



Republic of the Philippines
Department of Education



SEP 0 1 2005

DepED MEMORANDUM
No. 254, s. 2005

POLICIES AND PROCEDURES ON "MEET AND ASSIST" SERVICE

- To: Undersecretaries
- Assistant Secretaries
- Bureau Directors
- Directors of Services, Centers and Heads of Units
- Regional Directors
- Schools Division/City Superintendents
- Heads, Public and Private Elementary and Secondary Schools

1. For the information and guidance of all concerned, enclosed are copies of the following:
 - a. Manila International Airport Authority (MIAA) Memorandum Circular No. 05 series of 2005 entitled "Policies and Procedures on "Meet and Assist" Service"; and
 - b. Manila International Airport Authority (MIAA) Memorandum Circular No. 10 series of 2004 entitled "Policies and Procedures on Airport Courtesies and Assistance".
2. Immediate dissemination of this Memorandum is desired.

Ramon C. Bacani
 RAMON C. BACANI
 Undersecretary
 Officer-in-Charge

Encls.: As stated
 Reference: None
 Allotment: 1—(D.O. 50-97)
 To be indicated in the Perpetual Index
 under the following subjects:

LEGISLATIONS
 RULES AND REGULATIONS

Reformatted by: Sally "Meet and Assist"
 Aug. 25, 2005
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Republic of the Philippines
MANILA INTERNATIONAL AIRPORT AUTHORITY
Ninoy Aquino International Airport, Pasay City

JUL 27 2005

MEMORANDUM CIRCULAR NO. 05
Series of 2005

TO : ALL CONCERNED

FROM : THE GENERAL MANAGER

SUBJECT : POLICIES AND PROCEDURES ON "MEET AND ASSIST" SERVICE

I. GENERAL

The Ninoy Aquino International Airport (NAIA), being the premier gateway to the Philippines, is a showcase of its people's warmth, hospitality and culture. These characteristics of the Filipinos could be highlighted further, cognizant of the existence of a distinct group of passengers who are willing to pay a premium for a more convenient and comfortable airport reception/send-off.

II. PURPOSE AND SCOPE

This circular prescribes the policies and procedures on the availment of "Meet and Assist" Service.

III. DEFINITION OF TERM

Meet and Assist Service – the manner of providing assistance through customs, immigration and quarantine formalities, without the use of the VIP facilities.

IV. STATEMENT OF POLICIES

- A. Private entities and individuals may avail of the "Meet and Assist" Service for a fee.
- B. Availment of the "Meet and Assist" Service is, by no means, intended to circumvent security, customs, immigration and quarantine (CIQ) procedures. All passengers / luggage shall be subject to security and CIQ inspection. Escorting, facilitation or intervention by unauthorized MIAA personnel with CIQ requirements is strictly prohibited.

- C. Request for "Meet and Assist" Service shall be processed on a "*FIRST COME, FIRST SERVED*" basis subject to the availability of the staff and approval of the MIAA General Manager or his duly authorized representative, the Manager, Public Assistance Division or the Manager, Public Affairs Office.
- D. Special passenger assistance and accommodation at MIAA's Presidential Lounge, Dignitaries' Lounge and VIP Room as embodied under Memo Circular No. 10, series of 2004 shall continue to be in effect.
- E. Passengers who avail of the "Meet and Assist" Service are entitled to one (1) lobby pass for issuance to the greeter/well-wisher.
- F. Requests for refund of service fee paid hereunder may be processed only if formal notification to the Public Assistance Division is submitted prior to actual departure or arrival of the passenger/s and subject to a 20% cancellation fee; otherwise, payment made may be applied to future assistance request/s provided, however, that such request is within the prescribed six-month period.
- G. It is the responsibility of the requesting party to ensure that passengers to be assisted have no derogatory record with the Bureaus of Immigration, Customs or any other instrumentality of Government. MIAA shall not be held liable for passengers with such record. Should these circumstances cause denial of entry/exit to passenger, however, the "Meet and Assist" Service fee shall be forfeited.
- H. All requests for "Meet and Assist" Service should be in writing.

