



**CLARK INTERNATIONAL AIRPORT CORPORATION
(CIAC)**

**CITIZEN'S CHARTER
2025 (1st 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 a resilient aerotropolis where world-class industries thrive in a sustainable and inclusive environment with the Clark International Airport as a leading gateway, and the Clark Aviation Capital as a key economic engine of the country.

III. MISSION:

- To develop, manage, and operate a premiere globally-competitive civil aviation complex.

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 its vision that by 2028, CIAC shall be at the forefront of developing and managing a resilient aerotropolis where world-class industries thrive in a sustainable and inclusive environment, with the Clark International Airport as a leading gateway, and the Clark Aviation Capital as a key economic engine of the country.

To timely, effectively, and consistently achieve these goals, we will implement planned development and operational systems that will exceed customer’s expectations and satisfy the requirement 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 consistent and predictable output;

- determine and provide adequate resources to sustain service excellence;
- demonstrate the core values of the organization which include Competence, Integrity, Adaptability, and Commitment;
- satisfy all applicable statutory and regulatory requirements; and
- commit to principles of continual improvement through adherence to ISO 9001:2015 Quality Management System standard.

CIAC shall only utilize state-of-the-art technology, adopt best practices and harness the full cooperation of all stakeholders, including employees, inter-agency partners, locators, and service providers in the CCAC to ensure the success of our policy and commitment to high quality of standards and service to ensure total customer satisfaction.

This Quality Policy shall be communicated and implemented within the organization and shared with all relevant stakeholders.

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.”

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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

Office/Division:	Administrative Department – Procurement Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All prospective bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Bid/ Proposal – 1 original copy & 2 duplicate copies			Clark International Airport Corporation (CIAC) – Administrative Department (Procurement Division)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Check newspaper, PhilGEPS website, CIAC website, and at CIAC’s conspicuous places	1.1) Advertisement / Posting of Invitation to Bid Request for Expression of Interest/ or Request for Proposal	None	7 Calendar Days	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 advertisement)	CIAC BAC Technical Working Group

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			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 shall be</p>	CIAC BAC Technical Working Group

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			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 & shall submit	8.1) Issuance of the Notice of Award (NOA)	None	1 Calendar Day	HOPE through CIAC President & CEO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
required documents to the CIAC Procurement Division Office				
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
TOTAL		Refer to Table 1	Maximum period allowed by R.A. 9184: <ul style="list-style-type: none"> • Goods: 136 calendar days • Infrastructure: 156 calendar days • Consulting Services: 180 calendar days 	

Table 1: Applicable Fees

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

2. Protest Mechanism on BAC Decision

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

Office/Division:	Administrative Department – Procurement Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Motion/ Request for Reconsideration - 1 original copy			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 Note: Protest must be filed within seven (7) calendar days from receipt by the party concerned of the resolution of the BAC denying its request for reconsideration	1.1 Receipt of the Motion for Reconsideration 1.2 Receipt of Protest	None Refer to Table 2	3 Calendar Days	Procurement Officer I HOPE – CIAC Office of the Corporate Secretary
2) N/A	2.1 Resolution of the Motion for	None	7 Calendar Days	CIAC BAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reconsideration 2.2 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 2	7 Calendar Days upon receipt of BAC Resolution	CIAC BAC Technical Working Group, BAC Secretariat
TOTAL		Refer to Table 2	17 Calendar Days	

Table 2: 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:	External 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 and pay the corresponding fee/s.	1.1) Check the details on the Order of Payment		5 Minutes	Cash Officer III – CIAC FD-Treasury Division
2) Receive the Official Receipt	2.1) Accept payment and issue an Official Receipt	Refer to Table 3		
TOTAL		Refer to Table 3	5 Minutes	

