



**CIVIL AERONAUTICS BOARD
AUTONOMOUS REGION IN MUSLIM
MINDANAO**

**MANUAL OF
OPERATIONS**



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I. INTRODUCTION

The authority to regulate the activities of air carriers, air freight forwarders, general sales agent and cargo sales agents operating within the areas of ARMM was devolved to the Autonomous Regional Government of the Autonomous Region in Muslim Mindanao (ARG-ARMM) by virtue of **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 Purpose”***

II. STRATEGIC DIRECTION

VISION

The CAB-ARMM champions and advocates the highest standard of moral responsibility, ethical behavior, professionalism, and public accountability.

MISSION

The CAB-ARMM is committed to deliver excellent public service, exercising utmost integrity, transparency, and justice; promoting decency and modesty among its officials and employees and stakeholders as well; and optimize the utilization of information and communications technology; and continuously improve and develop staff competency.

III. LEGAL BASIS.

The following are the legal basis for the existence of CAB-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 CAB-National and DOTC-ARMM on January 31, 2007; and
6. **RA 9497** or the Civil Aviation Authority Act of 2008

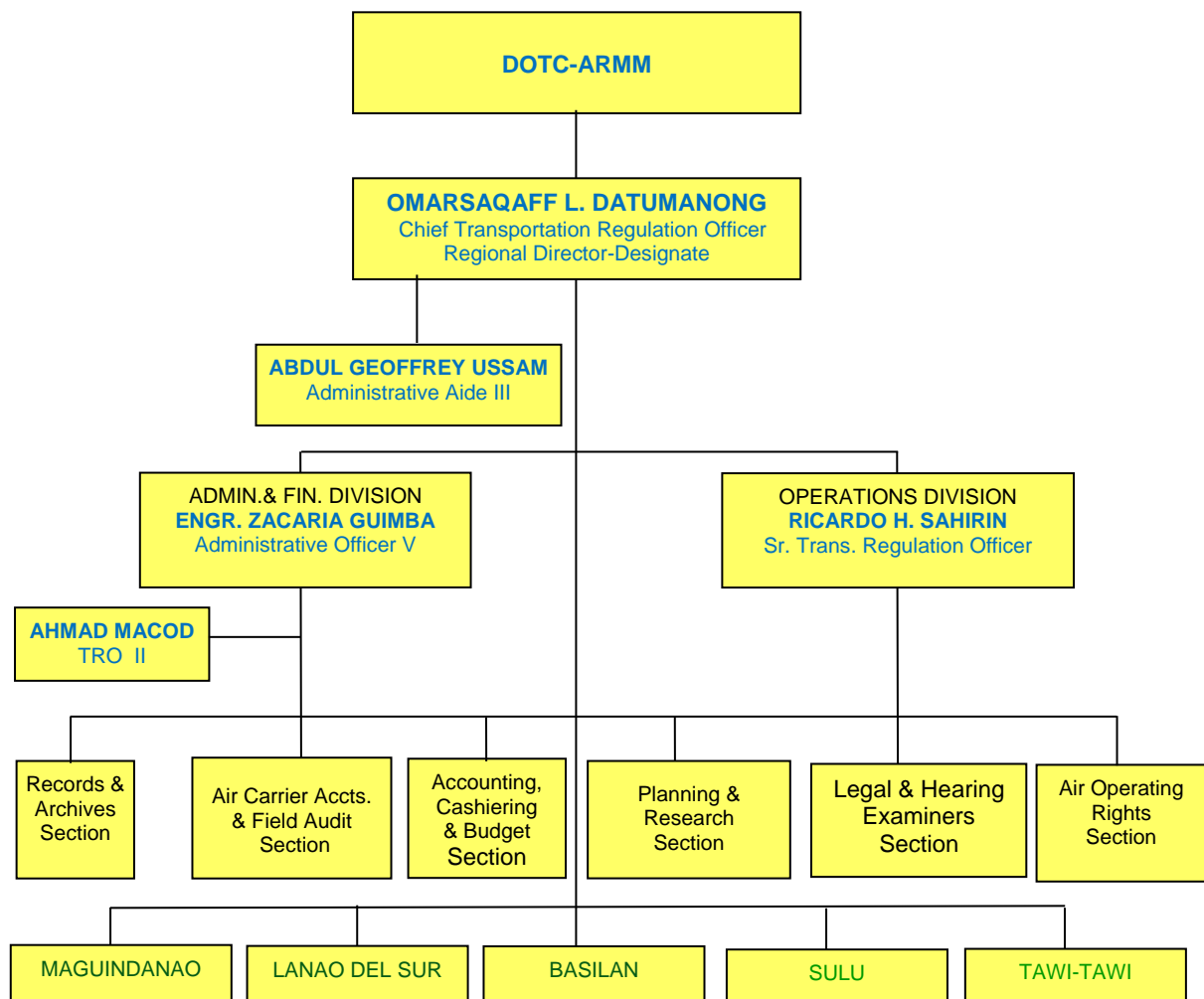
IV. POWERS AND FUNCTIONS

CAB-ARMM has the following powers and functions:

- a) Monitor and enforce, in coordination with CAB, compliance with laws, rules, and regulations governing those engaged in air transportation and air commerce in the ARMM; and

- b) Regulate the activities of air carriers, air freight forwarders, general sales agent and cargo sales agents operating within the ARMM consistent with existing laws;

V. ORGANIZATIONAL STRUCTURE



IV- DUTIES AND RESPONSIBILITIES OF OFFICIALS AND ITS UNIT OFFICES

A. Administrative and Finance Division:

1. Provides administrative service executing office policies and implementing Civil Service rules and regulations.
2. Prepares the CAB's budget estimates and requirements for submission to DBM, ORG, and RBMO;
3. Execute and allocate funds on the basis of priorities and guidelines of the CAB;
4. Manages the overall financial requirements of the CAB and recommends financial measures for final decision to top management;
5. Reviews and monitors the revenue collections and disbursement of the office and prepares and submits required accounting and financial reports to various government agencies.

B. Operations Division

1. Manages all activities on operation