V. SYSTEMS AND PROCEDURES

A. FILING OF REQUEST

1. A written request shall be personally submitted by the client to the Public Assistance Division (PAD) located at the 4th level, NAIA Terminal 1 at least two (2) days before actual engagement during office hours from Mondays to Fridays. The request must indicate the following:
 - Name of the passenger/s
 - Flight number, date / time of flight
 - Name of greeter/well-wisher

2. The PAD processing staff will issue a Receipt Control (RC) to the client and shall call a Collector from the Collection Division to proceed immediately to their office. The client shall then present the RC to the Collector and pay to him the appropriate fees, as follows:

Meet and Assist Service
(Airport Courtesy only)

Individual Rate --- P 800

Group Rate /Flight

2 – 5 pax --- P 800 / pax
In excess of 5 --- P 500 / pax

(All rates are VAT inclusive)

3. The Collector shall then issue an Official Receipt (OR) for payments made and notes down the OR number on the RC and signs the same. The OR is then given to the client and the RC given to the PAD processing staff.
4. The PAD processing staff notes down the OR number on the letter request then forwards the documents to the PAD Manager for approval. The client shall then confirm, personally or through telephone call (tel. no. 833-5998), with a PAD processing staff on action taken on said request at least 12 hours before the scheduled arrival/departure of passenger subject of the request.

B. MEET AND ASSIST SERVICE

1. Arrival

- 1.1. Upon arrival of the flight of subject passenger, a Public Relations Assistant (PRA) shall proceed to the concourse area and shall hold an identification board with the name of the subject passenger inscribed therein.
- 1.2. PAD-PRA meets and greets the passenger at the concourse area and guides him/her to the courtesy lane of immigration for clearance.
- 1.3. After clearing immigration, PAD-PRA leads the passenger to the baggage retrieval area to identify his/her luggage.

- 1.4. After all the checked-in luggage have been identified and retrieved, the PAD-PRA leads the passenger to the Customs Counter for clearance.
- 1.5. After clearing customs, PAD-PRA endorses the passenger to the greeter at the arrival lobby. If the passenger has no greeter, PAD-PRA leads the passenger to the designated transport loading area and shall assist him/her until subject passenger boards vehicle.

2. Departure

- 2.1. Upon arrival at the airport terminal, subject passenger shall proceed to the "Meet and Assist" Counter located at the entrance of the departure curbside. PAD-PRA greets the passenger and introduces himself.
- 2.2. PAD-PRA assists the passenger through initial security inspection, check-in, terminal fee counter, immigration and boarding gate.
- 2.3. PAD-PRA advises the passenger to wait for the boarding announcement and wishes him/her a safe trip.

VI. SANCTIONS AND PENALTIES

Violation of this memo circular shall be ground for disciplinary action, to wit:

A. Unauthorized transfer of visitor's access pass/use of expired pass

1. For pass holder:

- 1st Offense - Immediate confiscation of access pass and blacklisted for one (1) year
- 2nd Offense - Permanent ban

2. For requesting party of pass holder:

- 1st Offense - One (1) month cancellation of privilege
- 2nd Offense - Six (6) months cancellation of privilege
- 3rd Offense - One (1) year cancellation of privilege

**B. Misrepresentation on the Identity of passenger w/
derogatory record**

1st Offense - Permanent ban from availing of the
"Meet and Assist" Service

C. For MIAA employees:

1. Unauthorized facilitation of passenger

1st Offense - Written Reprimand

2nd Offense - Fifteen (15) days suspension without pay

3rd Offense - Thirty (30) days suspension without pay

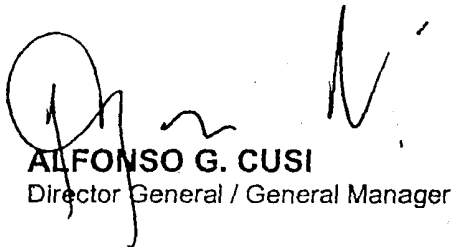
Apprehending officers as provided under Memorandum Circular
No. 03, Series of 1997, shall continue to be enforced.

VII. REPEALING CLAUSE

All orders, memoranda or instructions inconsistent herewith are
hereby repealed/superseded.

