



PHILIPPINE AEROSPACE DEVELOPMENT CORPORATION

CITIZEN'S CHARTER

2024 1st Edition



I. Mandate:

The Philippine Aerospace Development Corporation was created on 5 September 1973 by virtue of Presidential Decree (PD) 286, as restructured and amended by P.D. 696, for purposes of undertaking all manner of activity, business or development projects to establish a reliable aviation and aerospace industry, Design, assembly, manufacture and sale of all forms of aircraft and aviation /aerospace devices, equipment or contraptions, studies or researches for innovations and improvements there upon.

- Development of local capabilities in maintenance, repair, overhaul (MRO), and modification of aerospace and associated flight and ground equipment and components thereof in order to provide technical services and overhaul support to: government agencies owning aerospace equipment, the Philippine Air Force / foreign air forces, the national airline / foreign airline companies, and to the aviation industry in general.
- Operation and provision of air transport services, whether for cargo or passengers on a scheduled or charter basis, on domestic and/or international scale

II. Vision:

By 2028, the PADC is the main platform for Philippine world-class aerospace development, self-reliance, and strategic partnerships.

III. Mission:

The PADC is the sole government corporation that satisfies the developmental and self-reliance needs of the Philippines by providing quality and cohesive solutions to civilian and military customers through research, design, manufacture, assembly, and maintenance of aerospace assets by developing and sustaining a competent workforce.

IV. Service Pledge:

We commit to:

- Firm adherence to the highest ethical and professional standards
- Conducts services professionally compliant to international and local rules
- Ensure safety and security at all times
- Upholding the highest global standards in Customer service and satisfying the needs of our clients at all times
- Each member contributes one's talents and skills to achieve a common goal



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CENTRAL OFFICE

External Services



1. ISSUANCE OF IMPORT CLEARANCE

Brief Description: Issuance of Import Clearance prior to release of Aircraft from Bureau of Customs.

Office or Division:	Marketing Department			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request to secure Import Clearance addressed to the PADC President and CEO (Original) 2.Pro-forma invoice indicating the following data: (Copy) Type of aircraft, Quantity, Amount, Registration Number, Serial Number, Manufacturer/Importer		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1. Accepts, evaluates completion of requirements and determine appropriate fee based on standards. 1.1 Advice the clients on the computed amount to be paid	None None	4 hours 4 hours	Marketing Specialist/ Department Head - Marketing Department
2.Pay the required fees at the Treasury Department	2.Issuance of Official Receipt	-Based on Maximum Take-off Weight (MTOW) -First 3,000 kgs – Php 5,000 -Rate in excess of 3,000 kgs. @ Php 0.25/kg Note: Above rate is subject to 12% Value Added Tax (VAT)	5 minutes	Sr. Cashier Treasury Department
3.Return to Marketing Department to secure Import Clearance	3.Release Import Clearance to client	None	5 minutes	Marketing Specialist Marketing Department
TOTAL			8 Hours and 10 Minutes	



2. RENTAL OF PADC EQUIPMENT/TOOLS

Brief Description: Tools and equipment rented out on a daily (24 hour) basis. A fraction of a 24-hour shall be considered as one (1) day.

Office or Division:	Marketing Department			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for Quotation on the rental of equipment/tools addressed to the PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1. Prepares quotation responsive to the request and inform client thru phone call/e-mail	None	1 Hour	Marketing Specialist/ Department Head –Marketing Department
	1.1 Upon concurrence of clients, an Equipment Rental Agreement (ERA) shall be prepared to be signed by the client.	None	1 Hour	
	1.2 Based on signed agreement, Marketing coordinates with ME for the release of equipment/ tools to be rented out	None	1 Hour	Department Head Maintenance & Engineering Department
2. Pay the required fees at the Treasury Office	2. Issuance of Official Receipt	Php 500/day	5 minutes	Sr. Cashier Treasury Department
TOTAL			3 Hours and 5 Minutes	



3. HANGARAGE/LEASE OF OFFICE SPACES (DAILY BASIS)

Brief Description: Short term lease of office spaces, inside hangarage and outside hangarage within General Aviation Area (GAA)

Office or Division:	Marketing Department			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Intent (LOI) indicating preferred area, space needed and use addressed to the PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1.Prepare proposal on preferred area 1.1 If accepted/ conformed, Marketing submits the signed proposal/ letter agreement to ME Head for implementation	None None	4 hours 1 day	Marketing Specialist/ Department Head Marketing Department Department Head Maintenance & Engineering Department
2.Pay the required fees at the Treasury Department	2.Issuance of Official Receipt	-Office Space Php 350/sqm -Inside Php300/sqm -Outside Php100/sqm	5 minutes	Sr. Cashier Treasury Department
TOTAL			1 day 4 hours and 5 minutes	



4. HANGARAGE/LEASE OF OFFICE SPACES (CONTRACT)

Brief Description: Long term lease of office spaces, inside hangarage and outside hangarage within General Aviation Area (GAA)

