



CAAP-ARMM MANUAL OF OPERATION

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I- INTRODUCTION

The Civil Aviation Authority of the Philippines (CAAP) was formerly known as Air Transportation Office (ATO). It was renamed Civil Aviation Authority of the Philippines (CAAP) in 2008 by virtue of Republic Act 9497 otherwise known as “**An Act Creating The Civil Aviation Authority Of The**

Philippines, Authorizing The Appropriation Of Funds Therefor, And For Other Purposes”.

The landside area operation of all airports within the areas of ARMM was devolved to ARMM pursuant to **Executive Order No. 435** otherwise known as **“Devolving To The Autonomous Regional Government Of The Autonomous Region In Muslim Mindanao Certain Powers And Functions Of The Department Of Transportation And Communications, Its Sectoral Offices And Attached Agencies In The Region, And For Other Purposes”** signed by then President Fidel V. Ramos on August 28, 1997.

Pursuant to this, **Department Order No. 97-1113** known as the Implementing Rules and Regulations of EO No. 435, entitled **“Devolving Certain Powers and Functions of LTO, ATO, NTC, MARINA, PPA and CAB to the Autonomous Regional Government (ARG) of the Autonomous Region in Muslim Mindanao (ARMM)”** was issued by then DOTC Secretary Juan Ponce Enrile on November 11, 1997.

In January 31, 2007, a Memorandum of Agreement to effect the formal turn-over of all the devolved powers and functions, facilities, equipment and employees from ATO-National to ATO-ARMM was signed between the DOTC – ARMM and ATO (CAAP) National Office. The MOA was approved by then Secretary Leandro R. Mendoza of DOTC-National.

The landside area operation includes the airport terminal building, crash fire and rescue, hangars, aircraft parking area , vehicle parking area, ground handling facility, security and perimeter fence. Presently, the following are the four (4) government airports in ARMM:

Airport Name	Location	IATA Code	ICAO Code	Classification
Awang (Cotabato) Airport	Awang, Datu Odin Sinsuat, Maguindanao	CBO	RPMC	Principal Class 1
Sanga-Sanga (Tawi-Tawi) Airport	Sanga-Sanga, Bongao, Tawi-Tawi	SGS (TWT)	RPMN	Principal Class 2
Jolo Airport	Jolo, Sulu	JOL	RPMJ	Principal Class

				2
Malabang Airport	Malabang, Lanao del Sur	MLP	RPMM	Community Airport

II- LEGAL BASIS.

The following are the legal basis for the existence of CAAP-ARMM:

1. **RA 6734** also known as “An Act Providing For An Organic Act For The Autonomous Region In Muslim Mindanao” approved on August 1, 1989;
2. **RA-9054** entitled “An Act To Strengthen And Expand The Organic Act For The Autonomous Region In Muslim Mindanao, Amending For The Purpose Republic Act No. 6734, Entitled ‘An Act Providing For The Autonomous Region In Muslim Mindanao’ As Amended” approved on March 31, 2001;
3. **Executive Order No. 435** “Devolving To The Autonomous Regional Government Of The Autonomous Region In Muslim Mindanao Certain Powers And Functions Of The Department Of Transportation And Communications, Its Sectoral Offices And Attached Agencies In The Region, And For Other Purposes” signed by then President Fidel V. Ramos on August 28, 1997;
4. **D.O. No. 97-1113** “Devolving Certain Powers and Functions of LTO, ATO, NTC, MARINA, PPA and CAB to the Autonomous Regional Government (ARG) of the Autonomous Region in Muslim Mindanao (ARMM)” signed by then DOTC Secretary Arturo T. Enrile
5. **Memorandum of Agreement** (MOA) signed between CAAP-National and DOTC-ARMM on January 31, 2007;
6. **RA 9497** or the Civil Aviation Authority Act of 2008; and
7. **Muslim Mindanao Autonomy Act No. 287** or the Administrative Code of the Autonomous Region in Muslim Mindanao

III- STRATEGIC DIRECTION

VISION

Be a competitive and safe landside operation of civil aviation in the Autonomous Region in Muslim Mindanao guided by national law and ICAO Standards and Recommended Practices.

MISSION

To ensure safe, competitive and efficient landside management operations of airports within the Autonomous Region in Muslim Mindanao (ARMM) fully guided by national policies on transportation system and ICAO Standards and Recommended Practices (SARPS).

