

CITIZEN`S CHARTER PROCESS

Name of Agency: **CAAP-ARMM**

Frontline Service: **Application for Concessionaire`s Permit**

Clients: **Stakeholder, Shipper, Restaurant Owner**

Requirements: **Letter of Intent, Business Permit, Location Sketch plan and Clearance from Airport Manager**

Schedule of Availability of Service: **Monday – Friday 8:00AM-5:00 PM**

Fees: **10 /sqm**

Total Maximum Duration of Process: **1 week**

How to avail of the Service: **Personal Appearance, or contact us at tel. no.....**

No	Client Step	Agency Action	Office /Person Responsible	Location of Office	Duration of Activity
1	Secure Application Form	Issue Form	Admin Section	CAAP-ARMM Office	10 minutes
2	Fill-up Application Forms and submit together with the needed requirements	Receive Forms and requirements for evaluation	Admin Section	DO	20 minutes
3	Follow-up and verify status of Application	Validate/Evaluate	Concessionaire In-charge	DO	30 minutes
4	If Approved, Statement of Account	Issue Statement of Account	Accounting Section	DO	30 minutes
5	Payment of prescribed Fees	Issue O.R.	Cashier	DO	30 minutes
6	Receive Approved Concessionaire`s permit	Issue Permit	Concessionaire In-charge	DO	30 minutes