit a copy of the official receipt	5. Document evaluations and review for preparation	None	3 hours	AWD Staff

	of letter of import / export clearance Certification of No Technical Objection			
	6. Forward the letter of import/export clearance permit to division head	None	3 hours	AWD Staff
	7. Signs and approves the import / export clearance Certification of No Technical Objection and endorse to AWD Manager	None	3 hours	Division Head
	8. Forwards the signed letter of import / export clearance Certification of No Technical Objection to AWD Manager	None	30 minutes	AWD Staff
	9. AWD Manager endorses the letter import/export clearance Certification of No Technical Objection	None	3 hours	AWD Manager
	10. FSIS signs the letter of import/export clearance Certification of No Technical Objection	None	Paused Clock	FSIS
	11. Returned to AWD after the letter was signed	None	Paused Clock	FSIS Incoming/ Outgoing Record Staff
3. Present valid ID or authorization letter	1. Release and Dry Seal the import / export clearance Certification of No Technical Objection	None	30 minutes	AWD Staff
TOTAL:		None	2 Days	
OVERALL SERVICE CYCLE TIME:			3 Working Days	

ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL) PHASE 1 (INQUIRY PHASE)

Issuance or renewal of a Certificate of Airworthiness (CofA) to ensure that RP-registered aircraft comply with safety and airworthiness standards under PCAR and ICAO requirements.

Office or Division:	General Aviation Certification Inspection Division (GACID), Commercial Air Transport Certification Inspection Division (CATCID), and Engineering and Aircraft Registration Division (EARD), 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 2. Duly Notarized (Form 1029-2) Application Form 3. Certificate of Airworthiness Application Package		www.caap.gov.ph Airworthiness Department (Hard Copy)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request Certificate of Airworthiness (CofA) Application Form (Form 1029-2) via FSIS or email at awd@caap.gov.ph	Provides form and general guidance	None	15 minutes	AWD Staff
2. Accomplished and notarize Form 1029-2	None	None	Paused Clock	Applicant
3. Secure Order of Payment Slip (OPS)	Issues order of payment	None	15 minutes	AWD Support Staff
4. Pay fees at Cashiering Division	Receives payment and issue Official Receipt (O.R.)	₱750 +12% VAT	Paused Clock	Cashiering Division
5. Secure Accounting Clearance	Issues Accounting Clearance	None	Paused Clock	Accounting Division
6. Submit complete documentary package	Receives and records submission	None	Paused Clock	FSIS Staff
	Endorses documents to AWD Head	None	30 minutes	AWD Staff

	AWD Head reviews & forwards to concerned division	None	1 hour	AWD Head
	Assigns division logs, assigns ASI, and opens internal file	None	1 hour	Division Clerk
	Preliminary completeness checks by technical staff	None	1 hour	Division Paratechnical Staff
	Tracking number issued; digital record created	None	1 hour	Support Staff
	Application marked "Accepted for Evaluation" in system	None	1 hour	Division Head
TOTAL Duration of Phase 1:			6 Hours	

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

Issuance or renewal of Certificate of Airworthiness (CofA) to ensure that RP-registered aircraft comply with safety and airworthiness standards under PCAR and ICAO requirements.

Office or Division:	General Aviation Certification Inspection Division (GACID), Commercial Air Transport Certification Inspection Division (CATCID), Engineering and Aircraft Registration Division (EARD), 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 (Form 1029-2) Application Form				
3. Certificate of Airworthiness Application Package				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Assigns Airworthiness Safety Inspector (ASI) and confirms schedule	None	2 hours	Division Head
	Prepares draft Travel/Inspection Order	None	2 hours	ASI/Division Support Staff

	and Proforma Invoice for DSA			
	Submits Proforma Invoice to Accounting	None	1 hour	Division Support Staff
	Accounting issues Billing Statement to applicant	None	Paused Clock	Accounting Division
1. Settle Billing Statement	Confirms payment and transmit proof to ASI	As billed by Accounting Division	Paused Clock	Applicant
	Finalizes inspection itinerary and internal schedule	None	2 hours	ASI
	Notifies the operator and confirms readiness of aircraft records	None	1 hour	ASI
	Coordinated logistics support (transport, PPE, calibration tools)	None	2 hours	Division Support Staff
	Prepares and reviews field checklist and inspection matrix	None	2 hours	ASI
	Division Head reviews and endorses inspection preparations	None	2 hours	Division Head
	Updates work program and CofA timeline on master control sheet	None	2 hours	Admin Staff
	Finals coordination meeting for inspection planning	None	1 hour	ASI / Division Team
TOTAL Duration of Phase 2:			17 Hours	

ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL) PHASE 3 (DOCUMENT EVALUATION PHASE)

Issuance or Renewal of a Certificate of Airworthiness (CofA) to ensure that RP-registered aircraft comply with safety and airworthiness standards under PCAR and ICAO requirements.

Office or Division:	General Aviation Certification Inspection Division (GACID), Commercial Air Transport Certification Inspection Division (CATCID), Engineering and Aircraft Registration Division (EARD), 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 2. Duly Notarized (Form 1029-2) Application Form 3. Certificate of Airworthiness Application Package		www.awd@caap.gov.ph Airworthiness Department (Hard Copy)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide requested documents / Clarifications	Evaluates logbooks, component summaries, test reports, CVR/FDR data (if applicable)	None	30 hours	ASI
	Issues Observation Notices (if deficiencies found) and update tracking system	None	4 hours	ASI / Document Controller
	Receives and validates corrective actions from applicant	None	8 hours	ASI
	Second technical reviews by ASI	None	10 hours	ASI
	Conducts 2 nd round completeness check for unresolved findings	None	6 hours	ASI
	Division Head spot-checks endorsement	None	4 hours	Division Head
	Finalizes documentation set for physical inspection	None	4 hours	ASI / Clerk

	Updates system logs, archive interim evaluations	None	3 hours	Division Support Staff
	Internal technical briefings with ASI team	None	3 hours	Division ASIs
TOTAL Duration of Phase 3:			2 Days and 24 Minutes	

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

Issuance or renewal of a Certificate of Airworthiness (CofA) to ensure that RP-registered aircraft comply with safety and airworthiness standards under PCAR and ICAO requirements.

Office or Division:	General Aviation Certification Inspection Division (GACID), Commercial Air Transport Certification Inspection Division (CATCID), Engineering and Aircraft Registration Division (EARD), 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 2. Duly Notarized (Form1029-2) Application Form 3. Certificate of Airworthiness Application Package		www.awd@caap.gov.ph Airworthiness Department (Hard Copy)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Ready aircraft and records on-site	Conducts on-site records inspection (Day 1)	None	9 hours	ASI
	Flight line inspections, flight readiness checks	None	9 hours	ASI
	Functional tests & checklist completion	None	9 hours	ASI
	Prepares inspection report, discuss findings with the operator	None	6 hours	ASI / Operator
2. Provide rectification (if required)	Re-checks corrected items & validates closure of discrepancies	None	6 hours	ASI
	Prepares clearance endorsement and tag for certification	None	3 hours	ASI / Division Head

	Updates system records and archive inspection results	None	3 hours	Records Clerk
TOTAL Duration of Phase 4:			1 Day and 21 Minutes	

Note: Travel time for CAAP personnel en route to the inspection site is not counted toward the agency action time is excluded from the official processing clock.

ISSUANCE OF CERTIFICATE OF AIRWORTHINESS (ORIGINAL/RENEWAL) PHASE 5 (CERTIFICATION PHASE)

Issuance or renewal of a Certificate of Airworthiness (CofA) to ensure that RP-registered aircraft comply with safety and airworthiness standards under PCAR and ICAO requirements.

Office or Division:	General Aviation Certification Inspection Division (GACID), Commercial Air Transport Certification Inspection Division (CATCID), 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 2. Duly Notarized (Form1029-2) Application Form 3. Certificate of Airworthiness Application Package		www.awd@caap.gov.ph Airworthiness Department (Hard Copy)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Prepares CofA draft and recommendation memo	None	6 hours	ASI
	Internal reviews and formatting of CofA and memo	None	2 hours	ASI / Clerk
	Division Head reviews and signs-off recommendation	None	4 hours	Division Head
	AWD Head verifies completeness and endorses for upper management	None	4 hours	AWD Head
	Documents routed to ADG II, FSIS for clearance and memo signature	None	3 hours	AWD Staff

	ADG II, FSIS forwards to DDG-Ops and DG for final approval	None	Paused Clock	DDG-Ops / DG
	DDG-Ops or DG forwards signed CofA to FSIS	None	Paused Clock	DDG-Ops / DG Staff
	FSIS logs the CofA, assigns release number, and prepares certificate for release	None	Paused Clock	FSIS Staff
	FSIS forwards signed CofA to AWD for release coordination	None	Paused Clock	FSIS Staff
	Notifies applicant of approval and schedule pickup/delivery	None	2 hours	AWD Staff
1. Claim CofA	Applicant receives CofA and signs release log	None	6 hours	AWD Staff
TOTAL Duration of Phase 5:			1 Day and 3 Minutes	
OVERALL SERVICE CYCLE TIME:			20 Working Days	

Note: Operator-dependent actions (e.g., document notarization, aircraft rectification) are outside the CAAP processing clock but should be promptly executed to avoid delays.

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

Office or Division:	Engineering and Aircraft Registration Division (EARD), 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 Airworthiness Department (Hard Copy)		
2. Letter of Intent				
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. Return the receiving copy of the submitted letter of intent	None	5 minutes	Recipient and FSIS Receptionist
	3. Determine corresponding fees and charges and issue advance billing Noted: 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. 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 and 20 minutes	

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

Office or Division:	Engineering and Aircraft Registration Division (EARD), 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	None	15 minutes	Chief, EARD

	inspectors			
	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:			2 Days, 9 Hours and 20 Minutes	

CERTIFICATE TYPE OF VALIDATION PHASE 3 (INSPECTION PHASE)

Office or Division:	Engineering and Aircraft Registration Division (EARD), 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 and 15 Minutes	

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

Office or Division:	Engineering and Aircraft Registration Division (EARD), FSIS			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
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:				
TOTAL:				12 Days, 4 Hours, 30 Minutes 21 Days, 16 Hours, 5 Minutes

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

Office or Division:	Engineering and Aircraft Registration Division (EARD), 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	Fee depends on Aircraft's weight, intended use, type of engine, and type of aircraft	15 minutes	
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 or 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: caap.gov.ph Checklist of Requirement 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;	None	15 minutes	AWD Staff

	Forward application to Chief, AWD			
	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:			2 days, 3 hours and 20 minutes	

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

Office or Division:	Engineering and Aircraft Registration Division, AWD, FSIS			
Classification:	Single			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Owner / Operator			
Checklist of Requirements		Where to Secure		
1. Letter of Intent				
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	4. Received payment and issue the Official Receipt	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 and 5 Minutes	

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

Office or 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
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	6. 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:			1 day, 10 hours, 20 minutes	
TOTAL:			1 day, 11 hours 25 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 programmes.

Office or Division:	Civil Aviation Training Center			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none">● 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 hard copy or pdf copy) (thru email)		Client		
2. Certificate of Employment (1 original or photocopy)				
3. National Clearance or Security Guard’s License (1 original or photocopy)				
4. Total Fees per class**				
5.Ishihara Test Result (Basic AVSEC / Basic Screeners/ Supervisors Course) (1 original or photocopy)				
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)
	<ul style="list-style-type: none">● Return receiving copy of request for training (if submitted personally)● Confirm receipt of letter (if submitted thru email) When no slot available or no scheduled course: a. Confirm reservation of slot			

	b. no available slot – send email informing that there is no available slot and will 269 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 <ul style="list-style-type: none">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	None		
	2.5 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)
	2.6 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		
	2.7 Prepare Travel Order, if necessary	None	1 day	

	(for Signature of ADG I, CATC or Chief of the Unit/Service where the instructor is part of)			
	2.8 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. 4.2 Acknowledge accomplishment of customer feedback form	None	10 minutes	CATC Focal Person
TOTAL:			11 Days, 1 Hour and 10 Minutes	

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	A. Courseware Fee: PHP 30,000.00	A. Courseware Fee: PHP 30,000.00
4. AVSEC Management Course	B. Honorarium: (0.023) (MSR) (T) (P)	B. Honorarium: (0.023) (MSR) (T) (P)
5. Basic Screeners Refresher Course		C. Course Coordinator's Fee PHP1,000.00 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.