IV - POWERS AND FUNCTIONS

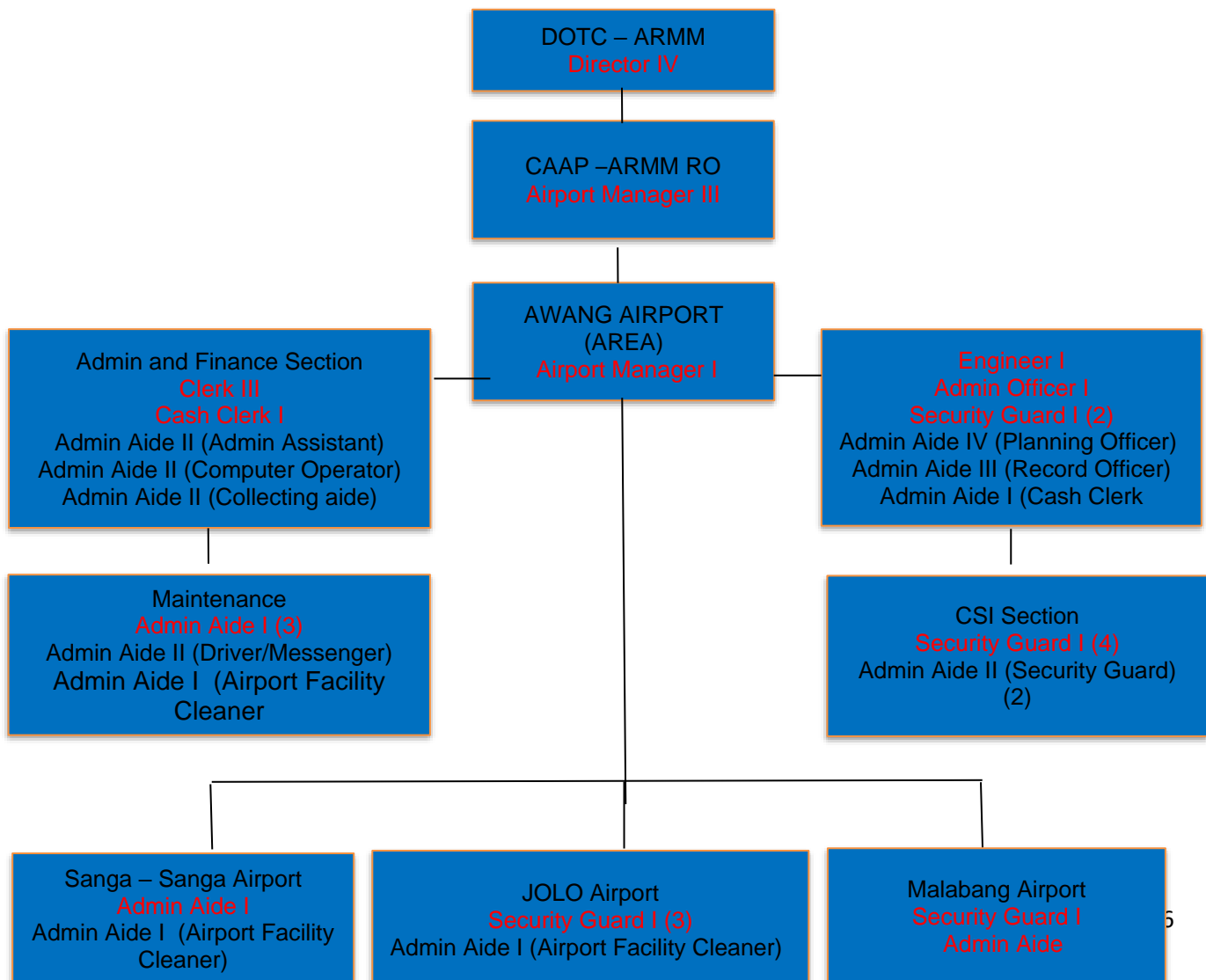
CAAP-ARMM has the following powers and functions:

1. Manage, supervise and control government airports within the ARMM, except the airside at such airports, where aircraft are controlled and navigational aids and facilities are located, which shall remain under the control and supervision of the National Government, through the DOTC/ATO;
2. Upon close consultation with the ATO, promulgate rules and regulations to promote safety and security in civil aviation in the ARMM, which shall be consistent with law and international regulations and standards;
3. Fix and impose reasonable charges and fees on the use of its airports and related facilities under its control and supervision;
4. Recommend to the ATO the designation and establishment of airways within its jurisdiction and to participate in studies pertaining to the development of civil aviation;
5. Extend technical assistance to private airport operations entities within its territorial jurisdiction;
6. Maintain and operate aircraft necessary to carry out the objectives and activities of the ARG;

7. Design, install, manage, operate, maintain and repair the airports in the ARMM in accordance with national standards set by the ATO;
8. Enforce the rules and regulations issued pursuant to RA 776 and other air transportation laws within its jurisdiction and in coordination with the ATO, conduct investigation, and upon observance of due process, impose penalties for the violations thereof; provided that, on appeal, the President shall cause the ATO to review the findings and conclusions of the ARG and to make recommendations relative thereto; and
9. Perform such other functions related to civil aviations as may be provided by law.

