



**CLARK INTERNATIONAL AIRPORT
CORPORATION
(CIAC)**

**CITIZEN'S CHARTER
2019 (1st Edition)**



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(CIAC)**

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I. MANDATE:

- The Clark International Airport Corporation (CIAC) is a non-chartered Government-Owned and Controlled Corporation (GOCC) mandated to develop, operate, and manage the Clark Civil Aviation Complex.

II. VISION:

- By 2022, CIAC shall be a strategic enabler in establishing an aerotropolis in the region with Clark International Airport as the premier gateway and the globally-competitive Clark Civil Aviation Complex as a key economic engine of the country.

III. MISSION:

- To develop, manage, and operate a globally-competitive aviation complex while ensuring viability and creating value for stakeholders.

IV. SERVICE PLEDGE:

A. CIAC's QUALITY POLICY

The Clark International Airport Corporation fully commits to provide quality management of the Clark Civil Aviation Complex in order to realize our vision that by 2022, CIAC shall be a strategic enabler in establishing an aerotropolis in the region with Clark International Airport as the premier gateway and the globally-competitive Clark Civil Aviation Complex as a key economic engine of the country.

We shall be able to achieve these goals through timely, effective, and consistent implementation of planned development and operational systems that will meet and even exceed our customers' expectations and will satisfy the requirements of our interested parties.

In doing so, CIAC's Top Management will demonstrate leadership, commitment and accountability for an effective Quality Management System. The organization as a whole shall:

- Draw up and accomplish measurable quality objectives consistent with the mandates of all departments and offices and the strategic direction of our Vision and Mission.
- Develop and adhere to documented procedures that will provide consistency and predictability of output.
- Determine and provide adequate resources to sustain service excellence.

- Demonstrate the core values of the organization which include Integrity, Innovation, and Impressive.
- Commit to satisfy all applicable statutory and regulatory requirements.
- Commit to principles of continual improvement underpinned by customer satisfaction, regulations, and adherence to ISO 9001:2015 Quality Management System standard.

We shall utilize state-of-the-art technology, adopt best practices and harness the full cooperation and resolve of all stakeholders, including employees, inter-agency partners, locators, and service providers in the Clark Civil Aviation Complex. We shall ensure the success of our policy and commitment to high quality of standards of management and service to guarantee total satisfaction of our customers.

We shall make this Quality Policy communicated, understood, and applied within the organization and shall be made available to all relevant interested parties.

B. CIAC's REAFFIRMATION OF INTEGRITY

As a Clark International Airport Corporation Public Servant, I value Integrity, I am not corrupt and I will not tolerate corruption in any form.

I will not accept nor solicit bribe, kickback, or any form of favor for the work that I have done, I am doing or I will do in the exercise of my sworn duties and responsibilities as a public servant.

I will, at all times, submit myself to the code of conduct and ethical standards for public officials and employees.

I will be responsible, transparent and accountable for the decisions I make, words I say, actions I take and duties I perform.

I will do the right thing at the right time with the right attitude and behavior.

I will treat our stakeholders and the general public with utmost respect, care, courtesy and sense of urgency, and will honor their right of access to information.

As a member of the Clark International Airport Corporation Family, I value competency. I will continuously search for and apply new ideas, technologies and best practices that will reduce the requirements and simplify the processes in order to expedite all transactions and improve the delivery of services.

I will work as a team player to attain common goals and objectives. All these I pledge and commit to undertake.

C. R.A. 11032 – SECTION 21 (f)

“All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.”

V. LIST OF SERVICES

❖ EXTERNAL SERVICES

BAC Secretariat

External Services

- Competitive or Public Bidding Procedure for Goods & Services, Infrastructure/ Civil Works, and Consulting Services (Page 9)
- Protest Mechanism on BAC Decision (Page 13)

Corporate Communications Office

External Services

- Addressing Customer Feedback (Page 16)

Human Resources Department

External Services

- Preparation and Releasing of Requested Documents, Data and/or Information from HRD (Page 19)

Marketing Department

External Services

- Application for Direct Lease Agreement (Letter of Intent to Lease Agreement) (New, Renewal, Extension, Amendment) (Page 22)
- Application for Sub-Lease Agreement (New, Renewal, Extension, Amendment) (Page 29)

Records Management Office

External Services

- Management of CIAC Incoming Documents (Page 35)
- Requesting a Copy of CIAC Records (Page 37)

Treasury Department

External Services

- Acceptance of Lease Payments & Issuance of Official Receipts (Page 40)

❖ INTERNAL SERVICES

Accounting Department & Treasury Department

Internal Services

- Processing of Disbursement Voucher (Page 42)

Human Resources Department

Internal Services

- Preparation and Releasing of Requested Documents, Data and/or Information from HRD (Page 49)

Management Information System Department

Internal Services

- Posting of requested Files/Content (Page 52)

Office of the Corporate Secretary

Internal Services

- Issuance of Secretary's Certificate and other Board-Related Documents (Page 54)

Property and Transportation Department

Internal Services

- Requisition and Issuance Procedure for Expendable Supplies (Page 57)

Quality Office

Internal Services

- Processing of Request for Controlled Copies of ISO-related Documents (Page 60)

Treasury Department

Internal Services

- Processing of Petty Expenses (Page 62)

