

**OFFICE OF THE CORPORATE COMMUNICATIONS STAFF
CAAP Central Office**

**RECEIPT OF DOCUMENTS COMING FROM VARIOUS CAAP OFFICES / OTHER
GOVERNMENT AGENCIES / STAKEHOLDERS AND FORWARDING THE SAME TO
THE CONCERNED OFFICE(S) FOR ACTION**

Schedule of Availability of Service:

Monday – Friday (8:00 AM to 5:00 PM)

No Noonbreak

Who may avail of this Service:

Internal Different CAAP Offices / Personnel / Areas / Airports

External Other Government Agencies
Stakeholders

What are the requirements:

Letter(s) / Correspondence / Document(s) / Parcel(s) addressed to CAAP
Officer(s) and/or Employees


HOW TO AVAIL OF THE SERVICE:

Step	Client	Activity	Fees	Forms	Duration of Activity	Person in Charge
1	Send letter(s) / correspondence / document(s) / parcel(s) to CAAP Central Office	1. Receive, review and evaluate the document			3 min	Corp Comm Staff
		2. Prepare Routing Action Slip (RAS)			3 min	Corp Comm Staff
		3. Record in the Data Tracking System (DTS)			3 min	Corp Comm Staff
		4. Deliver / send thru email or fax to the office / person concerned			5 min	Corp Comm Staff
TOTAL DURATION OF ACTIVITY					14 mins	

Prepared by:

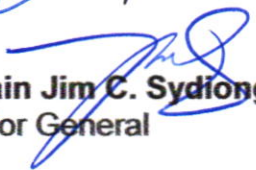

Thaddeus D. Lansang
Public Relations Officer I

Noted by:


Ms. Aida S. Romulo
Chairperson, Citizen's Charter Team

Approved by:


Atty. Danjun G. Lucas
Chief of Staff *ms.*


Captain Jim C. Sydiongco
Director General