



CITIZEN'S CHARTER

2021 (2nd Edition)

I. MANDATE

Background

Camp John Hay (CJH) is the former vacation and recreation haven for American servicemen during their stay in the Philippines. The Camp is named in honor of John Milton Hay, the Secretary of State during the administration of President William McKinley and Theodore Roosevelt. CJH is located in Baguio City, the Summer Capital of the Philippines.

In 1991, American military presence in the Philippines ended and Republic Act (R.A.) No 7227 or the Bases Conversion and Development Act of 1992 was enacted where the Bases Conversion and Development Authority (BCDA) was created. The BCDA took over the ownership and management of the CJH.

Mandate

John Hay Development Corporation (JHDC) was created and operated as the implementing arm of the BCDA for the conversion of CJH into an environmental, economic, and social development hub in the Northern Luzon and the country in general. (Executive Order No. 103 of 1993).

The John Hay Special Economic Zone (JHSEZ) was established where portions of the JHSEZ were leased out for the purpose of developing CJH into a wholesome family-oriented tourism complex, multiple-use forest watershed and human resource development center. (Proclamation No. 420 and R. A. No. 7227).

JHMC is also the steward and estate manager of the JHSEZ and the John Hay Reservation Area (JHRA). (Executive Order No. 132 of 2002).

JHMC is mandated to develop, manage, own, lease, sublease and operate restaurants, cafes, bars, golf courses, picnic groves, hotels, pavilions, gym, tennis courts and establishments and facilities of all kinds for educational, recreational, tourism, commercial, amusement, health and other purposes; to maintain and generally operate roads, water pump houses, power plants and other utilities in support of or in connection with the foregoing purposes and generally to carry out all activities necessary to convert, develop, and maintain the facilities and properties within and around the CJH for tourism, commercial, industrial, residential, nature reserve and human resource development center. (Articles of Incorporation as amended in November 29, 2002).

II. VISION

By 2030, JHMC shall have transformed CJH into a sustainable *and safe* tourism destination in the North with innovative approaches to promote investments, improve employment opportunities and quality services while preserving the environment.

III. MISSION

As the steward of CJH, JHMC develops the estate into a premier tourist and investment destination, that contributes to economic growth and job generation; ensures sustainable use of the forest watershed, and enforces efficient and effective regulation of the *CJH*.

CORE VALUES

- Stewardship
- Passion for the Environment
- Integrity
- Commitment
- Excellence

IV. SERVICE PLEDGE

As the estate manager and steward of the JHSEZ and the JHRA, JHMC commits to serve our clients and customers with a **SMILE**.

Simple processes and procedures which are
Methodical, while
Integrity, is evident in all transactions done at the
Least possible time of completion, and with utmost
Ethical standards demonstrated, as embodied in
the Code of Conduct and Ethical Standards for Public
Officials and Employees



ATTENTION:

All applicants or requesting parties who are within the premises of JHMC Office Complex prior to the end of official working hours and during lunch break shall be attended to.

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**ADMINISTRATIVE SERVICES DEPARTMENT –
GENERAL SERVICES DIVISION
INTERNAL SERVICES**

1. REQUEST FOR TRAVEL AUTHORIZATION

This service is availed by JHMC personnel who needs to travel locally (beyond 50kms in radius) and or foreign, which is essential to the effective performance of the official or employee's mandate or function.

Department/Division/Unit	:	Administrative Services Department – General Services Division (ASD-GSD)
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the Help Desk Information System (HIS)	JHMC Helpdesk Information System (HIS) portal 192.168.2.9.8080 – ASD-GSD Request Form
If travel is for seminar, workshop and/or training - Approved Training and Nomination Form (TNF) (1 original)	Human Resource Division - Human Resource Officer
If travel is for meetings/fora and the like – Invitation from requesting agency through letter, email, text message and or other forms of electronic communications	Requesting Agency

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal. <i>*Please refer to the Policy on the Use of JHMC Official Vehicles.</i>	1.1 Receives the request through the HIS portal.	None	1 Hour	Property Custodian ASD-GSD
	1.2 In coordination with Drivers, assigns official vehicle and Driver to perform the task.	None	3 Hours	Property Custodian ASD-GSD