Office or Division:	Marketing Department			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Intent (LOI) indicating preferred area, space needed and use addressed to the PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1.Prepare proposal on preferred area 1.1 If accepted by client, prepares the draft contract for review of OGCC 1.2 Present to client draft contract for their approval 1.3 Finalization of contract and signing of both parties	None None	4 hours 4 hours	Marketing Specialist/ Department Head Marketing Department Marketing Specialist/ Department Head Marketing Department
2.Pay the required downpayment/advance payment stated in the contract at the Treasury Department	2.Issuance of Official Receipt	-Office Space Php 350/sqm -Inside Php300/sqm -Outside Php100/sqm	5 minutes	Sr. Cashier Treasury Department
TOTAL			8 Hours and 5 minutes	



5. SALE OF AIRCRAFT PARTS (PARTS AVAILABLE AT PADC STOCKROOM)

Brief Description: Over the counter sale of available aircraft parts or components

Office or Division:	Marketing Department			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to procure aircraft parts addressed to PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1. Check with Logistics Department and request for quotation for price reference for aircraft parts to be procured for quotation preparation. 1.1 If parts are available, proposal will be sent to client for conforme 1.2 If accepted by client, Delivery receipt shall be prepared	None None	4 hours 5 minutes	Marketing Specialist/ Department Head Marketing Department Marketing Specialist Marketing Department
2. Acceptance of Sales Invoice	2. Based on Delivery Receipt, a Sales Invoice shall be prepared	-Quoted price + 10%(Local) -Quoted price +10%(Foreign)	5 minutes	Sr. Clerk Processor Controller Department
3. Pay the required fees at the Treasury Department	3. Issuance of Official Receipt	Based on Sales Invoice	5 minutes	Sr. Cashier Treasury Department
4. Acceptance of Aircraft Parts	4. Coordinates with clients, mode delivery/release of items	None	1 hour	Marketing Specialist/ Department Head Marketing Department
TOTAL			5 hours and 10 minutes	



6. SALE OF AIRCRAFT PARTS (PARTS NOT AVAILABLE AT PADC STOCKROOM)

Brief Description: Sale of aircraft parts or component to be procured (local/foreign)

Office or Division:	Marketing Department			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to procure aircraft parts addressed to PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1. Check with Logistics Department availability/price of aircraft parts to be procured for quotation preparation. 1.1 Proposal to be sent to client indicating the price and delivery lead time 1.2 If accepted by client, request for procurement to be coordinated with Logistics Department 1.3 If parts already available, Delivery Receipt shall be prepared	None	2 hours	Marketing Specialist/ Department Head Marketing Department
		None	2 hours	
		None	1 day	
		None	5 minutes	Marketing Specialist Marketing Department
2. Acceptance of Sales Invoice	2. Based on Delivery Receipt, a Sales Invoice shall be prepared	-Quoted price + 10%(Local) -Quoted price +10%(Foreign)	5 minutes	Sr. Clerk Processor Controller Department
3. Pay the required fees at the Treasury Department	3. Issuance of Official Receipt	Based on Sales Invoice	5 minutes	Sr. Cashier Treasury Department
4. Acceptance of Aircraft Parts	4. Coordinates with clients, mode delivery/release of items	None	1 day	Marketing Specialist/ Department Head Marketing Department
TOTAL			2 days 4 hours and 15 minutes	



7. SALE OF SERVICES

Brief Description: Aircraft maintenance repair and overhaul services

Office or Division:	Marketing Department			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request to avail services addressed to PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1.Coordinates with the ME Department for the services required by clients. 1.1 Prepares quotation for services 1.2 If quotation is accepted by client, a Service Order shall be prepared for the services required 1.3 ME personnel will perform services as indicated in the Service Order	None	1 day	Marketing Specialist/ Department Head Marketing Department
2.Acceptance of Sales Invoice	2.Based on the approved quotation and Service Order, a Sales invoice shall be prepared	Standard Manhour Rate= Php1,250.00	5 minutes	Sr. Clerk Processor Controller Department
3.Pay the required fees at the Treasury Department	3.Issuance of Official Receipt	Based on Sales Invoice	5 minutes	Sr. Cashier Treasury Department
TOTAL			1 day and 10 minutes	



8. SALE OF SERVICES (with Disassembly Inspection)

Brief Description: Aircraft maintenance repair and overhaul services with disassembly inspection

Office or Division:	Marketing Department			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Aircraft Owners and Aviation related business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request to avail services addressed to PADC President and CEO (Original)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents through personal service, mail or electronic mail to the Marketing Department: Office Address: Hangar 2 General Aviation Area Domestic Road, Pasay City 1301 E-mail Add: mktgpadc@yahoo.com marketing@padc.com.ph	1.Pre pares proposal for Disassembly inspection 1.1 If accepted by client, prepares Service Order for the Disassembly Inspection, with the concurrence of client	None	1 day	Marketing Specialist/ Department Head Marketing Department
	1.2 ME shall perform the Disassembly Inspection	None	1 day	Department Head ME Department
	1.3 After the Disassembly Inspection, the Logistics shall canvass needed parts either local or foreign	None	1 day	Division Head Procurement Div.
	1.4 Final quotation to include cost of parts needed shall be prepared for the acceptance of client	None	1 day	Marketing Specialist/ Department Head Marketing Department
2.Accept the Final Quote	2.Coordinates with the ME Department for the services required by clients.	None	2 hours	Marketing Specialist/ Department Head Marketing Department
	2.1 Services required as indicated in the Service Order shall be performed by ME	None	1 day	Department Head ME Department