Table 3: Payment Guide

TYPE OF PAYMENT	PAYMENT GUIDE (in Php)	
BIDDING ACTIVITIES		
Bidding Documents	Approved Budget for the Contract (ABC)	Maximum Cost of Bidding Documents
	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
Applicable Protest Fees	Approved Budget for the Contract (ABC)	Protest Fee
	50 Million and below	0.75% of ABC
	More than 50 Million up to 100 Million	500,000.00
	More than 100 Million up to 500 Million	0.5% of ABC
	More than 500 Million up to 1 Billion	2,500,000.00
	More than 1 Billion up to 2 Billion	0.25% of ABC
	More than 2 Billion up to 5 Billion	5,000,000.00
	More than 5 Billion	0.1% of ABC
ASSET DISPOSAL ACTIVITIES		
Bidding Documents	Floor Price	Bidding Documents Price
	Up to 250,000	2,000.00
	251,000 up to 500,000	4,000.00
	501,000 up to 750,000	6,000.00
	751,000 up to 1,000,000	8,000.00
	More than 1,000,000	10,000.00
Disposed Unserviceable Properties and Waste Materials	Bid Amount (Winning Bidder)	
LEASE-RELATED PAYMENTS¹		
Processing Fee	2,000.00	
Minimum Guaranteed Lease (MGL)	= Lease Area (sq.m.) x Lease Rate (USD/Php price per sq.m. per month)	
Advance Lease Payment (ALP)	= MGL x 3 or MGL x 6	
Security Deposit (SD)	= MGL x 3 or MGL x 6	
Performance Security (PS)	= MGL x 6 or MGL x 12	
Interest and Penalty Charges	Monthly Interest = Outstanding Obligation (computed from date of delay) x 1% (prorated per day of the month) Monthly Penalty = Outstanding Obligation (computed from date of delay) x 1% (prorated per day of the month) = Monthly Interest + Monthly Penalty	

UTILITIES²	
Electric Consumption	<p>Electric Energy Charge = Actual Consumption (kWHr) x Average Energy Rate for the Month (Php/kWHr)</p> <p>= Electric Energy Charge + Maintenance & Services Fee (12.5% of Electric Energy Charge)</p>
Water Consumption³	<p>Water Charge = Actual Consumption (cu.m.) x Tariff Schedule (Php/cu.m.) Sewer Charge = Water Charge x Rate (%)</p> <p>Water and Sewer Charges = Water Charge + Sewer Charge</p> <p>= Water and Sewer Charges + Maintenance & Services Fee (12.5% of Water and Sewer Charges)</p>
Garbage Collection and Disposal⁴	<p>= No. of Garbage Bin Used (cu.m.) x Rate (Php/cu.m.)</p>

Note:

- 1 Based on the approved lease agreement template as of June 2024. The terms of the lease may be subject to change per negotiations with the locator and Board directive.
- 2 Based on CIAC's approved Schedule of Fees and Charges, as may be amended. Maintenance & Services Fee is not applicable to government agencies.
- 3 Based on Clark Water Corporation's current approved rate and tariff schedule.
- 4 Based on Metro Clark Waste Management Corporation's current approved rate.

2. Check Preparation and Releasing (External)

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

Office/Division:	Finance Department – Treasury Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Suppliers, Service Providers, Locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Disbursement Voucher – 1 original copy & 2 duplicate copies		Clark International Airport Corporation – Finance Department (Treasury Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2) Receive the check	2.1) Releasing of check	None		Disbursing Officer III – CIAC FD-Treasury Division
TOTAL		None	3 Working Days	

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**

Office/Division:	Human Resources Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Former Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Slip – 1 original copy		Clark International Airport Corporation – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Slip to the CIAC Human Resources Department	1.1) Receive the accomplished Request Slip of the former CIAC employee and inform the requesting party on the number of days of processing	None	5 Minutes	HR Assistant for Recruitment or Administrative Assistant - CIAC Human Resources Department
	1.2) Check/search the records of the requesting	None	1 Day, 7 hours and 55 minutes	HR Assistant for Recruitment or Administrative Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	party and prepare the certification/document, then forward to HRD's Authorized Signatories			HRD Manager/ Assistant Manager - CIAC Human Resources Department
2. Receive copy of requested document	2.1) Release the requested document to the requesting party	None	1 Day	HR Assistant for Recruitment or Administrative Assistant
TOTAL		None	3 Working Days	