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.2.1 In cases where no official vehicle and or Driver is available, inputs the remarks on the unavailability of official vehicle and/or Driver and returns the request through the HIS portal.	None	3 Hours	<i>Property Custodian</i> ASD-GSD
	1.3 Approves or disapproves the request through HIS portal.	None	1 Hour	<i>GSD Manager</i> ASD-GSD
2. Once the travel request was approved in the HIS portal, submits the required documents to the Supply Assistant.	2.1 Receives the requirements and prepares the Travel Authorization (TA) based on the HIS portal data then forwards to the GSD/ASD Manager.	None	4 Hours	<i>Supply Assistant</i> ASD-GSD
	2.2 Endorses and signs the TA then forwards to the Office of the Vice-President and Chief Operations Officer (VPCOO)/ President and Chief Executive Officer (PCEO).	None	4 Hours	<i>GSD Manager</i> ASD-GSD OR <i>ASD Manager</i> ASD

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
	2.3 Approves or disapproves the TA then forwards back to the Supply Assistant.	None	4 Hours	VPCOO OVPCOO OR PCEO OPCEO
	2.4 Receives the signed TA and forwards a copy of TA to the requesting personnel.	None	3 Hours	Supply Assistant ASD-GSD
3. Receives the personal copy of the TA from the Supply Assistant and acknowledges the service through the HIS portal. <i>*Make sure to accomplish the Feedback Form in the HIS portal after receiving the requested travel authority.</i>	3. Issues the copy of TA to the requesting personnel.	None	1 Hour	Supply Assistant ASD-GSD
TOTAL:		0.00	3 Days	

2. TRAVEL REQUEST (WITHIN 50 KM-RADIUS)

This service is availed by JHMC personnel who needs transportation support services for official travels within the 50-km radius from the JHMC offices.

Department/Division/Unit	: ASD-GSD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request through the JHMC HIS portal	JHMC HIS portal 192.168.2.9.8080 – ASD-GSD Request Form

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal. <i>* Filing of travel request must be at least one (1) day before the intended travel.</i>	1.1 Receives the request through the HIS portal.	None	1 Hour	Property Custodian ASD-GSD
	1.2 In coordination with Drivers, assigns official vehicle and Driver to perform the task.	None	5 Hours	Property Custodian ASD-GSD
	1.2.1 In cases where no official vehicle and or Driver is available, inputs the remarks on the unavailability of official vehicle and/or Driver and returns the request through the HIS portal.	None	1 Hour	Property Custodian ASD-GSD

	1.3 Approves or disapproves the request through HIS portal.	None	1 Hour	GSD Manager ASD-GSD
2. If approved, proceeds to the scheduled time and designated vehicle; fills out and signs in the Daily Driver's Trip Ticket. Finally, acknowledges the service through the HIS portal.	2. Fulfills the requested services.	None	2 Days	Driver ASD-GSD
<i>*Make sure to accomplish the Customer Feedback Form (CSF) in the HIS portal after the official travel.</i>				
TOTAL:		0.00	3 Days	

3. SERVICE REQUEST

This service is availed by JHMC personnel which is intended for the following services: tables and chairs set-up for meetings and conferences, hauling of properties and file records to another place or office, arrangement/re-arrangement of office set-up, installation or replacement of furniture and fixtures etc.

Department/Division/Unit	: ASD-GSD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS portal	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the HIS portal.	1.1 Receives and evaluates the request through the HIS portal. <i>*A meeting may be conducted with the requesting personnel for the requested service, as may be necessary.</i>	None	5 Hours	<i>Cottage Attendant</i> ASD-GSD OR <i>Facilities</i> <i>Maintenance Staff</i> ASD-GSD OR <i>Property Custodian</i> ASD-GSD
	1.1.1 In cases where the request cannot be catered, inputs the reasons for not accommodating the request and returns the request through the HIS portal.	None	30 Minutes	<i>Cottage Attendant</i> ASD-GSD OR <i>Facilities</i> <i>Maintenance Staff</i> ASD-GSD OR <i>Property Custodian</i> ASD-GSD

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.2 Approves or disapproves the request as endorsed through the HIS portal.	None	2 Hours	GSD Manager ASD-GSD
	1.3 If approved, fulfills the requested services. <i>*Fulfillment of services requested are based on the schedules set for "first-request, first-served basis" or depending on the urgency of the request to protect life and property.</i>	None	2 Days (paused-clock)	Cottage Attendant ASD-GSD OR Facilities Maintenance Staff ASD-GSD OR Property Custodian ASD-GSD
2. Accepts the completed task and accomplishes the Customer Feedback Form (CSF) in the HIS after completion of the requested services. <i>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</i>	2. Delivers the accomplished task.	None	30 Minutes	Cottage Attendant ASD-GSD OR Facilities Maintenance Staff ASD-GSD OR Property Custodian ASD-GSD
TOTAL:		0.00	3 Days	

4. JOB ORDER REQUEST

This service is availed by JHMC personnel for ASD-GSD facilities and maintenance personnel to perform the following works: Conduct minor repairs and replacement works including plumbing, carpentry, electrical repair, replacing faulty equipment or interior parts, roofing, masonry, fabrication, welding works, etc.