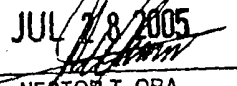
VIII. EFFECTIVITY

This Memorandum Circular shall take effect on July 01, 2005.


ALFONSO G. CUSI
Director General / General Manager

MIAA-GENERAL SERVICES DIVISION
CERTIFIED TRUE COPY
NOT VALID WITH ERASURES / ALTERATIONS

JUL 28 2005


NESTOR T. ORA
Records Officer B

DBB



Republic of the Philippines
MANILA INTERNATIONAL AIRPORT AUTHORITY

MIAA Administration Building, MIA Road, Pasay City, Metro Manila

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MEMORANDUM CIRCULAR NO. 10
Series of 2004

TO : ALL CONCERNED

FROM : THE OFFICER-IN-CHARGE, MIAA

**SUBJECT : POLICIES AND PROCEDURES ON AIRPORT
COURTESIES AND ASSISTANCE**

I. GENERAL

The Ninoy Aquino International Airport (NAIA), being the premier gateway to the Philippines, is the venue of arrival and departure of Heads of State, Reigning Royalties and Dignitaries requiring amenities as well as VIPs and Special Passengers needing assistance. Consistent with protocol, appropriate airport courtesy and assistance shall be extended.

II. PURPOSE AND SCOPE

The circular prescribes the policies and procedures on airport courtesies and assistance as well as the availment of MIAA VIP facilities.

III. DEFINITION OF TERMS

A. **Airport Courtesy** – the provision of amenities to arriving / departing passengers including any or all of the following: Ceremonial Honors, VIP Facilities, Accommodation, Guide Services, Access Passes to accompanying well-wishers / greeters, Vehicle entry Passes and refreshments.

B. **Accommodation** – the manner of providing assistance in the processing of airline requirements, customs, immigration and quarantine (CIQ) clearances and checked baggage retrieval.

- C. **Head of State** – refers to the supreme representative of the state such as the President, King or Queen, Emperor, Prime Minister or other titles of equivalent rank as provided by the Department of Foreign Affairs protocol.
- D. **Reigning Royalty** – refers to individuals of royal lineage such as Duke, Duchess, Prince, Princess and Empress reigning over monarchical states.
- E. **Dignitaries/VIPs** – persons entitled to use the Dignitaries' Lounge and VIP Room facilities.
- F. **VIP Facilities** – refers to the Presidential Lounge, Dignitaries Lounge and VIP Rooms.
- G. **Guide Services** – refers to the provision of public assistance staff to coordinate the requirements for amenities.

IV. STATEMENT OF POLICIES

1. The President of the Republic of the Philippines, Heads of State and Reigning Royalties may be accorded ceremonial honors upon departure from or arrival at the NAIA as determined by the Office of the Presidential Protocol or the Department of Foreign Affairs Protocol Office. Such honors shall be coordinated with Malacañang Protocol, Department of Foreign Affairs (DFA), and the Presidential Security Group (PSG).
2. The presence of the General Manager, MIAA and the senior staff shall be required whenever the President, Heads of State and members of the Reigning Royalty depart from or arrive at the NAIA. The Senior Assistant General Manager shall act as overall Officer-In-Charge for these special events. The General Manager, MIAA may, at his discretion, designate a representative for other dignitaries. After office hours or during holidays/weekends, the Senior Duty Manager may represent the General Manager, MIAA.
3. Dignitaries arriving at or departing from NAIA shall be extended airport courtesy at the Presidential Lounge, Dignitaries' Lounge or VIP Rooms, as appropriate.

Spouses of said dignitaries shall be accorded the same airport courtesy. Immediate members of the family shall be accorded courtesies one level lower.

