



# **CLARK INTERNATIONAL AIRPORT CORPORATION (CIAC)**

## **CITIZEN'S CHARTER 2024 (1<sup>st</sup> Edition)**



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## **I. MANDATE:**

- The mandate of Clark International Airport Corporation (CIAC) as stated in Executive Order 192, s. 1994 is “to develop, operate, and manage the Clark Civil Aviation Complex (CCAC)” and further in Executive Order 14, s. 2016 where “CIAC shall engage in civil aviation, aviation-related services, and aviation-related logistics activities within the Clark Civil Aviation Complex (CCAC) and the Clark Industrial Estate (IE) 5 areas, as defined in EO No. 716”.

## **II. VISION:**

- By 2028, CIAC shall be at the forefront of developing and managing an aerotropolis where world-class industries thrive in a sustainable environment, with the Clark International Airport as the premier gateway, and the 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 (CIAC) fully commits to provide quality management of the Clark Civil Aviation Complex (CCAC) to realize our vision that by 2028, CIAC shall be at the forefront of developing and managing an aerotropolis where world-class industries thrive in a sustainable environment, with the Clark International Airport as the premier gateway, and the CCAC 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 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 Competence, Integrity, Adaptability, and Commitment.
- 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 CCAC. 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**

### **1. EXTERNAL SERVICES**

#### **ADMINISTRATIVE DEPARTMENT – PROCUREMENT DIVISION**

##### **External Services**

- Competitive or Public Bidding Procedure for Goods & Services, Infrastructure/ Civil Works, and Consulting Services (**Page 9**)
- Protest Mechanism on BAC Decision (**Page 14**)

#### **FINANCE DEPARTMENT – TREASURY DIVISION**

##### **External Services**

- Acceptance of Payments & Issuance of Official Receipts (**Page 17**)
- Check Preparation and Releasing (**Page 18**)

#### **HUMAN RESOURCES DEPARTMENT**

##### **External Services**

- Preparation and Releasing of Requested Documents, Data and/or Information from HRD (**Page 21**)

#### **MARKETING DEPARTMENT**

##### **External Services**

- Application for Direct Lease Agreement (Letter of Intent to Term Sheet) (New, Renewal, Extension, Amendment) (**Page 24**)
- Application for Direct Lease Agreement (Term Sheet to Lease Agreement) (New, Renewal, Extension, Amendment) (**Page 30**)
- Application for Sub-Lease Agreement (New, Renewal, Extension, Amendment) (**Page 35**)

#### **MIS/GIS DEPARTMENT – RECORDS MANAGEMENT DIVISION**

##### **External Services**

- Management of CIAC Incoming Documents (**Page 41**)

#### **STRATEGY AND CORPORATE MANAGEMENT DEPARTMENT – PUBLIC AFFAIRS DIVISION**

##### **External Services**

- Addressing Stakeholders' Feedback (**Page 44**)

## **2. INTERNAL SERVICES**

### **ADMINISTRATIVE DEPARTMENT – PROPERTY DIVISION**

#### **Internal Services**

- Requisition and Issuance Procedure for Expendable Supplies (**Page 48**)

### **FINANCE DEPARTMENT – ACCOUNTING DIVISION**

#### **Internal Services**

- Processing of Disbursement Voucher (**Page 51**)

### **FINANCE DEPARTMENT – TREASURY DIVISION**

#### **Internal Services**

- Acceptance of Payments & Issuance of Official Receipts (**Page 56**)
- Processing of Petty Cash Expenses (**Page 57**)
- Check Preparation and Releasing (**Page 60**)

### **HUMAN RESOURCES DEPARTMENT**

#### **Internal Services**

- Preparation and Releasing of Requested Documents, Data and/or Information from HRD (**Page 63**)
- Procedure on Administrative Discipline including Handling of Whistleblowing Reports (**Page 65**)

### **MIS/GIS DEPARTMENT – RECORDS MANAGEMENT DIVISION**

#### **Internal Services**

- Management of CIAC Incoming Documents (**Page 73**)
- Requesting a copy of CIAC Records (**Page 75**)

### **OFFICE OF THE ASSISTANT VICE PRESIDENT FOR LEGAL SERVICES**

#### **Internal Services**

- Issuance of Secretary's Certificate and other Board-Related Documents (**Page 78**)

### **STRATEGY AND CORPORATE MANAGEMENT DEPARTMENT – MANAGEMENT SYSTEMS IMPROVEMENT DIVISION**

#### **Internal Services**

- Processing of Request for Controlled Copies of ISO-related Documents (**Page 81**)

# **ADMINISTRATIVE DEPARTMENT – PROCUREMENT DIVISION**

## **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

<b>Office/Division:</b>	Administrative Department – Procurement Division			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All prospective bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Bid/ Proposal – 1 original copy & 2 duplicate copies		Clark International Airport Corporation (CIAC) – Administrative Department (Procurement Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) 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	Procurement Officer I
2) Purchase Bidding Documents at CIAC Procurement Division	2.1) Issuance of Bidding Documents	Refer to Table 1	1 Calendar Day	Procurement Officer I
	2.2.) Issuance of Official Receipt			Cashier – CIAC Treasury Division
3) Attend Pre-Bid Conference at CIAC	3.1) Conduct of Pre-Bid Conference	None	1 Day (to be conducted at least 7 CD after the	CIAC BAC Technical Working Group