Department/Division/Unit	: ASD-GSD
Classification	: Complex
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal.	1.1 Receives and evaluates the requested job through the HIS portal. <i>*A meeting may be conducted with the requesting personnel for the requested service, as may be necessary.</i>	None	1 Day	Cottage Attendant ASD-GSD OR Facilities Maintenance Staff ASD-GSD OR Property Custodian ASD-GSD
	1.1.1 In cases where the request cannot be catered, inputs the reasons for not accommodating the request and returns the request through the HIS portal.	None	1 Hour	Cottage Attendant ASD-GSD OR Facilities Maintenance Staff ASD-GSD OR Property Custodian ASD-GSD

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.2 Approves or disapproves the requested job as endorsed through the HIS portal.	None	3 Hours	GSD Manager ASD-GSD
	1.3 If approved, fulfills the requested job. <i>*Fulfillment of services requested are based on the schedules set for "first-request, first-served basis" or depending on the urgency of the request to protect life and property.</i>	None	5 Days (paused-clock)	Cottage Attendant ASD-GSD OR Facilities Maintenance Staff ASD-GSD OR Property Custodian ASD-GSD
2. Accepts the completed task and accomplishes the Customer Feedback Form (CSF) in the HIS after completion of the requested job. <i>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</i>	2. Delivers the accomplished task.	None	4 Hours	Cottage Attendant ASD-GSD OR Facilities Maintenance Staff ASD-GSD OR Property Custodian ASD-GSD
TOTAL:		None	7 Days	

5. PROPERTY BORROWING

This service is availed by JHMC personnel who intends to borrow property from GSD-Property Unit for their official use such as but not limited to equipment, tables, chairs, binder, cutter, recorder etc.

Department/Division/Unit	: ASD-GSD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal. <i>*Filing of request must be at least one (1) day before the intended use of the item/s being borrowed.</i>	1.1 Determines the availability of the requested item/s and endorses for approval.	None	4 Hours	<i>Property Custodian</i> ASD-GSD
	1.1.1 If the requested item/s is/are not available, indicates the same in the remarks and returns the request in the HIS portal.	None	1 Hour	<i>Property Custodian</i> ASD-GSD
	1.2. Approves the request as endorsed through HIS portal.	None	1 Hour	<i>GSD Manager</i> ASD-GSD

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
2. Receives the item/s for borrowing. <i>*Make sure to accomplish the Feedback Form in the HIS portal after receiving the items.</i>	2. If approved, issues the item/s being borrowed.	None	2 Days (paused clock)	Property Custodian ASD-GSD
3. Returns the borrowed item/s.	3. Inspects the borrowed item/s before the receipt of the same. Items returned not in good condition may be subjected to the provisions of the COA Circulars on Property Management/ Code of Discipline and/or other applicable policies, rules and regulations.	None	2 Hours	Property Custodian ASD-GSD
TOTAL:		0.00	3 Days	

6. FUEL WITHDRAWAL

This service is availed by concerned employees to refuel equipment such as chainsaws, generator-sets, leaf blower, weed eater etc.

Department/Division/Unit	: ASD-GSD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal. <i>*Filing of request must be at least one (1) day before the intended use of the fuel being requested.</i>	1.1 Evaluates the request, availability of fuel and endorses for approval.	None	4 Hours	<i>Property Custodian</i> ASD-GSD
	1.2 Approves or disapproves the request as endorsed through HIS portal.	None	4 Hours	<i>GSD Manager</i> ASD-GSD
2. Receives the fuel as requested. <i>*Make sure to accomplish the Feedback Form in the HIS portal after receiving the fuel requested.</i>	2. If approved, issues the fuel to requesting personnel.	None	1 Day	<i>Cottage Attendant</i> ASD-GSD OR <i>Property Custodian</i> ASD-GSD
TOTAL:		0.00	2 Days	

**ADMINISTRATIVE SERVICES DEPARTMENT -
HUMAN RESOURCE SERVICES DIVISION
EXTERNAL SERVICES**

1. PREPARATION OF LAST PAY OF SEPARATED EMPLOYEES

This service is availed by separated employees of JHMC, upon filing a duly accomplished JHMC Administrative Services Department – Human Resource Services Division (ASD-HRSD) Request Form 025 to the ASD-HRSD, with the complete documentary requirements. This includes processes involving the Finance Services Department (FSD) for the end-to-end output.