4. To maintain proper decorum, a dress code shall be observed at the Presidential / Dignitaries' Lounge and VIP Rooms. Well-wishers and/or greeters accommodated at the said VIP Facilities must be dressed appropriately, either in business clothes or decent casual attire. The wearing of shorts, sandals, t-shirts without collar, leggings, jogging pants, rubber shoes sandals and slippers is prohibited.
5. The VIP accommodation hereunder is, by no means, intended to circumvent Security, Customs, Immigration and Quarantine (CIQ) procedures. All passengers / luggages shall be subject to Security and CIQ inspection. Escort, facilitation or assistance through CIQ requirements by MIAA personnel is strictly prohibited.
6. Request for VIP Room Accommodation shall be processed on a **"FIRST COME, FIRST SERVE"** basis subject to the availability of the facility and approval of the MIAA General Manager or his duly authorized representatives: Manager, Public Assistance Division and Manager, Public Affairs.
7. For control purposes, issuance of area pass will be limited as follows:

<i>Number of Passenger</i>	<i>Area Pass/Flight</i>
1 - 5	2 VIP Room 2 Lobby
6 - 10	3 VIP Room 2 Lobby
more than 10	4 VIP Room 2 Lobby

Passengers accommodated at the VIP Rooms may be issued vehicle pass by the Pass Control Office upon the recommendation of the Public Assistance Division, solely

for the purpose of picking up the passengers at the secondary road / arrival curbside.

Exemption to above limitation is subject to approval of the Manager, Public Affairs Office.

Direct applications to the Pass Control Office should be referred / endorsed to the Public Assistance Division.

8. The fees and charges for VIP Room Accommodation shall be in accordance with MIAA Administrative Order on fees and charges. On special cases, the Dignitaries' Lounge may be availed of by private companies for a fee subject to the approval of the General Manager, MIAA or PAO Manager. Requests for the use of the Presidential Lounge, specifically at NAIA Terminal 2 by private companies may be considered subject to the payment of fees and approval of the MIAA General Manager only.
9. Requests for refund of payment may be processed only if formal notification to the Public Assistance Division is submitted prior to actual departure or arrival of the VIP/s and subject to a 20% deduction for deprived income; otherwise, payment made may be applied to future VIP Accommodation requests provided, however, that such future request is within the prescribed six-month period.
10. Requests of socio-civic organizations, religious / missionary groups, government organization (GOs), non-government organizations (NGOs), and other similar groups shall be free of charge.
11. Requests of military and para-military agencies shall be coursed thru the Airport Security Center (ASC) before endorsement to the Public Assistance Division or Pass Control Office.
12. In the absence of the Authorized Approving Officer, the Action Officer On-Duty, the Senior Duty Manager or the Duty Manager for the day shall be authorized to act on immediate requests for VIP Accommodation / passes after office hours and during weekend / holidays.

13. All requests for Airport Courtesies, assistance and Accommodation should, as much as possible, be in writing.

V. PERSONS ENTITLED TO VIP FACILITIES AND SPECIAL ASSISTANCE

A. Presidential Lounge

1. The President of the Philippines
2. Heads of State
3. Members of Reigning Royalty
4. The Vice-President of the Philippines
5. Former President
6. As directed by the Office of the President of the Philippines
7. As directed by the General Manager, MIAA.

B. Dignitaries Lounge

1. Senate President
2. Speaker of the House of Representative
3. Chief Justice of the Supreme Court
4. Foreign Ambassadors
5. Philippine Ambassadors on their first departure and last arrival
6. Members of the Cabinet
7. Members of the Senate
8. Members of the House of Representatives
9. Associate Justices of the Supreme Court
10. Former Vice-President of the Philippines
11. Chief of Staff, AFP
12. Vice Chief of Staff, AFP
13. Commanding General of the PAF, PN and PA
14. Director General, PNP
15. Members of the First Family
16. Foreign counterparts
17. As directed by the General Manager, MIAA

C. VIP Rooms – International

1. Government officials not included in Group A and B, arriving or departing on an official mission for the country.
2. Delegates participating in conventions / seminars or missions for the country.
3. Government-sponsored delegations to other countries.
4. Foreign and local cultural exchange artists.
5. All other individuals / agencies may avail of the VIP Rooms for a fee subject to the approval of a formal request submitted to and arranged with the Public Assistance Division of MIAA.
6. Government Officials not included above, may be accorded complimentary use of the VIP Rooms subject to the approval of the General Manager or his authorized representatives: Manager, Public Assistance Division and Manager, Public Affairs.