MARKETING DEPARTMENT

External Services

1. Application for Direct Lease Agreement (New and Renewal) (Multi-Stage pending approval of ARTA)

➤ This procedure describes the Application for Direct Lease Agreement

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

<p>8) Pertinent licenses, franchises, permits, certifications, etc. - 2 certified true copies of original</p> <p>9) Proposed site development plan and location plan (with perspective drawings) and construction timetable/ financial schedule - 1 original copy & 1 duplicate copy</p> <p>10) Production process flow chart, if applicable (copy of systems/ schematic diagram/ basic network configurations) - 1 original copy & 1 duplicate copy</p> <p>11) Other documents, as may be required or applicable</p> <p><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></p>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Application for Direct Lease Agreement.	1.1) Upon receipt of the Application for Direct Lease, the Marketing Department Manager shall assign it to an Account Officer	None	3 Days	Manager – CIAC Marketing Department
	1.2) Account Officer shall conduct Preliminary Assessment for completeness and correctness in			Account Officer (AO) – CIAC Marketing Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accordance with business standards			
	1.3) After the preliminary assessment, the Account Officer shall acknowledge receipt of the application/proposal.			
	1.4) Simultaneous release of evaluation sheets to concerned CIAC departments.			
	1.5) Concerned Departments shall submit the evaluation report and comments on the Application for Direct Lease.	None		Concerned Department Heads
	1.6) Collation of submitted reports & comments and preparation of recommendation project proposal by various CIAC Offices/Departments: • If for approval, prepare and	None	20 Days 1 Day	Manager & Account Officer – CIAC Marketing Department Corporate Planning Division Engineering Department Security Department Safety and Environmental Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>submit memo recommendation (to VP/OBDG), for approval by the CIAC Management Committee</p> <ul style="list-style-type: none"> If for disapproval, prepare and submit memo recommendation to VP/OBDG, stating reasons for disapproval, including draft letter notice to proponent 			Unit Finance Department Legal Services
	<p>1.7)</p> <ul style="list-style-type: none"> If approved by Management Committee, MD/VP-OBDG shall endorse to Business Development (BusDev) Committee for deliberation and approval If disapproved, draft letter notice to proponent 	None	1 Day	Marketing Department Office of the Vice-President for Operation and Business Development Group
	1.8) Business Development Committee shall review submitted memo recommendation.	None	1 Day	Business Development Committee (BusDev)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • If approved, VP-OB DG shall endorse to Board for deliberation and approval • If disapproved, MD shall prepare the notice to proponent. PCEO shall sign letter notice to proponent stating reasons for disapproval 			
	<p>1.9) Review submitted recommendation.</p> <ul style="list-style-type: none"> • If for approval, sign Memo for Board for approval of Term Sheet. • If for disapproval, sign letter to proponent stating therein reason for disapproval. 	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.10) Approval or Disapproval of Term Sheet	None	1 Day	CIAC Board of Directors
	1.11) AO shall request Secretary's Certificate on the	None	3 days	Legal Services/ Corporate Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	BOD's approval or disapproval.			
	1.12) If approved, AO shall prepare the Term Sheet prior to the Final Approval and Signing of the PCEO	None	2 Days	Marketing Department Office of the President and CEO
	1.13) <ul style="list-style-type: none"> If approved, sign Term Sheet. If disapproved, sign letter to proponent stating therein reason for disapproval. 	None	5 Days 1 Hour	President & CEO – CIAC Office of the President & CEO
	1.14) Transmit to the CIAC Records Management Division			Executive Secretary – CIAC Office of the President & CEO
The proponent should, within 21 calendar days, sign and return the Term Sheet to CIAC.				
2) The Proponent submits the Signed Term Sheet to CIAC	2.1) AO shall draft Lease Agreement (LA) based on the signed Term Sheet	None	2 Days 1 Day	Marketing Department Office of the Assistant Vice President for Legal Services Finance Department Office of the Vice President for Operation and Business Development Group.
	2.2) Final Review of the Draft LA by Legal Services, Finance Department, and OVP-OBDG	None	1 Day	Marketing Department
	2.3) Transmit Final Draft of LA to			Marketing Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Marketing Department			
Proponent has 5 days to signify its concurrence with draft LA.				
3) Proponents signify its concurrence with LA through email sent to Marketing Department	3.1) Upon receipt of concurrence of LA, Account Officer shall prepare nine (9) sets.	None	1 Day	Marketing Department
	3.2) Transmit to OVP-OBDO for final review and endorsement to OPCEO	None	1 Day	Office of the Vice President for Operations and Business Development Group Office of the President and CEO
	3.3) Endorse nine (9) sets of LA for the initials of OAVP-LS	None	1 Day	Legal Services
	3.4) Transmit to OP/CEO for Signature	None	5 Days	Office of the President and CEO
	3.5) Upon receipt of signed documents, MD shall inform proponents or authorized representative to personally pick up and acknowledge receipt of the LA for signature and notarization.	None	1 hour	Marketing Department
4) Secure of Order of Payment	4.1) Issue Order of Payment for Processing fee	Php 2,000.00		
Proponent has 14 days to pick-up, sign, notarize, and return seven (7) sets of documents to CIAC.				
5) Receive copy of document	5.1) Proponent shall receive the copy of the	None	5 Minutes	Records Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document			
TOTAL		Php 2,000. 00	50 Working Days, 2 hours, and 5 Minutes	