Department/Division/Unit	: ASD-HRSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: Former JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC ASD-HRSD Request Form 025 (1 original)	JHMC - ASD-HRSD Office
Accomplished Daily Time Record (DTR) (2 original)	JHMC - ASD-HRSD Office
Clearance Form (3 original)	JHMC - ASD-HRSD Office
Affidavit of Undertaking (3 original)	JHMC - ASD-HRSD Office
Affidavit of Waiver and Quitclaims (2 original)	JHMC - ASD-HRSD Office

Client Steps	ASD-HRSD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits duly approved Clearance Form, together with duly accomplished (DTR), duly notarized Affidavit of Undertaking; and Affidavit of Waiver and Quitclaims to the Human Resource (HR) Assistant.	1.1 Receives, reviews and accepts the duly approved Clearance Form of the Requestor with the attached accomplished DTR, duly notarized Affidavit of Undertaking, and Affidavit of Waiver and Quitclaims.	None	30 Minutes	HR Assistant ASD-HRSD
	1.2 Prepares the Disbursement Voucher (DV) and Budget Utilization	None	4 Hours	HR Assistant ASD-HRSD

Client Steps	ASD-HRSD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	Report (BUR) of the Requestor's last pay then transmits to the HRSD Manager for review.			
	1.3 Reviews and signs the DV and BUR.	None	1 Hour	<i>HRSD Manager</i> ASD-HRSD
	1.4 Transmits the signed DV and BUR by the HRSD Manager, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	10 Minutes	<i>HR Assistant</i> ASD-HRSD
	1.5 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.6 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst</i> FSD
	1.7 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.8 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD

Client Steps	ASD-HRSD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.9 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.10 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.11 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.12 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant</i> FSD
	1.13 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant</i> FSD
	1.14 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant</i> FSD
	1.15 Signs DV Box B to certify as to cash availability,	None	10 Minutes	<i>Accountant</i> FSD

Client Steps	ASD-HRSD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and below. The Finance Manager signs for transactions involving amounts above ₱500,000.00.			
	1.16 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	Accountant FSD
	1.17 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	Treasury and Investment Officer FSD
	1.18 Process the DV through the ERP Acumatica System.	None	2 Hours	Treasury and Investment Officer FSD
	1.19 Prepares and signs the Side B of the check.	None	5 Minutes	Treasury and Investment Officer FSD
	1.20 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	Treasury and Investment Officer FSD
	1.21 Receives the documents and signs the Side A of the check as endorsed	None	4 Hours	PCEO OPCEO OR

Client Steps	ASD-HRSD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	then returns to the TIO.			VPCOO OVPCOO OR ASD Manager OPCEO
	1.22 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	5 Minutes	Treasury and Investment Officer FSD
	1.23 Informs the Payee of the availability of the check payment.	None	5 Minutes (paused-clock)	Cashier FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 Minutes	Cashier FSD
TOTAL:		0.00	3 Days	

2. REQUEST FOR HUMAN RESOURCE DOCUMENTS, RECORDS OR CERTIFICATIONS BY FORMER JHMC PERSONNEL

This service is availed by former employees of JHMC, upon filing a duly accomplished JHMC ASD-HRSD Request Form 025 to the ASD-HRSD. This involves preparation and issuance of Certificate of Employment and Service Records.

Department/Division/Unit	: ASD – HRSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: Former JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Human Resource Request Form (1 original)	JHMC - ASD-HRSD Office

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files duly accomplished JHMC ASD-HRSD Request Form 025 for the issuance of the following: a. Certificate of Employment; and/or, b. Service Records.	1.1 Accepts and initially reviews the duly accomplished request form then forwards to HRSD Manager for approval.	None	30 Minutes	Human Resource Officer ASD-HRSD
	1.2 Reviews and approves or disapproves the said request.	None	30 Minutes	HRSD Manager ASD-HRSD
	1.3 If approved, verifies the employment record of the Requestor, if approved.	None	1 Day	Human Resource Officer ASD-HRSD
	1.4 Prepares the document being requested.	None	30 Minutes	Human Resource Officer ASD-HRSD
	1.5 Reviews and signs the requested document.	None	30 Minutes	HRSD Manager ASD-HRSD