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			advertisement and 12 CD 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</p>	CIAC BAC Technical Working Group

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			shall be identified as the Highest Rated Bid	
6) Submit Post-Qualification Documents to the CIAC Procurement Division 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 &	8.1) Issuance of the Notice of	None	1 Calendar Day	HOPE through CIAC President

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
shall submit required documents to the CIAC Procurement Division Office	Award (NOA)			& 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 Procurement Division (preparation), Manager of CIAC Legal Services Department (review)
10) N/A	10.1) Issuance of the Notice to Proceed (NTP)	None	7 Calendar Days from the date of approval of the contract	HOPE through CIAC President & CEO
<b>TOTAL</b>		Refer to Table 1	<b>Maximum period allowed by R.A. 9184:</b> <ul style="list-style-type: none"> <li>• <b>Goods: 136 calendar days</b></li> <li>• <b>Infrastructure: 156 calendar days</b></li> <li>• <b>Consulting Services: 180 calendar days</b></li> </ul>	

**Table 1. Applicable Fees**

<b>Approved Budget for the Contract</b>	<b>Maximum Cost of Bidding Documents (in Philippine Peso)</b>
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

<b>Office/Division:</b>	Administrative Department – Procurement Division			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Motion/ Request for Reconsideration - 1original copy		Client: Bidder		
2) Verified Position Paper – 1 original copy		Client: Bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Filing of Motion for Reconsideration / Protest at the CIAC Procurement Division  <b>Note:</b> 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	Procurement Officer I  HOPE – CIAC Office of the Corporate Secretary
2) N/A	2.1.a) Resolution of the Motion	None	7 Calendar Days	CIAC BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for Reconsideration  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
<b>TOTAL</b>		<b>Refer to Table 1</b>	<b>17 Calendar Days</b>	

**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

# **FINANCE DEPARTMENT – TREASURY DIVISION**

## **External Services**



## 1. Acceptance of Payments and Issuance of Official Receipt (External)

- Describes the procedure on the acceptance of payment of clients and issuance of official receipt

Office/Division:	Finance Department – Treasury Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Order of Payment – 1 original copy & 1 duplicate copy		Clark International Airport Corporation – Finance Department (Treasury Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure Order of Payment from CIAC OPRs	1.1) Check the details on the Order of Payment	Refer to the Order of Payment	5 Minutes	Cash Officer III – CIAC FD-Treasury Division
	1.2) Accept payment and issue an Official Receipt	Refer to the Order of Payment		
TOTAL		Refer to the Order of Payment	5 Minutes	

## 2. Check Preparation and Releasing (External)

- Describes the procedure for the preparation and releasing of checks of the Clark International Airport Corporation

<b>Office/Division:</b>	Finance Department – Treasury Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Suppliers, Service Providers, Locators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Disbursement Voucher – 1 original copy & 2 duplicate copies		Clark International Airport Corporation – Finance Department (Treasury Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Concerned CIAC Department/ Office (approving officer) to forward the approved Disbursement Voucher (DV) along with all the required documents to the CIAC Treasury Division	1.1) Receive approved DV and check propriety or correctness of signatories based on CIAC Authority Matrix	None	2 Days	Disbursing Officer III – CIAC FD-Treasury Division
	1.2) Encode the DV details in the Disbursement Voucher Inventory Monitoring File	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.3) Prepare Check and	None		Disbursing Officer III –

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	assign Check Voucher Number on the approved Voucher package and submit to immediate Superior for review & checking			CIAC FD-Treasury Division
	1.4) Review correctness and accuracy of Check details	None		Cash Officer IV – CIAC FD-Treasury Division
	1.5) Forward voucher package to authorized signatories	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.6) Sign check	None	1 Day	CIAC Approving Officer
	1.7) Receive signed Check and Check Disbursement Voucher	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.8) File Check Disbursement Voucher (Triplicate copy)	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.9) Releasing of Checks	None		Disbursing Officer III – CIAC FD-Treasury Division
<b>TOTAL</b>		<b>None</b>	<b>3 Working Days</b>	

# **HUMAN RESOURCES DEPARTMENT**

## **External Services**

## 1. Preparation and Releasing of Requested Documents, Data and/or Information from HRD (External)

- 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**

<b>Office/Division:</b>	Human Resources Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	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 and inform the requesting party on the number of days of processing	None	5 Minutes (already included in the processing time for agency action 1.2)	HR Assistant for Recruitment or Administrative Assistant - CIAC Human Resources Department
	1.2) Check/search the records of the	None	2 Days	HR Assistant for Recruitment or Administrative Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting party and prepare the certification/document, then forward to HRD's Authorized Signatories			HRD Manager/ Assistant Manager - CIAC Human Resources Department
	1.3) Release the requested document to the requesting party	None	1 Day	HR Assistant for Recruitment or Administrative Assistant
<b>TOTAL</b>		<b>None</b>	<b>3 Working Days</b>	