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

- Describes the procedure for processing of Sub-Lease Agreements

Office/Division:	Marketing Department	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	Prospective and Existing Business Locators	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1) Letter of Intent and Endorsement of Lessee – 1 original copy & 1 duplicate copy	Lessee, Prospective Sub-Lessee
	2) Draft Sub-Lease Agreement between Lessee and Sub-Lessee - 1 original copy & 1 duplicate copy	Lessee, Prospective Sub-Lessee Prospective Sub-Lessee
	3) Company profile and brochures – 1 original copy & 1 duplicate copy	Clark International Airport Corporation - Marketing Department
	4) Properly filled-up and notarized Project Evaluation Form - 1 original copy & 1 duplicate copy	Prospective Sub-Lessee Securities and Exchange Commission/ Department of Trade and Industry
	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	Bank, independent auditor Pertinent government agency
	7) Resume and copies of passports of stockholders and key management officers - 2 certified true copies of original	Prospective Sub-Lessee Prospective Sub-Lessee
	8) Proof of financial capability (verifiable bank certification from universal bank, audited Financial Statement) -	

<p>2 certified true copies of original</p> <p>9) Pertinent licenses, franchises, permits, certifications, etc. - 2 certified true copies of original</p> <p>10) Proposed site development plan and location plan (with perspective drawings) and construction timetable/ financial schedule - 1 original copy & 1 duplicate copy</p> <p>11) Production process flow chart, if applicable (copy of systems/ schematic diagram/ basic network configurations) - 1 original copy & 1 duplicate copy</p>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proponent submits Application for Sub-Lease Agreement</p>	<p>1.1) Upon receipt of the Application, Marketing Manager will assign an Account Officer (AO)</p>	<p>None</p>	<p>2 Days</p>	<p>Manager & Account Officer – CIAC Marketing Department</p>
	<p>1.2) Document review for completeness and correctness in accordance with business standards</p>			
	<p>1.3) Acknowledge receipt and status of Letter of Intent</p>			
	<p>1.4) Simultaneous release of evaluation sheets to Legal Services</p>			
				<p>Legal Services</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5) Preparation of respective evaluation reports, comments, recommendations on project proposal.	None	3 Days	Concerned Department Head of CIAC
	1.6) Collation of submitted evaluation reports, comments, recommendations: <ul style="list-style-type: none"> • If for approval, submit to VP-OBDG the Memo for Management Committee for approval of Sub-Lease Agreement. • If for disapproval, submit to VP-OBDG letter to Lessee and Prospective Sub-Lessee stating therein reason for disapproval. 	None	2 Days	Manager & Account Officer – CIAC Marketing Department
	1.7) VP-OBDG shall endorse to Management Committee for deliberation and	None	1 Day	Office of the Vice President for Operation and Business Development

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval			Group
	1.8) Approval or disapproval of Sub-Lease Agreement by the Management Committee	None	1 Day	CIAC Management Committee
	1.9) If approved, forward draft of Approval of Sub-Lease Agreement for signature of the President & CEO. If disapproved, forward for signature of P/CEO the letter to Lessee and Prospective Sub-Lessee stating therein reason for disapproval.	None	1 Day	Manager & Account Officer – CIAC Marketing Department
	1.10) If approved, sign Approval of Sub-Lease Agreement. If disapproved, sign letter to Lessee and Prospective Sub-Lessee stating therein the reason for disapproval.	None	1 Day	President & CEO – CIAC Office of the President & CEO
	1.11) Transmit to the Records Management Division the signed approval or disapproval document			Executive Secretary – CIAC Office of the President & CEO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12) Stamping of signed approval or disapproval document indicating date and time of receipt	None	1 Day	Records Management Assistant – CIAC Records Management Division
	1.13) Provide copies to the Marketing Department			
	1.14) Transmit signed approval or disapproval document to Lessee and Prospective Sub-Lessee			
2. Receive the copy of document	2.1) Proponent shall receive copy of the document	None	1 Day	Records Management Assistant
TOTAL		None	13 Working Days	