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.6 Informs the Requestor of the availability of the signed document as requested.	None	1 Hour (paused-clock)	Human Resource Officer ASD-HRSD
2. Claims the requested document at the HRSD Office.	2. Releases the requested document, record or certification to the Requesting Personnel.	None	1 Hour	Human Resource Officer ASD-HRSD
TOTAL:		0.00	1 Day and 4 Hours	

3. REQUEST FOR CERTIFICATE OF APPEARANCE (CA) BY JHMC VISITORS, CLIENTS, STAKEHOLDERS, ETC.

This service is availed by requesting visitors, clients, stakeholders and the like, as proof that on a certain date and time, they appeared at JHMC for official transactions.

Department/Division/Unit	: ASD-HRSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: JHMC visitors, clients, stakeholders, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC ASD-HRSD Request Form 025 (1 original)	JHMC - ASD-HRSD Office

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request for the issuance of a CA using the JHMC ASD-HRSD Request Form 025.	1.1 Accepts and reviews the duly accomplished JHMC ASD-HRSD Request Form 025.	None	10 Minutes	Human Resource Officer ASD-HRSD
	1.2 Approves or disapproves the said request.	None	10 Minutes	HRSD Manager ASD-HRSD
	1.3 If approved, prepares the requested document, if approved.	None	20 Minutes	Human Resource Officer ASD-HRSD
	1.4 Reviews and signs the document.	None	10 Minutes	Human Resource Manager ASD-HRSD
2. Claims the requested document at the HRSD Office.	2. Releases the requested document to the Requestor.	None	10 Minutes	Human Resource Assistant ASD-HRSD
TOTAL:		0.00	1 Hour	

**ADMINISTRATIVE SERVICES DEPARTMENT -
HUMAN RESOURCE AND SERVICES
DEPARTMENT
INTERNAL SERVICES**

1. REQUEST FOR HUMAN RESOURCE DOCUMENTS, RECORDS OR CERTIFICATIONS BY CURRENT JHMC PERSONNEL

This service is availed for the issuance of requested documents, records, and certifications to current JHMC personnel such as Certificate of Employment and Service Records.

Department/Division/Unit	: ASD – HRSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request through the HIS for the issuance of the following: a. Certificate of Employment b. Service Records	1.1 Receives the request through the HIS portal.	None	2 Hours	Human Resource Officer ASD-HRSD
	1.2 Prepares the requested document, record or certification.	None	1 Day	Human Resource Officer ASD-HRSD
	1.3 Reviews and signs the requested document.		2 Hours	HRSD Manager ASD-HRSD

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
2. Receives the document, record or certification and accomplishes the CSF in the HIS portal. <i>*Make sure to accomplish the Feedback Form in the HIS after receiving the requested document.</i>	2. Releases the requested document, record or certification to the Requesting Personnel.	None	4 Hours	Human Resource Officer ASD-HRSD
TOTAL:		0.00	2 Days	

2. REQUEST FOR FOREIGN TRAVEL AUTHORITY (FTA) BY CURRENT JHMC PERSONNEL

This service is availed as a requirement for employees traveling outside the country whether the purpose of the travel is official or personal. The same shall be requested before the date of the travel.

Department/Division/Unit	: ASD – HRSD
Classification	: Simple
Type of Transaction	: G2G - Government to Government
Who may avail	: JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request through the HIS	1.1 Accepts the request through the HIS portal.	None	10 Minutes	Human Resource Officer ASD-HRSD

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
portal for the issuance of FTA.	1.2 Reviews and approves or disapproves the request.	None	20 Minutes	HRSD Manager ASD-HRSD
	1.3 If approved, prepares the document requested.	None	20 Minutes	Human Resource Officer ASD-HRSD
	1.4 Reviews and signs the document requested and endorses to OPCEO.	None	20 Minutes	HRSD Manager ASD-HRSD
	1.5 Signs the document requested as endorsed.	None	30 Minutes	President and Chief Executive Officer OPCEO
2. Receives the FTA and accomplishes the CSF in the HIS portal. <i>*Make sure to accomplish the Feedback Form in the HIS after receiving the requested document.</i>	2. Releases the duly signed FTA to the Requesting Personnel.	None	10 Minutes	Human Resource Officer ASD-HRSD
TOTAL:		0.00	1 Hour and 50 Minutes	

3. REQUEST FOR HUMAN RESOURCE EXTRA COPY OR CERTIFIED COPY OF PAY SLIP BY CURRENT JHMC PERSONNEL

This service is availed for the release of extra copy or certified copy of a current JHMC personnel's pay slip.