BAC Secretariat

External Services

1. Competitive or Public Bidding Procedure for Goods & Services, Infrastructure/ Civil Works, and Consulting Services

- Describes the procedure on Competitive or Public Bidding in accordance with the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184

Office/Division:	BAC Secretariat Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All prospective bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Bid/ Proposal – 1 original copy & 2 duplicate copies		Clark International Airport Corporation (CIAC) - BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Check newspaper, PhilGEPS website, CIAC website, and at CIAC's conspicuous places	1.1) Advertisement / Posting of Invitation to Bid Request for Expression of Interest/ or Request for Proposal	None	7 Calendar Days	Records Assistant - CIAC BAC Secretariat Office
2) Purchase Bidding Documents at CIAC BAC Secretariat Office	2.1) Issuance of Bidding Documents	Refer to Table 1	1 Calendar Day	Records Assistant - CIAC BAC Secretariat Office
	2.2.) Issuance of Official Receipt			Cashier – CIAC Treasury Department
3) Attend Pre-Bid Conference at CIAC	3.1) Conduct of Pre-Bid Conference	None	1 Day (to be conducted at least 12 CD	CIAC BAC Technical Working Group

			before submission of Bids)	
4) Submit Bid at the CIAC Records Management Office	4.1) Acceptance of Bids	None	1 Calendar Day	Records Management Assistant – CIAC Records Management Office
	4.2) Opening of Bids	None		CIAC BAC Technical Working Group & BAC Secretariat
5) N/A	5.1) Evaluation & Ranking of Bids	None	<p>For Goods and Infrastructure: 7 Calendar Days</p> <p>For Consulting Services: The entire evaluation process, including the submission of the results to the HOPE for approval, shall be completed in not more than twenty-one (21) calendar days after the deadline for receipt of proposals. The proposal with the highest score shall be identified as the Highest Rated Bid</p>	CIAC BAC Technical Working Group

6) Submit Post-Qualification Documents to the CIAC BAC Secretariat Office	6.1) Post-Qualification Process	None	<p>To be completed in not more than 12 calendar days from the determination of the LCB/HRB</p> <p>In exceptional cases, the post-qualification period may be extended by the HOPE, but in no case shall the aggregate period exceed forty-five (45) calendar days for Goods and Infrastructure Projects, or thirty (30) calendar days in Consulting Services.</p>	CIAC BAC Technical Working Group
7) N/A	7.1) Approval of the Recommendation of the BAC to award the project	None	15 Calendar Days	CIAC Board of Directors, EXCOM or P&CEO (depending on the limits indicated in the authority matrix)
8) Receive Notice of Award & shall submit required documents to the CIAC BAC Secretariat Office	8.1) Issuance of the Notice of Award (NTP)	None	1 Calendar Day	HOPE through CIAC President & CEO

9) Sign the contract	9.1) Contract preparation and signing	None	10 Calendar Days from the receipt of NOA	HOPE through CIAC President & CEO (approval), Manager of CIAC BAC Secretariat Office (preparation), Manager of CIAC Legal Services Department (review)
10) N/A	10.1) Issuance of the Notice to Proceed	None	7 Calendar Days from the date of approval of the contract	HOPE through CIAC President & CEO
TOTAL		Refer to Table 1	Maximum period allowed by R.A. 9184: <ul style="list-style-type: none"> • Goods: 136 calendar days • Infrastructure: 156 calendar days • Consulting Services: 180 calendar days 	

Table 1. Applicable Fees

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

2. Protest Mechanism on BAC Decision

- Describes the procedure on filing a Motion for Reconsideration or protest on the result of the Competitive or Public Bidding process in accordance with the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184

Office/Division:	BAC Secretariat Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Motion/ Request for Reconsideration - 1 original copy		Bidder		
2) Verified Position Paper – 1 original copy		Bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Filing of Motion for Reconsideration / Protest at the CIAC BAC Secretariat Office Note: Protest must be filed within seven (7) calendar days from receipt by the party concerned of the resolution of the BAC denying its request for reconsideration	1.1.a) Receipt of the Motion for Reconsideration 1.1.b) Receipt of Protest	None Refer to Table 1	3 Calendar Days	Records Assistant - CIAC BAC Secretariat Office HOPE – CIAC Office of the Corporate Secretary
2) N/A	2.1.a) Resolution of	None	7 Calendar	CIAC BAC

	the Motion for Reconsideration		Days	
	2.1.b) Resolution of Protest	None	7 Calendar Days	HOPE (Board of Directors)
3) If request was denied: Filing of Protest together with a verified position paper addressed to the HOPE accompanied by payment of a non-refundable fee at the CIAC BAC Secretariat Office	3.1) Denial or grant of the Motion for Reconsideration	Refer to Table 1	7 Calendar Days upon receipt of BAC Resolution	CIAC BAC Technical Working Group, BAC Secretariat
TOTAL		Refer to Table 1	17 Calendar Days	

Table 1. Applicable Protest Fees

ABC Range	Protest Fee
P50M and below	0.75% of ABC
More than P50M to P100M	P500,000.00
More than P100M to P500M	0.5% of ABC
More than P500M to P1B	P2,500,000.00
More than P1B to P2B	0.25% of ABC
More than P2B to P5B	P5,000,000.00
More than P5B	0.1% of ABC