3.If client opted not to accept the final quote	3.The cost of Disassembly Inspection shall be billed as requested by the Marketing Department prior to the release of item	Based on Disassembly cost	5 minutes	Sr. Clerk Processor Controller Department
4.Acceptance of Sales Invoice	4.Based on the approved proposal, a Sales Invoice shall be prepared	Standard Manhour Rate= Php1,250.00	5 minutes	Sr. Clerk Processor Controller Department
5.Pay the required fees at the Treasury Department	5.Issuance of Official Receipt	Based on Billing Statement	5 minutes	Sr. Cashier Treasury Department
TOTAL			5 days 2 hours and 15 minutes	



CENTRAL OFFICE

Internal Services



9. PREPARATION OF DISBURSEMENT VOUCHERS FOR PADC OBLIGATIONS

Brief Description: Preparation of Disbursement Voucher (DV) for payment of procured Goods/Services under approved Purchase Order/Job Order

Office or Division:	Controller Department			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Contractors, Suppliers, Individual Clients, Government, PADC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Payment (Original) 2. Purchase Requisition (Original) 3. Delivery Receipt (Original) 4. Inspection and Acceptance Report (Original) 5. Property Acknowledgment Receipt (Original)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receive request for payment with complete supporting documents for preparation of Disbursement Voucher	None	10 minutes	Sr. Clerk Processor Controller Dept.
	2. Review supporting documents, verify the nature and amount of claim, determine deductions required by the contract or law, compute tax if applicable.	None	30 minutes	Department Head Controller Dept.
	3. Certifies funds availability	None	5 minutes	Department Head Controller Dept.
None	4. If documents found in order, DV shall be forwarded to the Management Services Department	None	5 minutes	Sr. Clerk Processor Controller Dept.
TOTAL			50 Minutes	



10. AUDIT OF DISBURSEMENT VOUCHERS

Brief Description: Pre-audit of disbursement vouchers is performed to check the accuracy and to verify completeness of supporting documents.

Office or Division:	Management Services Department			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Contractors, Suppliers, Individual Clients, Government, PADC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved disbursement vouchers with complete attached documents (Original)		Controller Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.Receive DVs for approval for payment of HOA	None	5 minutes	Division Head Management Services Department
	2.Pre-audits all financial transactions prior the approval of HOA for payment	None	15 minutes	
	3.If documents found in order, DV shall be forwarded to the Office of the President for approval	None	5 minutes	
TOTAL			25 Minutes	



11. PREPARATION AND RELEASE OF CHECK

Brief Description: Preparation of Checks as payments to be released

Office or Division:	Treasury Department			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Contractors, Suppliers, Individual Clients, Government, PADC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved disbursement vouchers with complete attached documents (Original)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.Receive DVs approved for payment by HOA for Check Preparation	None	5 minutes	Sr. Cashier Treasury Department
	2.Checks available funds and prepares Check/ADA	None	10 minutes	
	3.Records transactions with Check/ADA and forwards the office of the President for signature	None	10 minutes	
None	4.Receives signed check/ADA	None	5 minutes	Sr. Cashier Treasury Department
	5. Inform the recipient thru email, phone, text	None	10 minutes	
TOTAL			40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedbacks may be sent to the following email addresses: - <u>op@padc.com.ph</u> - padcpersonnel@gmail.com
How feedbacks are processed	Feedback requiring answers shall be forwarded to the relevant office to be answered within 5 days of the receipt
How to file a complaint	Complaint in letter form shall contain the following: <ol style="list-style-type: none">1. The name of person involved2. Incident supported with an affidavit3. Evidence to support the complaint For purpose of transparency, no anonymous complaint shall be entertained
How complaints are processed	An investigation Committee shall be created to submit a report to the Head of Agency for appropriate action
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: *8888 – Presidential Complaints Center *09088816565 – CSC Contact Center *478-5093 – Anti Red Tape Authority



LIST OF OFFICES

Office	Address	Contact Information
Office of the President	Hangar 2 General Aviation Area, Domestic Road Pasay City	82521853
Management Services Department	Hangar 2 General Aviation Area, Domestic Road Pasay City	82360930
Administrative Services	Hangar 2 General Aviation Area, Domestic Road Pasay City	82524583
Controller Department	Hangar 2 General Aviation Area, Domestic Road Pasay City	82522459
Marketing Department	Hangar 2 General Aviation Area, Domestic Road Pasay City	82522133
Treasury Department	Hangar 2 General Aviation Area, Domestic Road Pasay City	82360930
Maintenance & Engineering Department	Hangar 3 General Aviation Area, Domestic Road Pasay City	82524728
Quality Assurance Department	Hangar 3 General Aviation Area, Domestic Road Pasay City	82524728