Department/Division/Unit	: ASD – HRSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request through the HIS for the issuance of an extra copy or certified copy of pay slip.	1.1 Receives the request through the HIS portal.	None	10 Minutes	Human Resource Assistant ASD-HRSD
	1.2 Prepares the Extra copy or certified copy of the pay slip of the requesting personnel and releases the same.	None	40 Minutes	Human Resource Assistant ASD-HRSD
2. Receives the document, record or certification and accomplishes the CSF in the HIS portal. <i>*Make sure to accomplish the Feedback Form in the HIS after receiving the requested document.</i>	2. Releases the requested document, record or certification to the Requesting Personnel.	None	10 Minutes	Human Resource Assistant ASD-HRSD
TOTAL:		0.00	1 Hour	

**ADMINISTRATIVE SERVICES DEPARTMENT –
INFORMATION & COMMUNICATIONS
TECHNOLOGY DIVISION
EXTERNAL SERVICES**

1. RECEIVING OF INCOMING EXTERNAL RECORDS/ DOCUMENTS

This service is availed for the centralized receiving of all incoming external Records/ Documents for JHMC.

Department/Division/Unit	: ASD-ICTD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen; G2B - Government to Business
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Records/ Documents (Communications, Statement of Accounts, Memorandum, Requirements, etc.)	Provided by the Clients

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits/ provides the signed or approved records/ documents. * Receiving copy is to be provided by the client.	1.1 Accepts and checks the records/ documents.	None	3 Minutes	<i>Records Management Specialist</i> ASD-ICTD
	1.2 Stamps the records/ documents with "Received" with date and time received.			
	1.3 Releases receiving copy to client, if any.			
2. Receives receiving copy, if any.	Processing of records/ documents:	None	4 Hours	<i>Records Management Specialist</i> ASD-ICTD
	2.1 Assigns a barcode number.			
	2.2 Digitization and storage.			
	2.3 Routing to designated personnel.			
	*To follow-up, refer to the Barcode as reference number.			

TOTAL:	0.00	4 Hours and 3 Minutes	
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2. REQUEST OF JHMC RECORDS/ DOCUMENTS

This service is availed for the processing of external clients' requests of JHMC Records/ Documents in compliance to the Freedom of Information (FOI).

Department/Division/Unit	: ASD-ICTD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
eFOI Request Form	FOI Web portal www.foi.gov.ph
Standard FOI Request Form	JHMC - Provided by FOI Receiving Officers

Client Steps	ASD-ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
FOI Web Portal 1. Opens Web Browser and sign up to www.foi.gov.ph	FOI Web Portal 1. Receives and review request.	None	5 Minutes	<i>Records Management Specialist ASD-ICTD</i>
2. Files and fills out eFOI Request Form	2. Routes to the concerned Department for review, recommendation and approval. 2a If denied, Inform the denial to the requesting party 2b If approved, upload the	None	1 Hour	<i>Records Management Specialist ASD-ICTD</i> <i>Records Management Specialist ASD-ICTD</i> <i>Records Management Specialist</i>

	requested records/documents.			ASD-ICTD
3. If Hard Copy is requested, pays the required fee to the Cashier * Make sure to secure Official Receipt (OR) and that will be issued upon payment.	3. If Hard copy is requested, release/route the records/documents to the requesting party. * Refer to the Process of Routing of External documents.	If hard Copy, PHP 3.00 per page plus an additional PHP 5.00 per page if the Requesting party requested for the Certified Copy of the Original * Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates their preferred courier.	4 Hours	<i>Records Management Specialist</i> ASD-ICTD
For Standard FOI 1. Submits accomplished Standard FOI Form / Signed Letter of Request	For Standard FOI 1.1 Accepts and checks the accomplished Standard FOI Form / Signed Letter of Request	None	1 Hour	<i>FOI Receiving Officers</i> JHMC