Corporate Communications Office

External Services

1. Addressing Stakeholders' Feedback

- Describes the procedure for addressing the complaints, suggestions and queries of CIAC's stakeholders lodge through suggestion boxes, email, phone, postal mail, and/or website and social media through CIAC's Facebook Account/ Page

Office/Division:	Corporate Communications Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled-out Customer Feedback Form – 1 original copy		Clark International Airport Corporation's (CIAC) Corporate Office Building Lobby, Corporate Communications Office (CCO), CIAC's website and Facebook and Twitter accounts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Lodge complaint/ feedback through the following: [] Suggestion Boxes [] Email [] Online Feedback [] Phone [] Postal Mail [] Social Media	1.1) Retrieve Customer Feedback from the Suggestion Boxes, Email, Corporate Website's Online Feedback, Telephone, Postal Mail, and Social Media	None	2 Hours (already included in the processing time for agency actions 1.2 & 1.3)	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communications Office
	1.2) For simple queries, CCO shall: Answer the feedback within 1 day upon retrieval	None	1 Day	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communication

	of the feedback.			s Office
	1.3) For complex concerns or feedback, CCO shall: Send a memorandum referring the matter for appropriate action to the concerned CIAC department or office, partner agencies, or locators using the Customer Feedback Form.	None	1 Day	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communication s Office
	1.4) Concerned CIAC department/ office, partner agencies, or locators shall take action on the complaint/ concern and shall send their response to the CCO	None	1 Day	
	1.5) For complex concerns: Update complainant of action taken by the concerned party & closure of complaint	None	1 Day upon receipt of response from concerned party	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communication s Office
TOTAL (Simple Concerns)		None	1 Working Day	
TOTAL (Complex Concerns)		None	3 Working Days	

Human Resources Department

External Services

1. Preparation and Releasing of Requested Documents, Data and/or Information from HRD

- Describes the procedure on the preparation and releasing of requested documents from the Human Resources Department by the requesting former CIAC employee which include the following: 1) **Certificate of Employment**; 2) **Service Record**; 3) **No Pending CIAC Record of Admin/Criminal Case**

Office/Division:	Human Resources Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Former Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Slip – 1 original copy		Clark International Airport Corporation – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Slip to the CIAC Human Resources Department	1.1) Receive the accomplished Request Slip of the former CIAC employee	None	5 Minutes (already included in the processing time for agency action 1.3)	HR Assistant - CIAC Human Resources Department
	1.2) Approval of the request	None	2 Hours (already included in the processing time for agency action 1.3)	Manager/ Assistant Manager – CIAC Human Resources Department
	1.3) Prepare the requested data/ document/ information	None	2 Days	HR Assistant - CIAC Human Resources Department

	1.4) Check/ review/ sign the prepared data/ document/ information Make the necessary revisions if any	None	1 Day	Manager/ Assistant Manager – CIAC Human Resources Department HR Assistant - CIAC Human Resources Department
	1.5) Release the requested document to the requesting party	None		HR Assistant - CIAC Human Resources Department
TOTAL		None	3 Working Days	

Marketing Department

External Services

1. Application for Direct Lease Agreement (Letter of Intent to Lease Agreement) (New, Renewal, Extension, Amendment)

- Describes the procedure for processing of Letter of Intent to Lease Agreement

Office/Division:	Marketing Department
Classification:	Highly Technical Transaction
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	Prospective and Existing Business Locators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Letter of Intent (LOI) – 1 original copy & 1 duplicate copy	Clark International Airport Corporation - Marketing Department (sample LOI)
2) Company profile and brochures - 1 original copy & 1 duplicate copy	Proponent
3) Properly filled-up and notarized Project Evaluation Form - 1 original copy & 1 duplicate copy	Clark International Airport Corporation - Marketing Department
4) Board Resolution of duly authorized representative/signatory - 1 original copy & 1 duplicate copy	Proponent
5) Certified true copy of business registration (SEC papers, license to transact business in the Philippines, DTI registration) – 2 certified true copies of original	Securities and Exchange Commission, Department of Trade and Industry
6) Resume and copies of passports of stockholders and key management officers - 2 certified true copies of original	Proponent
7) Proof of financial capability(verifiable bank certification from universal bank, audited Financial Statement) - 2 certified true copies of original	Bank, independent auditor

8) Pertinent licenses, franchises, permits, certifications, etc. - 2 certified true copies of original		Pertinent government agency		
9) Proposed site development plan and location plan (with perspective drawings) and construction timetable/ financial schedule - 1 original copy & 1 duplicate copy		Proponent		
10) Production process flow chart, if applicable (copy of systems/ schematic diagram/ basic network configurations) - 1 original copy & 1 duplicate copy		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit documents at the CIAC Records Management Office	1.1) Stamping of submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Assistant – CIAC Records Management Office
	1.2) Forward documents to the Office of the President & CEO	None		
	1.3) Issue instructions, if any, and forward documents to VP-CBDG	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.4) Issue instructions, if any, and forward documents to the Marketing Department	None	1 Day	Vice-President - CIAC Commercial & Business Development Group
	1.5) Assignment of Account Officer	None	2 Days	Manager – CIAC Marketing Department

