



**CLARK INTERNATIONAL AIRPORT
CORPORATION**

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



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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 2027, CIAC shall be a strategic enabler in establishing an Aerotropolis in the region with CRK as the premier gateway and the Clark Civil Aviation Complex as a competitive aviation complex and key economic engine of the country.

III. MISSION:

- To develop, manage, and operate a competitive aviation complex, while ensuring viability and creating value for our 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 2027, shall be a strategic enabler in establishing an Aerotropolis in the region with CRK as the premier gateway and the Clark Civil Aviation Complex as a competitive aviation complex and 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 Commitment, Integrity, Accountability, Competency, Teamwork, Inclusiveness/Corporate Citizenship, Excellence, and Service.
- 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

BAC Secretariat

External Services

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

Corporate Communications Office

External Services

- Addressing Customer Feedback

Marketing Department

External Services

- Application for Direct Lease Agreement (Term Sheet to Lease Agreement) (New, Renewal, Extension, Amendment)
- Application for Sub-Lease Agreement (New, Renewal, Extension, Amendment)

Procurement Department

External Services

- Procedure on Suppliers Registration

Records Management Office

External Services

- Management of CIAC Incoming Documents

Treasury Department

External Services

- Collection of Existing Accounts (Locators)

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		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business Entity		
Who may avail:		All prospective bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Bidding Documents:		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Check newspaper, PhilGEPS, CIAC website, conspicuous places	Advertisement/ Posting of Invitation to Bid Request for Expression of Interest/ or Request for Proposal	None	7 Calendar Days	
2) Purchase Bidding Documents	Issuance of Bidding Documents	Refer to the table below	1 Calendar Day	BAC Secretariat
	Issuance of Official Receipt			Treasury Department
3) Attend Pre-Bid Conference	Conduct of Pre-Bid Conference	None	1 Day (to be conducted at least 12 CD before submission of Bids)	BAC Technical Working Group

4) Submit Bid	Acceptance of Bids	None	1 Calendar Day	Records Management Office
	Opening of Bids	None		BAC & BAC Secretariat
5) N/A	Evaluation & Ranking of Bids	None	Minimum: 1 Calendar Day Maximum: 7 Calendar Days	BAC Technical Working Group
6) Submit Post-Qualification Documents	Post-Qualification Process	None	To be completed in not more than 12 calendar days from the determination of the LCB/HRB	BAC Technical Working Group
7) N/A	Approval of the Recommendation of the BAC to award the project	None	Within 15 Calendar Days	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	Issuance of the Notice of Award (NTP)	None	1 Calendar Day	HOPE through President & CEO
9) Sign the contract	Contract preparation and signing	None	Within 10 Calendar Days from the receipt of NOA	HOPE through President & CEO, BAC, Legal Services Department
10) N/A	Issuance of the Notice to Proceed	None	Within 7 Calendar Days from the date of approval of the contract	HOPE through President & CEO

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			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Motion/ Request for Reconsideration 2) Verified Position Paper		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Filing of Motion for Reconsideration	Receipt of the Motion for Reconsideration or Protest	None	3 Calendar Days	BAC
2) N/A	Resolution of the Motion for Reconsideration or Protest	None	7 Calendar Days	BAC, 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	Denial or grant of the Motion for Reconsideration	Refer to the table below	7 Calendar Days upon receipt of BAC Resolution	BAC Technical Working Group, BAC Secretariat

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 Customer Feedback

- Describes the procedure for addressing the complaints, suggestions and queries of CIAC's customers lodge through suggestion boxes, email, online feedback, phone, postal mail, and/or CIAC's Facebook Account.

Office/Division:		Corporate Communications Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled-out Customer Feedback Form		Corporate Communications Office, CIAC's Website		
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 [] CIAC's Facebook	1) Retrieve Customer Feedback from the Suggestion Boxes, Email, Corporate Website's Online Feedback, Telephone, Postal Mail and CIAC's Facebook	None	1 Hour	Corporate Communication s Assistant or Public Relations Officer II
	2) For simple queries, CCO shall: Answer the feedback within 24 hours. For complex concerns or feedback, CCO shall: Send a	None	24 Hours Within 8 hours after retrieval of feedback	Corporate Communication s Assistant or Public Relations Officer II

	memorandum referring the matter for appropriate action to the concerned CIAC department or office, partner agencies, or locators using the Customer Feedback Form.			
	3) Update Complainant of Action Taken & Closure of Complaint	None	Within 72 hours upon receipt of response from concerned party	Corporate Communication s Assistant or Public Relations Officer II