# **MARKETING DEPARTMENT**

## **External Services**

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

- Describes the procedure for processing of Letter of Intent to Term Sheet

<b>Office/Division:</b>	Marketing Department
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	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
11) Other documents, as may be required or applicable	
<i>*Standard processing time may only take effect if complete requirements have been submitted and contents of said documents have been verified to be complete, correct and in accordance with business standards.</i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit documents at the CIAC Records Management Division	1.1) Stamp the submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Assistant – CIAC Records Management Division
	1.2) Forward documents to the Office of the President & CEO	None		
	1.3) Issue instructions, if any, and forward documents to VP-OB DG	None	1 Day	President & CEO – CIAC Office of the President & CEO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4) Issue instructions, if any, and forward documents to the Marketing Department	None	1 Day	Vice-President - CIAC Operations & 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		Concerned Department Heads
	1.10) Collation of submitted reports & comments and preparation of recommendation:	None	2 Days	Manager & Account Officer – CIAC Marketing Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>If for approval, prepare and submit memo recommendation (to VP/OBDG), for approval by the CIAC Management Committee</li> <li>If for disapproval, prepare and submit memo recommendation to VP/OBDG, stating reasons for disapproval, including draft letter notice to proponent</li> </ul>			
	1.10) <ul style="list-style-type: none"> <li>If approved by Management Committee, MD/VP-OBDG shall endorse to Business Development (BusDev) Committee for deliberation and approval</li> <li>If disapproved, draft letter notice to proponent</li> </ul>			
	1.11) BusDev Committee shall review submitted	None	1 Day	BusDev Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>memo recommendation.</p> <ul style="list-style-type: none"> <li>• If approved, VP-OB DG shall endorse to Board for deliberation and approval</li> <li>• If disapproved, MD shall prepare the notice to proponent. PCEO shall sign letter notice to proponent stating reasons for disapproval</li> </ul>			
	<p>1.12) Review submitted recommendation:</p> <ul style="list-style-type: none"> <li>• If for approval, sign Memo for Board for approval of Term Sheet.</li> <li>• If for disapproval, sign letter to proponent stating therein reason for disapproval.</li> </ul>	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.13) Approval or Disapproval of Term Sheet	None	1 Day	CIAC Board of Directors
	1.14)	None	1 Day	President &

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"><li>• If approved, sign Term Sheet.</li><li>• If disapproved, sign letter to proponent stating therein reason for disapproval.</li></ul>			CEO – CIAC Office of the President & CEO
	1.15) Transmit to the CIAC Records Management Division			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 Division
	1.17) Provide copies to the Marketing Department			
	1.18) Transmit documents to proponent			
TOTAL			11 Working Days & 30 minutes	

## 2. Application for Direct Lease Agreement (Term Sheet to Lease Agreement) (New, Renewal, Extension, Amendment)

- Describes the procedure for processing of Term Sheet to Lease Agreement

<b>Office/Division:</b>	Marketing Department
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	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
11) Other documents, as may be required or applicable	
<i>*Standard processing time may only take effect if complete requirements have been submitted and contents of said documents have been verified to be complete, correct and in accordance with business standards.</i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Proponent submits signed Term Sheet at the CIAC Records Management Division	2.1) Stamp submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Assistant – CIAC Records Management Division
	2.2) Forward documents to the Marketing Department	None		
	2.3) Draft Lease Agreement	None	1 Day	Manager & Account Officer – CIAC Marketing Department
	2.4) Forward draft Lease Agreement for simultaneous final review of			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Legal Services Department and Accounting Department			
	2.5) Submit to the Marketing Department results of final review	None	1 Day	Legal Officer – CIAC Legal Services Division & Manager – CIAC Finance 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	2 Days	Manager – CIAC Legal Services Department
	3.4) Forward 9 sets of final draft of	None		Manager & Account Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Lease Agreement to VP-OBDOG			– CIAC Marketing Department
	3.5) Review and endorse 9 sets of final draft of Lease Agreement for signature of the President & CEO	None	2 Days	Vice-President - CIAC Operations & Business Development Group
	3.6) Affix signature on 9 sets of final draft of Lease Agreement	None		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	Php 2,000.00		Account Officer – CIAC Marketing Department
	4.2) Issue Order of Payment for Processing Fee			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL</b>	<b>Php 2,000.00</b>	<b>8 Working Days &amp; 1 hour</b>	

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

- Describes the procedure for processing of Sub-Lease Agreements

<b>Office/Division:</b>	Marketing Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	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 - 1original copy & 1duplicate 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, audited Financial Statement) -	Bank, independent auditor

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 Division	1.1) Stamping of submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Assistant – CIAC Records Management Division
	1.2) Forward documents to the Office of the President & CEO			
	1.3) Issue instructions (if any) and forward documents to VP-OB DG	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 Operations & Business Development Group
	1.5) Assignment of	None	2 Days	Manager &

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Account Officer			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-OB DG the Memo for Management Committee for approval of Sub-Lease	None	2 Days	Manager & Account Officer – CIAC Marketing Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Agreement.</p> <ul style="list-style-type: none"> <li>If for submit to VP-OBDO letter to Lessee and Prospective Sub-Lessee stating therein reason for disapproval.</li> </ul>			
	1.11) Approval or disapproval of Sub-Lease Agreement	None	-	CIAC Management Committee
	<p>1.12)</p> <ul style="list-style-type: none"> <li>If approved, forward draft of Approval of Sub-Lease Agreement for signature of the President &amp; CEO.</li> <li>If disapproved, forward for signature of P/CEO the letter to Lessee and Prospective Sub-Lessee stating therein reason for disapproval.</li> </ul>	None	1 Day	Manager & Account Officer – CIAC Marketing Department
	<p>1.13)</p> <ul style="list-style-type: none"> <li>If approved, sign Approval of Sub-Lease</li> </ul>	None	1 Day	President & CEO – CIAC Office of the President &

