

Ninoy Aquino International Airport



PRIMER ON SERVICES STANDARDS FOR EMPLOYEES OF GOVERNMENT AND NON-GOVERNMENT AGENCIES ASSIGNED AT THE NAIA COMPLEX

FIRST EDITION

FOREWORD

In pursuit of the Government's mandate to provide for accommodation and services of international standards at our premier international airport, an Inter-Agency Task Force on Airport Service Excellence was created in accordance with the provisions of AO No. 151, S-2006, which affirms the mandate of the Manila International Airport Authority (MIAA) over all operations at the Ninoy Aquino International Airport (NAIA) Complex.

The Task Force crafted this Primer to remind all Airport Frontliners of the various agencies who are in direct contact with the passengers and other airport users of the basic values inherent in the Filipinos and enhance awareness of and inspire compliance with the requirements of public service.

Included in this Primer are pertinent provisions of RA 6713 "Code of Conduct and Ethical Standards for Public Officials and Employees", Executive Order No. 292 and RA 5487 "Private Security Agency Law" for reference and guidance.

Let us endeavor to have a new, more desirable NAIA Service Decorum and maintain an Airport that is efficient, as well as world-class, yet personal with the warmth and pleasant experience only the Philippines can provide.



ALFONSO G. CUSI

General Manager/Director General
Manila International Airport Authority

Pasay City, Philippines
March, 2007

We BELIEVE....

... in the ideals of an honorable, trustworthy, efficient and dependable public service.

... in the right of our invaluable passengers to be treated with respect and dignity and to have a warm and comfortable airport experience.

... in the values of honesty, integrity and diligence required of airport personnel and workers.

Thus...

... we are committed to the highest standards of public service as a way of life.

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I. COVERAGE AND DEFINITION OF TERMS

This Primer shall apply to all personnel of the various government and non-government agencies who are assigned at the Airport Complex. As used herein, the following terms shall be construed to mean:

- a. Airport Complex or Airport - the properties and facilities of the MIAA has defined in Section 3 of EO No. 903, as amended, to include International Passenger Terminal 1, Centennial Terminal 2, Terminal 3, Domestic Passenger Terminal and the International and Domestic Cargo Terminals.
- b. Frontliner - a person who is involved in a face to face interaction with a client, passenger or other airport users.
- c. Government and Non-Government Officers and Employees - refers to all officials and employees assigned at the Airport particularly the personnel of the Manila International Airport Authority, Bureau of Customs, Bureau of Immigration, Bureau of Animal Industry, Bureau of Plant Industry, Bureau of Fisheries and Aquatic Resources, Department of Health, Department of Tourism, Office of Transportation Security –DOTC, Overseas Workers Welfare Administration, Philippine Overseas Employment Agency, Philippine National Police-Aviation Security Group, Philippine Aviation Security Services Corporation, Lanting Security and Watchman Agency and Ayala Property Management Corp.

II. AIRPORT SERVICE STANDARDS AND NORMS OF CONDUCT

All personnel working at the Airport Complex, particularly frontliners, are expected to create an environment where the passengers and other airport users will feel safe, secure, welcome and comfortable. Let us make Service Excellence not only a commitment but also a way of life.

A. COURTESY

1. All passengers and other airport users shall be treated with respect.
2. Passengers' complaints or concerns must be attended to and/or addressed immediately.
3. Appropriate greetings shall always be extended with a smile to passengers and other airport users, i.e. "Good Morning", "Good Afternoon" and "Good Evening".
4. Hand signals or other gestures to passengers and other airport users must be accompanied by verbal instructions to avoid confusion. Such instructions must precede or end with the word "please" and "thank you" whichever is appropriate.
5. All passengers and other airport users shall be treated with patience, given attention and support to their needs.
6. Always be friendly but firm in dealing with passengers and other airport users.