	1.6) Document review for completeness and correctness in accordance with business standards			Account Officer – CIAC Marketing Department
	1.7) Acknowledge receipt and status of the Letter of Intent			
	1.8) Simultaneous release of evaluation sheets to concerned CIAC departments			
	1.9) Submission of evaluation reports & comments	None	1 Day	Concerned Department Head
	1.10) Collation of submitted reports & comments and preparation of recommendation: If for approval, submit to CBDG-VP Memo for Board for approval of Term Sheet. If for disapproval, submit to CBDG-VP letter to proponent	None	1 Day	Manager & Account Officer – CIAC Marketing Department

	stating therein reason for disapproval			
	1.11) Review and endorse to OP/CEO submitted recommendation	None	1 Day	Vice-President - CIAC Commercial & Business Development Group
	1.12) Review submitted recommendation: If for approval, sign Memo for Board for approval of Term Sheet. If for disapproval, sign letter to proponent stating therein reason for disapproval.	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.13) Approval or Disapproval of Term Sheet	None	As scheduled	CIAC Board of Directors
	1.14) If approved, sign Term Sheet. If disapproved, sign letter to proponent stating therein reason for disapproval.	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.15) Transmit to RMO			Executive Secretary – CIAC Office of

				the President & CEO
	1.16) Stamping of documents indicating date and time of receipt	None	1 Day	Records Management Assistant – CIAC Records Management Office
	1.17) Provide copies to the Marketing Department			
	1.18) Transmit documents to proponent			
2) Proponent submits signed Term Sheet at the CIAC Records Management Office	2.1) Stamping of submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Assistant – CIAC Records Management Office
	2.2) Forward documents to the Marketing Department	None		
	2.3) Draft Lease Agreement	None	2 Days	Manager & Account Officer – CIAC Marketing Department
	2.4) Forward draft Lease Agreement for simultaneous final review of Legal Services Department and Accounting Department			
	2.5) Submit to the Marketing Department results of final review	None	1 Day	Manager – CIAC Legal Services Department & Manager – CIAC

				Accounting Department
	2.6) Transmit via email the draft Lease Agreement for concurrence of proponent	None	1 Day	Account Officer – CIAC Marketing Department
3) Proponent submits via email or in writing its concurrence to draft Lease Agreement	3.1) Acknowledge Receipt of concurrence of proponent to draft Lease Agreement	None	1 Day	Manager & Account Officer – CIAC Marketing Department
	3.2) Prepare 9 sets of final draft of Lease Agreement and forward to the Legal Services Department for initials	None		
	3.3) Affix initials on 9 sets of final draft of Lease Agreement and forward to the Marketing Department	None	1 Day	Manager – CIAC Legal Services Department
	3.4) Forward 9 sets of final draft of Lease Agreement to CBDG-VP	None	1 Day	Manager & Account Officer – CIAC Marketing Department
	3.5) Review and endorse 9 sets of final draft of Lease Agreement for signature of the President & CEO	None	1 Day	Vice-President - CIAC Commercial & Business Development Group

	3.6) Affix signature on 9 sets of final draft of Lease Agreement	None	1 Day	President & CEO – CIAC Office of the President & CEO
	3.7) Forward to the Marketing Department 9 sets of signed Lease Agreement			Executive Secretary – CIAC Office of the President & CEO
	3.8) Inform proponent to pick-up 9 sets of Lease Agreement for signature and notarization	None	30 Minutes	Account Officer – CIAC Marketing Department
4) Proponent submits to CIAC Marketing Department 9 sets of signed and notarized Lease Agreement	4.1) Acknowledge in writing or via email receipt of 9 sets of Lease Agreement signed and notarized by proponent	None	1 Hour	Account Officer – CIAC Marketing Department
	4.2) Issue Order of Payment for Processing Fee			
5) Pay processing fee at the CIAC Treasury Department	5.1) Issue Official Receipt	P2,000.00 Processing Fee	5 Minutes	Cashier – CIAC Treasury Department
TOTAL		Php 2,000.00	20 Working Days	

2. Application for Sub-Lease Agreement (New, Renewal, Extension, Amendment)

- Describes the procedure for processing of Sub-Lease Agreements

Office/Division:	Marketing Department
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	Prospective and Existing Business Locators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Letter of Intent and Endorsement of Lessee – 1 original copy & 1 duplicate copy	Lessee, Prospective Sub-Lessee
2) Draft Sub-Lease Agreement between Lessee and Sub-Lessee - 1 original copy & 1 duplicate copy	Lessee, Prospective Sub-Lessee
3) Company profile and brochures – 1 original copy & 1 duplicate copy	Prospective Sub-Lessee
4) Properly filled-up and notarized Project Evaluation Form - 1 original copy & 1 duplicate copy	Clark International Airport Corporation - Marketing Department
5) Board Resolution of duly authorized representative/signatory - 1 original copy & 1 duplicate copy	Prospective Sub-Lessee
6) Certified true copy of business registration (SEC papers, license to transact business in the Philippines, DTI registration) – 2 certified true copies of original	Securities and Exchange Commission/ Department of Trade and Industry
7) Resume and copies of passports of stockholders and key management officers - 2 certified true copies of original	Prospective Sub-Lessee
8) Proof of financial capability(verifiable bank certification from universal	Bank, independent auditor

bank, audited Financial Statement) - 2 certified true copies of original				
9) Pertinent licenses, franchises, permits, certifications, etc. - 2 certified true copies of original		Pertinent government agency		
10) Proposed site development plan and location plan (with perspective drawings) and construction timetable/ financial schedule - 1 original copy & 1 duplicate copy		Prospective Sub-Lessee		
11) Production process flow chart, if applicable (copy of systems/ schematic diagram/ basic network configurations) - 1 original copy & 1 duplicate copy		Prospective Sub-Lessee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit documents at the CIAC Records Management Office	1.1) Stamping of submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Assistant – CIAC Records Management Office
	1.2) Forward documents to the Office of the President & CEO			
	1.3) Issue instructions (if any) and forward documents to VP-CBDG	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.4) Issue instructions (if any), and forward documents to the Marketing Department	None	1 Day	Vice-President - CIAC Commercial & Business Development Group