2. Prepares and formulates plans/ programs for the regulation/development of the office activities

C. Chief Transportation Regulation Officer (Designated Regional Head)

1. Directs the Administrative, Finance and Technical operations of the office.
2. Administers the preparation of budget proposals and formulate budget plan both MDS and Local Fund and defend such proposal.
3. Administers the flow of fund of the office.
4. Directs the preparation of all types of annual or periodic reports to all concerned agencies.

5. Administers and enforces air commerce laws, rules, and regulations.
6. Plans, directs, coordinates, and supervises the proper regulation of all activities of air carriers, air freights, forwarders, general sales agents and cargo sales agents operating within the ARMM consistent with existing laws.
7. Assesses, reviews and provide direction of the agency's development programs in coordination with other institutions concerned.
8. Administer the monitoring of all air commerce activities of the agency.
9. Directs the implementation of operations on air commerce regulation consistent with RA 776 and EO 435.
10. Directs the enforcement of Air Passengers Bill of Rights and other related laws and regulations.

D. Administrative Officer V (Administrative Division)

1. Plan and coordinate all administrative services functions of the agency.
2. Implements laws, policies, programs, rules, and regulations on administrative functions.
3. Supervises all personnel transaction of the employees.
4. Supervises the systematic filing and maintenance of records and document.
5. Assist in the procurement and distribution of books, supplies and materials and equipment.
6. Reviews / prepares memoranda, office orders, communications, etc. pertaining to administrative matters.
7. Collates periodic, annual and other required reports.

E. Senior Transportation Regulation Officer

1. Assist the division chief in the formulation of plans, programs and activities in air commerce.
2. Directs, supervises and coordinates the activities of employees under the Law Enforcement Service on matters related to:
 - a. Enforcement of air commerce laws, rules and regulations;
 - b. Monitor, receive, complaints and assist in filing of cases in violation of air commerce laws, rules and regulations;
 - c. Promotion and enforcement of Air Passengers Bill of Rights.
3. Coordinates with other Government offices and private entities related to air commerce activities.
4. Analyzes reports and prepares corresponding recommendation and transmits the same.
5. Perform other functions directed by the Head of the Agency.