B. APPEARANCE

The hallmark of being a Frontliner is to look smart and dignified to be worthy of admiration and respect, thus:

1. Frontliners must always be in their agency-prescribed uniform except in instances where the wearing of casual attire is allowed. Personnel on duty must be well-groomed, prim and proper at all times;
2. Avoid wearing excessive jewelry and accessories while on duty;
3. Light make-up for female employees is encouraged;
4. Personnel should avoid slouching while on duty;
5. Personnel who are required to stand in the performance of duty must stand upright, shoulders square with head held up in a position of attention. Never put hands inside pockets;
6. MIAA-issued IDs must be conspicuously displayed on the upper garment at all times;

C. DEMEANOR IN THE WORKPLACE OR STATION

All personnel are expected:

1. To be professional at all times in dealing with the passengers and other airport users;
2. To have complete knowledge and mastery of one's duties and functions and be ready to settle or satisfy any or all queries of passengers and other airport users. Inquiries that are not within one's scope of responsibility must be referred to the appropriate person;
3. To be cooperative and a team worker.

D. PROHIBITED ACTS

The following are prohibited acts within the Airport Complex.

1. General Prohibitions:

- a. Rowdy or boisterous behavior;
- b. Smoking;
- c. Sitting on top of a desk or on the back support of a seat or bench;
- d. Placing one's foot on a chair, desk or bench;
- e. Sleeping, eating or gambling in any form at any time.

2. Specific Prohibitions Against Airport Workers:

- a. Irrelevant or incoherent gestures or signals to passengers and other airport users;
- b. Gossiping or engaging in idle talk with co-workers in the work areas;
- c. Re-grooming, applying or retouching facial make-up in work stations or counters. If absolutely necessary, the application or retouching of make-up shall be done inconspicuously elsewhere;
- d. Use of cellular phones, portable music players and other similar gadgets while on duty;
- e. Reading of newspapers, magazines, comics and other non-work related publications while on posts;
- f. Verbal altercations or heated discussion with passengers, co-workers or other airport users;
- g. Bringing of bags and other non-work related items in the work stations;
- h. Accepting tips and/or soliciting gifts or "pasalubong" of any kind.
- i. Wearing of shorts, slippers and sandals while on duty.

III. APPENDICES

A. DUTIES OF PUBLIC OFFICIALS AND EMPLOYEES (Section 5, RA 6713)

1. **Act promptly on letters and requests** - All public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request.
2. **Process documents and papers expeditiously.** - All official papers and documents must be processed and completed within a reasonable time from the preparation thereof and must contain, as far as practicable, not more than three (3) signatories therein. In the absence of duly authorized signatories, the official next in rank or officer-in-charge shall sign for and in their behalf.
3. **Act immediately on the public's personal transactions** - All public officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times act promptly and expeditiously.
4. **Make documents accessible to the public** - All public documents must be made accessible to, and readily available for inspection by, the public within reasonable working hours.

B. NORMS OF CONDUCT OF PUBLIC OFFICIALS AND EMPLOYEES (Section 4, RA 6713)

1. **Commitment to public interest** - Public officials and employees shall always uphold the public interest over and above personal interest. All government resources and powers of their respective offices must be employed and used efficiently, effectively, honestly and economically, particularly to avoid wastage in public funds and revenues.
2. **Professionalism** - Public officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty.
3. **Justness and sincerity** - Public officials and employees shall remain true to the people at all times. They must act with justness and sincerity and shall not discriminate against anyone, especially the poor and the underprivileged. They shall at all times respect the rights of others, and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. They shall not dispense or extend undue favors on account of their office to their relatives whether by consanguinity or affinity except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.
4. **Political Neutrality** - Public officials and employees shall provide service to everyone without unfair discrimination and regardless of party affiliation or preference.
5. **Responsiveness to the public** - Public officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, public officials and employees shall provide information on their policies and procedures in clear and understandable language, ensure

openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed rural and urban areas.