Marketing Department

External Services

1. 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

Office/Division:	Marketing Department	
Classification:	Complex Transaction	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	Locators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Approved and Signed Term Sheet 2) Certificate of CDC Locators Briefing 3) Letter of Intent 4) Company profile and brochures 5) Properly filled-up and notarized Project Evaluation Form 6) Board Resolution of duly authorized representative/signatory 7) Certified true copy of business registration (SEC papers, license to transact business in the Philippines, DTI registration) 8) Resume and copies of passports of stockholders and key management officers 9) Proof of financial capability(verifiable bank certification from universal bank, audited Financial Statement) 10) Pertinent licenses, franchises, permits, certifications, etc. 11) Proposed site development plan and location plan (with perspective drawings) and construction timetable/ financial schedule 12) Production process flow chart, if applicable (copy of systems/ schematic diagram/ basic network configurations)		Marketing Department Clark Development Corporation Locator Locator Locator Securities and Exchange Commission/ Department of Trade and Industry Locator Bank Locator Locator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Application Documents	Stamping of submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Office Staff
	Forward documents to Marketing Department	None		
	Draft Lease Agreement based on signed Term Sheet	None	2 Days	Manager – Marketing Department
	Forward Lease Agreement for final review of Legal Services Department and Accounting Department			Account Officer – Marketing Department
	Simultaneous final review of draft Lease Agreement		1 Day	Legal Services Department & Accounting Department
	Transmit draft Lease Agreement for concurrence of Locator		1 Day	Account Officer – Marketing Department
2) Signify concurrence with draft Lease Agreement and submit “Certificate of CDC Locators Briefing”	Upon receipt of concurrence of Locator:	None	30 Minutes	Account Officer – Marketing Department
	Finalize draft Lease Agreement			
	Transmit to VP-CBDG for final review and endorsement			

	Review final draft of Lease Agreement	None	1 Day	VP-CBDG
	Endorse final draft of Lease Agreement for the initials of Legal Services Department (and subsequent signature of P&CEO)			
	Affix initials on every page of final draft (9 sets) then transmit to OP&CEO for signature	None	1 Day	Manager – Legal Services Department
	Affix signature on 9 sets of Lease Agreement then transmit to Marketing Department	None	1 Day	Office of the President & CEO
	Inform Locator or the authorized representative to personally pick-up and acknowledge receipt of documents	None	30 Minutes	Account Officer – Marketing Department
3) Pay processing fee at CIAC Treasury Department	Issue Official Receipt	P2,000 .00	5 Minutes	Cashier – Treasury Department
4) Pick-up sign, notarize and return 6 sets of documents to CIAC	None	None	None	None

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:	Locators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Draft Sub-Lease Agreement 2) Certificate of CDC Locators Briefing 3) Letter of Intent 4) Company profile and brochures 5) Properly filled-up and notarized Project Evaluation Form 6) Board Resolution of duly authorized representative/signatory 7) Certified true copy of business registration (SEC papers, license to transact business in the Philippines, DTI registration) 8) Resume and copies of passports of stockholders and key management officers 9) Proof of financial capability(verifiable bank certification from universal bank, audited Financial Statement) 10) Pertinent licenses, franchises, permits, certifications, etc. 11) Proposed site development plan and location plan (with perspective drawings) and construction timetable/ financial schedule 12) Production process flow chart, if applicable (copy of systems/ schematic diagram/ basic network configurations)		Marketing Department Clark Development Corporation Locator Locator Locator Securities and Exchange Commission/ Department of Trade and Industry Locator Bank Locator Locator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Application Documents	Stamping of submitted documents indicating date and time of receipt	None	30 Minutes	Records Management Office Staff
	Forward documents to OP&CEO			
	Forward documents to VP-CBDG for his review	None	1 Day	OP&CEO
	Forward documents to Marketing Department	None	1 Day	VP-CBDG
	Acknowledgement of receipt of proposal/ documents via email or formal letter	None	2 Days	Manager & Account Officer – Marketing Department
	Assignment of Account Officer			
	Document review for completeness and correctness in accordance with business standards			
	Preparation and simultaneous release of Evaluation Sheets of sub-lease proposal to concerned departments			