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 or Division:	Civil Aviation Training Center			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none">● 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 hard copy or pdf copy) (thru email)		Client		
2. Certificate of Employment (1 original or photocopy)				
3. National Clearance or Security Guard’s License (1 original or photocopy)				
4. Total Fees per class**				
5.Ishihara Test Result (Basic AVSEC / Basic Screeners/ Supervisors Course) (1 original or photocopy)				
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)
	<ul style="list-style-type: none">● Return receiving copy of request for training (if submitted personally)● Confirm receipt of letter (if submitted thru email)	None		
	When instructors/schedule not available:		None	

	1.2 Reply to client regarding unavailability of instructor/schedule			
	<i>When instructor/schedule is available:</i> 1.2 Coordinate with instructors and confirm final schedule	None		
	1.3 Inform requesting party of the final schedule	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	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 <ul style="list-style-type: none">Forward documents to CAAP for signature of Budget	None		

	Section, Finance and Office of the DG)			
	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)		1 day	
	2.9 Give reply letter		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 and 40 Minutes	

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 5. Basic Screeners Refresher 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 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

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 or Division:	Civil Aviation Training Center			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none">● 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 participant) (1 hardcopy or pdf) (thru email)		Client		
2. Total Fees per class**				
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)
	<ul style="list-style-type: none">● 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>	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	CATC Admin Personnel (assigned to coordinate for specialized Courses)
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 Hours And 10 Minutes	

COURSE TITLE	**FEES / CLASS (NCR) (exclusive of 12% VAT)	**FEES / CLASS (Outside of Manila) (exclusive of 12% VAT)
Train-the-Trainer Course	A. Courseware Fee:	A. Courseware Fee:
Safety Management System	PHP 30,000.00	PHP 30,000.00
State Safety Program		
Runway Safety Program	B. Instructors' Honorarium-Theoretical:	B. Honorarium:
Auditing Techniques	(0.023) (MSR) (T) (P)	(0.023) (MSR) (T) (P)
Aerodrome Fire Fighting Course for Helicopters / Helipads		
Ramp Control Training Course	C. Instructors' Honorarium-OJT Checkout (0.023) (MSR) (T) (P)	C. Honorarium-OJT Checkout (0.023) (MSR) (T) (P)
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 Regular 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 or Division:	Civil Aviation Training Center			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none">• 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 hard copy or pdf copy) (thru email)		Client		
2. Course Fee**				
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 regular Courses)
	<ul style="list-style-type: none">• Return receiving copy of request for training (if submitted personally)• Confirm receipt of letter (if submitted thru email) <p><i>When no slot or no course is available:</i></p> <p>a. Confirm reservation of slot</p> <p>b. no available slot – send email informing that there is no available slot and will be added in the wait list</p>	None		
	<p><i>When a slot or course is available:</i></p> <p>1.2 Inform requesting party regarding available slot</p>	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 OR		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. 3.2 Acknowledge accomplishment of customer feedback form.	None	10 minutes	CATC Focal Person
TOTAL			2 Days and 55 Minutes (excluding shipping time) 7 Days and 55 Minutes (including shipping time)	

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

PROCESSING OF COMPLAINT LODGED VIA OFFICIAL PUBLIC COMPLAINTS PLATFORMS

Office or Division:	Corporate Communication 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	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 complaint 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 complaint	None	2 working days, 12 hours	Concerned CAAP Office / Airport Personnel

	through email, copy furnished 8888/PCC/CCB			
2. Receive reply on action/s taken regarding complaint through electronic mail	5. Evaluate the action taken/ feedback if satisfactory	None	4 hours	8888 Permanent Focal Person / Alternate Focal Person and Technical Officers
	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			
TOTAL:			3 Days	

PROCESSING OF FREEDOM OF INFORMATION (FOI) REQUESTS

Office or Division:	Corporate Communication 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 2. Proof of Identification		Requesting Party eFOI Portal		
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 working 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	6. Release response/requested information to the	None	30 minutes	FOI Receiving Officer

information via the eFOI portal or email	requestor through the eFOI portal or email and close the request on the eFOI portal			
TOTAL:			2 Days and 9 Hours	

PROCESSING OF CONTRACTS OF LEASE FOR RENEWAL THROUGH AIRPORT (PHASE 1)

Office or 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
2. Request Issuance of Certificate of No Outstanding Balance and Certificate of No Violation from respective Airport	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	None	2 days	ACIC
3. Submit complete Concession Renewal	2. Draft Concession Agreement	None	1 day	ACIC

Documents online and Request issuance of the Concession Agreement	3. Verify submission of Concession Renewal Application Documents online	None	1 hour	
	4. Release Concession Agreement to Concessionaire for signature	None	1 hour	ACIC
4. Return signed Agreement	5. Receive, check completeness of signature on Agreement and forward to ACIC	None	1 day	Airport Admin Staff
	6. Prepare endorsement to BDD thru Area/Airport Manager	None	1 hour	ACIC
	7. Sign endorsement and return to ACIC	None	1 day	Area / Airport Manager
TOTAL			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 or 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	None	10 minutes	BDD Admin Staff

	endorse to assigned BDD Staff			
	2. Review completeness of signature and relevant documents submitted	None	2 hours	
	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 Department Manager b. If with comments, return to CCS for routing to BDD	None	1 day	ODG Staff
	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			6 Days, 4 Hours and 35 Minutes	

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

Office or 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 3 rd 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
TOTAL			2 Days and 55 Minutes (excluding shipping time)	
			7 Days and 55 Minutes (including shipping time)	

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 1)

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

2. If approved, proceed to Phase Two				
TOTAL			5 Days, 1 Hour and 50 Minutes (excluding shipping time)	
			15 Days, 1 Hour and 50 Minutes (including shipping time)	

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 2)

Office or 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)			
1. Barangay Clearance		Client, whenever applicable	
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			
15. Tenant Restricted area Security Program		CAAP Security and Intelligence Service (CSIS)	
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)				
3. 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	Processing 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	BDD Analyst
			5 days	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			7 Days and 5 Hours (excluding shipping time) 12 Days and 5 Hours (including shipping time)	

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 3)

Office or 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 3 rd 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		
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 working 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 working days	BDD Analyst BDD Admin Staff
TOTAL			2 Days, 1 Hour and 25 Minutes (excluding shipping time) 12 Days, 1 Hour and 25 Minutes (including shipping time)	

PROCESSING OF NEW CONCESSION APPLICATIONS (PHASE 4)

Office or 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			45 Minutes	

ISSUANCE OF ACCESS PASS

Office or 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				
4. Duly accomplished Access Pass Application Form		CSI		
5. Endorsement Letter from Employer		Claimant		
6. Payment of Access Pass Fee (₱ 56.00)				
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	
3. Submit for interview	3. Evaluate application and submitted	None	15 minutes	
	4. Review / Investigate / Recommend / Approval / Disapproval	None	15 minutes	
	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 requires documents with OR to CSIS	8. Print Access Pass	None	5 minutes	CSIS
7. Sign Access Pass	9. Countersign Access Pass and forward to AM for signature	None	5 minutes	
	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 and 22 Minutes	

ISSUANCE OF CAAP IDENTIFICATION (ID)

Office or 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: <ul style="list-style-type: none"> • Appointment (Pinagtibay) For Consultant and Job Order Personnel: <ul style="list-style-type: none"> • Contract of Services 		CSIS Pass Control Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
CAAP ID		None	3 minutes	HRMD
a) Secure application				
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	CSIS Pass Control Section
c) Upon verification of HRMD, submit accomplished form	Encoding of employee's details prior printing of the CAAP ID	None	30 minutes	
TOTAL			48 Minutes	

SECURITY CLEARANCE / PASS

The Security Clearance/Pass is issued to individuals who need to enter CAAP Main Offices and Facilities for their respective purposes such as Student Research/Interview, On-the Job Training, Product Demos, Facility Visits and Liaison Officer/Contractors.

Office or Division:	CAAP Security and Intelligence Service (CSIS)	
Classification:	Non-Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Any requesting party (Students, Product Demos, Liaison Officer/Contractors)	
Checklist of Requirements		Where to Secure
Application for Security Clearance (1 Original)		Pass Control Section, Security Division
Request/Endorsement Letter <ul style="list-style-type: none"> - For OJT, Facility Visit & Research/Interview Request letter with company/school letter head duly signed by school Administrator (1 Original, 1 Photocopy) - For Product Demo Request Letter duly signed by the company head (1 Original) - For Liaison Officer/Contractors Endorsement Letter with company letter head (1 Original) 		Applicant's School/Company
NBI or Police Clearance (1 Original, 1 Photocopy)		NBI or Police Station
School/Company ID (1 Photocopy)		Applicant's School/Company
Waiver <ul style="list-style-type: none"> - OJT – Duly Notarized (1 Original) - Facility Visit – Duly Notarized stating liability of requesting party for any damage may cause to the facility. (1 Original) 		Applicant's School
School Registration <ul style="list-style-type: none"> - For OJT (1 Photocopy) 		Applicant's School

Endorsement from Office being researched - For Research and review (1 Original)		CAAP Concerned Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
a. Secure application form		None	3 Minutes	CSIS Pass Control Section
b. Submit accomplished form and required documents	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
d. Submission of applicant for personal interview	Background Check to the requesting party	None	10 Minutes	IID, CSIS
e. Waiting of applicant for the approval of clearance	Approval and Signature	None	5 Minutes	Security Division Chief, CSIS
TOTAL			46 Minutes	

HEROE'S LOUNGE ACCESS

Office or Division:	CAAP - 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		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	

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

Office or 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. Check 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, FICG
	2. Determine flight inspection schedule		1 hour	
	3. Coordinate schedule and activities with ATS and ANS		1 day	
	4. Conduct flight check		5 working days	
	5. Conduct preliminary assessment / debriefing		2 hours	
	6. Prepare flight inspection report		3 working days	
TOTAL			9 Days, 3 Hours and 30 Minutes	

FLIGHT VALIDATION OF INSTRUMENT FLIGHT PROCEDURES

Office or 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 the 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	Feed 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 working days	
	6. Conduct preliminary assessment		2 hours	
	7. Prepare flight inspection and flight validation report		5 working days	
TOTAL			11 Days, 4 Hours and 5 Minutes	

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

Office or Division:	Accounting Division (AD), AFS			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Airline Operators and Ground holders			
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			8 Days and 55 Minutes	

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

Office or 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 Ground holders			
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	
	4. Sign of Accounting Certificate	None	5 minutes	Chief, Accounting Division
2. Receive the Certificate an proceed to FSIS	5. Release of Accounting Certificate	None	5 minutes	Releasing Officer (Accounting Personnel)
TOTAL			25 Minutes	

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

Office or 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 Ground holders			
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	
	4. Sign of Accounting Certificate	None	5 minutes	Chief, Accounting Division
2. Receive the Certificate an proceed to FSIS	5. Release of Accounting Certificate	None	5 minutes	Releasing Officer (Accounting Personnel)
TOTAL			25 Minutes	

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

Office or 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 Ground holders			
Checklist of Requirements		Where to Secure		
1. Pro-Forma Invoice		Disbursement 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 and 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			3 Hours and 30 Minutes	

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

Office or 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	
	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	
	10. Forward to checking for Check preparation	None	30 minutes	Outgoing Officer
TOTAL			9 Hours and 55 Minutes	

PAYMENT OF INFRA PROJECTS, REPAIRS

Office or 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. Review, check and review completeness of documents	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			30 Minutes	

PAYMENT OF GOODS

Office or 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. Review, 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			30 Minutes	

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

Office or 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
2. Payer waits for the Customer Queue No. to be called by the	The AQMS Prompter will call Customer Queue No.		1 minute and 30 minutes	

	<p>Fees or National Committee on Anti-Hijacking (NACAHT)</p> <p>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.</p>			
TOTAL			5 Minutes	

ISSUANCE OF OFFICIAL RECEIPTS FOR PAYMENT RECEIVED THROUGH UCPB CLLECTION FACILITY

Office or 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			43 Minutes	

ISSUANCE OF OFFICIAL RECEIPTS FOR PAYMENT RECEIVED THROUGH TELEGRAPHIC TRANSFER

Office or 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 / Division Chief, Cashiering Division
	Write OR No. and date of OR on Order of Payment Slip (OPS)	None	1 minute	

	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)	None		Chief, Cashiering Division
TOTAL			19 Minutes	

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

Office or 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 ASG II, FSIS	None	30 minutes	Chief, FOD
	6. Review and sign the order of Certification 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 for Preparation of Phase II Encode information in the CASORT	None	2 hours	Certification Team
TOTAL			1 Day, 6 Hours and 5 Minutes	

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

Office or 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	Fees to be Paid	Processing Time	Person Responsible
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 of 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			31 Minutes	

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

Office or 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			

<ul style="list-style-type: none"> • 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 A (General Operations)	
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 working days	
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 working days	
	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	
	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 FOD Office	None	2 hours	ADG II, FSIS FSIS Releasing Staff
	8. Review and sign the Authorization for Demonstration Flight	None	1 day	DDG for Operations

	Forward to FOD Office			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	
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	
	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 Conforme 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;	None	1 day	Director General / Authorized

	Forward to Admin			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			19 Days and 6 Hours	

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

Office or 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 2. Record keeping 3. Aircraft Conformity Inspection 4. Training Facilities and Equipment Inspections 5. Training-in-progress Inspections 6. Demonstration Flight		Flight Operations Department and Clients		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Facility and Equipment set-up	1. Inspect Main Operations and Maintenance Base	None	1 day	Certification Team

	Encode information in the CASORT			Airworthiness Inspector
2. Present personnel and qualifications	2. Inspect personnel and qualifications	None	1 day	
3. Present Aircraft	3. Conduct conformity inspection of aircraft	None	3 working days	
	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	
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	
10. Coordination with CAAP re: result of Demonstration Flight	12. Conduct Coordination meeting re: Result of Demonstration Flight	None	2 hours	
	13. Conduct CAAP Certification Team meeting for Preparation of Phase V. Encode information in CASORT	None	1 day	
TOTAL			21 Days, 2 Hours and 25 Minutes	

ISSUANCE OF AIR OPERATOR CERTIFICATE (NEW AND RECERTIFICATE) PHASE 5 - CERTIFICATION

Office or 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 working 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	
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	
TOTAL			7 Days, 4 Hours and 20 Minutes	

HOSTING OF EVENTS INVOLVING INTERNATIONAL ENTITIES IN THE AVIATION INDUSTRY

Office or Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen			
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	
	3. Review and identify which CAAP office/s involved in the undertaking		5 minutes	ICA Coordinator / Chief, ICACS
	4. Forward the invitation on 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		30 minutes	ICA Coordinator / Chief, ICACS

	recommendation from the concerned Office/s			
	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 and 20 Minutes	

ICAO PROPOSAL AND ADOPTION OF AMENDMENTS TO THE ICAO ANNEXES

Office or Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen			
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	
	3. Download the document	None	5 minutes	
	4. Record entries in the incoming logbook and electronic database	None	5 minutes	
	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	
	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned Service / Committee (deadline set)	None	1 minute	
	8. Receive response from concerned Services/ Committee	None	1 minute	Utility Worker II
	9. In case of different responses, a coordination meeting will be conducted	None	1 hour	ICA Coordinator / Chief, ICACS

	for a single response of CAAP			
	10. Prepare a complete staff work (CSW) (Memo-brief, State Letter, Indorsement Letter, with the attached responses from the concerned Services / Committees, and consolidated response of the State)	None	5 minutes	ICA Coordinator
	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	
	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	
	16. File a copy for ICACS reference	None	5 minutes	Librarian
TOTAL			2 Hours and 13 Minutes	

ICAO SURVEYS AND QUESTIONNAIRES

Office or 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	
	3. Download the document	None	5 minutes	
	4. Record entries in the incoming logbook and electronic database	None	5 minutes	
	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	
	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned Service / Committee (deadline set)	None	1 minute	
	8. Receive response from concerned Services/ Committee	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 responses from the concerned Services / Committees, and consolidated response of the State)	None	5 minutes	ICA Coordinator
	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	
	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	
	16. File a copy for ICACS reference	None	5 minutes	Librarian
TOTAL			2 Hours and 13 Minutes	