6. **Nationalism and patriotism** - Public officials and employees shall at all times be loyal to the Republic and to the Filipino people, promote the use of locally produced goods, resources and technology and encourage appreciation and pride of country and people. They shall endeavor to maintain and defend Philippine sovereignty against foreign intrusion.
7. **Commitment to democracy** - Public officials and employees shall commit themselves to the democratic way of life and values, maintain the principle of public accountability, and manifest by deeds the supremacy of civilian authority over the military. They shall at all times uphold the Constitution and put loyalty to country above loyalty to persons or party.
8. **Simple living** - Public officials and employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

C. LIST OF OFFENSES AND PENALTIES (SECTION 22, RULE XIV, OMNIBUS RULES IMPLEMENTING BOOK V OF EO 292)

The following are considered grave offenses and their corresponding penalties:

Offenses	Penalty
Dishonesty	1st Offense – Dismissal
Gross Neglect of Duty	1st Offense – Dismissal
Grave Misconduct	1st Offense – Dismissal
Being notoriously undesirable	1st Offense – Dismissal
Conviction of a crime involving moral turpitude	1st Offense – Dismissal
Falsification of official document	1st Offense – Dismissal
Physical or mental incapacity or disability due to vicious habits	1st Offense – Dismissal
Engaging directly or indirectly in partisan political activities by one holding non-political office	1st Offense – Dismissal
Receiving for personal use of a fee, gift or other valuable thing in the course or official duties or in connection therewith when such fee, gift or other valuable thing is given by any person in the hope of expectation or receiving of a favor or better treatment than that accorded to other persons or committing acts punishable under the anti-graft laws	1st Offense – Dismissal
Contracting loans of money or other property from persons with whom the office of the employee has business relations	1st Offense – Dismissal
Soliciting or accepting directly or indirectly, any gift, gratuity, favor, entertainment, loan or anything of monetary value which in the course of his official duties or in connection with any operations being regulated by, or any transaction which may be affected by the functions of his office. The propriety or impropriety of the foregoing shall be determined by its value, kinship, or relationship between giver and receiver and the motivation. A thing of monetary value is one that is evidently or manifestly excessive by its very nature	1st Offense – Dismissal

Disloyalty to the Republic of the Philippines and to the Filipino People	1st Offense – Dismissal
Nepotism	1st Offense – Dismissal
Oppression	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Disgraceful and immoral conduct	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Inefficiency and incompetence in the performance of official duties	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Frequent unauthorized absences, loafing or frequent unauthorized absences from duty during regular office hours	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Refusal to perform official duty	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Gross Insubordination	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Conduct grossly prejudicial to the best interest of the service	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Directly or indirectly having financial and material interest in any transactions requiring the approval of his office. Financial and material interest is defined as pecuniary or proprietary interest by which a person will gain or lose something	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal

Owning, controlling, managing or accepting employment as an officer, employee, consultant, counsel, broker, agent, trustee, or nominee in any private enterprise regulated, supervised or licensed by his office, unless expressly allowed by law	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Engaging in the private practice of his profession unless authorized by the Constitution, law or regulation, provided that such practice will not conflict with his official functions	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Disclosing or misusing confidential or classified information known to him by reason of his office and not made available to the public, to further his private interest or give undue advantage to anyone or to prejudice the public interest	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal
Obtaining or using any statement filed under the Code of Conduct and Ethical Standards for Public Officials and Employees for any purpose contrary to morals or public policy or any commercial purpose other than by news and communications media for dissemination to the general public	1st Offense – Suspension for six (6) months and one (1) day to one (1) year 2nd Offense - Dismissal

The following are less grave offenses and their corresponding penalties:

Offenses	Penalty
Simple neglect of duty	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Simple misconduct	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Gross discourtesy in the course of official duties	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Gross violation of Existing Civil Service Law and Rules of Serious Nature	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal

Insubordination	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Habitual Drunkenness	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Recommending a person to any position in a private enterprise which has a regular or pending official transaction with his office, unless such recommendation or referral is mandated by (1) Law, or (2) international agreements, commitment and obligation, or as a part of his office	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Unfair Discrimination in rendering public service due to party affiliation or preference	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Failure to File Sworn Statements of Assets, Liabilities, and Net Worth and Disclosure of Business Interest and Financial Connections including those of their spouses and unmarried children under eighteen (18) years of age living in their households	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal
Failure to resign from his position in the private business enterprise within thirty (30) days from assumption of public office when conflict of interest arises and/or failure to divest himself of his shareholdings or interest in private business enterprise within sixty (60) days from assumption of public office when conflict of interest arises: Provided, however, that a conflict of interest arises for those who are already in the service, the official or employee must either resign or divest himself of said interest within periods herein-above; provided, reckoned from the date when the conflict of interest had arisen	1st Offense – Suspension of one (1) month and one (1) day to six (6) months 2nd Offense - Dismissal

The following are light offenses and their corresponding penalties:

Offenses	Penalty
Discourtesy in the course of official duties	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Improper or unauthorized solicitation of contributions from subordinate employees and by teachers of school officials from school children	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Violation of reasonable office rules and regulations which shall include habitual tardiness	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Gambling prohibited by law	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Refusal to render overtime service	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Disgraceful, immoral or dishonest conduct prior to entering the service	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Borrowing money by superior officers from subordinates	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Lending Money at usurious rates of interest	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal

Willful failure to pay just debts The term "just debts" shall apply to: 1.Claims adjudicated by a court of law, or 2.Claims the existence and justness of which are admitted by the debtor	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Willful Failure to Pay Taxes Due to the Government	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Pursuit of private business, vocation or profession without the permission required by civil service rules and regulations	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Lobbying for personal interest or gain in legislative halls and offices without authority	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Promoting the sale of tickets in behalf of private enterprises that are not intended for charitable or public welfare purposes and even in the latter cases if there is no prior authority	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Failure to act promptly on letters and request within fifteen (15) days from receipt, except as otherwise provided in the rules implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Failure to process documents and complete action on documents and papers within a reasonable time from preparation thereof, except as otherwise provided in the rules implementing the Code of Conduct and Ethical Standards for Public Officials and Employees	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal
Failure to attend to anyone who wants to avail himself of the services of the office, or act promptly and expeditiously on public transactions	1st Offense – Reprimand 2nd Offense – Suspension for one (1) to thirty (30) days 3rd Offense – Dismissal

D. PERTINENT PROVISIONS OF THE PRIVATE SECURITY AGENCY LAW (RA 5487)

ETHICAL STANDARD

1. As a security guard/detective his fundamental duty is to serve the interest or mission of his agency in compliance with the contract entered into with clients or customers of the agency he is supposed to serve;
2. He shall be honest in thoughts and deeds both in his personal and official actuations, obeying the laws of the land and the regulations prescribed by his agency and those established by the company he is supposed to protect;
3. He shall not reveal any confidential information confided to him as a security guard and such other matters imposed to him by law;
4. He shall act at all times with decorum and shall not permit personal feelings, prejudices and undue friendship to influence his actuation while in the performance of his official functions;
5. He shall not compromise with criminals and other lawless elements to the prejudice of the customers or clients and shall assist the government in its relentless drive against lawlessness and other forms of criminality;
6. He shall carry out his assigned duties as required by law to the best of his ability and shall safeguard the life and property of the establishment he is assigned to;
7. He shall wear his uniform, badge, patches and insignia properly as a symbol of public trust and confidence, as an honest and trustworthy security guard and private detectives;

8. He shall keep his allegiance first to the government, then to the agency where he is employed and to the establishment he is assigned to serve with loyalty and utmost dedication;
9. He shall diligently and progressively familiarize himself with the rules and regulations laid down by his agency and those of the customers or clients;
10. He shall at all times be courteous, respectful and salute his superior officers, government officials and officials of the establishment where he is assigned or the company he is supposed to serve;
11. He shall report for duty always in proper uniform and neat in his appearance; and
12. He shall learn at heart and strictly observe laws and regulations governing the use of firearms.