**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

Office/Division:	MIS/GIS Department – Records Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Incoming Documents from the client – 1 original copy and 1 duplicate copy		External 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) For Physical Documents: Receives, stamps, generate Reference Number in the electronic database. Electronic Mails: Receives, prints, stamps, generates Reference Number in the electronic database.	None	5 Minutes	Administrative Assistant V (Records Assistant)
	1.2) Encodes, prints, and attaches the barcode sticker to the			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document/s.			
2) Receive the duplicate copy of the document	2.1) Give the duplicate/receiving copy of the document/s to the client (<i>for physical copies</i>).	None	1 Minute	Administrative Assistant V (Records Assistant)
TOTAL		None	9 Minutes	

**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

Office/Division:	Strategy and Corporate Management Department – Public Affairs Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	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	Media Relations Officer I or Public Affairs Officer I – CIAC PAD
	1.2) a) For simple queries, PAD shall: Answer the feedback	None	6 hours	Media Relations Officer I or Public Affairs Officer I – CIAC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	within 1 day upon retrieval of the feedback.			PAD
	b) For complex concerns or feedback, PAD shall: Send a memorandum referring to the matter for appropriate action to the concerned CIAC department or office, partner agencies, or locators.	None	6 hours	Media Relations Officer I or Public Affairs Officer I – CIAC PAD
	1.3) 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	Concerned CIAC department/ office, partner agencies, or locators
	1.4) 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 Relations Officer I or Public Affairs Officer I – CIAC PAD
TOTAL (Simple Concerns)		None	1 Working Day	
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

Office/Division:	Administrative Department – Property Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Requisition and Issue Slip – 1 original copy & 2 duplicate copies			Clark International Airport Corporation – Administrative Department (Property Division)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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” issued by the Finance	None	2 Hours	Property Officer III - CIAC AD-Property Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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
2) Receive the requested supplies	2.1) Issuance of the requested supplies	None	30 Minutes	Property Officer III - CIAC AD-Property Division
TOTAL		None	1 Working Day, 8 Hours & 35 Minutes	

**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

Office/Division:	Finance Department – Accounting Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Disbursement Voucher – 1 original copy & 3 duplicate copies		Concerned CIAC Department (End-User)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Concerned CIAC Department/ Office (originator/ end-user) to submit the Disbursement Voucher (DV) along with all the required documents to the CIAC Accounting Division	1.1) Receive the DV with complete attachments then log it in the AP column of the DV Logbook.	None	5 Minutes	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	3 Days, 7 Hours and 55 Minutes	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
	TOTAL	None	7 Working Days	

**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 Government			
Who may avail:	Clark International Airport Corporation Employees			
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 and pay the corresponding amount	1.1) Check the details on the Order of Payment	None	5 Minutes	Cash Officer III – CIAC FD-Treasury Division
2. Receive the Official Receipt	2.1) Accept payment and issue an Official Receipt	Refer to Table 4		
TOTAL		Refer to Table 4	5 Minutes	

Table 4: Payment Guide

TYPE OF PAYMENT	PAYMENT GUIDE (in Php)
Returned Excess Cash	= Approved Cash Advance – Actual Expense
Other Kinds of Payment (unclaimed honorarium, items for salary deduction, etc.)	Based on Actual Amount

2. Processing of Petty Expenses

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

Office/Division:	Finance Department – Treasury Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Approved Requests – 1 original copy <ul style="list-style-type: none"> • Purchase Request • Request for Refreshment • Local Travel Request Authorization • Request for Reimbursement 		CIAC Department/ Office Concerned (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"> • Form is properly accomplished and signed by Approving Authority • Form bears the stamp of the Budget Officer, indicating that the appropriate 	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
<p>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.</p>				
	TOTAL	None	1 Hour	

3. Check Preparation and Releasing (Internal)

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

Office/Division:	Finance Department – Treasury Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Disbursement Voucher – 1 original copy & 2 duplicate copies		Clark International Airport Corporation – Finance Department (Treasury Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2) Receive the check	2.1) Releasing of Checks	None		Disbursing Officer III – CIAC FD-Treasury Division
TOTAL		None	3 Working Days	

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**

Office/Division:	Human Resources Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Slip – 1 original copy		Clark International Airport Corporation – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Slip to the CIAC Human Resources Department	1.1) Receive the accomplished Request Slip of the former CIAC employee and inform the requesting party on the number of days of processing	None	5 Minutes	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	1 Day, 7 hours and 55 minutes	HR Assistant for Recruitment or Administrative Assistant HRD Manager/ Assistant Manager - CIAC Human Resources

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signatories			Department
2. Receive copy of requested document	2.1) Release the requested document to the requesting party	None	1 Day	HR Assistant for Recruitment or Administrative Assistant
TOTAL		None	3 Working Days	

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.