MEETINGS / TRAININGS / SEMINARS / WORKSHOPS / WEBINARS

Office or Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen			
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 Organization		
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	
	3. Download the document		5 minutes	
	4. Record entries in the incoming logbook and electronic database		5 minutes	
	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	
	7. Forward to ICACS Chief with Tracer Action Slip (TAS) for endorsement to the concerned Service / Committee (deadline set)		1 minute	
	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 responses from the concerned Services / Committees, completed registration forms, and the Minutes of the Meeting of the Personnel Development Committee (PDC)		5 minutes	ICA Coordinator
	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 comments / 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 confirmations letter / print a copy for ICACS records / filing		1 minute	
	16. Before the meeting, an orientation meeting shall		30 minutes	

	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) Coordinate with other government agencies, if necessary			ICA Coordinator / Chief, ICACS
	17. After the meeting, collect a post activity report and coordinate and ensure attendance to the scheduled echo report		2 minutes	
	18. Scan / save post activity report in the digital database for future reference		5 minutes	Librarian
	19. Monitor development in the implementation, adoption, or compliance of the deliverables			ICA Coordinator
	20. Update database upon compliance, copy furnish the ODG of their updates		5 minutes	
TOTAL			1 Hour and 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 or Division:	International Civil Aviation Coordinating Staff (ICACS), ODG			
Classification:				
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizen			
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	
	5. Read / peruse / analyze / assess/review the content of the email.		10 minutes	
	6. Print the email or official copy of the letter		2 minutes	
	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	
	9. Follow-up and monitor the compliance Offices		2 minutes	
	10. Receive responses from concerned Offices		1 minute	
	11. If necessary, set a meeting to consolidate the different outputs of the Offices		1 hour	
	12. Prepare a complete staff work (CSW) (Memo brief, email/letter, endorsement letter, with the attached recommendation from the concerned Office/s)		30 minutes	
	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	
TOTAL			10 Hours and 49 Minutes	

ORIGINAL ISSUANCE OF AIRMEN LICENSE

Office or 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:</p> <ul style="list-style-type: none"> • Special Study Permit / Students Visa / Working Permit • Photocopy of Passport with Immigration Stamp / Visa <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 	<p>Forms are available at the Licensing and Certification Department and Downloadable at CAAP Official Website</p>

<p>4. Certificate of Pre-Solo Completion For Commercial Pilot License (CPL)</p> <ol style="list-style-type: none"> Nos. 1 to 8 requirements Photocopy of current Private Pilot License Photocopy of Class I Aviation Medical Certificate <p>For Airline Transport Pilot License (ATPL)</p> <ol style="list-style-type: none"> Nos. 1 to 8 requirements Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR) Photocopy of Class I Aviation Medical Certificate Certificate of Simulator Time / Zero Flight Time Work Permit (for foreigners) <p>For Flight Instructor License (FIL)</p> <ol style="list-style-type: none"> Nos. 1 to 8 requirements Photocopy of current Commercial Pilot License with Instrument Rating (CPL with IR) Photocopy of Class I Aviation Medical Certificate Flight Training Syllabus 	
<ol style="list-style-type: none"> Application Form 541 (Flight Crew) Form 542 (Other than Flight Crew) Photocopy of English Language Proficiency (ELP) Certificate Photocopy of National Telecommunications Commission (NTC) License Certificate of Ground School / Equipment Qualification Course Certificate of Flying Time (with Actual Instrument Time, if necessary) Knowledge Test Report (result of written test) Grading Sheet (result of skill test) and Flight Plan Pilot's Logbook <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 Instrument Rating (IR)</p> <ol style="list-style-type: none"> Nos. 1 to 8 requirements 	<p>Forms are available at the Licensing and Certification Department and Downloadable at CAAP Official Website</p>

<p>2. Photocopy of current pilot license</p> <p>3. Photocopy of current Medical Certificate</p> <p>For Air Traffic Controller License</p> <p>1. Nos. 1,2,4,6, and 7 requirements</p> <p>2. Photocopy of Class III Aviation Medical Certificate</p> <p>3. Training Certificate</p> <p>4. Diploma</p> <p>5. Transcript of Records</p> <p>For Ground Instructor License</p> <p>1. Nos. 1,4,6, and 7 requirements</p> <p>2. Photocopy of current Aviation Medical Certificate</p> <p>3. Lesson Plan</p> <p>For Flight Dispatcher License</p> <p>1. Nos. 1,4,6, and 7 requirements</p> <p>2. Photocopy of Class II Aviation Medical Certificate</p> <p>3. Flight Dispatcher Training Certificate</p> <p>4. Diploma</p> <p>5. Transcript of Records</p> <p>Air Traffic Safety Electronic Personnel</p> <p>1. Nos. 1,6, and 7 requirements</p> <p>2. Photocopy of Aviation Medical Certificate</p> <p>3. Employment Certificate</p> <p>4. Competency Rating</p>	
<p>1. Application Form 542</p> <p>2. Photocopy of Diploma</p> <p>3. Photocopy of Transcript of Records</p> <p>4. Training Certificate(s)</p> <p>5. Knowledge Test Report (result of written test)</p> <p>6. Practical / Skill Test Result</p> <p>7. Employment / OJT Certificate</p> <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)</p>	<p>Forms are available at the Licensing and Certification Department and Downloadable at CAAP Official Website</p>

Nos. 1,2,3,5, and 6 requirements For AMT (Two Year / Associate Course) Nos. 1,2,3,5, and 6 requirements For AMS / AMS (Bachelor Graduate) 1. Nos. 1,2,3,5,6, and 7 requirements 2. One (1) year practical experience for AMS For Practical-Based AMT / AMS Experience 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 				
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. Review payment; issue Official Receipt	Varies	10minutes	
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 working days	ADG II, FSIS
	11. Sign/ approve the application for the issuance of license		2 working 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	
TOTAL			4 Days, 5 Hours and 25 Minutes (per applicant)	

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

Office or 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 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				
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	
3. Attend the scheduled pre-application meeting	4. Discuss the pre-application contents	None	20 minutes	
	5. Record pre-application phase action/s in CASORT	None	2 minutes	
TOTAL			31 Minutes	

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

Office or 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>Licensing Certification Department and Clients</p> <p>www.caap.gov.ph</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 Licensing and Certification Department and Clients www.caap.gov.ph 382</p> <p>Note: Other Requirements with Subcontracting Arrangements</p>	
<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>	

N. Latest Financial Statement O. Proposed Certificates/Forms (Graduation Certificate, Checklist, OTR/Diploma, etc.) 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 Note: Other requirements with subcontracting arrangements				
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	None	5 minutes	
	4. Conduct Formal Application meeting	None	1 hour	Certification Team
TOTAL			1 Hour and 15 Minutes	

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

Office or 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. Management Personnel with Qualifications (Accountable Manager, Quality Manager, Head of Training, Safety Manager, Chief Flight Instructor and Chief Ground Instructor). B. List of Instructions with qualification records (Flight Instructors, Ground Instructors & Chief Mechanic)	Licensing Certification Department and Clients www.caap.gov.ph

<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>Note: Other Requirements with Subcontracting Arrangements</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) 384</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>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 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	
	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 working 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	
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 working days	ADG II, FSIS
	14. Forward to Deputy Director General for Operations for signature	None	2 working 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 Certification Team				
TOTAL			39 Days, 3 Hours and 54 Minutes	

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

Office or 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 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 2017				
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 working days (excluding travel time)	Certification Team
TOTAL			3 Days	

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

Office or 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	
	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 Office On-Duty
	5. Receive Payment		2 minutes	
	6. Issue Official Receipt		2 minutes	

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 working days	
3. Present Vali ID or Authorization Letter	9. Release ATOC and Training Specification	None	15 minutes	
TOTAL			7 Days and 50 Minutes	

ISSUANCE OF AERONAUTICAL STATION OPERATOR (ASO) MEDICAL CERTIFICATE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Medical Health Unit, 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. One copy filled out Application for Aviation Medical Certificate		Aeromedical Health Desk/ CAAP website to download											
2. One original copy of laboratory/diagnostic results (if one outside CAAP)		Hospital/DOH Accredited Laboratory/Diagnostic Center											
<table><tr><td>AGE</td><td>INITIAL</td><td>RENEWAL</td></tr><tr><td>34 years old and below</td><td>Eye examination, Dental examination, Urinalysis, CBC, Drug Test, Chest Radiograph, ECG, Neuro-Psychiatric Evaluation and Clearance</td><td>Eye examination, Urinalysis, CBC, Chest Radiograph, ECG</td></tr><tr><td>35 years old and above</td><td>Eye examination, Dental examination, Urinalysis, CBC, Blood chemistry, Drug Test, Chest Radiograph, ECG, Neuro-Psychiatric Evaluation and Clearance</td><td>Eye examination, Urinalysis, CBC, Blood chemistry, Chest Radiograph, ECG</td></tr></table>					AGE	INITIAL	RENEWAL	34 years old and below	Eye examination, Dental examination, Urinalysis, CBC, Drug Test, Chest Radiograph, ECG, Neuro-Psychiatric Evaluation and Clearance	Eye examination, Urinalysis, CBC, Chest Radiograph, ECG	35 years old and above	Eye examination, Dental examination, Urinalysis, CBC, Blood chemistry, Drug Test, Chest Radiograph, ECG, Neuro-Psychiatric Evaluation and Clearance	Eye examination, Urinalysis, CBC, Blood chemistry, Chest Radiograph, ECG
AGE	INITIAL	RENEWAL											
34 years old and below	Eye examination, Dental examination, Urinalysis, CBC, Drug Test, Chest Radiograph, ECG, Neuro-Psychiatric Evaluation and Clearance	Eye examination, Urinalysis, CBC, Chest Radiograph, ECG											
35 years old and above	Eye examination, Dental examination, Urinalysis, CBC, Blood chemistry, Drug Test, Chest Radiograph, ECG, Neuro-Psychiatric Evaluation and Clearance	Eye examination, Urinalysis, CBC, Blood chemistry, Chest Radiograph, ECG											
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible									
1. Hand-in required medical documents to Aeromedical Staff	Review documents for completeness Issue the following: <ul style="list-style-type: none">Application for Aviation Medical Certificate (if not downloaded by applicant)Aeromedical Routing Slip	₱ 224.00 ₱ 560.00 (if non authority personnel)	15 minutes	Aeromedical Staff									

	<ul style="list-style-type: none"> • Aeromedical Acknowledgment Checklist with Acknowledgment Receipt • OFSAM Order of Payment Slip Request Form (if non authority personnel) 			
2. Hand-in OFSAM Order of Payment Slip Request Form to Cashier Makes Payment	Issue Order of Payment Slip Issue Sales Invoice	₱ 224.00 ₱ 560.00 (if non authority personnel)	Refer to Finance-Collection Business Process	Collection Officer
3. Proceed to Doctor's Room	Assess physical and mental wellbeing	None	30 minutes	Aviation Medical Examiner
4. Proceed to Aeromedical Examination Room after completion of various test requirements	Issue Acknowledgment Receipt Process medical application/ prepare/ encode medical certificate Sign/ Approve ASO Medical Certificate	None	2 days	Aeromedical Staff Aeromedical Staff Aviation Medical Examiner
5. Present Sales Invoice/ Acknowledgment Receipt/ Authorization Letter and ID (if representative)	Release Aeronautical Station Operator (ASO) Medical Certificate	None	15 minutes	Aeromedical Staff
TOTAL		₱ 784.00	3 Days	

ISSUANCE OF CLASSES OF AVIATION MEDICAL CERTIFICATE (INITIAL / RENEWAL / DISAPPROVAL OF MEDICAL CERTIFICATE)

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Confirmed Online Appointment		CAAP website
2. One copy of filled out application for Aviation Medical Certificate		Aeromedical Health Desk/ CAAP website
3. CAA Form 551 (Medical Certificate)		Applicant
4. PEL Number (Personal electronic License) – Initial Applicant		FSIS – LCD
5. Original copy of laboratory/diagnostic results (if done outside CAAP)		Hospital/ DOH Accredited Laboratory/ Diagnostic Center
6. Printed certified true copy of Medical Report (Clinical Abstract, OR Technique, if underwent surgery) from the medical facility/hospital		Medical Facility/Hospital
7. Original copy of medical certificate from attending physician if underwent surgery/ medical treatment/ management/ therapy		Attending Physician

INITIAL APPLICATION							
Laboratory/ Diagnostic Requirements	AGE						
	CLASS I		CLASS II			CLASS III	
	39 years old and below	40 years old and above	39 years old and below	40 to 49 years old	50 years old and above	39 years old and below	40 years old and above
Eye Examination	✓	✓	✓	✓	✓	✓	✓
Puretone Audiometry	✓	✓	✓	✓	✓	✓	✓
Dental Examination	✓	✓	✓	✓	✓	✓	✓
Urinalysis	✓	✓	✓	✓	✓	✓	✓
Complete Blood Count	✓	✓	✓	✓	✓	✓	✓
Blood Chemistry		✓		✓	✓		✓
Drug Test	✓	✓	✓	✓	✓	✓	✓

ECG	✓		✓	✓		✓	✓
Treadmill Stress Test (Bruce Protocol)		✓			✓		✓
Chest Radiography	✓	✓	✓	✓	✓	✓	✓

RENEWAL APPLICATION

Laboratory/ Diagnostic Requirements	CLASS I	CLASS II	CLASS III
Eye Examination	Every renewal	Every renewal	Every renewal
Puretone Audiometry	Required every 5 years from initial application but may vary to those cases that require monitoring	Required every 5 years from initial application but may vary to those cases that require monitoring	Required every 5 years from initial application but may vary to those cases that require monitoring
Dental Examination	Every renewal	Every renewal	
Urinalysis	Every renewal	Every renewal	Every renewal
Complete Blood Count	Every renewal	Every renewal	Every renewal
Blood Chemistry	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and every 2 years thereafter but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring
ECG	Required annually until applicant's 39 th birthday	Required annually	Required annually until applicant's 39 th birthday
Treadmill Stress Test (Bruce Protocol)	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases	Required every 5 years after reaching the applicant's 50 th birthday but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and every 5 years thereafter but may vary to those cases that require monitoring
Chest Radiography	Annually	Annually	Annually

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to Aeromedical Staff	Review medical documents for completeness Issue the following: <ul style="list-style-type: none"> • Application for Aviation Medical Certificate (if not downloaded by applicant) • Aeromedical Routing Slip • Aeromedical Acknowledgement Checklist with Acknowledgement Receipt • OFSAM Order of Payment Slip request Form (if non authority personnel/ if to avail laboratory/ diagnostic tests at CAAP) 	None	30 minutes	Aeromedical Staff
2. Hand-in OFSAM Order of Payment Slip Request Form to Cashier Makes Payment	Issue Order of Payment Slip Issue Sales Invoice	₱ 224.00	Refer to Finance-Collection Business Process	Collection Office
3. Proceed to Aeromedical Examination Room after completion of various test requirements	Assess physical and mental wellbeing	₱ 500.00	30 minutes	Designated Aviation Medical Examiner/ Aviation Medical Examiner