D. VIP Rooms – Domestic

1. All persons who can avail of Presidential / Dignitaries' Lounge and VIP rooms at the International Passenger Terminal can be accommodated at the Domestic VIP rooms.
2. As directed by the General Manager, MIAA.

E. Special Assistance

1. Unaccompanied Minor;
2. Disabled Passenger;

3. Passenger in Need of Medical Assistance;
4. Elderly

VI. SYSTEMS AND PROCEDURE

A. VIP Room Accommodation

1. A written request shall be submitted to the Public Assistance Division at least three days before actual engagement during office hours from Mondays to Fridays. The request must indicate the following:
 - Flight number, date / time of flight
 - Name and position / designation of the passengers
 - Name of welcome / send-off party
 - Type of vehicle, plate number and driver's name
2. For Paying Accommodation, the Public Assistance processing staff will issue a Receipt Control (RC) to the client to be presented to the Collection Division upon payment of accommodation fee.
3. Collection Division shall issue an Official Receipt (OR) after payment of VIP accommodation fees and notes down the OR number on the RC and signs the same. The original OR goes to the client.
4. The Public Assistance staff notes down the OR number on the letter request then forwards the documents to the Manager of Public Assistance Division for approval.
5. The approval of the Manager, Public Assistance Division (PAD) should be within the provision of this Memorandum Circular.
6. Upon approval PAD will forward its recommendation for implementation to the following:

Area Pass Recommendation - Pass Control

Vehicle Pass Recommendation - Pass Control
Approved Accommodation Slip - PAD Shift-In-Charge

7. All area passes shall be processed and issued by the Pass Control Office (PCO) per recommendation of Public Assistance Division or Public Affairs Office. The passes shall be color coded, as follows:

Departure VIP Room	-	Orange
Arrival VIP Room	-	Yellow
Dignitaries Lounge	-	Blue
Presidential Lounge	-	Magenta
Ramp Tarmac	-	Green
Special Events	-	Magenta

8. A Daily Accommodation list shall be presented by the Public Assistance Division, copy furnished GMO, SAGM, Action Office, IID/PCO, ASC, SES, AOD, ITOD, AGOD, EOC, Command Center, BOC and BID. A summary of vehicle pass shall be prepared by Pass Control Office and forwarded to the Airport Police Department (APD) for monitoring.
9. Consistent with existing security procedure, passengers will have to queue and present themselves personally at the Customs, Immigration and Airline counters.
10. In no case will the assigned Public Assistance staff push any baggage cart unless the passenger is a disabled, an unaccompanied minor or an elderly.
11. The assistance / airport guide service shall be limited to:
- | | | |
|-----------|---|--|
| Departure | - | Departing passengers are advised to proceed to the information counter at the departure lobby where a PA staff will meet them and help them with their check-in requirements and guide them through immigration / boarding gates |
|-----------|---|--|

- Arrival – Arriving passengers are met at the concourse area. They will be briefed on immigration / customs procedures and guided to the welcomers' waiting area.

B. Dignitaries Lounge Accommodation

1. A written request shall be submitted to Public Assistance Division at least three days before actual engagement during office hours from Mondays to Fridays. The request must indicate the following:

- Name and position of passenger
- Flight number
- Date and time of arrival / departure
- Name of well-wishers
- Type of vehicle, plate number, drivers' name

2. PAD shall arrange the amenities and services needed with the representative of the party concerned. Accommodation shall include the following:

- Entry of vehicle at ramp gate 1 and tarmac
- Access of drivers, security personnel, well-wishers to the tarmac and Dignitaries' Lounge subject to the "NO PASS, NO ENTRY" policy. Passes shall be processed and issued by PCO.
- To facilitate clearance, vehicle passes will not be issued; instead, copies of the letter-request with the requisite details will be disseminated to the Office of the AGM for Security and Emergency Services (AGMSES), Airport Security Center (ASC), Airport Police Department (APD), PNP-ASCOM and other concerned security offices.