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Agreement. <ul style="list-style-type: none"> <li>If disapproved, sign letter to Lessee and Prospective Sub-Lessee stating therein the reason for disapproval.</li> </ul>			CEO
	1.14) Transmit to the Records Management Division 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 Division
	1.16) Provide copies to the Marketing Department			
	1.17) Transmit signed approval or disapproval document to Lessee and Prospective Sub-Lessee			
TOTAL		None	10 Working Days & 30 Minutes	

**MIS/GIS DEPARTMENT –  
RECORDS MANAGEMENT DIVISION  
External Services**



## 1. Management of CIAC Incoming Documents (External)

- Describes the procedure on the centralized management of CIAC's incoming documents by the MIS/GIS Department – Records Management Division

<b>Office/Division:</b>	MIS/GIS Department – Records Management Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	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 Division	1.1) Receive and stamp the documents	None	2 Minutes	Administrative Assistant V (Records Assistant) – CIAC MIS/GISD – RMD Office
	1.2) Give the duplicate/ receiving copy of the document to the client	None	1 Minute	Administrative Assistant V (Records Assistant) – CIAC MIS/GISD – RMD Office
	1.3) Classify and segregate documents into ID (inbound) and assign Reference Number	None	3 Minutes	Administrative Assistant V (Records Assistant) – CIAC MIS/GISD – RMD Office
	1.4) Encode/ register the document in the database	None	4 Minutes	Administrative Assistant V (Records Assistant) – CIAC MIS/GISD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				– RMD Office
	1.5) Deliver the document to the concerned department/ office	None	3 Minutes	Administrative Assistant V (Records Assistant) – CIAC MIS/GISD – RMD Office
<b>TOTAL</b>		<b>None</b>	<b>13 Minutes</b>	

**STRATEGY AND CORPORATE  
MANAGEMENT DEPARTMENT –  
PUBLIC AFFAIRS DIVISION  
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

<b>Office/Division:</b>	Strategy and Corporate Management Department – Public Affairs Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Online Customer Feedback		Clark International Airport Corporation's (CIAC) website message board, Public Affairs Division (PAD) email address, and Facebook Pages Messenger and Twitter account		
2) In-Person Inquiries and/or Feedback		CIAC's Corporate Office Building Reception Area/Lobby, and/or PAD office		
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 PAD
	1.2) For simple queries, PAD shall: Answer	None	1 Day	Media Affairs Specialist or Media Relations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the feedback within 1 day upon retrieval of the feedback.			Assistant – CIAC PAD
	1.3) For complex concerns or feedback, PAD shall: Send a memorandum referring the matter for appropriate action to the concerned CIAC department or office, partner agencies, or locators.	None	1 Day	Media Affairs Specialist or Media Relations Assistant – CIAC PAD
	1.4) Concerned CIAC department/ office, partner agencies, or locators shall take action on the complaint/ concern and shall send their response to the PAD	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 PAD
<b>TOTAL (Simple Concerns)</b>		<b>None</b>	<b>1 Working Day</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL (Complex Concerns)		None	3 Working Days	

**ADMINISTRATIVE DEPARTMENT –  
PROPERTY DIVISION  
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

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	issued by the Finance Department - Accounting Division to check whether the department has the remaining budget allocation			
	1.4) Approval of the RIS	None	4 Hours	Property Officer IV, Assistant Manager & Manager – CIAC Administrative Department
	1.5) Prepare the office supplies that will be issued to the end-users	None	1 Day	Property Officer III - CIAC AD-Property Division
	1.6) Issuance of the requested office supplies	None	30 Minutes	Property Officer III - CIAC AD-Property Division
<b>TOTAL</b>		<b>None</b>	<b>1 Working Day, 8 Hours &amp; 35 Minutes</b>	

**FINANCE DEPARTMENT –  
ACCOUNTING DIVISION**  
**Internal Services**

## 1. Processing of Disbursement Voucher

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

<b>Office/Division:</b>	Finance Department – Accounting Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Clark International Airport Corporation Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Disbursement Voucher – 1 original copy & 3 duplicate copies		Concerned CIAC Department (End-User)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Concerned CIAC Department/ Office (originator/ end-user) to submit the Disbursement Voucher (DV) along with all the required documents to the CIAC Accounting Division	1.1) Receive the DV with complete attachments then log it in the AP column of the DV Logbook.	None	5 Minutes <i>*included in Step 1.2</i>	Processing Officer IV - CIAC Accounting Division
	1.2) The DV will be subjected to review/ pre-audit to:  (a) check the completeness of the basic and necessary requirements and  (b) verify the	None	4 Days	Processing Officer IV - CIAC Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>accuracy of information/ figures reflected on said documents.</p> <p>This is to ensure the legality and propriety of incurred transactions and strict compliance with relevant government rules and regulations.</p> <p><u>For previously reviewed but returned DV:</u></p> <p>Re-evaluate compliance with the requirements.</p>			
	1.3) For the DVs with correct and complete attachments, encode the accounting entry, DV date and number on the DV.	None	1 Day	Processing Officer IV - CIAC Accounting Division
	1.4) Log the DV number on the DV column of the DV logbook.	None		Processing Officer IV - CIAC Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5) Encode details such as the AP number, DV number, DV date, payee, particulars, tax withheld on the DV monitoring tool.	None		Processing Officer IV - CIAC Accounting Division
	1.6) For DVs with incomplete supporting documents and observed disparities, return and inform the Originator/End User about the noted issues using the Disposition Slip.  Log the returned DV on the Returns Logbook and have it signed by the OPR/End user to acknowledge the receipt of the returned DV.	None	1 Day	Processing Officer IV - CIAC Accounting Division
	1.7) Attach a Post Requirement Slip for COD transactions.	None		Processing Officer IV - CIAC Accounting Division
	1.8) DVs with	None	1 Day	Manager –