	Issue Acknowledgement Receipt	None	2 days	Aeromedical Staff
	Review/ process/ encode data in the CASORT			
	Evaluate/ Render Decision/ Approve/ Disapprove medical application			Chief, OFSAM
	Enter medical report and decision in the CASORT database and prepares letter of instructions (if any)			Aeromedical Staff
	Print medical card and letter of instructions if with Special Medical Requirement (if approved)			Aeromedical Staff
	Print letter of disapproval (if medical application is denied)			Aeromedical Staff
4. Present Sales Invoice/ Acknowledgement Receipt/ Authorization Letter and ID (if representative)	Release medical certificate (CAAP Form 551) and instruction letter if with Special Medical Requirement (Initial/Renewal) Disapproval Letter (if application is denied noncompliance for 30 working days)	None	15 minutes	Aeromedical Staff
TOTAL		₱ 724.00	3 Days	

ISSUANCE OF EXTENSION LETTER AND AVIATION MEDICAL CERTIFICATE (CLASS I, II AND III)

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Printed copy of CAAP Form 551 (Valid Aviation Medical Certificate)		Applicant		
2. Request letter for extension of Medical Certificate addressed to Chief, OFSAM				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-I required documents to Aeromedical Staff	Review medical documents for completeness Issue the following: <ul style="list-style-type: none">Aeromedical Routing SlipAeromedical Acknowledgement Checklist with Acknowledgement ReceiptOFSAM Order of Payment Slip request Form (if non authority personnel)	₱ 224.00	15 minutes	Aeromedical Staff
2. Hand-in OFSAM Order of Payment Slip Request Form to Cashier	Issue Order of payment Slip	₱ 224.00	Refer to Finance-Collection	Collection Officer

Makes Payment	Issue Sales Invoice		Business Process	
	Evaluate letter of request/ valid medical certificate and approves/ disapproves medical extension	None	2 days	Chief, OFSAM
3. Proceed to Aeromedical Examination	Issue Acknowledgement Receipt Process/ encode letter of extension and decision in the CASORT database Approve/ sign extension letter Print medical certificate/ card	None	5 minutes	Aeromedical Staff Chief, OFSAM Aeromedical Staff
4. Present Sales Invoice/ Acknowledgment Receipt/ Authorization Letter and ID (if representative)	Release letter of medical extension and medical certificate/ card with extended validity	None	15 minutes	Aeromedical Staff
TOTAL		₱ 224.00	3 Days	

ISSUANCE OF GROUNDING LETTER DUE TO MEDICAL CONDITION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Printed certified true copy of medical report (Clinical Abstract, OR Technique (if underwent surgery))		Medical Facility / Hospital		
2. Original copy of medical certificate from attending physician		Attending Physician		
3. CAAP Form 551 (Aviation Medical Certificate)		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to Aeromedical Staff	Review medical documents for completeness Issue Aeromedical Acknowledgement Checklist Endorse medical documents to Chief, OFSAM	None	15 minutes	Aeromedical Staff
2. Proceed to Office of Chief, OFSAM	Assess/ Evaluate medical reports/ certificate and render decision	None	30 minutes	Chief, OFSAM
3. Proceed to Aeromedical Examination Room	Issue Acknowledgement Receipt	None	15 minutes	Aeromedical Staff
	Process/ encode/ print letter of grounding Approve/ sign grounding letter Enter decision in the CASORT database	None	2 days	Aeromedical Staff Chief, OFSAM Aeromedical Staff
4. Present Acknowledgement Receipt/ Authorization Letter and ID (if representative)	Release Grounding Letter Due to Medical Condition	None	15 minutes	Aeromedical Staff
TOTAL		₱ 224.00	3 Days	

ISSUANCE OF POST INCIDENT / ACCIDENT MEDICAL CLEARANCE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. AAIB CAAP-ODG-AAI-021 Form		AAIB		
2. Copy of Accident/Incident Report		Applicant		
3. Copy of Drug Test Result		DOH Accredited Laboratory/Diagnostic Center		
4. Copy of Medical Certificate of Initial Assessment		Attending Physician		
5. Copy of each relevant Laboratory/Diagnostic Test Results		DOH Accredited Laboratory/Diagnostic Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to Aeromedical Staff	Review medical documents for completeness Issue Aeromedical Acknowledgement Checklist with Acknowledgement Receipt Endorse medical documents to Chief, OFSAM	None	15 minutes	Aeromedical Staff
2. Proceed to Office of Chief, OFSAM	Assess/Evaluate medical reports/ certificate and render decision	None	30 minutes	Chief, OFSAM

<p>3. Proceed to Aeromedical Examination Room</p>	<p>Issue Acknowledgement Receipt</p> <p>Advise/ instruct airmen regarding the release/ endorsement of medical release to LCD and AAIB</p> <p>Process/ encode decision in the CASORT CAA Action Entry</p> <p>Forward/ endorse CASORT CAA Action Entry Form to LCD and AAIB for appropriate action</p> <p>Medical clearance approved</p> <p>Note: Airmen recommended for physical examination/ Stress Debriefing/ Neuropsychological Examination (will undergo the process of medical renewal requirements and pay specific fees and charges)</p>	<p>None</p>	<p>2 days</p>	<p>Aeromedical Staff</p>
<p>TOTAL</p>			<p>3 Days</p>	

ISSUANCE OF STATEMENT OF DEMONSTRATED ABILITY (SODA)

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Confirmed Online Appointment		CAAP Website
2. One copy of filled out CAAP Application Form 548[1]2020		Aeromedical Health Desk/ CAAP Website
3. CAA Form 551 (Medical Certificate)		Applicant
4. PEL Number (Personal electronic License) – Initial Applicant		FSIS – LCD
5. Printed copy of laboratory/ diagnostic results (if done outside CAAP)		Hospital/ DOH Accredited Laboratory/ Diagnostic Center
6. Printed copy of Medical Report (Clinical Abstract, OR Technique, if underwent surgery) from the medical facility/ hospital)		Medical Facility/ Hospital
7. Printed copy of Medical Certificate from attending physician if underwent surgery/ medical treatment/ management/ therapy		Attending Physician

INITIAL APPLICATION							
Laboratory/ Diagnostic Requirements	AGE						
	CLASS I		CLASS II			CLASS III	
	39 years old and below	40 years old and above	39 years old and below	40 to 49 years old	50 years old and above	39 years old and below	40 years old and above
Eye Examination	✓	✓	✓	✓	✓	✓	✓
Puretone Audiometry	✓	✓	✓	✓	✓	✓	✓
Dental Examination	✓	✓	✓	✓	✓	✓	✓
Urinalysis	✓	✓	✓	✓	✓	✓	✓
Complete Blood Count	✓	✓	✓	✓	✓	✓	✓
Blood Chemistry		✓		✓	✓		✓
Drug Test	✓	✓	✓	✓	✓	✓	✓
ECG			✓	✓		✓	✓

Treadmill Stress Test (Bruce Protocol)		✓			✓		✓
Chest Radiography	✓	✓	✓	✓	✓	✓	✓

RENEWAL APPLICATION

Laboratory/ Diagnostic Requirements	CLASS I	CLASS II	CLASS III
Eye Examination	Every renewal	Every renewal	Every renewal
Puretone Audiometry	Required every 5 years from initial application but may vary to those cases that require monitoring	Required every 5 years from initial application but may vary to those cases that require monitoring	Required every 5 years from initial application but may vary to those cases that require monitoring
Dental Examination	Every renewal	Every renewal	Every renewal
Urinalysis	Every renewal	Every renewal	Every renewal
Complete Blood Count	Every renewal	Every renewal	Every renewal
Blood Chemistry	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and every 2 years thereafter but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring
ECG	Required annually until applicant's 39 th birthday	Required annually	Required annually until applicant's 39 th birthday
Treadmill Stress Test (Bruce Protocol)	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring	Required every 5 years after reaching the applicant's 50 th birthday but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and every 5 years thereafter but may vary to those cases that require monitoring
Chest Radiography	Annually	Annually	Annually

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to Aeromedical Staff	Review medical documents for completeness Issue the following: <ul style="list-style-type: none"> • CAAP Application Form 548[1]2020 (if not downloaded by applicant) • Aeromedical Routing Slip • Aeromedical Acknowledgement Checklist with Acknowledgement Receipt • OFSAM Order of Payment Slip request Form (if non authority personnel/ if to avail laboratory/ diagnostic tests at CAAP) 	₱ 224.00	30 minutes	Aeromedical Staff
2. Hand-in OFSAM Order of Payment Makes Payment	Issue Order of Payment Slip Issue Official Receipt	₱ 224.00	Refer to Finance-Collection Business Process	Collection Officer
3. Proceed to Aeromedical Examination Room after completion of various test requirements	Assess physical and mental well being	₱ 500.00	30 minutes	Designated Aviation Medical Examiner
4. Submit letter of request for Practical Medical Flight Test	Hand-in letter of request for Practical Medical Flight Test and submitted medical documents to Chief, OFSAM	None	19 days	Aeromedical Staff

	<p>Review/ evaluate medical reports and coordinate/ endorse airmen medical request to LCD-Check Pilot for Practical Medical Flight Test/ Check schedule</p> <p>LCD-Check pilot to schedule Practical Medical Flight Test, instruct/ advise airmen applicant and prepare/ submit post Practical Medical Flight Test/ Check report to Chief, OFSAM</p> <p>Assess/ evaluate report/ endorsement from LCD-Check Pilot and render decision</p> <p>Process/ Encode/ Print medical report and decision in the CASORT CAA/PEL Entry Database</p> <p>Prepare/ encode/ print medical certificate (CAAP Form 551 and Statement of Demonstrated Ability (SODA) Certificate</p> <p>Sign/ Approve Statement of Demonstrated Ability (SODA) certificate</p>	₱5,600.00		<p>Chief, OFSAM</p> <p>FSIS-LCD Check Pilot</p> <p>Chief, OFSAM</p> <p>Aeromedical Staff</p> <p>Aeromedical Staff</p> <p>Chief, OFSAM</p>
5. Present Official Receipt/ Acknowledgment Receipt/ Authorization Letter and ID (if representative)	Release Medical Certificate (CAAP Form 551) and original copy of SODA	None	15 minutes	Aeromedical Staff
TOTAL		₱6,324.00	20 Days	

ISSUANCE OF VALIDATION LETTER OF FOREIGN MEDICAL CERTIFICATE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Printed copy of current foreign Medical Certificate with endorsement and verified by LCD 2. Copy of Airmen License		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to Aeromedical Staff	Review medical documents for validity/ completeness	₱ 560.00	15 minutes	Aeromedical Staff
	Hand in submitted documents to Chief, OFSAM			Aeromedical Staff
	Evaluate current foreign medical certificate/license and render decision			Chief, OFSAM
	Issue the following: <ul style="list-style-type: none"> • Aeromedical Acknowledgement Checklist with Acknowledgement Receipt • Order of Payment Slip Request Form • Issue acknowledgement receipt 			Aeromedical Staff

2. Hand-in OFSAM Order of Payment Slip Request Form to Cashier Makes Payment	Issue Order of Payment Slip Issue Sales Invoice	₱ 560.00	Refer to Finance Collection Business Process	Collection Officer
	Prepare/ encode/ print validation letter Approve/ sign validation letter Process/ enter decision in the CASORT database/ stamp dry seal in the letter of validation	None	2 days	Aeromedical Staff Chief, OFSAM Aeromedical Staff
3. Present Sales Invoice/ Acknowledgement Receipt/ Authorization Letter and ID (id representative)	Release validation letter	None	15 minutes	Aeromedical Staff
TOTAL		₱ 560.00	3 Days	

ISSUANCE OF VERIFICATION OF MEDICAL CERTIFICATE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Printed copy of Valid CAAP Form 551 (Medical Certificate)		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical document to Aeromedical Staff	Verify the validity/ Class of CAAP Form 551 (medical certificate)	₱ 560.00 (no medical card issuance)	15 minutes	Aeromedical Staff
	Issue the following: <ul style="list-style-type: none"> • Aeromedical Acknowledgement Checklist with Acknowledgement Receipt • Order of Payment Slip Request Form • Issue Acknowledgement Receipt 	₱ 784.00 (with medical card issuance)		
2. Hand-in OFSAM Order of Payment Slip Request Form to Cashier	Issue Order of Payment Slip	₱ 560.00 (no medical card issuance)	Refer to Finance-Collection Business Process	Collection Officer
Makes Payment	Issue Sales Invoice	₱ 784.00 (with medical card issuance)		
	Process/ encode/ update CAA/PEL Entry in the CASORT and print card (if	None	2 days	Aeromedical Staff

	new medical card be issued)			
3. Present Sales Invoice/ Acknowledgement Receipt/ Authorization Letter and ID (if representative)	Release medical card (if new medical card be issued)	None	15 minutes	
TOTAL		₱ 560.00 (no medical card issuance)	3 Days	
		₱ 784.00 (with medical card issuance)		

RE-ISSUANCE OF MEDICAL CERTIFICATE AND ISSUANCE OF INSTRUCTION LETTER ON THE LIFTING OF GROUNDING/ SUSPENSION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. One copy of filled out Application for Aviation Medical Certificate		Aeromedical Health Desk / CAAP website to download		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in filled-out Application for Aviation medical Certificate to Aeromedical Staff	Review documents for completeness Issue the following: <ul style="list-style-type: none"> • Application for Aviation Medical Certificate (if not downloaded by applicant) • Aeromedical Routing Slip • Aeromedical Acknowledgement Checklist with Acknowledgement Receipt 	None	15 minutes	Aeromedical Staff
2. Proceed to Doctor's Room	Assess physical and mental wellbeing Issue Acknowledgement Receipt	None	30 minutes	Designated Aviation Medical Examiner Aeromedical Staff
	Process/ encode/ print instruction letter	None	2 days	Aeromedical Staff Chief, OFSAM

	Approve/ sign instruction letter Enter decision in the CASORT database			Aeromedical Staff
3. Present Sales Invoice/ Acknowledgment Receipt/ Authorization Letter and ID (if representative)	Reissue Medical Certificate and issue instruction letter on the lifting of grounding/ suspension	None	15 minutes	Aeromedical Staff
TOTAL		None	3 Days	