	1.5) Assignment of Account Officer	None	2 Days	Manager & Account Officer – CIAC Marketing Department
	1.6) Document review for completeness and correctness in accordance with business standards			
	1.7) Acknowledge receipt and status of Letter of Intent			
	1.8) Simultaneous release of evaluation sheets to concerned departments			
	1.9) Submission of evaluation reports & comments	None	1 Day	Concerned Department Head of CIAC
	1.10) Collation of submitted evaluation reports, comments, recommendations: If for approval, submit to VP-CBDG Memo for Management Committee for approval of Sub-Lease Agreement.	None	1 Day	Manager & Account Officer – CIAC Marketing Department

	If for submit to VP-CBDG letter to Lessee and Prospective Sub-Lessee stating therein reason for disapproval.			
	1.11) Approval or disapproval of Sub-Lease Agreement	None	-	CIAC Management Committee
	1.12) If approved, forward draft of Approval of Sub-Lease Agreement for signature of the President & CEO. If disapproved, forward for signature of P/CEO the letter to Lessee and Prospective Sub-Lessee stating therein reason for disapproval.	None	1 Day	Manager & Account Officer – CIAC Marketing Department
	1.13) If approved, sign Approval of Sub-Lease Agreement. If disapproved, sign letter to Lessee and Prospective Sub-Lessee stating therein the reason for disapproval.	None	1 Day	President & CEO – CIAC Office of the President & CEO

	1.14) Transmit to the Records Management Office the signed approval or disapproval document			Executive Secretary – CIAC Office of the President & CEO
	1.15) Stamping of signed approval or disapproval document indicating date and time of receipt	None	1 Day	Records Management Assistant – CIAC Records Management Office
	1.16) Provide copies to the Marketing Department			
	1.17) Transmit signed approval or disapproval document to Lessee and Prospective Sub-Lessee			
TOTAL		None	9 Working Days & 30 Minutes	

Records Management Office

External Services

1. Management of CIAC Incoming Documents

- Describes the procedure on the centralized management of CIAC incoming documents by the Records Management Office

Office/Division:	Records Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Incoming Documents from the client - 1 original copy and 1 duplicate copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Hand-over the documents to the frontline personnel of the CIAC Records Management Office	1.1) Receive and stamp the documents	None	2 Minutes	Records Management Assistant – CIAC Records Management Office
	1.2) Give the duplicate/ receiving copy of the document to the client	None	1 Minute	Records Management Assistant – CIAC Records Management Office
	1.3) Classify and segregate documents into ID (inbound) and assign Reference Number	None	3 Minutes	Records Management Assistant – CIAC Records Management Office
	1.4) Encode/ register the document in	None	4 Minutes	Records Management Assistant –

	the database			CIAC Records Management Office
	1.5) Deliver the document to the concerned department/ office	None	3 Minutes	Records Management Assistant – CIAC Records Management Office
TOTAL		None	13 Minutes	

2. Requesting a Copy of CIAC Records

- Describes the procedure on requesting a copy of CIAC records from the Records Management Office

Office/Division:	Records Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request for Copy of Records Form - 1 original copy and 1 duplicate copy		Clark International Airport Corporation – Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Fill-out the Request for Copy of Records Form signed by the Department/ Office Head or Group Head then submit to the CIAC Records Management Office	1.1) Receive the accomplished Request for Copy of Records Form	None	5 Minutes	Records Management Assistant – CIAC Records Management Office
	1.2) Verify if the record being requested is registered on the Records Information Management System (RIMS). If Yes, photocopy the document being requested. If No, trace the record from the originating department and request a	None	15 Minutes	Records Management Assistant – CIAC Records Management Office

	copy, then encode file details on the RIMS.			
	1.3) Forward the request to the Office of the Assistant Vice-President for Strategic Development & Corporate Management	None	5 Minutes	Records Management Assistant – CIAC Records Management Office
	1.4) Approval of the request by RMO's Group Head Note: If disapproved, RMO's Group Head shall return the request form to the Records Management Office for endorsement to the requesting department. RMO shall state the reason/s for the disapproval as indicated by the Group Head.	None	5 Minutes	Assistant Vice-President – CIAC Office of the Assistant Vice-President
	1.5) Release the certified true copy of the requested document/s	None	5 Minutes	Records Management Assistant – CIAC Records Management Office
TOTAL		None	35 Minutes	

Treasury Department

External Services

1. Acceptance of Lease Payments and Issuance of Official Receipt

- Describes the procedure on the acceptance of rental payment of locators and issuance of official receipts