3. Departing passengers can immediately proceed to the Dignitaries' Lounge thru Ramp Gate 1. The representative in charge of the luggage shall, however, submit all luggages to the routine security checks / x-ray machine inspections at the departure lobby area. The PAD staff will wait at the information counter to assist the Liaison Officer with check-in requirements and CIQ clearance, and then proceed to the Dignitaries' Lounge to escort the passengers up to the final security check.
4. Arriving passengers shall be met at the concourse area and escorted to the Dignitaries' Lounge. Liaison Officer of the passengers will be accompanied by a PAD staff for CIQ clearance. Liaison Officer and the PAD staff together with the baggage proceeds back to the Dignitaries' Lounge. The passengers, greeters and security aides together with their baggage, will then pass through the stairs just outside the Dignitaries' Lounge to escort the dignitary up to his vehicle parked at the designated parking area at the ramp.
5. Whenever necessary, special security arrangements may be accorded the following VVIPs and foreign officials of equivalent rank:
 - President
 - Vice President
 - Former President
 - Senate President
 - Speaker of the House of Representatives
 - Chief Justice of the Supreme Court
 - Head of Diplomatic Mission
 - As directed by the General Manager, MIAA

C. Presidential Lounge Accommodation

1. If the passenger is the Head of State, a coordination meeting is called by Malacañang Protocol at least two-(2) weeks before the arrival / departure of the dignitary.
2. Upon receipt of the schedule, the following protocol arrangements should be coordinated:
 - a. AGMSES - security deployment / mobile escort / traffic assistance
 - b. PCO - control and issuance of passes
 - c. ASC - Issuance of countersigns and security monitoring
 - d. Buildings Division - physical arrangement / red carpet reception
 - e. AOD/DGAOD - aircraft movement, passenger movement and terminal facilities
 - f. GSD - Aesthetic enhancement (plants, decors, etc.), cleanliness and sanitation
 - g. ECD - public address system
3. If the dignitary is other than the Head of State, a written request shall be forwarded to the Public Assistance Division at least three-(3) days before arrival / departure of the dignitary.

D. Special Passenger Assistance

1. A written request shall be submitted to Public Assistance Division at least three-(3) days before actual engagement during office hours from Mondays to Fridays. The request should be supported with the following requirements:

Unaccompanied Minor	-	DSWD Certificate Airline Ticket Xerox of Passport
Disabled	-	None
Need for Medical Assistance	-	None
Elderly	-	Xerox of Passport Airline Ticket

2. If passenger needs medical assistance / disabled, Public Assistance processing staff should coordinate with Airline / Medical Division and Airport Security for necessary assistance.
3. Appropriate area access pass for greeters / well-wishers, shall be endorsed to Pass Control Office for processing and issuance.
4. Special passengers not requiring passenger assistance shall be endorsed to Pass Control Office for issuance of access pass.
5. Special passengers who have no prior written request for assistance are advised to approach the Passenger Assistance Counter (PAC) or any PAC roving staff at the arrival customs area. Upon approach of the passenger, the PAC staff on duty shall inquire as to the nature of his particular concern/query/problem and provide the necessary assistance.
6. PAC roving staff are authorized to roam at the arrival customs and lobby areas to approach passengers for any possible assistance they may extend to them.
7. For control purposes, PAC Roving Staff shall endeavor at all times to fill out the Passenger Assistance Slip and Passenger Assistance Feedback Form and have it signed by the passenger. The original copy of the Passenger Assistance slip shall be given to the Customs Examiner prior to baggage examination, while the duplicate copy shall be submitted to the Public Assistance Division for reference. The Passenger Assistance Feedback Form can either be given personally by the passenger to the PAC Roving Staff or mail it to the PAO Manager.

VII. SANCTIONS AND PENALTIES

Violation of the Memorandum Circular shall be subject to administrative sanctions.

VIII. REPEALING CLAUSE

All orders, memoranda or instructions inconsistent herewith are hereby repealed.

IX. EFFECTIVITY

This Memorandum Circular shall take effect immediately.

OSCAR L. PARAS, JR.
OSCAR L. PARAS, JR.

MIAA-GENERAL SERVICES DIVISION
CERTIFIED TRUE COPY
NOT VALID WITH ERASURES / ALTERATIONS

MAY 24 2004
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MANIE C. IMPERIAL
Records Assistant