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>correct and complete attachments and verified by the Processing Officer IV will be signed by the Finance Department Manager in the Box A of the DV form certifying that:</p> <p>(a) The supporting documents are complete and proper; and,</p> <p>(b) Funds are available.</p>			CIAC Finance Department
	1.9) Forward the DV to the Approving Officer	None		Processing Officer IV – CIAC Accounting Division
<b>TOTAL</b>		<b>None</b>	<b>7 Working Days</b>	

**FINANCE DEPARTMENT –  
TREASURY DIVISION  
Internal Services**

## 1. Acceptance of Payments and Issuance of Official Receipt (Internal)

- Describes the procedure on the acceptance of payment of clients and issuance of official receipt

Office/Division:	Finance Department – Treasury Division				
Classification:	Simple Transaction				
Type of Transaction:	G2B – Government to Business Entity				
Who may avail:	Clark International Airport Corporation Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
2) Order of Payment – 1 original copy & 1 duplicate copy			Clark International Airport Corporation – Finance Department (Treasury Division)		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Secure Order of Payment from CIAC OPRs	1.3)	Check the details on the Order of Payment	Refer to the Order of Payment	5 Minutes	Cash Officer III – CIAC FD-Treasury Division
	1.4)	Accept payment and issue an Official Receipt	Refer to the Order of Payment		
TOTAL			Refer to the Order of Payment	5 Minutes	



## 2. Processing of Petty Expenses

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	budget has been earmarked for such expenditure			
	1.2) Fill out the Particulars and Amount under Roman numeral I of the Petty Cash Voucher. Retain Original and issue Copy 2 to requesting personnel	None	15 Minutes	Petty Cash Custodian – CIAC Treasury Division
2) Accomplish Box A “Requested by” portion of the Petty Cash Voucher then secure approval of Finance Manager by signing Box A “Approved by” portion of the Petty Cash Voucher	2.1) Approval of the Finance Manager	None	15 Minutes	Manager – CIAC Finance Department
3) Submit approved Petty Cash Voucher to the Petty Cash Custodian for the release of fund  Note: If request is for reimbursement,	3.1) Grant petty cash	None	15 Minutes	Petty Cash Custodian – CIAC Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit the Petty Cash Voucher with approved Request for Reimbursement Form & supporting documents to the Processing Section of Accounting Division for review. Thereafter, submit the documents to Petty Cash Custodian for the release of fund.				
<b>TOTAL</b>		<b>None</b>	<b>1 Hour</b>	

### 3. Check Preparation and Releasing (Internal)

- Describes the procedure for the preparation and releasing of checks of the Clark International Airport Corporation

<b>Office/Division:</b>	Finance Department – Treasury Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Clark International Airport Corporation Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Disbursement Voucher – 1 original copy & 2 duplicate copies		Clark International Airport Corporation – Finance Department (Treasury Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Concerned CIAC Department/ Office (approving officer) to forward the approved Disbursement Voucher (DV) along with all the required documents to the CIAC Treasury Division	1.1) Receive approved DV and check propriety or correctness of signatories based on CIAC Authority Matrix	None	2 Days	Disbursing Officer III – CIAC FD-Treasury Division
	1.2) Encode the DV details in the Disbursement Voucher Inventory Monitoring File	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.3) Prepare Check and assign Check	None		Disbursing Officer III – CIAC FD-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Voucher Number on the approved Voucher package and submit to immediate Superior for review & checking			Treasury Division
	1.4) Review correctness and accuracy of Check details	None		Cash Officer IV – CIAC FD-Treasury Division
	1.5) Forward voucher package to authorized signatories	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.6) Sign check	None	1 Day	CIAC Approving Officer
	1.7) Receive signed Check and Check Disbursement Voucher	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.8) File Check Disbursement Voucher (Triplicate copy)	None		Disbursing Officer III – CIAC FD-Treasury Division
	1.9) Releasing of Checks	None		Disbursing Officer III – CIAC FD-Treasury Division
<b>TOTAL</b>		<b>None</b>	<b>3 Working Days</b>	