F. Transportation Regulation Officer II

1. Assist the STRO in the operation of an effective system in the air commerce activities;
2. Reviews documents to solicitation and validation;
3. In the absence of the STRO, acts as the overall supervisor of the office;

4. Performs such other functions that may be assigned by the STRO, ARD and other higher officials from time to time;

G. Administrative Aide III

Under general supervision:

1. Types correspondence reports and memoranda.
2. Perform liaison work with other offices and agencies.
3. May gather information on rule and regulations affecting the work of the office.
4. Receives, post and records in-coming and out-going communications.
5. Sorts, indexes and maintains up to date files of letters, forms, documents records and other pertinent communications as directed by the supervisors.
6. Posts on bulletins orders, memoranda and other information from the management that need to be disseminated.

V - CITIZEN'S CHARTER

A. Approval by CSC

B. Definition of Terms

C. Performance Pledge

We, as civil servants of the CAB-ARMM mandated to regulate, promote, and develop a competitive air transportation industry that supports and sustained, reliable, affordable and accessible air transport services to, from, and within the Philippines and deliver efficient services to our stakeholders and to the public at large, do commit:

1. to provide diligent, honest, and sincere service to all our clientele;
2. to demonstrate and maintain office decorum at all times;
3. to be consistent and just in applying rules and regulations to our clientele;
4. to act and resolve promptly complaints against irregular transactions, impropriety in all activities of the officials, employees, and our stakeholders as well;
5. to maintain transparency, uplift innovative spirit and enhance expertise towards service excellence and global competitiveness.

We pledge.

D. Contact Information

Civil Aeronautics Board
Old MIA Road, Pasay City
HOTLINES: (+632) 542-5234
(+63)918-980-2096

E-mails:
APBR1@cab.gov.ph
APBR2@cab.gov.ph
legal@cab.gov.ph

Civil Aeronautics Board-ARMM
DOTC-ARMM Building, ORG Compound, Cotabato City
Landline: (064) 552-0055
cab_armm@yahoo.com

E. Frontline Service Delivery

(Requirements and Procedural Flow)

Procedure of filing complaints / Feedback

- a.) Secure a complaint form at the designated complaint desk located at the entrance of the CAB-ARMM Office
- b.) Fill up the form
- c.) Drop it at the suggestions box
- d.) Reply within 3 to 5 days upon receipt depending on the veracity of complaint/s and the required answer/s.

F. Schedule of Fees, Penalties and Other Charges

G. List of Accountable Forms

H. Violations and Infringements

I. Redress Mechanism

Immediate action to our client's complaint/s against our erring staff shall be acted promptly. Written or verbal apology shall be issued if so required to maintain the peace upholding the integrity of the office under the law.

CAB-ARMM properly and regularly coordinates the implementation and operation of the devolved powers and functions with CAB National, Office of the Regional Governor-ARMM, DOTC-ARMM and its stakeholders operating within ARMM.

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

CAB-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 CAB-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:

CAB-ARMM shall maintain proper coordination and cooperation with the Office of the ARMM Regional Governor, DOTC-ARMM, CAB-National, CAAP-ARMM, air carriers, air freight forwarders, general sales agent, cargo sales agents and all those engaged in air transportation and air commerce operating within the ARMM.

X - DUTIES AND OBLIGATIONS TO THE PUBLIC

CAB-ARMM shall conduct information dissemination of relevant laws, rules, and regulations to enhance public awareness regarding the duties and obligations of CAB-ARMM within the areas of ARMM. Conduct of public hearings and others 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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5. **Memorandum of Agreement** (MOA) signed between CAB-National and DOTC-ARMM on January 31, 2007;

6. **RA 9497** or the Civil Aviation Authority Act of 2008; and

7. DOTC-DTI Joint Administrative Order No. 01 Series of 2012
or The Air Passenger Bill of Rights.