	<p>Preparation of respective evaluation reports, comments, recommendations on sub-lease proposal (if necessary)</p> <p>a. CPD – as to its feasibility under the approved Master Development Plan and Land Use Plan of CIAC</p> <p>b. EMD – as to its conformity with engineering plans/ programs</p> <p>c. ASD – as to its conformity with security plans/ programs</p> <p>d. SEMO – as to its conformity with safety plans/ programs</p> <p>e. AcD – as to financial capability of proponent to undertake project</p> <p>f. TrD – as to proponent's satisfactory record in meeting its financial obligations with CIAC</p> <p>g. LSD – as to conformity with existing policies, laws, rules, and regulations</p>	None	1 Day	Concerned Department Head
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	<p>Collation of submitted evaluation reports, comments, recommendations</p> <p>If for approval, prepare and submit memo recommendation to VP-CBDG, including recommended Term Sheet</p> <p>If for disapproval, prepare and submit memo recommendation to VP-CBDG, stating reasons for disapproval, including draft letter notice to proponent</p>	None	2 Days	Manager & Account Officer – Marketing Department
	<p>Review submitted memo recommendation and endorse to MANCOM for deliberation of approval/ disapproval</p>	None	1 Day	VP-CBDG
	<p>Review submitted memo recommendation.</p> <p>If for approval, endorse to ExeCom and Board.</p> <p>If for disapproval, endorse letter notice to proponent stating reasons for disapproval for</p>			MANCOM, Manager & Account Officer-Marketing Department

	signature of P&CEO			
	<p>If approved, sign Letter of Sub-Lease Approval</p> <p>If disapproved, sign letter notice to proponent stating reasons for disapproval</p> <p>Transmit signed documents to RMO</p>	None	1 Day	OP&CEO
	<p>Upon receipt of signed document from OP&CEO:</p> <p>a. Stamping of submitted documents indicating date and time of receipt</p> <p>b. Inform and provide copies to Marketing Department</p> <p>c. Forward documents to proponent</p>	None	1 Day	Records Management Office Staff

Procurement Department

External Services

1. Procedure on Suppliers Registration

- Describes the procedure on Suppliers Registration to ensure the engagement of eligible suppliers in the provision of goods and services to the Clark International Airport Corporation (CIAC) under the Alternative Modes of Procurement pursuant to the revised Implementing Rules and Regulations of Republic Act No. 9184

Office/Division:	Procurement Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All prospective suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter of Intent 2) Company Profile 3) Certified true copy of the registration certificate issued by SEC, DTI, or CDA 4) Certified true copy of the valid Mayor's Permit 5) Certified true copy of Bureau of Internal Revenue Registration Certificate 6) Latest Income Tax Return 7) Sanitary/ Health Permit (if applicable) 8) Certified true copy of a Certificate of Exclusive Representative or Distributorship issued by the Principal under oath and duly authenticated by the embassy/ consulate of the country of origin (for local supplier with foreign principal) 9) Registration Certificate or PhilGEPS Registration		Procurement Department Supplier Securities and Exchange Commission/ Department of Trade and Industry/ Cooperative Development Authority City or municipality where principal place of business of the bidder is located Bureau of Internal Revenue Supplier Supplier PhilGEPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submission of all required documents	Receipt of all required documents	None	30 Minutes	Procurement Department Personnel

	Process/ evaluate the Application for Registration	None	6 Days	Procurement Supervisor
	Conduct inspection of principal office, testing of products and validation of documents as may be deemed necessary	None	3 Days	Procurement Supervisor
	Issue a Certificate of Registration to all supplier-applicants who have been determined to be eligible	None	1 Day	Procurement Supervisor

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		
Incoming Documents from the client (1 original copy and 1 duplicate copy)		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Hand-over the documents to the frontline personnel of the Records Management Office	Receive and stamp the documents	None	2 Minutes	Records Assistant
	Classify and segregate documents into ID (inbound) and assign Reference Number		2 Minutes	
	Encode/ register the document in the database		1 Minute	
	Give the duplicate copy of the document to the client		1 Minute	

Treasury Department

External Services

1. Collection of Existing Accounts (Locators)

- Describes the procedure on the collection of rental payment of locators

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) Billing Invoice 2) Order of Payment		Accounting Department Treasury Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceed to the Sr. Collection Officer of the Treasury Department and show the Billing Invoice	Issue Order of Payment and endorse payment to the Cashier on duty	Refer to the Billing Invoice	5 Minutes	Sr. Collection Officer
	Accept payment and issue an Official Receipt		5 Minutes	Cashier