Office/Division:	Treasury Department			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Order of Payment – 1 original copy & 1 duplicate copy		Clark International Airport Corporation - Treasury Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceed to the Senior Collection Officer of the CIAC Treasury Department and show the Billing Invoice	1.1) Issue Order of Payment and endorse payment to the Cashier on duty	Refer to the Billing Invoice	5 Minutes	Senior Collection Officer - CIAC Treasury Department
	1.2) Accept payment and issue an Official Receipt	Refer to the Order of Payment	5 Minutes	Cashier – CIAC Treasury Department
TOTAL		Refer to the Order of Payment	10 Minutes	

Accounting Department
and
Treasury Department
Internal Services

1. Processing of Disbursement Voucher

- Describes the procedure for the processing of disbursement vouchers of Clark International Airport Corporation

Office/Division:	Accounting Department and Treasury Department			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Disbursement Voucher – 1 original copy & 2 duplicate copies		Concerned CIAC Department (End-User)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Concerned CIAC Department/ Office (originator/ end-user) to submit the Disbursement Voucher (DV) along with all the required documents to the CIAC Accounting Department	1.1) Receive the DV with the complete attachments required then log in the receiving logbook	None	1 Day	Processing Analyst - CIAC Accounting Department
	1.2) Review/ pre-audit DV for payment as to a. accuracy/ correction of details b. Proper series/ sequence of documents Note: For previously reviewed but returned DV – Processing Analyst shall review	None		Processing Analyst - CIAC Accounting Department

	compliance of the requirements			
	1.3) Return the DV and inform the originator/end-user about the discrepancies encountered, if any, in the attachments using the Disposition Slip.	None	1/2 Day	Processing Analyst - CIAC Accounting Department
	1.4) The originator/end-user must return the corrected documents within 1/2 Day from date of receipt.	None		Concerned CIAC Department/ Office (originator/ end-user)
	1.5) Encode accounting entry & DV number on the DV with correct and complete attachments	None	1 Day	Processing Analyst - CIAC Accounting Department
	1.6) Log in the encoded DV logbook and ledger	None		Processing Analyst - CIAC Accounting Department
	1.7) a. Verify/ evaluate the encoded DV that the requirements are present to support the legality of the transaction and conform	None		Senior Processing Officer - CIAC Accounting Department

	<p>to the rules and regulations.</p> <p>b. Verify the submitted evidence to establish that the claims are proper.</p> <p>c. Attach a Post-Requirement Slip for COD transactions</p>			
	1.8) Return and inform the originator/ end-user about the discrepancies encountered on agency action 1.7, if any, in the attachment of the encoded DV	None	1 Day	Processing Analyst - CIAC Accounting Department
	1.9) The originator/end-user must return the corrected documents within 1/2 Day from date of receipt.	None		Concerned CIAC Department/ Office (originator/ end-user)
	1.10) DVs with correct and complete attachment and verified by the Senior Processing Officer will be	None		Manager - CIAC Accounting Department

	signed by the Accounting Department Manager in the box A of the DV form certifying that the supporting documents are complete and proper			
	1.11) Forward the DV to the Treasury Department	None		Processing Analyst - CIAC Accounting Department
	1.12) DV will be signed by the Treasury Manager in the box A of the DV form certifying that funds are available	None	5 Minutes Per DV	Manager – CIAC Treasury Department
	1.13) Forward the DV to the Approving Officer	None		Secretary – CIAC Treasury Department
	1.14) Receive approved DV and check propriety or correctness of signatories based on CIAC Authority Matrix	None	3 Days	Disbursing Analyst – CIAC Treasury Department
	1.15) Encode the DV details in the Disbursement Voucher Inventory Monitoring File	None		Disbursing Analyst – CIAC Treasury Department

	1.16) Prepare Check and assign Check Voucher Number on the approved Voucher package and submit to Immediate Superior for review & checking	None		Disbursing Analyst – CIAC Treasury Department
	1.17) Review correctness and accuracy of Check details	None		Assistant Manager – CIAC Treasury Department
	1.18) Forward voucher package to authorized signatories	None		Disbursing Analyst – CIAC Treasury Department
	1.19) Sign check	None	1/2 Day	CIAC Approving Officer
	1.20) Receive signed Check and Check Disbursement Voucher	None	-	Disbursing Analyst – CIAC Treasury Department
	1.21) File Check Disbursement Voucher (Triplicate copy)	None	2 Minutes	Disbursing Analyst – CIAC Treasury Department
	1.22) Releasing of Checks	None	10 Minutes <i>per check/ supplier*** on the premise that there are no Post-Requirements to be</i>	Disbursing Analyst – CIAC Treasury Department

			<i>submitted/ satisfied which are conditions to effect release of check</i>	
TOTAL		None	7 Working Days	

Human Resources Department

Internal Services

1. Preparation and Releasing of Requested Documents, Data and/or Information from HRD

- Describes the procedure on the preparation and releasing of requested documents from the Human Resources Department by the requesting CIAC employee which include the following: 1) **Certificate of Employment**; 2) **Service Record**; 3) **No Pending CIAC Record of Admin/Criminal Case**

Office/Division:	Human Resources Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Slip – 1 original copy		Clark International Airport Corporation – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Slip to the CIAC Human Resources Department	1.1) Receive the accomplished Request Slip of the concerned CIAC employee	None	5 Minutes (already included in the processing time for agency action 1.3)	HR Assistant - CIAC Human Resources Department
	1.2) Approval of the request	None	2 Hours (already included in the processing time for agency action 1.3)	Manager/ Assistant Manager – CIAC Human Resources Department
	1.3) Prepare the requested data/ document/ information	None	2 Days	HR Assistant - CIAC Human Resources Department