REPRINTING OF AVIATION MEDICAL CERTIFICATE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Original copy of Affidavit of Loss		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in affidavit of loss to Aeromedical Staff	Check affidavit of loss and verify validity of current Aviation Medical Certificate Issue the following: <ul style="list-style-type: none">Aeromedical Acknowledgement Checklist with Acknowledgement ReceiptOrder of Payment Slip Request FormIssue Acknowledgment Receipt	₱ 336.00	15 minutes	Aeromedical Staff
2. Hand-in OFSAM Order of Payment Slip Request Form	Issue Order of Payment Slip	₱ 336.00	Refer to Finance-Collection Business Process	Collection Officer
Makes Payment	Issue Sales Invoice			
	Process/ Print Medical Certificate	None	2 days	Aeromedical Staff
3. Present Sales Invoice/ Acknowledgement Receipt/ Authorization Letter and ID (if representative)	Release medical certificate	None	15 minutes	
TOTAL		₱ 336.00	3 Days	

SPECIAL ISSUANCE OF AVIATION MEDICAL CERTIFICATE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Aeromedical Health Unit, 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. Confirmed Online Appointment		CAAP website
2. One copy of filled out CAAP Application Form 548[1]2020		Aeromedical Health Desk/ CAAP website
3. CAA Form 551 (Medical Certificate)		Applicant
4. PEL Number (Personal electronic License) – Initial Applicant		FSIS-LCD
5. Printed copy of laboratory/ diagnostic results (if done outside CAAP)		Hospital/ DOH Accredited Laboratory/ Diagnostic Center
6. Printed copy of Medical Report (Clinical Abstract, OR Technique, if underwent surgery) from the medical facility/hospital		Medical Facility / Hospital
7. Printed copy of medical certificate from attending physician if underwent surgery / medical treatment/ management/ Therapy		Attending Physician

INITIAL APPLICATION							
Laboratory/ Diagnostic Requirements	AGE						
	CLASS I		CLASS II			CLASS III	
	39 years old and below	40 years old and above	39 years old and below	40 to 49 years old	50 years old and above	39 years old and below	40 years old and above
Eye Examination	✓	✓	✓	✓	✓	✓	✓
Puretone Audiometry	✓	✓	✓	✓	✓	✓	✓
Dental Examination	✓	✓	✓	✓	✓	✓	✓
Urinalysis	✓	✓	✓	✓	✓	✓	✓
Complete Blood Count	✓	✓	✓	✓	✓	✓	✓
Blood Chemistry		✓		✓	✓		✓
Drug Test	✓	✓	✓	✓	✓	✓	✓
ECG			✓	✓		✓	✓

Treadmill Stress Test (Bruce Protocol)		✓			✓		✓
Chest Radiography	✓	✓	✓	✓	✓	✓	✓

RENEWAL APPLICATION

Laboratory/ Diagnostic Requirements	CLASS I	CLASS II	CLASS III
Eye Examination	Every renewal	Every renewal	Every renewal
Puretone Audiometry	Required every 5 years from initial application but may vary to those cases that require monitoring	Required every 5 years from initial application but may vary to those cases that require monitoring	Required every 5 years from initial application but may vary to those cases that require monitoring
Dental Examination	Every renewal	Every renewal	Every renewal
Urinalysis	Every renewal	Every renewal	Every renewal
Complete Blood Count	Every renewal	Every renewal	Every renewal
Blood Chemistry	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and every 2 years thereafter but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring
ECG	Required annually until applicant's 39 th birthday	Required annually	Required annually until applicant's 39 th birthday
Treadmill Stress Test (Bruce Protocol)	Required upon reaching the applicant's 40 th birthday and annually thereafter but may vary to those cases that require monitoring	Required every 5 years after reaching the applicant's 50 th birthday but may vary to those cases that require monitoring	Required upon reaching the applicant's 40 th birthday and every 5 years thereafter but may vary to those cases that require monitoring
Chest Radiography	Annually	Annually	Annually

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to Aeromedical Staff	<p>Review medical documents for completeness</p> <p>Issue the following:</p> <ul style="list-style-type: none"> • CAAP Application Form 548[1]2020 (if not downloaded by applicant) • Aeromedical Routing Slip • Aeromedical Checklist with Acknowledgment Receipt • OFSAM Order of Payment Slip request Form (if non authority personnel/ if to avail laboratory/ diagnostic tests at CAAP) 	₱ 224.00	30 minutes	Aeromedical Staff
2. Hand-in OFSAM Order of Payment Slip Request Form	Issue Order of Payment Slip	₱ 224.00	Refer to Finance-Collection Business Process	Collection Officer
Makes Payment	Issue Sales Invoice			
3. Proceed to Aeromedical Examination Room after completion of various test requirements	<p>Assess physical and mental wellbeing</p> <p>Refer the airmen applicant to Medical Review Board for further evaluation/ assessment</p> <p>Endorse medical application to Medical Review Board</p>	₱ 500.00	<p>30 minutes</p> <p>19 days</p>	<p>Designated Aviation Medical Examiner</p> <p>Aeromedical Staff</p>

	Review/ assess/ evaluate submitted medical requirements for Special Issuance of Medical Certificate; make recommendation/ prepare Medical Board Resolution	₱ 5,600.00		Medical Review Board
	Encode Medical Review Board Resolution			
	Approval/ signature of Medical Review Board Resolution			Aeromedical Staff
	Evaluate submitted medical requirements; Render decision/ recommendation/ signature of Medical Review Board Resolution			Medical Review Board Chairman and Members
	Approval/ signature of Medical Review Board Resolution			Chief, OFSAM
	Receive approved Medical Review Board Resolution/ Process/ encode medical reports and decision in the CASORT CAA/PEL Entry Database			Assistant Director General II – FSIS, Deputy Director General for Operation, Director General
	Prepare copy of Medical Board Resolution/ print Medical Certificate (CAAP Form 551)			Aeromedical Staff

				Aeromedical Staff
4. Present Official Receipt/ Acknowledgement Receipt/ Authorization Letter and ID (if representative)	Release Medical Certificate (CAAP Form 551) and one clear copy of Medical Review Board Resolution	None	15 minutes	Aeromedical Staff
TOTAL		₱ 6,324.00	20 Days	

ECG PROCEDURE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Cardiology Section, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Airmen (Pilots), CAAP Officers and Employees			
Checklist of Requirements		Where to Secure		
1. Routing Slip or Request/ Note from CAAP Doctor 2. Sales Invoice if Outside Clients 3. Filled-up Request/ ECG Clients 4. Schedule of Fees (Listed under fees)		1. Aeromedical Section (Routing Slip) 2. Treatment Section (Request/ Note form CAAP Doctor) 3. Cardiology Section (Request/ ECG Form) 4. Cashiering Division (Sales Invoice)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in Routing Slip or Request/ Note from CAAP Doctor	Receive Routing Slip or Request/ Note from CAAP Doctor	₱ 280.00	5 minutes	MET II / MET Assistant
2. Fill-up Request/ ECG Form	Receive filled-up Request/ ECG Form from Client			
3. Present Sales Invoice				
	Check submitted documents including Sales Invoice Presented		5 minutes	MET II
	Give instructions to Client prior to Procedure Apply alcohol to the limb and chest area of the Client's body where electrodes will be attached		5 minutes	MET II / MET Assistant
	ECG Procedure <i>Note: If normal, will proceed to the next step, otherwise the Client will be required long lead</i>		5 minutes	MET II / MET Assistant

	Detach the electrodes from Client		1 minute	MET II / MET Assistant
	Mounting of ECG tracing		2 minutes	MET II / MET Assistant
	ECG interpretation / reading by the Cardiologist	₱ 100.00	10 minutes	Cardiologist
	Logs the Clients name in the logbook		5 minutes	MET II / MET Assistant
	Release the ECG report to Aeromedical Section			
TOTAL		₱ 380.00	38 Minutes	

TREADMIL / STRESS TEST PROCEDURE

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Cardiology Section, FSIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Airmen (Pilots) CAAP Officers and Employees			
Checklist of Requirements		Where to Secure		
1. Routing Slip or Request/ Note from CAAP Doctor 2. Sales Invoice if Outside Clients 3. Filled-up Request/ ECG Form 4. Schedule of Fees (listed under fees)		1. Aeromedical Section (Routing Slip) 2. Treatment Section (Request/ Note from CAAP Doctor) 3. Cardiology Section (Treadmill Stress Test Form) 4. Cardiology Section (Information Form) 5. Cashiering Division (Sales Invoice)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in Routing Slip or Request/ Note from CAAP Doctor	Receive Routing Slip or Request/ Note from CAAP Doctor	₱ 1,680.00	5 minutes	MET II / MET Assistant
2. Present Sales Invoice	Retrieve filled-up Information Form from Client			
	Check submitted documents including O.R. presented		5 minutes	MET II
	Cardiologist conducts Physical Examination to Client		10 minutes	Cardiologist
	Give instructions to Clients prior to Procedure Attach electrodes to the Client's chest		10 minutes	MET II
	Encode the Information of Client		3 minutes	MET II / MET Assistant
	Treadmill Procedure		15 minutes	Cardiologist, MET II, MET Assistant, Cardiology Section

	Detach the electrodes from Client after the Procedure		2 minutes	MET II / MET Assistant
	Fill-up the Treadmill Stress Test Form		10 minutes	MET II / MET Assistant
	Treadmill Stress Test interpretation by the Cardiologist	₱ 500.00	10 minutes	Cardiologist
	Logs Clients name in the logbook Release the Treadmill result to Aeromedical Section		5 minutes	MET II / MET Assistant
TOTAL		₱2,180.00	1 Hour and 15 Minutes	

ISSUANCE OF DENTAL HEALTH RECORD

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Dental, 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. One photocopy of Dental Health Record form provided by Aeromedical Health Section with filled-up upper portion (for Airmen Applicant)		Aeromedical Health Desk		
2. Government issued ID		Applicant		
3. Issued Official Receipt by CAAP Finance (for non-CAAP employee)		CAAP Finance		
4. Routing Slip from Aeromedical Health Section (for Airmen Applicant)		Aeromedical Health Desk		
5. Routing Slip from Occupational Health Section (for CAAP Personnel)		Occupational Health Section		
6. One original copy of Occupational Health Examination Form with filled-out front page (for CAAP personnel)		Occupational Health Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in documents to the Dental Staff <ul style="list-style-type: none"> One photocopy of Dental Health Record form provided by Aeromedical Health Section with filled-out upper portion (for Airmen Applicant) Government issued ID Issued Official Receipt by 	Review Dental documents from Airmen Applicant and CAAP Personnel for completeness	₱ 224.00 (w/ VAT)	1 minute	Dentist Staff On-Duty

<p>CAAP Finance (for non-CAAP employee)</p> <ul style="list-style-type: none"> • Routing Slip from Aeromedical Health Section (for Airmen Applicant) • Routing Slip from Occupational Health Section (for CAAP Personnel) • One original copy of Occupational Health Examination Form with filled-out front page (for CAAP personnel) 				
2. Log book registration	Check and review the logbook		1 minute	Dentist Staff On-Duty
3. Fill out the upper portion of the Dental Health Record Form provided by the Dentist	<p>Hand-in the following documents to the Airmen Applicant/ CAAP Personnel</p> <p>For the Initial application of Airmen Applicant</p> <ul style="list-style-type: none"> • Original copy of Dental Health Record (except student pilot) • Photocopy of Dental Health Record form for Student Pilot 		1 minute	Dentist Staff On-Duty

	For the CAAP Personnel <ul style="list-style-type: none"> • Photocopy of the Dental Health Record form 			
4. Proceed to the Dental examination/ operatory room	Recording and charting of Dental Profile		5 minutes	Dentist Staff On-Duty
	Issue Dental Health Record and Sign the routing slip		5 minutes	Dentist Staff On-Duty
	File the Dental Health Record Form		2 minutes	
TOTAL		₱ 224.00 (w/ Vat)	15 Minutes	

ORAL PROPHYLAXIS

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Dental, 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. Appointment slip in the Dental Unit OFSAM 2. Government issued ID 3. Official Receipt by CAAP Finance (if needed) 4. Informed Consent form 5. Medical Clearance (if needed)		Dental Unit Applicant CAAP Finance Applicant Attending Physician		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the documents to the Dental Staff <ul style="list-style-type: none"> Government issued ID Appointment Slip Issued Official Receipt by CAAP Finance Copy of one completely filled out Informed Consent form Medical Clearance (if needed) 	Review Dental documents from CAAP Personnel or Direct Dependents for completeness	₱ 400.00	10 minutes	Dental Staff
2. Proceed to the Dental operatory room	Start Procedure		30 minutes	Dental Staff
3. Proceed to the Dental receiving area	Issue Instructions and Prescriptions	None	20 minutes	Dental Staff
	Update Dental Records	None	20 minutes	Dental Staff
TOTAL		₱ 400.00	1 Hour and 5 Minutes	

TOOTH EXTRACTION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Dental, 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. Appointment slip in the Dental Unit OFSAM 2. Government issued ID 3. Official Receipt by CAAP Finance (if needed) 4. Informed Consent form 5. Medical Clearance (if needed) 6. Panoramic or Peri-apical X-ray (if needed)		Dental Unit Dental Unit CAAP Finance Applicant Attending Physician Any Dental Clinic that offers radiographic services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the documents to the Dental Staff <ul style="list-style-type: none"> • Government issued ID • Appointment Slip • Issued Official Receipt by CAAP Finance • Copy of one completely filled out Informed Consent form • Medical Clearance (if needed) • Panoramic or Peri-apical X-ray (if needed) 	Review Dental documents from CAAP Personnel or Direct Dependents for completeness	₱ 400.00	10 minutes	Dental Staff

2. Proceed to the Dental operatory room	Start Procedure		30 minutes to 1 hour	Dental Staff
3. Proceed to the Dental receiving area	Issue Instructions and Prescriptions	None	20 minutes	Dental Staff
	Update Dental Records	None	5 minutes	Dental Staff
TOTAL		₱ 400.00	1 Hour and 35 Minutes	