V - ORGANIZATIONAL AND FUNCTIONAL STRUCTURE

Hereunder is the existing organizational and functional structure of CAAP-ARMM



VI – DUTIES AND RESPONSIBILITIES OF OFFICIALS AND ITS UNIT OFFICES

A. Regional Director/Airport Manager III

1. Supervise and manage the Landside area operations and activities of all airports within ARMM;
2. Monitor and ensure effective and efficient implementation of airport security measures;
3. Conduct activities and consultation/ meetings with the airport managers;
4. Coordinate with other government agencies, Local Government Units and private sectors in the exercise of mandate of CAAP-ARMM;
5. Formulate and adopt airport policies, work system and procedures to improve delivery of public service;
6. Recommend new systems to improve revenue collections and assist the head of agency DOTC-ARMM in the setting of charges and fees;
7. Prepare and submit annual local fund budget proposal;
8. Represents CAAP-ARMM in meetings, conventions, forums and seminars requiring agency participation; and
9. Perform such other function as may be provided by law or assigned by proper authority

B. AIRPORT MANAGER

1. Directly manages the landside operations of the airport;
2. Responsible for the implementation of the Policies and Mandate of CAAP-ARMM within the airport;
3. Collects all fees and charges prescribed and payable to CAAP –ARMM within his airport of assignment and ensure its remittance to the Office of the Regional Treasurer or other agencies of the government as may be applicable;
4. Implement airport security measures in coordination with other proper government authorities and private security agencies;

5. Ensure proper maintenance of the terminal building and its environs;
6. Submit monthly accomplishment report including collections and remittances; and
7. Perform such other function as may be provided by law or assigned by proper authority

C. ADMINISTRATIVE AND FINANCE DIVISION

The Finance and Administrative Division shall have the following powers and functions:

1. Provide services relating to Human Resource Management and Development like career planning and development, personnel transactions and employee welfare;
2. Responsible for the other aspect of administrative functions which shall include, but not limited to, records, correspondence, supplies, property and equipment, and general services;
3. Provide services relating to accounting, budget, collection, disbursement, and other related financial matters;
4. Collect all fees and payments prescribed by and payable to CAAP-ARMM and ensure its remittance to the Office of the Regional Treasury of ARMM or other agencies of the government as may be applicable;
5. Ensure submission of periodic reports of its operation to the Regional Secretary of DOTC-ARMM as approved by the Regional Director of CAAP-ARMM; and
6. Perform such other function as may be provided by law or assigned by proper authority

D. FUNCTIONS AIRPORT MANAGEMENT AND MAINTENANCE DIVISION

The Airport Management and Maintenance Division shall have the following powers and functions:

1. Ensure proper management of the landside operations;
2. Coordinate with airline operators and other users of the airports and its facilities to prevent potential problems from developing and thereby ensure smooth, efficient, and effective operations of the airport;
3. Prepare plans for airports development and coordinate with appropriate agencies of the government on the matter;
4. Ensure submission of periodic reports of its operation to the Regional Secretary of DOTC-ARMM as approved by the CAAP Regional Director; and
5. Perform such other function as may be provided by law or assigned by proper authority

E. FUNCTIONS OF CAAP SECURITY AND INTELLIGENCE SERVICES

The CAAP Security and Intelligence Services shall have the following powers and functions:

1. Responsible for the security of landside operation of devolved airports ;
2. Control vehicle movement and visitor pass within the airport's landside premises;
3. Maintain and regulate flow of traffic;
4. Develop security system and measures to ensure security of air passengers, personnel, installations, offices and terminal building;
5. Coordinate with concerned offices/ authorities in the implementation of security measures within the landside area;

6. Observe international policies on security pursuant to SARPS and ICAO;
7. Enforce security measures to prevent act of unlawful interferences, such as:
 - a. Sabotage
 - b. Bomb threat
 - c. Aircraft high jacking and others
8. Conduct investigation and intelligence networking; and
9. Perform such other function as may be provided by law or assigned by proper authority

VII - CITIZEN'S CHARTER

A. Performance Pledge

We, at the CAAP-ARMM, pledge to provide our clients/customer prompt quality and courteous services from Monday to Friday, 8:00 am to 5:00pm without noon-break.

We will ensure availability of our personnel to attend to your need/s and concern/s during flight operation at the landside area of the airport.

B. Contact Information

For inquiries and complaints, please contact us at our Public Assistance/Complaints Desk or communicate with us through the following:

Postal Address	CAAP-ARMM, NTC Building, ORG-Compound, Cotabato City
Direct Line	(064) 552-00-55
Fax Number	(064) 390-1498
Mobile	09056907619

Email-Address	Donsinggon@yahoo.com
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C. List of Frontline Services.