	1.4) Check/ review/ sign the prepared data/ document/ information Make the necessary revisions if any	None	1 Day	Manager/ Assistant Manager – CIAC Human Resources Department HR Assistant - CIAC Human Resources Department
	1.5) Release the requested document to the concerned employee	None		HR Assistant - CIAC Human Resources Department
TOTAL		None	3 Working Days	

Management Information System Department

Internal Services

1. Posting of Requested Files/ Content

- Describes the procedure on the posting of Requested Files/ Content on CIAC's Official Website

Office/Division:		Management Information System Department		
Classification:		Simple Transaction		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Clark International Airport Corporation Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Posting Request Form – 1 original copy		Clark International Airport Corporation – Management Information System Department (CIAC's Intranet)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Posting Request Form to the CIAC Management Information System Department	1.1) Receive the accomplished Posting Request Form	None	3 Minutes	System Analyst/ IT Librarian - CIAC Management Information System Department
	1.2) Approval of the posting request	None	10 Minutes	Manager – CIAC Management Information System Department
	1.3) Post the requested files/ content on CIAC's website	None	1 Hour	System Analyst/ IT Librarian - CIAC Management Information System Department
TOTAL		None	1 Hour & 13 Minutes	

Office of the Corporate Secretary

Internal Services

1. Issuance of Secretary's Certificate and other Board-Related Documents

- Describes the procedure for securing a copy of the Board resolution/s and/or other documents related to the Board of Directors

Office/Division:	Office of the Corporate Secretary			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Form for Secretary's Certificates & other Board-related Documents – 1 original copy		Clark International Airport Corporation – Office of the Corporate Secretary (CIAC's Intranet)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Form to CIAC's Office of the Corporate Secretary	1.1) Receive the accomplished Request Form	None	5 Minutes	Secretary - CIAC Office of the Corporate Secretary
	1.2) Approval of the posting request	None	30 Minutes	Corporate Secretary – CIAC Office of the Corporate Secretary
	1.3) Prepare/ review the document being requested based on records	None	2 Days	Corporate Secretary/ Minutes/Agenda Officer – CIAC Office of the Corporate Secretary
	1.4) Sign the document for release	None	5 Minutes	Corporate Secretary – CIAC Office of the Corporate

				Secretary
	1.5) Prepare the document for release (includes photocopying, insertion of watermark, preparation of disclaimer)	None	3 Hours	Minutes/Agenda Officer – CIAC Office of the Corporate Secretary
	1.6) Forward the document to the Department Secretary for the releasing of the requested document	None	5 Minutes	Minutes/Agenda Officer – CIAC Office of the Corporate Secretary
	1.7) Release the stamped document with disclaimer to the requesting party	None	15 Minutes	Secretary – Office of the Corporate Secretary
TOTAL		None	2 Working Days & 4 Hours	

Property and Transportation Department

Internal Services

1. Requisition and Issuance Procedure for Expendable Supplies

- Describes the procedure for the requisition and issuance of expendable supplies of the Clark International Airport Corporation (CIAC) which aims to ensure that supplies are properly maintained, accounted, and issued to the requesting CIAC department/office

Office/Division:	Property and Transportation Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Requisition and Issue Slip – 1 original copy & 2 duplicate copies		Clark International Airport Corporation – Property and Transportation Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Requisition and Issue Slip (RIS) to CIAC's Property and Transportation Department	1.1) Receive and verify the accomplished Requisition and Issue Slip	None	5 Minutes	Property Officer - CIAC Property and Transportation Department
	1.2) Assign the RIS number and evaluate the availability of the supplies requested and check the remaining budget of the Department	None	2 Hours	Property Officer - CIAC Property and Transportation Department
	1.3) Check the monitoring report on the "Statement of Utilization for Office Supplies"	None	30 Minutes	Property Officer - CIAC Property and Transportation Department

	issued by the Accounting Department to check whether the department has the remaining budget allocation			
	1.4) Approval of the RIS	None	4 Hours	Assistant Manager & Manager – CIAC Property and Transportation Department
	1.5) Prepare the office supplies that will be issued to the end-users	None	1 Day	Property Officer - CIAC Property and Transportation Department
	1.6) Issuance of the requested office supplies	None	30 Minutes	Property Officer - CIAC Property and Transportation Department
TOTAL		None	1 Working Day, 7 Hours & 5 Minutes	

Quality Office

Internal Services

1. Processing of Request for Controlled Copies of ISO-related Documents

- Describes the procedure for requesting controlled copies of ISO-related documents from the Quality Office

Office/Division:	Quality Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Slip – 1 original copy		Clark International Airport Corporation – Quality Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Slip to CIAC's Quality Office	1.1) Receive and verify the accomplished Request Slip	None	10 Minutes	Document Controller - CIAC Quality Office
	1.2) Approval of the request	None	10 Minutes	Manager – CIAC Quality Office
	1.3) Prepare the ISO document being requested	None	1 Hour	Document Controller - CIAC Quality Office
	1.4) Issue the controlled copy of the requested ISO document	None	10 Minutes	Document Controller - CIAC Quality Office
TOTAL		None	1 Hour & 30 Minutes	