TOOTH FILLING/ RESTORATION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Dental, 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. Appointment slip in the Dental Unit OFSAM 2. Government issued ID 3. Official Receipt by CAAP Finance (if needed) 4. Informed Consent form 5. Medical Clearance (if needed) 6. Panoramic or Peri-apical X-ray (if needed)		Dental Unit Applicant CAAP Finance Applicant Attending Physician Any Dental Clinic that offers radiographic services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the documents to the Dental Staff <ul style="list-style-type: none"> • Government issued ID • Appointment Slip • Issued Official Receipt by CAAP Finance • Copy of one completely filled out Informed Consent form • Medical Clearance (if needed) • Panoramic or Peri-apical X-ray (if needed) 	Review Dental documents from CAAP Personnel or Direct Dependents for completeness	₱ 400.00	10 minutes	Dental Staff

2. Proceed to the Dental operatory room	Start Procedure		1 hour	Dental Staff
3. Proceed to the Dental receiving area	Issue Instructions and Prescriptions	None	20 minutes	Dental Staff
	Update Dental Records	None	5 minutes	Dental Staff
TOTAL		₱ 400.00	1 Hour and 35 Minutes	

ISSUANCE OF EYE EXAMINATION REPORT

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Eye Examination Room, 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		
Airmen 1. One copy of filled out Eye Examination Form 2. Government issued ID 3. Sales Invoice issued by Finance Division for non-CAAP applicants 4. Routing Slip from Aeromedical Health Unit (for Airmen Applicant) 5. One original copy of Occupational Health Examination Form with filled out front page (for CAAP Personnel)		Aeromedical Health Unit Applicant CAAP Finance Aeromedical Health Unit Occupational Health Unit		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the documents to the Optometrist on-duty <ul style="list-style-type: none"> One photocopy of Eye Examination Form provided by Aeromedical Health Unit with filled out upper portion (for Airmen Applicant) Government issued ID Issued Sales Invoice by CAAP Finance 	Review documents from Airmen applicant for completeness	₱ 224.00 (w/ VAT)	1 minute and 30 seconds	Optometrist on-duty

(for non-CAAP Employee) • Routing Slip from Aeromedical Health Unit (for Airmen Applicant) • Routing Slip from Occupational Health Section (for CAAP Personnel) • One original copy of Occupational Health Examination Form with filled-out front page (for CAAP personnel)				
2. Logbook registration	Check and review logbook		30 seconds	Optometrist on-duty
3. Proceed for Eye Examination	Recording of Visual Acuity		30 seconds	Optometrist on-duty
	Issuance of Eye Examination Report and sign the routing slip		5 minutes	Optometrist on-duty
TOTAL		₱ 224.00 (w/ VAT)	12 Minutes	

ISSUANCE OF LANTERN TEST REPORT

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Eye Examination Room, 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		
Airmen 1. One copy of filled out Lantern Test Form 2. Government issued ID		Eye Examination Room Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the documents to the Optometrist on-duty <ul style="list-style-type: none"> One photocopy of Lantern Test Form provided by Eye Examination Room with filled out form (for Airmen Applicant) Government issued ID 	Review documents from Airmen applicant for completeness	None	10 minutes	Optometrist on duty
2. Proceed to Lantern Test Examination are	Conduct Lantern Test	None	15 minutes	Optometrist on-duty Medical Examiner

3. Review Lantern Test Report	Encode Results in the Lantern Test Form	None	5 minutes	Optometrist on-duty
	Release Lantern Test Result to Applicant	None	1 minute	Optometrist on-duty
TOTAL		None	31 Minutes	

ISSUANCE OF CLINICAL CHEMISTRY RESULT

Office or 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		
Airmen 1. Routing Slip 2. Official Receipt 3. Laboratory Request Form 4. Medical Examination Form CAAP Personnel 1. Routing Slip 2. Doctor's Request 3. Laboratory Request Form 4. Occupational Health Examination Form		Aeromedical Staff Collection Department Aeromedical Staff Aeromedical Staff Occupational Health Nurse Physician on-duty Laboratory Staff Occupational Health Nurse		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log details in the Receiving Logbook	Check completeness of details filled-out in logbook	₱ 928.00	2 minutes	Medical Technologist on-duty
2. Fill out the Laboratory Request Form	Review and verify details in Laboratory Request Form		3 minutes	Medical Technologist on-duty

<p>3. Hand-in the following documents to the Medical Technologist on-duty</p> <p>For Airmen:</p> <ul style="list-style-type: none"> • Filled-out Routing Slip • Filled-out Laboratory Request Form • Official Receipt from Collection Department • Filled-out Medical Examination Form <p>For CAAP Personnel:</p> <ul style="list-style-type: none"> • Filled-out Routing Slip • Filled-out Laboratory Request Form • Official Receipt from Collection Department • Filled-out Occupational Health Examination Form 	<p>Verify identity of Airmen/ CAAP Personnel</p> <p>Check accuracy and completeness of requirements</p>		1 minute	Medical Technologist on-duty
<p>4. Prepare self for blood extraction procedure</p>	<p>Determine the purpose of laboratory request and perform blood extraction accordingly</p>		15 minutes	Medical Technologist on-duty
	<p>Perform blood testing</p>		4 hours and 30 minutes	Medical Technologist on-duty

	Encode the results in the Clinical Chemistry Result form and in the logbook of Clinical Chemistry Result		5 minutes	Medical Technologist on-duty
	Encode details of Clinical Chemistry Result in Releasing logbook		1 minute	Medical Technologist on-duty
<p>5. CAAP Personnel: Verify correctness of information in Clinical Chemistry Result Form, affix signature in Releasing logbook and receive the Clinical Chemistry Results</p> <p>Airmen: Proceed to Aeromedical unit for releasing of Clinical Chemistry Results</p>	<p>Releasing of Results</p> <p>For CAAP Personnel: Verify details and signature in Releasing logbook and hand-in Clinical Chemistry Result form</p> <p>For Airmen: Forward Clinical Chemistry Results to Aeromedical Unit</p>		3 minutes	Medical Technologist on-duty
TOTAL		₱ 928.00	5 Hours and 12 Minutes	

ISSUANCE OF CLINICAL MICROSCOPY RESULT

Office or 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		
Airmen 1. Routing Slip 2. Official Receipt 3. Laboratory Request Form 4. Medical Examination Form CAAP Personnel 1. Routing Slip 2. Doctor's Request 3. Laboratory Request Form 4. Occupational Health Examination Form		Aeromedical Staff Collection Department Aeromedical Staff Aeromedical Staff Occupational Health Nurse Physician on-duty Laboratory Staff Occupational Health Nurse		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log details in the Receiving Logbook	Check completeness of details filled-out in logbook	₱ 112.00	2 minutes	Medical Technologist on-duty
2. Fill out the Laboratory Request Form	Review and verify details in Laboratory Request Form		3 minutes	Medical Technologist on-duty

<p>3. Hand-in the following documents to the Medical Technologist On-Duty</p> <p>For Airmen:</p> <ul style="list-style-type: none"> • Filled-out Routing Slip • Filled-out Laboratory Request Form • Official Receipt from Collection Department • Filled-out Medical Examination Form <p>For CAAP Personnel:</p> <ul style="list-style-type: none"> • Filled-out Routing Slip • Filled-out Laboratory Request Form • Official Receipt from Collection Department • Filled-out Occupational Health Examination Form 	<p>Verify identity of Airmen/ CAAP Personnel</p> <p>Check accuracy and completeness of requirements</p>		1 minute	Medical Technologist on-duty
<p>4. Receive the empty urine bottle container and marker from the Medical Technologist On-Duty and properly label it</p> <p>Collect sample as instructed and submit specimen to laboratory reception</p>	<p>Hand-in an empty urine bottle container and marker to Airmen/ CAAP personnel and provide instructions for proper collection of samples</p>		13 minutes	Medical Technologist on-duty

	Receive the collected sample and accomplished request form from the Airmen/ CAAP personnel Check sample in accordance to requirement for laboratory testing		2 minutes	Medical Technologist on-duty
	Perform the Urinalysis		1 hour	Medical Technologist on-duty
	Encode the results in the Urinalysis Result form and in the logbook of urinalysis result		5 minutes	Medical Technologist on-duty
	Encode details of Clinical Microscopy Result in Releasing logbook		1 minute	Medical Technologist on-duty
5. CAAP Personnel: Verify correctness of information in Clinical Microscopy Result form, affix signature in Releasing logbook and receive the Clinical Microscopy Results. Airmen: Proceed to Aeromedical unit for releasing of Clinical Microscopy Results	Releasing of Results For CAAP Personnel: Verify details and signature in Releasing logbook and hand-in Clinical Microscopy Results For Airmen: Forward Clinical Microscopy Results to Aeromedical Unit		3 minutes	Medical Technologist on-duty
TOTAL		₱ 112.00	1 Hour and 30 Minutes	

ISSUANCE OF COMPLETE BLOOD COUNT RESULT

Office or 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		
Airmen 1. Routing Slip 2. Official Receipt 3. Laboratory Request Form 4. Medical Examination Form CAAP Personnel 1. Routing Slip 2. Doctor's Request 3. Laboratory Request Form 4. Occupational Health Examination Form		Aeromedical Staff Collection Department Aeromedical Staff Aeromedical Staff Occupational Health Nurse Physician on-duty Laboratory Staff Occupational Health Nurse		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log details in the Receiving Logbook	Check completeness of details filled-out in logbook	₱ 196.00	2 minutes	Medical Technologist on-duty
2. Fill out the Laboratory Request Form	Review and verify details in Laboratory Request Form		3 minutes	Medical Technologist on-duty

<p>3. Hand-in the following documents to the Medical Technologist On-Duty</p> <p>For Airmen:</p> <ul style="list-style-type: none"> • Filled-out Routing Slip • Filled-out Laboratory Request Form • Official Receipt from Collection Department • Filled-out Medical Examination Form <p>For CAAP Personnel:</p> <ul style="list-style-type: none"> • Filled-out Routing Slip • Filled-out Laboratory Request Form • Official Receipt from Collection Department • Filled-out Occupational Health Examination Form 	<p>Verify identity of Airmen/ CAAP Personnel</p> <p>Check accuracy and completeness of requirements</p>		1 minute	Medical Technologist on-duty
<p>4. Prepare self for blood extraction procedure</p>	<p>Determine the purpose of laboratory request and perform blood extraction accordingly</p>		15 minutes	Medical Technologist on-duty

	Perform blood testing		1 minute	Medical Technologist on-duty
	Encode the results in the Complete Blood Count Result form and in the logbook of CBC result		5 minutes	Medical Technologist on-duty
	Encode details of Complete Blood Count Result in Releasing logbook		1 minute	Medical Technologist on-duty
5. CAAP Personnel: Verify correctness of information in Complete Blood Count Result Form, affix signature in Releasing logbook and receive the CBC Results. Airmen: Proceed to Aeromedical unit for releasing of Complete Blood Count Results	Releasing of Results For CAAP Personnel: Verify details and signature in Releasing logbook and hand-in Complete Blood Count Results For Airmen: Forward Complete Blood Count Results to Aeromedical Unit		3 minutes	Medical Technologist on-duty
TOTAL		₱ 196.00	31 Minutes	

ISSUANCE OF DRUG TEST SCREENING RESULT

Office or 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		
CAAP Personnel 1. Laboratory Request Form 2. Occupational Health Examination Form		Laboratory Staff Occupational Health Nurse		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log details in the Receiving Logbook	Check completeness of details filled-out in logbook	None	2 minutes	Medical Technologist on-duty
2. Fill out the Laboratory Request Form	Review and verify details in Laboratory Request Form	None	3 minutes	Medical Technologist on-duty
3. Hand-in the following documents to the Medical Technologist on-duty CAAP Personnel • Filled-out Laboratory Request Form • Filled-out Occupational Health Examination Form	Verify identity of CAAP Personnel Check accuracy and completeness of requirements	None None	1 minute	Medical Technologist on-duty
4 Receive the empty urine bottle container and marker from the Medical Technologist On-Duty and properly label it	Hand-in an empty urine bottle container and marker to CAAP personnel and provide instructions for proper collection of samples	None	13 minutes	Medical Technologist on-duty

Collect sample as instructed and submit specimen to Laboratory reception				
	Receive the collected sample and accomplished request form from the CAAP personnel. Check sample in accordance to requirement for laboratory testing	None	2 minutes	Medical Technologist on-duty
	Perform the Drug Test Screening	None	30 minutes	Medical Technologist on-duty
	Encode the results in the Drug Test Screening Result form and in the logbook of Drug Test result	None	5 minutes	Medical Technologist on-duty
	Encode details of Drug Test Screening Result in Releasing logbook	None	1 minute	Medical Technologist on-duty
5. CAAP Personnel: Verify correctness of information in Drug Test Screening Result form, affix signature in Releasing logbook and receive the Drug Test Screening Result	Releasing of Results Verify details and signature Releasing logbook and hand-in Drug Test Screening Result to CAAP personnel	None	3 minutes	Medical Technologist on-duty
TOTAL		None	1 Hour	

ISSUANCE OF CERTIFIED TRUE COPY OF MEDICAL RECORDS

Office or 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:	Airmen/Liaison Officer/Authorize person			
Checklist of Requirements		Where to Secure		
1. Signed Letter of Request 2. Filled out Retrieval Request Form 3. Official Receipt		Airmen Medical Records Personnel Collection Staff		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the Letter of Request to the Airmen Medical Records Personnel <ul style="list-style-type: none"> Official receipt as proof of payment 	Review Letter of Request for completeness Affix approval Fill out Retrieval Request Form	₱ 112.00 first of CTC ₱ 56.00 for succeeding page ₱ 3.36 Photocopies of CTC	20 minutes	Medical Records Personnel
2. Prepare Certified True Copy of Medical Records	Provide instructions to Airmen Prepare the Certified True Copy of Medical Records	None	20 minutes	Medical Records Personnel
3. For Approval of the Certified True Copy of Medical Records	Stamped Certified True Copy on the Medical Records Affix signature and initial Log records on the logbook	None	15 minutes	Medical Records Personnel
4. Hand-in the Certified True Copy of Medical Records	Release Certifies True Copy of Medical Records	None	5 minutes	Medical Records Personnel
TOTAL		Varies depending on the requested pages	1 Hour	