	1.2 Stamps the form with "Received" with date and time received.			<i>FOI Receiving Officers JHMC</i>
	1.3 Route to the concerned Department for review, recommendation and approval.			<i>FOI Receiving Officers JHMC</i>
2. If denied, receives Notice of Denial 3. If approved, receives the requested records/documents.	2a. If denied, Issues/Release Notice of Denial 2b. If approved, release/route the requested records/documents to the requesting party * Refer to the Process of Routing of External documents.	1. None if electronic file. 2. If hard Copy, Php 3.00 per page plus an additional Php 5.00 per page if the Requesting party requested for the Certified Copy of the Original	4 Hours	<i>FOI Receiving Officers JHMC</i>
3. Receives receiving copy or proof of mailing, if any.	3.1 Digitization and storage of received records/ documents.	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	3.2 Returns the records/ documents to designated personnel.	None		<i>Records Management Specialist ASD-ICTD</i>
TOTAL:		1. None if electronic file.	1 Day, 5 Hours and 5 Minutes	

	<p>2. If hard Copy, Total Fees = (Php 3.00/page + an additional Php 5.00/page if the Requesting party requested for the Certified Copy of the Original)</p> <p>* Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates their preferred courier.</p>		
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**ADMINISTRATIVE SERVICES DEPARTMENT –
INFORMATION & COMMUNICATIONS
TECHNOLOGY DIVISION
INTERNAL SERVICES**

1. ROUTING OF OUTGOING JHMC RECORDS/ DOCUMENTS

This service is availed for the processing and routing of all outgoing JHMC Records/ Documents to external clients.

Department/Division/Unit	: ASD-ICTD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizens
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Records/ Documents (Communications, Statement of Accounts, Memorandum, Requirements, etc.)	Provided by JHMC Employees

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Provide the signed or approved records/ documents.	1.1 Accepts and checks the records/ documents.	Mailing fee or courier services fee (based on published rates of the post-office or courier service provider)	1 Day	<i>Records Management Specialist</i> ASD-ICTD
	1.2 Assigns a barcode number and log for monitoring.			
	1.3 Requests for vehicle.			
	1.4 Routes the records/ documents. * The employee shoulders the fee for mail or courier services.			
2. Receives the receiving copy or proof of mailing, if any.	2.1 Digitization and storage of received records/ documents.	None	4 Hours	<i>Records Management Specialist</i> ASD-ICTD
	2.2 Returns the records/ documents to designated personnel.			
TOTAL:		Mailing fee or courier services	1 Day and 4 Hours	

	fee (based on published rates of the post-office or courier service provider)		
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2. ICT SERVICE REQUEST

This service is availed by JHMC personnel which is intended for the following services: installation of software, troubleshoot of both hardware and/or software issues, printing, scanning, ink refill, layout and design, etc.

Department/Division/Unit	: ASD-ICTD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS portal	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the HIS portal.	1.1 Receives and evaluates the request through the HIS portal.	None	5 Hours	ICT Officer ASD-ICTD
	1.1.1 In cases where the request cannot be catered, inputs the reasons for not accommodating the request and returns the request	None	30 Minutes	ICT Officer ASD-ICTD

	through the HIS portal.			
	1.2 Approves or disapproves the request as endorsed through the HIS portal.	None	2 Hours	<i>ICT Officer</i> <i>ASD-ICTD</i> OR <i>ICTD Manager</i> <i>ASD-ICTD</i>
	1.3 If approved, fulfills the requested services. <i>*Fulfillment of services requested are based on the schedules set for "first-request, first-served basis" or depending on the urgency of the request to protect life and property.</i>	None	2 Days (paused-clock)	<i>ICT Specialist</i> <i>ASD-ICTD</i> OR <i>Records Management Specialist</i> <i>ASD-ICTD</i>
2. Accepts the completed task and accomplishes the Customer Feedback Form (CSF) in the HIS after completion of the requested services. <i>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</i>	2. Delivers the accomplished task.	None	30 Minutes	<i>ICT Specialist</i> <i>ASD-ICTD</i> OR <i>Records Management Specialist</i> <i>ASD-ICTD</i>
TOTAL:		0.00	3 Days	

3. ICT PROPERTY BORROWING

This service is availed by JHMC personnel who intends ICTD for their official use of ICTD equipment such as but not limited to laptops, printers, pocket wifi etc.