# **HUMAN RESOURCES DEPARTMENT**

## **Internal Services**

## 1. Preparation and Releasing of Requested Documents, Data and/or Information from HRD (Internal)

- 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**

<b>Office/Division:</b>	Human Resources Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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 and inform the requesting party on the number of days of processing	None	5 Minutes (already included in the processing time for agency action 1.2)	HR Assistant for Recruitment or Administrative Assistant - CIAC Human Resources Department
	1.2) Check/ search the records of the requesting party and prepare the certification/ document, then forward to HRD's Authorized	None	2 Days	HR Assistant for Recruitment or Administrative Assistant  HRD Manager/ Assistant Manager - CIAC Human Resources

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signatories			Department
	1.3) Release the requested document to the requesting party	None	1 Day	HR Assistant for Recruitment or Administrative Assistant
<b>TOTAL</b>		<b>None</b>	<b>3 Working Days</b>	



## 2. Procedure on Administrative Discipline including Handling of Whistleblowing Reports

- Describes the procedure for instituting discipline or corrective actions to Clark International Airport Corporation (CIAC) officers and employees who are charged administratively for commission of acts in violation of CIAC's Table of Offenses, CIAC's Whistleblowing Policy, and other violations.

<b>Office/Division:</b>	Human Resources Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Transacting Public; Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2) Incident Report or Whistleblower Report		Clark International Airport Corporation – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Prepare Incident Report and Notice to Explain. Copy of the report shall be given to the concerned employee and HRD.  Whistleblowers may also report through the alternative reporting channels of CIAC such as the following:  <b>(a) Face-to-Face Meeting:</b> with CIAC Officers and	1.4) Receive Incident Report/ Notice to Explain/ Online Whistleblower Report	None	1 Day	CIAC Officers and Employees  SDCM – Public Affairs Division  Assistant Manager - Human Resources Department
	1.5) Concerned employee who was reported by the whistleblower shall submit an explanation letter to the Department Head and/or the Human	None	1 Day	Concerned employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Employees</p> <p><b>(b) Email:</b> <a href="mailto:publicaffairs@ciac.gov.ph">publicaffairs@ciac.gov.ph</a></p> <p><b>(c) Mail:</b> Corporate Office Building, Civil Aviation Complex, Clark Freeport Zone, Pampanga, Philippines 2023</p> <p><b>(d) Telephone:</b> (+63) 45 599-2888 to 97</p> <p><b>(e) CIAC Transparency Seal – CIAC Whistleblower Report</b></p>	<p>Resources Department</p> <p>1.3) Conduct investigation (conduct hearing as necessary).</p> <p><b>Note:</b> <b>The AdCom will investigate the following reported violations (as stated in the Whistleblowing Policy):</b></p> <p>(a) Abuse of Authority; (b) Bribery; (c) Conflict of Interest; (d) Destruction/ Manipulation of Records; (e) Fixing; (f) Inefficiency; (g) Making False Statements; (h) Malversation; (i) Misappropriation of Assets; (j) Misconduct; (k) Money Laundering; (l) Negligence of Duty; (m) Nepotism; (n) Plunder; (o) Receiving a Commission; (p) Solicitation of Gifts; (q) Taking Advantage of</p>	None	5 Days	CIAC Administrative Committee (Adcom) or Committee on Decorum and Investigation (CODI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Corporate Opportunities; (r)Undue Delay in Rendition of Service; (s)Undue Influence; and (t)Violation of Procurement Laws</p> <p>Whistleblowers may also report such acts or omissions that otherwise involve violations of the following laws, rules and regulations:</p> <p>(a) R.A. No. 6713, "Code of Conduct and Ethical Standards for Public Officials and Employees"; (b) R.A. No. 3019, "Anti-Graft and Corrupt Practices Act"; (c) R.A. No. 7080, as amended, "The Plunder Law"; (d) Book II, Title VII, "Crimes Committed by Public Officers, The Revised Penal Code"; (e) Executive Order (E.O) No. 292, s. 1987, "Administrative</p>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Code of 1987”;</p> <p>(f) R.A. No. 10149, the “GOCC Governance Act of 2011”;</p> <p>(g) GCG M.C. No. 2012-05, “Fit and Proper Rule”;</p> <p>(h) GCG M.C. No. 2012-06, “Ownership and Operations Manual Governing the GOCC Sector”;</p> <p>(i) GCG M.C. No. 2012-07, “Code of Corporate Governance for GOCCs”;</p> <p>(j) Violations of the Charter of the GOCC;</p> <p>(l) Other GCG Circulars and Orders, and applicable laws and regulations.</p> <p><b>The CODI will investigate the following reported violations (as stated in the Whistleblowing Policy):</b></p> <p>(k) Sexual harassment contemplated under RA No. 7877, otherwise known as the “Anti-Sexual Harassment Act</p>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of 1995”, RA No. 11313, otherwise known as the “Safe Spaces Act”, 2017 RACCS, other relevant CSC Circulars, and applicable laws and regulations.			
	1.4) Consult findings with OAVP-LS and HRD.	None	3 Days	CIAC Administrative Committee (Adcom) or Committee on Decorum and Investigation (CODI)
	1.5) Endorse recommended Course of Action to Disciplining Authority for decision.  a) In case the respondent is an Assistant Vice President, Manager, Assistant Manager, Supervisor or Rank-and-File Employee of CIAC, the Adcom/CODI shall submit its report to the MANCOM who shall either dismiss the case for want of palpable merit or enforce the	None	2 Days	CIAC Administrative Committee (Adcom) or Committee on Decorum and Investigation (CODI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>appropriate sanctions against the respondent.</p> <p>b) In case the respondent is a Vice President, the AdCom/CODI shall submit its report to the MANCOM who shall review and endorse the same to the Board of Directors who may either dismiss the case for want of palpable merit or enforce the appropriate sanctions against the respondent.</p> <p>c) In case the respondent is a member of the Board of Directors, the AdCom/CODI report shall be coursed through the MANCOM and submit it to the Board of Directors who shall either dismiss the case for want of palpable merit or endorse it to the DOTr Secretary for</p>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	appropriate action.			
	1.6) Notify employee of decision and provide HRD a copy thereof.	None	3 Days	CIAC Administrative Committee (Adcom) or Committee on Decorum and Investigation (CODI)
	1.7) Serve and implement the decision.	None	1 Day	CIAC Administrative Committee (Adcom) or Committee on Decorum and Investigation (CODI)
2) Is there an appeal?  <ul style="list-style-type: none"> <li>• If Yes, refer to agency action 2.1</li> <li>• If No, end of process.</li> </ul>	2.1) Render a decision with regards to the appeal, and then serve reply to appeal to all interested parties (concerned employee, immediate superior, concerned committee, and HRD) for implementation of final decision.	None	4 Days	Disciplining Authority  President & CEO
<b>TOTAL</b>		<b>None</b>	<b>20 Working Days</b>	