Hereunder is the table of CAAP-ARMM frontline services, requirements and process flow :

<p>Frontline Service: Application for Concessionaire`s Permit Clients: Concession applicants (i.e. Shippers, Restaurant Owners, airline operators) Requirements:</p> <ul style="list-style-type: none"> a. Application Form b. Letter of Intent c. Business Permit d. Location Sketch Plan Clearance from Airport Manager <p>Schedule of Availability of Service: Monday – Friday 8:00 AM-5:00 PM (with no “Noon Break”) During Ramadan 7:00 am-3:00 pm</p> <p>Fees: P10.00 per square meter Total Processing Time: 4 days and 2 hours</p>					
How to avail of the service:					
Step No	Client Step	Agency/ LGU Action	Responsible Officer/ Employee Position	Location	Maximum Duration of Step
1	Secure Application Form or download application form	Issue form	Admin Aide III	CAAP-ARMM Office	10 minutes
2	Fill-up Application Form and submit together with the requirements	Receive forms and requirements for evaluation	Admin Aide III	CAAP-ARMM Office	20 minutes

3	Receive notice through telephone/email if permit is ready for pick up	<ul style="list-style-type: none"> • Validate/Evaluate • Preparation of contract and signature by client and airport manager. • Recommending approval of CAAP-ARMM Regional Head; • Approval of DOTC-ARMM Head of Office • Inform the applicant through telephone/email if permit is ready for pick up 	Concessionaire In-charge	CAAP-ARMM Office	4 days
4	If approved, receive Statement of Account	Issue Statement of Account If disapproved clients shall be informed thru mail or phone.	Accounting Section	CAAP-ARMM Office	30 minutes
5	Payment of prescribed fees	Issue Official Receipt	Cashier	CAAP-ARMM Office	30 minutes
6	Receive Approved Concessionaire's permit	Issue permit	Concessionaire In-charge	CAAP-ARMM Office	30 minutes

D. Procedure of filing complaints / Feedback

1. Secure complaint form at the designated complaint desk located inside pre-departure area and arrival area;
2. Fill up the form; and
3. Drop it to the suggestions box.

E. Redress Mechanism

We will promptly attend to our client's complaints against our erring staff. Written or verbal apology shall be encouraged if it is proper and will immediately address the complaint.

VIII – COMPLIANCE TO RA 9485 OR THE ANTI-RED TAPE ACT OF 2007

CAAP-ARMM shall comply with the provisions of the ANTI-RED TAPE ACT OF 2007. Pursuant to this, the following are strictly being observed in the office:

- A. Wearing of the ARTA ID.** All employees are required to wear at all times during office hours their Identification Card that would make them readily identifiable to the clients and guide the clients as to their duties and functions in the office.
- B. Presence of Anti-fixer campaign poster.** Posters against fixers in the office vicinity are displayed in such a way that clients are clearly advised not to deal with fixers.
- C. Feedback Forms and Feedback Mechanism Process Report.** Feedback forms are readily available in our office for us to promptly get the feedbacks of our clients.
- D. Suggestion Box.** A suggestion box is visibly placed in our office to enable the client to drop their suggestions.
- E. Flow of Frontline Services.** Process flow of our frontline services are conspicuously displayed in our office to guide our clients.
- F. No Noon break policy.** Our office services are available to our clients from 8:00 in the morning to 5:00 in the afternoon without noon break.

G. Automatic Extension of Licenses, Permits and Authorities

If CAAP-ARMM fails to act on an application and/or request for renewal of a license, permit or authority subject to renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request. No automatic extension or extension shall apply to an expired permit, license, or authority that covers activities which pose danger to public health, public safety, public morals, or public policy including but not limited to, national resource extraction activities.

IX - LINKAGES/COORDINATION:

Proper Coordination with the Office of the ARMM Regional Governor, DOTC-ARMM, CAAP-National, Philippine National Police Aviation Security Group, Office for Transportation Security, Airlines Operator, Concessionaires, Armed Forces of the Philippines, Philippine Air Force and the Local Government Units on the implementation of the airport security and the landside operation.

X – DUTIES AND OBLIGATIONS TO THE PUBLIC

CAAP-ARMM shall conduct information dissemination of relevant laws, rules, and regulations to enhance public awareness regarding air transportation and air passengers' duties and obligations within the areas of ARMM. Conduct of public hearings and other public consultations will be done whenever necessary.

XI – ANNEXES

1. **RA 6734** also known as “An Act Providing For An Organic Act For The Autonomous Region In Muslim Mindanao” approved on August 1, 1989;
2. **RA-9054** entitled “An Act To Strengthen And Expand The Organic Act For The Autonomous Region In Muslim Mindanao, Amending For The Purpose Republic Act No. 6734, Entitled ‘An Act Providing For The Autonomous Region In Muslim Mindanao’ As Amended” approved on March 31, 2001;
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