ISSUANCE OF PHOTOCOPY OF MEDICAL RECORDS

Office or 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:	Airmen/Liaison Officer/Authorize person			
Checklist of Requirements		Where to Secure		
1. Signed Letter of Request 2. Filled out Retrieval Request Form 3. Official Receipt		Airmen Medical Record Personnel Collection Staff		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the letter of Request to the Airmen Medical Records Personnel • Official receipt as proof of payment	Review Letter of Request for completeness Affix approval Fill out Retrieval Request Form	₱ 3.36 per page	20 minutes	Medical Records Personnel
2. Prepare Photocopy of Medical Records	Provide instructions to Airmen Prepare the Medical Records to be photocopied	None	20 minutes	Medical Records Personnel
3. For Approval of the Photocopy of Medical Records	Do the photocopy of Medical Records Log records on the logbook	None	15 minutes	Medical Records Personnel
	Release Photocopy of Medical Records	None	5 minutes	Medical Records Personnel
4. Hand-in the photocopy of Medical Records				
TOTAL		Depend on the requested page	1 Hour	

ISSUANCE OF VERIFICATION OF FOREIGN LICENSE

Office or 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:	Airmen			
Checklist of Requirements		Where to Secure		
1. Latest Medical Card 2. Official Receipt		Airmen Medical Record Personnel Collection Staff		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the medical card to the Airmen Medical Records Personnel • Official receipt as proof of payment	Review medical card for completeness Logs/ Registration of the airmen	₱ 560.00	15 minutes	Medical Records Officer
2. Prepare Verification of Foreign License	Provide instructions to Airmen Prepare the Verification Letter	None	20 minutes	Medical Records Personnel
3. For Approval of the Verification of Foreign License	Print Verification of Foreign License For Approval of the Foreign License Verification Log records on the logbook	None	20 minutes	Medical Records Personnel
4. Hand-in the Verification of Foreign License to the requesting Airmen	Release Verification of Foreign License	None	5 minutes	Medical Records Personnel
TOTAL		₱ 560.00	1 Hour	

NEUROPSYCHIATRIC ASSESSMENT AND PSYCHOLOGICAL TESTING

Office or 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:	All clients requiring Neuropsychiatric Assessment and Psychological Examination			
Checklist of Requirements		Where to Secure		
1. Occupational Health Examination Record Form & Original Referral Letter (pre-employment/pre-training & Mental Health Assessment for Authority Personnel)		Occupational Health Section Aeromedical Health Desk / Attending Physician / HRMD		
2. Application for Medical Certificate & Original Referral Letter (Airmen Medical License Application)		Aviation Medical Examiner / Attending Physician / Aviation Medical Examiner		
3. Sales Invoice		Collection Unit		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Walk in or call the OFSAM Occupational / Aeromedical Unit to inquire on the available schedule for Neuropsychiatric Assessment / Psychological Testing	1.1 Verbal Schedule configuration through phone inquiries 1.2 Email confirmations 1.3 Issues OFSAM Order of Payment Slip Request Form	None	10 minutes	Administrative Personnel (Neuropsychiatric Unit)
2. Proceed to collection	2.1 Issues Order of Payment Slip	₱ 392.00		Collection Officer
Makes Payment	2.2 Issues Official Receipt			Cashier
3. On the scheduled date, proceed to the neuropsychiatric unit and present the accomplished forms	Receive accomplished forms/ referral slip and verifies schedule	None	10 minutes	Administrative Personnel (Neuropsychiatric Unit)

4. Proceed to the testing room and undertake the examination and interview	4.1 Administer the battery of psychological test 4.2 Conduct Interview 4.3 Check completeness of the examination	None	6 hours	Psychologist (Neuropsychiatric Unit)
5. Present Official Receipt	5.1 Record Official Receipt 5.2 Schedule Release of Psychological Report 5.3 score and interpret the administered psychological tests 5.4 Prepare Psychological Reports	None	6 days	Administrative Personnel (Neuropsychiatric Unit) Psychologist (Neuropsychiatric Unit)
6. Return on the scheduled date/time of release of psychological Report and present one (1) valid Government issued ID. If with representative submit the Letter of Authorization and Photocopy of one (1) valid Government issued ID of both the client and the representative	6.1 Verify schedule of release of Official Report and documents submitted 6.2 Issue the Psychological Report	None	10 minutes	Administrative Personnel (Neuropsychiatric Unit)
TOTAL		₱ 350.00	7 Days	

CONDUCT OF MEDICAL CONSULTATIONS

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Occupational Health Unit, FSIS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	CAAP Employees and their dependents			
Checklist of Requirements		Where to Secure		
1. CAAP Identification card within the validity period, for CAAP employees (1 original)		CAAP Employee		
2. Valid Identification Card, for dependents (1 original)		CAAP Dependents		
3. Diagnostic test results, if needed for follow-up consultations (1 original)		DOH-accredited diagnostic facility		
4. Medical Certificate, if needed for follow-up consultations		Licensed Medical Specialist		
Note:				
List of Accredited Identification Cards:				
<ul style="list-style-type: none">• SSS/GSIS Unified Multi-Purpose IDs (UMID)• LTO Driver’s License (within its validity period)• Passport (within its validity period)• Philippine Identification (PhilID/ePhilID)• Pag-ibig ID• Postal ID (within its validity period)• Voter’s ID• Professional Regulation Commission ID (within its validity period)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the required documents to OFSAM-Occupational Health Unit	1.1 Review documents from applicant for completeness 1.2 Prepare Patient’s Health Record 1.3 Take employee’s Vital Signs	None	15 minutes	Occupational Health Staff
2. Proceed to Doctor’s Room	2.1 Conduct physical / medical examination and assessment	None	1 hour	Physician

	2.2 Check physician's instructions and recommendations	None	30 minutes	Occupational Health Staff
	2.3 Encode assessment and recommendations of the physician and prepare medical certificate (if requested by patient)			
	2.4 Sign the printed Medical Certificate (if requested by patient)			Physician
	2.5 Sign the printed Medical Certificate	None		Physician
3. Present Identification card/ Authorization Slip	3.1 Release Medical Certificate, diagnostic test request, or filled out referral to medical specialist	None		Occupational Health Staff
4. Sign Releasing Logbook				
TOTAL		None	1 Hour and 45 Minutes	

ISSUANCE OF MEDICAL CERTIFICATE FOR OFFICIAL TRAVEL

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Occupational Health Unit, FSIS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Travel Nomination, Invitation or Authorization (1 original or 1 photocopy)		CAAP Employee		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the required documents to OFSAM-Occupational Health Unit	1.1 Review documents from applicant for completeness 1.2 Prepare Patient's Health Record 1.3 Take employee's Vital Signs	None	15 minutes	Occupational Health Staff
2. Proceed to Doctor's Room	2.1 Conduct physical / medical examination and assessment 2.2 Check physician's instructions and recommendations 2.3 Encode assessment and recommendations of the physician and prepare medical certificate 2.4 Sign the printed Medical Certificate	None None	1 hour 30 minutes	Physician Occupational Health Staff Physician
3. Present Identification card/ Authorization Slip 4. Sign Releasing Logbook	3.1 Release Medical Certificate	None		Occupational Health Staff
TOTAL		None	1 Hour and 45 Minutes	

ISSUANCE OF MEDICAL CERTIFICATE FOR PRE-EMPLOYMENT MEDICAL EXAMINATION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Occupational Health Unit, FSIS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Any Requesting Party			
Checklist of Requirements		Where to Secure		
1. Valid Identification Card, within the validity period (1 original)		Applicant		
2 CAAP-HRMD Physical / Medical Examination Request Form (1 original)		CAAP HRMD		
3. Completely filled-out front page of the Health Examination Form (1 original)		OFSAM-Occupational Health Unit		
4. Drug test result (1 original)		DOH accredited drug testing laboratory		
Note:				
List of Accredited Identification Cards:				
<ul style="list-style-type: none">• SSS/GSIS Unified Multi-Purpose IDs (UMID)• LTO Driver’s License (within its validity period)• Passport (within its validity period)• Philippine Identification (PhilID/ePhilID)• Pag-ibig ID• Postal ID (within its validity period)• Voter’s ID• Professional Regulation Commission ID (within its validity period)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the required documents to OFSAM-Occupational Health Unit	1.1 Review documents for completeness 1.2 Issue Occupational Health Order of payment Slip Request Form	None	15 minutes	Occupational Health Staff
2. Hand-in Occupational Health Order of Payment Slip Form to Cashier	2.1 Issue Order of Payment Slip	None	Refer to Finance-Collection Business Process	Collection Officer
3. Makes Payment	3.1 Issue Sales Invoice			

4. Hand-in the Sales Invoice as proof of payment to the Occupational Health Staff	4.1 Issue Occupational Health Routing Slip 4.2 Return Filled out Occupational Health Examination Form and Sales Invoice to applicant	None	10 minutes	Occupational Health Staff
5. Proceed to Treatment Room after completion of various test requirements and hand in test results	5.1 Check received documents for completeness 5.2 Take applicant's vital signs and anthropometric measurements	None	15 minutes	Occupational Health Staff
6. Proceed to Doctor's Room	6.1 Conduct physical / medical examination and assessment 6.2 Check physician's instructions and recommendation 6.3 Encode assessment and recommendation of the physician and prepare medical certificate 6.4 Sign the printed medical certificates	₱ 560.00 None	1 hour 30 minutes	Physician Occupational Health Staff Physician
7. Present Sales Invoice / Authorization Letter	7.1 Release the pre-employment medical certificate and copy of diagnostic test results	None		Occupational Health Staff
8. Sign Releasing Logbook				
TOTAL		₱ 560.00	2 Hours and 10 Minutes	

ISSUANCE OF MEDICAL CERTIFICATE FOR SICK LEAVE OR RETURN FOR WORK

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Occupational Health Unit, FSIS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employees			
Checklist of Requirements		Where to Secure		
1. Medical Certificate (1 original or 1 certified true copy) 2. Medical Abstract or Discharge Summary, if patient was admitted in a hospital (1 original or 1 certified true copy)		Attending Physician		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the required documents to OFSAM-Occupational Health Unit	1.1 Review documents from applicant for completeness 1.2 Prepare Patient's Health Record 1.3 Take employee's Vital Signs	None	15 minutes	Occupational Health Staff
2. Proceed to Doctor's Room	2.1 Conduct physical / medical examination and assessment 2.2 Review the medical documents submitted by the employee 2.3 Check physician's instructions and recommendations 2.4 Encode assessment and recommendations of the physician and prepare medical certificate	None None	1 hour 2 days 30 minutes	Physician Occupational Health Staff

	2.5 Sign the printed Medical Certificate			Physician
3. Present Identification card/ Authorization Slip	3.1 Release Medical Certificate	None		Occupational Health Staff
4. Sign Releasing Logbook				
TOTAL		None	2 Days, 1 Hour and 45 Minutes	

ISSUANCE OF SUMMARY REPORT FOR PRE-TRAINING MEDICAL EXAMINATION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	CAAP Pre-training Applicant			
Checklist of Requirements		Where to Secure		
1. Valid Identification Card, within the validity period (1 original)		Applicant		
2. Completely filled-out front page of the Health Examination Form (1 original)		OFSAM-Occupational Health Unit		
3. Puretone Audiometry result (1 original)		DOH-accredited Puretone Audiometry testing facility		
Note:				
List of Accredited Identification Cards:				
<ul style="list-style-type: none">• SSS/GSIS Unified Multi-Purpose IDs (UMID)• LTO Driver’s License (within its validity period)• Passport (within its validity period)• Philippine Identification (PhilID/ePhilID)• Pag-ibig ID• Postal ID (within its validity period)• Voter’s ID• Professional Regulation Commission ID (within its validity period)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in required medical documents to OFSAM-Occupational Health Unit	1.1 Review documents for completeness 1.2 Issue Occupational Health Order of payment Slip Request Form	None	15 minutes	Occupational Health Nurse
2. Hand-in Occupational Health Order of Payment Slip Form to Cashier	2.1 Issue Order of Payment Slip	None	Refer to Finance Collection Business Process	Collection Officer
3. Makes Payment	3.1 Issue Sales Invoice			
4. Hand in the Sales Invoice as proof of	4.1 Issue Occupational Health Routing Slip	None	10 minutes	Occupational Health Staff

payment to the Occupational Health Staff	4.2 Return filled out Occupational Health Examination Form and Sales Invoice to applicant			
5. Proceed to Treatment Room after completion of various test requirements	5.1 Check received documents for completeness 5.2 Take applicant's vital signs and anthropometric measurements	None	15 minutes	Occupational Health Staff
6. Proceed to Doctor's Room	6.1 Conduct physical / medical examination and assessment 6.2 Check recommendations written by the physician 6.3 Encode assessment and recommendations of the physician and prepare summary report 6.4 Sign the Summary Report	None	2 days	Occupational Health Staff Chief, OFSAM Sr. AME Physician Occupational Health Staff
TOTAL		₱ 560.00	2 Days and 30 Minutes	

SUBMISSION OF SUMMARY REPORT FOR ANNUAL MEDICAL EXAMINATION

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM), FSIS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAAP Employees (permanent, co-terminus, and presidential appointed positions)			
Checklist of Requirements		Where to Secure		
1. CAAP Identification Card, within the validity period (1 original)		CAAP Employees		
2. Completely filled-out front page of the Health Examination Form (1 original)		OFSAM Occupational Health Unit		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the required documents to OFSAM-Occupational Health Unit	1.1 Check documents for completeness 1.2 Issue Occupational Health Routing Slip 1.3 Return filled out Occupational Health Examination Form	None	15 minutes	Occupational Health Staff
2. Proceed to Treatment Room after completion of various test requirements	2.1 Check received documents for completeness 2.2 Take employee's vital signs and anthropometric measurements	None	15 minutes	Occupational Health Staff
3. Proceed to Doctor's room	3.1 Conduct physical / medical examination and assessment 3.2 Check recommendations written by the physician 3.3 Encode details in the CAAP Health Monitoring database	None	30 minutes	Occupational Health Staff
TOTAL			2 Hours	