**MIS/GIS DEPARTMENT –  
RECORDS MANAGEMENT DIVISION  
Internal Services**



## 1. Management of CIAC Incoming Documents (Internal)

- Describes the procedure on the centralized management of CIAC's incoming documents by the MIS/GIS Department – Records Management Division

<b>Office/Division:</b>	MIS/GIS Department – Records Management Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2) Incoming Documents from the client - 1 original copy and 1 duplicate copy		Clark International Airport Corporation Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2) Hand-over the documents to the frontline personnel of the CIAC Records Management Division	1.6) Receive and stamp the documents	None	2 Minutes	Records Management Assistant V – CIAC Records Management Division
	1.7) Give the duplicate/ receiving copy of the document to the client	None	1 Minute	Records Management Assistant V – CIAC Records Management Division
	1.8) Classify and segregate documents into ID (inbound) and assign Reference Number	None	3 Minutes	Records Management Assistant V – CIAC Records Management Division
	1.9) Encode/ register the document in the database	None	4 Minutes	Records Management Assistant V – CIAC Records Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Division
	1.10) Deliver the document to the concerned department/ office	None	3 Minutes	Records Management Assistant V – CIAC Records Management Division
<b>TOTAL</b>		<b>None</b>	<b>13 Minutes</b>	

## 2. Requesting a Copy of CIAC Records

- Describes the procedure on requesting a copy of CIAC records from the MIS/GIS Department – Records Management Division

<b>Office/Division:</b>	MIS/GIS Department – Records Management Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CIAC Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request for Copy of Records Form – 1 original copy and 1 duplicate copy		Clark International Airport Corporation – MIS/GIS Department (Records Management Division)		
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 Division (RMD)	1.1) Receive the accomplished Request for Copy of Records Form	None	5 Minutes	Records Management Assistant V – CIAC RMD
	1.2) Verify if the record being requested is registered on the Records Information Management System (RIMS). <ul style="list-style-type: none"> <li>• If Yes: photocopy the document being requested.</li> <li>• If No: trace the record from the originating department</li> </ul>	None	15 Minutes	Records Management Assistant V – CIAC RMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and request a copy, then encode file details on the RIMS.			
	1.3) Forward the request to the MIS/GIS Department Manager	None	5 Minutes	Records Management Assistant V – CIAC RMD
	1.4) Approval of the request by MIS/GIS Department Manager  Note: If disapproved, MIS/GIS Department Manager shall return the request form to the RMD for endorsement to the requesting department. The RMD shall state the reason/s for the disapproval as indicated by the Department Manager.	None	5 Minutes	Manager – MIS/GIS Department
	1.5) Release the certified true copy of the requested document/s	None	5 Minutes	Records Management Assistant V – CIAC RMD
<b>TOTAL</b>		<b>None</b>	<b>35 Minutes</b>	

**OFFICE OF THE ASSISTANT VICE PRESIDENT  
FOR LEGAL SERVICES**  
**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

<b>Office/Division:</b>	Office of the Assistant Vice President for Legal Services			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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 AVP for Legal Services (OAVP-LS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Form to CIAC OAVP-LS	1.1) Receive the accomplished Request form and endorse it to the Corporate Secretary for evaluation.	None	1 Day	Minutes/Agenda Officer - CIAC OAVP-LS
	1.2) Approval of the request  • If approved: the Corporate Secretary shall forward the Request form to the Minutes/Agenda Officer for the preparation of the requested document.	None		Corporate Secretary and Minutes/Agenda Officer – CIAC OAVP-LS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>If disapproved: the Corporate Secretary shall indicate on the Request form the reason for disapproving the request. The Request form shall be sent back to the Requesting Party.</li> </ul>			
	<p>1.3) Prepare the requested document.</p> <p>Once the document is approved and signed, the same will be photocopied (<i>unless the original is requested</i>). The photocopy will then be printed with the appropriate watermark and stamped with the proper dry seal.</p>	None	2 Days	Minutes/Agenda Officer – CIAC OAVP-LS
	<p>1.4) Release the stamped document with the disclaimer to the Requesting Party.</p>	None		Minutes/Agenda Officer – CIAC OAVP-LS
<b>TOTAL</b>		<b>None</b>	<b>3 Working Days</b>	

