

PROCESS FLOW FOR RETAIL OFFERING FACILITY MANAGEMENT

1. On receipt of an application, an acknowledgement is usually forwarded to an applicant.
2. The application is appraised to determine whether the applicant has the basic requirements for consideration for an offer / award.
3. Liaison is made with the management of the Airport where the facility is domiciled for comments on availability of space / facility being requested for.
4. Two letters, one requesting for the company's documentation and the second showing the financials of the space in terms of rent, SRC, processing fee and facility management fee are sent out to the applicant, with acceptance expected within two weeks upon receipt of the letters.
5. Approval is sought from the Managing Director as soon as the applicant submits a letter of acceptance of the financials for the space.
6. Once the approval is given by the MD, the approval alongside a copy of the applicant's application is sent to the Board Secretary's office for issuance of award letter.
7. The Board Secretary's office then issues the award letter, which the applicant picks up from there and is expected to submit an acceptance letter within two weeks to the same office.
8. The Board Secretary forwards both a copy of the offer and acceptance to the Retail Department.
9. Retail Department forwards copies of the award and acceptance to either the Commercial Inspectorate or the Commercial Department of the concerned airport for issuance of invoice.
10. The applicant makes payment and submits a copy of the receipt to the Retail Department.
11. The applicant's offer letter, acceptance letter and receipt of payment are sent to (a). the airport to allow mobilization to the allocated space
(b) The Legal Directorate for draft agreement.
12. A draft copy of the agreement is sent by the Legal Directorate to DCBD for vetting by the Retail Department before a final Tenancy Agreement is prepared by the Legal Department for execution by the applicant and the Authority (FAAN).