ISSUANCE OF RADIOGRAPHIC RESULTS

Office or Division:	Office of the Flight Surgeon and Aviation Medicine (OFSAM) / Radiology Unit, 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. Valid Identification Card, within the validity period (1 original) 2. Routing Slip or X-Ray request 3. Order of Payment Slip		Applicant Aeromedical Unit / CAAP Doctors Aeromedical Unit		
Note: List of Accredited Identification Cards: <ul style="list-style-type: none">• SSS/GSIS Unified Multi-Purpose IDs (UMID)• LTO Driver’s License (within its validity period)• Passport (within its validity period)• Philippine Identification (PhilID/ePhilID)• Pag-ibig ID• Postal ID (within its validity period)• Voter’s ID• Professional Regulation Commission ID (within its validity period) Acceptance of the requirements will be from Monday to Friday except during holidays, 8:30 am to 4:30 pm				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Hand-in the documents to Radiologic Technologist <ul style="list-style-type: none">• Routing Slip or X-ray request from CAAP Doctor• Sales Invoice as proof of payment	1.1 Review documents from applicant for completeness	₱ 280.00	10 minutes	Radiologic Technologist
	Radiographic Procedure 2.1 Identification (Patient name, Procedure to be taken, Last Menstrual	None	1 minute	Radiologic Technologist

	period if female and Receipt of the procedure)			
	2.2 Logs/Registration of the Patients		1 minute	
	2.3 Prepare an identification marker with patient number and date		2 minutes	
	2.4 Patient is given the instruction regarding the procedure and part to be taken. (Have the patient remove any metal or jewelry from the area of interest		3 minutes	Radiologic Technologist
	2.5 Select adequate film size		30 seconds	
	2.6 Positioning of the Patient		1 minute	
	2.7 X-ray procedure is taken		30 seconds	
	2.8 Processed the exposed cassette		2 minutes	
	2.9 Patient is given instruction that the procedure is done and details regarding on when and where to get the Radiographic report		1 minute	
TOTAL		₱ 280.00	22 Minutes	
	Preparing the X-ray Images	None		Radiologic Technologist
	X-ray Images interpretation by Radiologist			Radiologist
	Typing and Logging the Radiographic Report			Radiologist
	Radiographic report will be distributed accordingly to the type of license and mode of request			Radiologic Technologist

Note: Interpretation and Releasing of Radiographic results are done every Tuesday, Thursday and Friday between 1:00pm to 3:00pm

SPECIAL FACILITATION OF MEDICAL EVACUATION FLIGHT OPERATIONS PERMIT

(Entry/Exit, Overflight, Domestic Flights and Permit Amendment)

In the exigency of service, CAAP OPCEN continues to process medical evacuation flight operations permit (either entry/exit or overfly) beyond the hours of operations (Monday to Friday, 8:00 to 5:00 PM) 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 or Division:	CAAP Operations Center, FSIS, FOD						
Classification:	Simple						
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen 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), Philippine military						
Checklist of Requirements		Where to Secure					
For Standard Requirement		Applicant / Client					
1. Letter of intent (1) Original Copy or (1) Electronic Copy Remarks: Use agency/ company letter head and include aircraft and flight itinerary 2. Request letter or document from airline/ aircraft operator/ another fixed-base operator (1) Printed Copy or (1) Electronic Copy 3. Promissory note (2) Original Copy of (1) Electronic Copy 4. Medical abstract (1) Printed Copy or (1) Electronic Copy							
Client Steps	Agency Action				Fees to be Paid	Processing Time	Person Responsible
1. Submit medical evacuation flight operations request documents Location:	1. Receive request documents and check for completeness and correctness				None	10 minutes	Operations Center Officer; CAAP Operations Center

opcenfltpmts@gmail.com 09688704221 (Viber), caap opcen (Messenger), RPLLYAYX (AMHS)				
2. Coordinate with CAAP OPCEB Div for corrections or amendments as needed Location: opcenfltpmts@gmail.com 09688704221 (Viber), caap opcen (Messenger), RPLLYAYX (AMHS) Notes/Instruction: OPCEN may coordinate for guidance on permit, as needed, with Flight Permits Section Officer	2. Coordinate with requesting party for corrections or amendments as needed	None	1 hour	Operations Center Officer; CAAP Operations Center Flight Permits Section Officer; Flight Permits Section
3. Waits for approval Location: Requesting party's office Notes/Instruction: OPCEN may seek guidance as needed for final approval from ADG II, FSIS	3. Assign permit control number and make permit in letter format	None	10 minutes	Operations Center Officer; CAAP Operations Center Asst Director General II; FSIS
4. Receive medical evacuation operations permit	4. Print, sign, scan, and send permit to requesting party thru e-mail or Viber	None	10 minutes	Operations Center Officer; CAAP

<p>Location: opcenfltpmts@gmail.com 09688704221 (Viber), caap opcen (Messenger), RPLLYAYX (AMHS)</p> <p>Notes/Instruction: permit fee of Php280.00 and Air Navigation Fee (refer to link) to be billed by CAAP Revenue Section every end of the month</p>				<p>Operations Center</p> <p>Operations Center Shift Supervisor; Officer; CAAP Operations Center</p>
TOTAL			1 Hour and 30 Minutes	

CERTIFICATION AND ISSUANCE OF AVIATION RECORDS

Office or Division:	Aviation Records Management Division (ARMD), RSD			
Classification:	Simplex			
Type of Transaction:	Certification and Issuance of Aviation Records			
Who may avail:	Airmen / Mechanic and other Stakeholders			
Checklist of Requirements		Where to Secure		
1. Retrieval Request Form, signed by the Chief ARMD, authorizes the issuance of copies of records for airmen licenses transmitted by the Licensing & Certification Department (LCD), aircraft records from the Airworthiness Department (AWD), and flight operations manuals and AOCs from the Flight Operations (FOD).		ARMD		
2. Submit Affidavit of Loss – for loss license/ document; Submitted Authorization Letter – if represented		Client		
3. Applicable Fees Note: Applicable fees pending upon the approval of CAAP's new fees and charges		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	None	3 minutes	Designated ARMD Personnel
2. Submit the completed Retrieval Request Form to ARMD personnel	2. ARMD personnel check/ review the Retrieval Request Form and forward to Chief ARMD for signature	None	3 minutes	Designated ARMD Personnel/ Chief ARMD
	3. Check record in database for airmen/ aircraft record Check if the list of Technical Guidance Materials is available, and consult the custodian on the borrowing procedure.	None	10 minutes	Designate ARMD Personnel/ Designated Technical Library Personnel

	4. Retrieve the records	None	30 minutes	Designated ARMD Personnel
	5. Print/ Photocopy and stamp the records and forward to Section Chief for initial	None	20 minutes depending on the no. of pages to be printed/ photocopied	Designated ARMD Personnel Section Chief
	6. Forward the printed/ photocopied and initialed records to the Chief	None	5 minutes	Chief ARMD
	7. Issue Order of Payment Slip (OPS) Note: CAAP employees are exempted for payment	Photocopy Php3.00/ page Php6.00/ back-to-back Free-if less than Five (5) pages	2 minutes	Designated ARMD Personnel
3. Proceed to Collection for Payment	PAUSED CLOCK	None		
4. Proceed back to ARMD and present Official Receipt	Check Official Receipt (OR) and release Certified copy of records to client	None	2 minutes	Designated ARMD Personnel
TOTAL			1 Hour and 15 Minutes	

LICENSE AUTHENTICATION FOR DFA REQUIREMENT

Office or Division:	Aviation Records Management Division (ARMD), RSD			
Classification:	Simplex			
Type of Transaction:	License Authentication for DFA Requirement			
Who may avail:	Airmen / Mechanic and other Stakeholders			
Checklist of Requirements		Where to Secure		
1. Retrieval Request Form, signed by the Chief of ARMD, authorizes the issuance of copies of records for airmen licenses transmitted by the Licensing & Certification Department (LCD)		ARMD		
2. Submit Affidavit of Loss – for loss license/ document; Submitted Authorization Letter – if represented		Client		
3. Present Original License – for reference		Client		
4. Applicable Fees Note: Applicable fees and charges for certification/ authentication and other services of ARMD is for public hearing and approval.		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	None	2 minutes	Designated ARMD Personnel
2. Submit the completed Retrieval Request Form to ARMD personnel	2. ARMD personnel check/ review the Retrieval Request Form and forward to Chief ARMD for signature	None	2 minutes	Designated ARMD Personnel/ Chief ARMD
	3. Check record in database for airmen record	None	10 minutes	Designated ARMD Personnel
	4. Scan the license, stamp it, and forward it to the Section Chief for initialing	None	10 minutes	Designated ARMD personnel
	5. Forward the scanned license to Chief of ARMD for signature	None	3 minutes	Chief ARMD
TOTAL			27 Minutes	

LICENSE AUTHENTICATION FOR PROMOTION

Office or Division:	Aviation Records Management Division (ARMD), RSD			
Classification:	Simplex			
Type of Transaction:	License Authentication for Promotion			
Who may avail:	Airmen / Mechanic and other Stakeholders			
Checklist of Requirements		Where to Secure		
1. Retrieval Request Form, signed by the Chief of ARMD, authorizes the issuance of copies of records for airmen licenses transmitted by the Licensing & Certification Department (LCD)		ARMD		
2. Submit Affidavit of Loss – for loss license/ document; Submitted Authorization Letter – if represented		Client		
3. Present Original License – for reference		Client		
4. Applicable Fees Note: Applicable fees pending upon the approval of CAAP's new fees and charges		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	None	2 minutes	Designated ARMD Personnel
2. Submit the completed Retrieval Request Form to ARMD personnel	2. ARMD personnel check/ review the Retrieval Request Form and forward to Chief ARMD for signature	None	2 minutes	Designated ARMD Personnel/ Chief ARMD
	3. Check record in database for airmen	None	15 minutes	Designated ARMD Personnel
	4. Print and stamp the records and forward to Section Chief for initial	None	10 minutes depending on the no. of pages to be printed/ photocopied	Designated ARMD personnel Section Chief
	5. Forward the printed and initialed records to the Chief	None	5 minutes	Chief ARMD

	6. Issue Order of Payment Slip (OPS) Note: CAAP employee are exempted for payment	Photocopy Php3.00/ page Php6.00/ back-to-back Free-if less than Five (5) pages	3 minutes	Designated ARMD personnel
3. Proceed to Collection for Payment	PAUSED CLOCK	None		
4. Proceed back to ARMD and present Official Receipt	Check Official Receipt (OR) and release Certified copy of record to client	None	3 minutes	Designated ARMD personnel
TOTAL			40 Minutes	

MANDATORY AND VOLUNTARY REPORTS

Office or 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, disseminated and store occurrence data to contribute to the improvement of flight safety		ASAD-RSD, 2 nd 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				
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				
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	5-10 minutes per report	Designated Receiving Staff/ Aviation Safety Analyst
	2. Encoding and processing of safety reports received.	None	15 minutes	Designated Aviation Safety Analyst
	3. Preparation of acknowledgement letter address to AOC holders/ service providers and	None	5-10 minutes per report	

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

			necessary for safety in civil aviation	
	12. Submission of monthly/ quarterly summary reports, graphical illustration and analysis	None	4 working 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	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 database or thru the ECCAIRS (once available). ASAD uses information it receives to promote aviation safety.	None	2 working days	Designated Aviation Safety Analyst and for 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	1 day	Designated Aviation Safety Analyst, DC III, ASAD and DM III, RSD, FSIS for signature and endorsement and DG for approval
TOTAL			15 Days, 1 Hour and 30 Minutes	

AREA CENTERS

ACCOUNTING CLEARANCE

Office or 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			15 Minutes	

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

APPLICATION OF HEIGHT CLEARANCE

Office or 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. Evaluation Plan of the Proposed Structure		Client		
3. Location Plan with Vicinity Map				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Download Application Form from www.caap.gov.ph				
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	
	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	
TOTAL			1 Day and 55 Minutes	

CRASH FIRE AND RESCUE RESPONSE

Office or 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	
	3. Request additional support as required	None	3 minutes	
	4. Coordinate on scene activities with senior airport official, medical officer and police and incident officer	None	15 minutes	
	5. Assigns area for initial medical triage and assembly area for ambulatory passengers	None	5 minutes	
TOTAL		None	29 minutes	

HEROES' LOUNGE ACCESS

Office or 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 guest			
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	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 or Payment	None	10 minutes	Billing / Finance
5. Payment of Access Pass Fee	5. Collect payment and issue Official Receipt	₱ 560.00 / hour	10 minutes	Collection 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 or 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 (₱ 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	
3. Submit for interview	3. Evaluate application and submitted	None	15 minutes	
	4. Review/ Investigate/ Recommend Approval/ Disapproval	None	15 minutes	
	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	Collection Officer
6. Submit required documents with OR to CSIS	8. Print Access Pass	None	5 minutes	CSIS

7. Signe Access Pass	9. 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 and 22 minutes	

PAY PARKING COLLECTION

Office or 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				
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 parking fee	2. Issue parking fee ticket and collect the fee	₱ 168.00 / Night	1 minute	
TOTAL		₱ 22.40 ₱ 168.00 /Night	4 minutes	

PROCESSING APPLICATION FOR CONCESSION

Office or 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 or 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 or 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 and 35 minutes	

PROCESSING OF REQUEST FOR EXTENSION OF HOUR OPERATION

Office or 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 /	6. Relay approval / denial to requesting			The Director General thru the

denied REHO	party and airport / tower concerned	None		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 or 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 cancelled 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 covered into PDF file format at the OPR prior sending to the above-stated email address, while for the central office, all original copies of the customer feedback forms shall be forwarded directly to the CCS office.
4. Service/Department/Division/Office/Unit Head and Airport/Area Managers shall authorize a focal person responsible for collecting customer feedbacks together with an authorize Citizen Charter focal person and shall sign a non-disclosure agreement of gathered information.
5. Data collection shall be performed weekly or in a shorter period as the case/situation may require taking into consideration the volume of data for analysis.
6. Identification and prioritization of data captured shall be performed by a person designated Service/Department/Division/Office/Unit Head/Airport/Area Managers whose competency shall be determined according to proven track record/background in data analysis. Should the customer feedback require immediate action, it shall be promptly acted upon by the concerned OPR.

7. The result of analysis and recommendations shall be documented and be made available by the Corporate Communications Staff in coordination with the Strategic Planning Division as input among others for Management Review.
8. Timeless of submission must be 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 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 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 Administrative (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, Main Building, CAAP, Old MIA Road, Pasay City	2020 / 2021
Aerodrome and Air Navigation Safety Oversight Office (AANSOO)	2 nd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2032 / 2033
Flight Inspection and Calibration Group (FICG)		2022 / 2023
Operations Center (OpCen)	1 st 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 Service (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, Main 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>	2 nd Floor, Main Building, CAAP, Old MIA Road, Pasay City	2099-2101
<i>Checking Unit</i>	2 nd 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,	2191 / 2192

	CAAP, Old MIA Road, Pasay City	
Air Navigation Quality Management Department	2 nd Floor, ANS Technical Center, CAAP, Old MIA Road, Pasay City	2205 / 2206
Air Navigation Operations Department	2 nd 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	
Height Clearance	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 Centers	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