CODE OF CONDUCT

1. He shall carry with him at all times during his tour of duty his license, identification card and duty detail order with an authority to carry firearm;
2. He shall not use his license and other privileges if any, to the prejudice of the public, the client or customer and his agency;
3. He shall not engage in any unnecessary conversation with anybody except in the discharge of his duties or sit down unless required by the nature of his work and shall at all times keep himself alert during his tour of duty;
4. He shall refrain from reading newspapers, magazines, books, etc., while actually performing his duties;

5. He shall not drink intoxicating liquor immediately before and during his tour of duty;
6. He shall know the location of the alarm box near his post and sound the alarm in case of fire or disorder.
7. He shall know how to operate any fire extinguisher at his post;
8. He shall know the location of the telephone and/or telephone number of the police precincts as well as the telephone numbers of fire stations in the locality;
9. He shall immediately notify the police in case of any sign of disorder, strike, riot or any serious violation of the law;
10. He or his group of guards, shall not participate or integrate any disorder, strike, riot or any serious violations of the law;
11. He shall assist the police in the preservation and maintenance of peace and order and in the protection of life and property having in mind that the nature of his responsibilities is similar to that of the latter.
12. He shall familiarize himself by heart the Private Security Agency Law (RA 5487, as amended) and these implementing rules and regulations;
13. When issued a FA, he should not lend his FA to anybody.
14. He shall always be in proper uniform and shall always carry with him his basic requirements, and equipments such as writing notebook, ballpen, night stick (baton) and/or radio.
15. He shall endeavor at all times, to merit and be worthy of the trust and confidence of the agency he represents and the client he serves.

IV. IMPLEMENTING GUIDANCE

All workers at the Airport Complex are directed to abide by the service standards prescribed herein. Airport workers committing acts inimical to the objectives of the Airport Service Excellence program shall be referred to their respective Agency Heads for appropriate disposition. Those found guilty thereof shall be subject to sanction, including the suspension or cancellation of access privilege, without prejudice to any disciplinary action the Agency Head concerned may impose.

The Inter-Agency Task Force on Airport Service Excellence and other offices and units directed by the undersigned, shall monitor compliance with the prescribed service standards at the Airport. Agency Heads shall be responsible in this regard for the demeanor of their personnel while at the premises of the Airport Complex with the end in view of promoting a more desirable NAIA Service Decorum for the benefit of the public at large.

Issued this 26th day of March 2007 at NAIA, Pasay City, Philippines.



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V. ACKNOWLEDGEMENT

We acknowledge the invaluable contribution of the following personnel of the various Agencies operating at the Airport Complex in the formulation of this Primer:

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Danilo R. Morada	PNP-ASG
Honeylette C. Melencion	PASSCOR
Jojilou S. Nadora	PASSCOR
Claro F. Rodriguez	Lanting Security and Watchman Agency
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THIS PRIMER ON SERVICE STANDARDS FOR EMPLOYEES OF GOVERNMENT AND NON-GOVERNMENT AGENCIES ASSIGNED AT THE NAIA COMPLEX HAS BEEN INITIATED AND PURSUED AS PART OF THE MIAA'S SERVICE ENHANCEMENT AND AIRPORT DEVELOPMENT PROGRAMS AT THE NAIA COMPLEX WITH THE OFFICE OF THE SENIOR ASSISTANT GENERAL MANAGER, AIRPORT DEVELOPMENT AND CORPORATE AFFAIRS AND FINANCE AND ADMINISTRATION AS KEY PROGRAM IMPLEMENTORS. FIRST EDITION. PUBLICATION - MARCH 2007.