**STRATEGY AND CORPORATE  
MANAGEMENT DEPARTMENT –  
MANAGEMENT SYSTEMS  
IMPROVEMENT DIVISION  
External 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 SCMD-Management Systems Improvement Division

<b>Office/Division:</b>	Strategy and Corporate Management Department – Management Systems Improvement Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Slip – 1 original copy		Clark International Airport Corporation – Strategy and Corporate Management Department (SCMD) – Management Systems Improvement Division (MSID)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Slip to CIAC's SCMD-MSID Office	1.1) Receive and verify the accomplished Request Slip	None	40 Minutes	Documented Information Controller (DIC) - CIAC SCMD-MSID Office
	1.2) Approval of the request	None	5 Minutes	Management Systems Officer IV – CIAC SCMD-MSID Office
	1.3) Prepare the ISO document being requested and stamp the reference as "Uncontrolled"	None	1 Hour	DIC – CIAC SCMD-MSID Office
	1.4) Issue the requested ISO document to	None		DIC – CIAC SCMD-MSID Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the requesting department/ office			
<b>TOTAL</b>		<b>None</b>	<b>1 Hour &amp; 45 Minutes</b>	

❖ **FEEDBACK AND COMPLAINTS MECHANISM**

<b>Office/Division:</b>	Strategy and Corporate Management Department – Public Affairs Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Online Customer Feedback		Clark International Airport Corporation's (CIAC) website message board, Public Affairs Division (PAD) email address, and Facebook Pages Messenger and Twitter account		
2) In-Person Inquiries and/or Feedback		CIAC's Corporate Office Building Reception Area/Lobby, and/or PAD office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Lodge complaint/ feedback through the following: <input type="checkbox"/> Suggestion Boxes <input type="checkbox"/> Email <input type="checkbox"/> Online Feedback <input type="checkbox"/> Phone <input type="checkbox"/> Postal Mail <input type="checkbox"/> 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 PAD
	1.2) For simple queries, PAD shall: Answer the feedback within 1 day upon retrieval of the	None	1 Day	Media Affairs Specialist or Media Relations Assistant – CIAC PAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	feedback.			
	1.3) For complex concerns or feedback, PAD shall: Send a memorandum referring the matter for appropriate action to the concerned CIAC department or office, partner agencies, or locators.	None	1 Day	Media Affairs Specialist or Media Relations Assistant – CIAC PAD
	1.4) Concerned CIAC department/ office, partner agencies, or locators shall take action on the complaint/ concern and shall send their response to the PAD	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 PAD
<b>TOTAL (Simple Concerns)</b>		<b>None</b>	<b>1 Working Day</b>	
<b>TOTAL (Complex Concerns)</b>		<b>None</b>	<b>3 Working Days</b>	

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

<b>Agency</b>	<b>Contact Information</b>
<b>Anti-Red Tape Authority (ARTA)</b>	(02) 8246-7940 09692577242 0928-690-4080  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>
<b>8888 Citizen's Complaint Center – Presidential Complaints Center (PCC)</b>	8888  <a href="mailto:8888complaint@op.gov.ph">8888complaint@op.gov.ph</a> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>
<b>Contact Center ng Bayan (CCB) – Civil Service Commission</b>	0908-881-6565  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>
<b>SCMD- Public Affairs Division – Clark International Airport Corporation</b>	(045) 599-2888 local 119/133  <a href="mailto:publicaffairs@ciac.gov.ph">publicaffairs@ciac.gov.ph</a>

❖ **LIST OF CIAC DEPARTMENTS/OFFICES**

<b>CIAC Department/ Office</b>	<b>Address</b>	<b>Direct Line/ Local Number (Trunk Line +6345 599-2888 to 97)</b>
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 Loc. 102/ 103
Office of the Vice President for Operations and Business Development Group		Loc. 201
Office of the Vice President for Administration and Finance Group		Loc. 116/ 815
Office of the Assistant Vice President for Legal Services		Loc. 140/ 209
Administrative Department 1. Procurement Division 2. Property Division 3. General Services Division		1. Loc. 181/ 182/ 170 2. Loc. 703/ 718 3. Loc. 713
Engineering Department		Loc. 302/ 316/ 305/ 317/ 325
Finance Department 1. Accounting Division 2. Treasury Division		1. Loc. 804/ 805/ 807/ 808/ 809 2. Loc. 851/ 811/ 806
Human Resources Department		Loc. 751/ 753/ 754/ 756/ 757 Loc. 759 (Clinic)
Internal Audit Department		Loc. 885/ 883
Marketing Department		Loc. 214/ 211/ 207
MIS/GIS Department		Loc. 192/ 189
Strategy and Corporate Management Department 1. Corporate Planning Division 2. Management Systems Improvement Division 3. Public Affairs Division		1. Loc. 191/ 195 2. Loc. 198/ 193 3. Loc. 119/ 133
Security Department	Clark International Airport Corporation - Security Office Building, Clark Civil Aviation Complex	Loc. 502 / 507/ 513