Office/Division:	Human Resources Department			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Transacting Public; Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) 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 employee concerned and HRD. Whistleblowers may also report through the alternative reporting channels of CIAC such as the following: (a) Face-to-Face Meeting: with CIAC Officers and	1.1) 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
	1.2) 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) Email: publicaffairs@ciac.gov.ph</p> <p>(c) Mail: Corporate Office Building, Civil Aviation Complex, Clark Freeport Zone, Pampanga, Philippines 2023</p> <p>(d) Telephone: (+63) 45 599-2888 to 97</p> <p>(e) CIAC Transparency Seal – CIAC Whistleblower Report</p>	<p>Resources Department</p> <p>1.3) Conduct investigation (conduct hearing as necessary).</p> <p>Note: The AdCom will investigate the following reported violations (as stated in the Whistleblowing Policy):</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>	<p>None</p>	<p>5 Days</p>	<p>CIAC Administrative Committee (Adcom) or Committee on Decorum and Investigation (CODI)</p>

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”; (f) R.A. No. 10149, the “GOCC Governance Act of 2011”; (g) GCG M.C. No. 2012-05, “Fit and Proper Rule”; (h) GCG M.C. No. 2012-06, “Ownership and Operations Manual Governing the GOCC Sector”; (i) GCG M.C. No. 2012-07, “Code of Corporate Governance for GOCCs”; (j) Violations of the Charter of the GOCC; (k) Other GCG Circulars and Orders, and applicable laws and regulations.</p> <p>The CODI will investigate the following reported violations (as stated in the Whistleblowing Policy):</p> <p>(l) 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)
	<p>1.5) Endorse recommended Course of Action to Disciplining Authority for decision.</p> <p>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</p>	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"> • If Yes, refer to agency action 2.1 • If No, end of process. 	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
TOTAL		None	20 Working Days	

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

1. Requesting a Copy of CIAC Records

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

Office/Division:	MIS/GIS Department – Records Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	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"> • If Yes: photocopy the document being requested. • If No: trace the record from the originating department 	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
2) Receive copy of requested document	2.1) Release the certified true copy of the requested document/s	None	5 Minutes	Records Management Assistant V – CIAC RMD
TOTAL		None	35 Minutes	

**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

Office/Division:	Office of the Assistant Vice President for Legal Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Request Form for Secretary’s Certificates & other Board-related Documents – 1 original copy			Clark International Airport Corporation – Office of the 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"> 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. 			
	<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
2) Receive the document	2.1) Release the stamped document with the disclaimer to the Requesting Party	None		Minutes/Agenda Officer – CIAC OAVP-LS
TOTAL		None	3 Working Days	

**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

Office/Division:	Strategy and Corporate Management Department – Management Systems Improvement Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Clark International Airport Corporation Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Request Slip – 1 original copy			Clark International Airport Corporation – 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
2) Receive the requested document	2.1) Issue the requested ISO document to the	None		DIC – CIAC SCMD-MSID Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting department/office			
TOTAL		None	1 Hour & 45 Minutes	

**STRATEGY AND CORPORATE
MANAGEMENT DEPARTMENT –
PUBLIC AFFAIRS DIVISION
External Services**

1. Feedback and Complaints Mechanism

- Describes the process for handling and addressing stakeholders' and locators' feedback lodged through in-person and online platforms.

Office/Division:	Strategy and Corporate Management Department – Public Affairs Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	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 Relations Officer I or Public Affairs Officer I – CIAC PAD
	1.2) For simple queries, PAD shall: Answer the feedback within 1 day	None	1 Day	Media Relations Officer I or Public Affairs Officer I – CIAC PAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	upon retrieval of the 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 Relations Officer I or Public Affairs Officer I – 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	Concerned CIAC department/ office, partner agencies, or locators
	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 Relations Officer I or Public Affairs Officer I – CIAC PAD
TOTAL (Simple Concerns)		None	1 Working Day	
TOTAL (Complex Concerns)		None	3 Working Days	

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

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

❖ **LIST OF CIAC DEPARTMENTS/OFFICES**

CIAC Department/ Office	Address	Direct Line/ Local Number (Trunk Line +6345 599-2888 to 97)
Office of the President & CEO	Clark International Airport Corporation - Corporate Office Building, Clark Civil Aviation Complex, Clark Freeport Zone, Philippines 2023	+6345 599-2702 or 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