Treasury Department

Internal Services

1. Processing of Petty Expenses

- Describes the procedure for processing of petty expenses of officers/staff of the Clark International Airport Corporation

Office/Division:	Treasury Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Approved Requests – 1 original copy <ul style="list-style-type: none"> • Purchase Request • Request for Refreshment • Local Travel Request Authorization • Request for Reimbursement 		CIAC Department/ Office Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present to Petty Cash Custodian of the Treasury Department the approved request form	1.1) Check if: <ul style="list-style-type: none"> • Form is properly accomplished and signed by Approving Authority • Form bears the stamp of the Budget Officer, indicating that the appropriate budget has been earmarked for such expenditure 	None	15 Minutes	Petty Cash Custodian – CIAC Treasury Department
	1.2) Fill out the	None	15 Minutes	Petty Cash

	Particulars and Amount under Roman Numeral I of the Petty Cash Voucher. Retain Original and issue Copy 2 to requesting personnel			Custodian – CIAC Treasury Department
2) Accomplish Box A “Requested by” portion of the Petty Cash Voucher then secure approval of Treasury Manager by signing Box A “Approved by” portion of the Petty Cash Voucher	2.1) Approval of the Treasury Manager	None	15 Minutes	Treasury Manager – CIAC Treasury Department
3) Submit approved Petty Cash Voucher to the Petty Cash Custodian for the release of fund Note: If request is for reimbursement, submit the Petty Cash Voucher with approved Request for Reimbursement Form & supporting documents to the Processing Section of Accounting Department for review.	3.1) Grant petty cash	None	15 Minutes	Petty Cash Custodian – CIAC Treasury Department

Thereafter, submit the documents to Petty Cash Custodian for the release of fund.				
TOTAL		None	1 Hour	

❖ **FEEDBACK AND COMPLAINTS MECHANISM**

Office/Division:	Corporate Communications Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled-out Customer Feedback Form – 1 original copy		Clark International Airport Corporation's (CIAC) Corporate Office Building Lobby, Corporate Communications Office (CCO), CIAC's website and Facebook and Twitter accounts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Lodge complaint/ feedback through the following: [] Suggestion Boxes [] Email [] Online Feedback [] Phone [] Postal Mail [] Social Media	1.6) Retrieve Customer Feedback from the Suggestion Boxes, Email, Corporate Website's Online Feedback, Telephone, Postal Mail, and Social Media	None	2 Hours (already included in the processing time for agency actions 1.2 & 1.3)	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communications Office
	1.7) For simple queries, CCO shall: Answer the feedback within 1 day upon retrieval of the feedback.	None	1 Day	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communication s Office
	1.8) For complex	None	1 Day	Media Affairs

	concerns or feedback, CCO shall: Send a memorandum referring the matter for appropriate action to the concerned CIAC department or office, partner agencies, or locators using the Customer Feedback Form.			Specialist or Media Relations Assistant – CIAC Corporate Communications Office
	1.9) Concerned CIAC department/ office, partner agencies, or locators shall take action on the complaint/ concern and shall send their response to the CCO	None	1 Day	
	1.10) For complex concerns: Update complainant of action taken by the concerned party & closure of complaint	None	1 Day upon receipt of response from concerned party	Media Affairs Specialist or Media Relations Assistant – CIAC Corporate Communications Office
TOTAL (Simple Concerns)		None	1 Working Day	
TOTAL (Complex Concerns)		None	3 Working Days	

❖ **CONTACT INFORMATION (Feedback/Complaints)**

Agency	Contact Information
Anti-Red Tape Authority (ARTA)	8-478-5093 complaints@arta.gov.ph
Presidential Complaint Center (PCC)	8888 pcc@malacanang.gov.ph
Contact Center ng Bayan – Civil Service Commission (CCB)	email@contactcenterngbayan.gov.ph 0908-881-6565
Corporate Communications Office - Clark International Airport Corporation	(045) 599-2888 local 119

❖ **LIST OF CIAC DEPARTMENTS/OFFICES**

CIAC Department/ Office	Address	Direct Line/ Local Number (Trunk Line +6345 599- 2888 to 97)
Office of the President & CEO	Clark International Airport Corporation - Corporate Office Building, Clark Civil Aviation Complex, Clark Freeport Zone, Philippines 2023	+6345 599- 2702 or Local 101/ 102/ 103
Office of the Vice-President for Airport Operations Management Group		115
Office of the Vice-President for Finance and Admin Group		801/ 810
Office of the Assistant Vice- President for Strategic Development & Corporate Management Group		+6345 599- 7448 or Local 114
Office of the Assistant Vice- President for Legal Governance and Corporate Social Services		140
Accounting Department		801/ 810
BAC Secretariat Office		181/182
Community Relations Department		701
Corporate Communications Office		119
Corporate Planning Department		191/ 195
Engineering Department		302
Human Resources Department		750/ 760
Internal Audit Department		885
Legal Services Department		117/ 208
Management Information System Department		190/ 192
Marketing Department		210/212
Office of the Corporate Secretary		886/ 887
Procurement Department		700
Property and Transportation Department		704/ 718/ 702
Quality Office		193/ 198
Records Management Office		194
Safety & Environmental Management Office		168
Treasury Department		802/ 851
Security Department	Clark International Airport Corporation - Security Office Building, Clark Civil Aviation Complex	503