Department/Division/Unit	: ASD-ICTD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the HIS	JHMC HIS portal 192.168.2.9.8080

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal. <i>*Filing of request must be at least one (1) day before the intended use of the item/s being borrowed.</i>	1.1 Determines the availability of the requested item/s and endorses for approval.	None	4 Hours	ICT Officer ASD-ICTD
	1.1.1 If the requested item/s is/are not available, indicates the same in the remarks and returns the request in the HIS portal.	None	1 Hour	ICT Officer ASD-ICTD
	1.2. Approves the request as endorsed through HIS portal.	None	1 Hour	ICT Officer ASD-ICTD OR ICTD Manager ASD-ICTD
2. Receives the item/s for borrowing. <i>*Make sure to accomplish the Feedback Form in</i>	1.3 If approved, issues the item/s being borrowed.	None	2 Days (paused clock)	ICT Specialist ASD-ICTD

<i>the HIS portal after receiving the items.</i>				
3. Returns the borrowed item/s.	3.1 Inspects the borrowed item/s before the receipt of the same. <i>Note: Items returned not in good condition may be subjected to the provisions of the COA Circulars on Property Management/ Code of Discipline and/or other applicable policies, rules and regulations.</i>	None	2 Hours	<i>ICT Specialist ASD-ICTD</i>
TOTAL:		0.00	3 Days	

BUSINESS DEVELOPMENT DEPARTMENT EXTERNAL SERVICES

1. ECO-WALK AND PHOTOSHOOT BOOKINGS AT THE HISTORICAL CORE

This service is availed for bookings for eco-walks and photoshoots at the Historical Core. This process covers from booking until the payment process at the Ticketing Booth.

Department/Division/Unit	:	Business Development Department (BDD)
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
Principal Gov't-issued ID Card SEC Registration, for corporations CDA, for cooperatives, original with one (1) photocopy	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth, SEC, CDA
Representative Special Power of Attorney (SPA) Gov't-issued ID card of the person being represented (1 original and 3 photocopies with three (3) original signatures below) Gov't-issued ID card of the representative, present original with one (1) photocopy	Person being represented BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth

Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits request to conduct event / activity.	1.1 Receives the request or letter of intent from the OPCEO.	None	5 Minutes	<i>Business Development & Marketing Assistant BDD</i>

Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> • face-to-face meetings, • electronic mail, • phone call, text messaging or; • social media accounts. 			<i>Business Development & Marketing Assistant BDD</i>
	1.3 Computes the total charges based on the number of students.	None	30 Minutes	<i>Business Development & Marketing Assistant BDD</i>
2. Pays the necessary charges at the Ticketing Booth or at the Finance Department at JHMC Office Complex. <i>* Make sure to secure Official Receipt (OR) and that will be issued upon payment.</i>	2. Accepts the payment.	PHP 1,000.00 per 4 hours PhP 50.00 per student	10 Minutes	<i>Ticketing Clerk or Cashier Finance Services Department</i> <i>*Ticketing Clerk if paid at the Ticketing Booth at the Historical Core</i> <i>*Cashier if paid at the JHMC Office Complex</i>
TOTAL:		PHP 1,000.00 per 4 hours PHP 50.00 per student	45 Minutes	

The rate is based on the JHMC-BOD approval of Fees and Charges in 2018.

2. EVENTS PLANNING AND MANAGEMENT

This service is availed for events proposal or preparation of events proposal (run, launching, etc.).

Department/Division/Unit	: BDD
Classification	: Complex
Type of Transaction	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
Request for Venue Booking (JHMC BDD Form- 002), two (2) copies	JHMC - BDD Office
Checklist of Requirements (JHMC BDD Form 3), two (2) copies	JHMC - BDD Office
Validation of Requirements (JHMC BDD Form 4), two (2) copies	JHMC - BDD Office
Principal Gov't-issued ID Card SEC Registration, for corporations CDA Registration, for cooperatives Note: present original with one (1) photocopy	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth, SEC, CDA
Representative Special Power of Attorney (SPA) Gov't-issued ID card of the person being represented (1 original and 3 photocopies with three (3) original signatures below) Gov't-issued ID card of the representative Note: present original with one (1) photocopy	Person being represented BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth
Post- Event Clearance Form (JHMC BDD Form- 006), two (2) copies	JHMC - BDD Office

Client Steps	BDD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits request to conduct event or activity.	1.1 Receives the request or letter of intent from the OPCEO.	None	5 Minutes	<i>Business Development & Marketing Officer</i> BDD
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> • face-to-face meetings, • electronic mail, • phone call, text messaging or; • social media accounts. 			
	1.3 Assesses the necessary fees and prepares the authority to accept payment (ATAP) and instructs client for payment.	Bell House- PhP 4,050.00 per hour Bell Amphitheater- PhP 4,560.00 Conference Room: Room: PhP 3,950.00/ hour Cleanliness Bond: PhP 3,000.00 Facility: Tables: PhP 75.00/ pc Chair: PhP 18.00/ pcs	30 Minutes	<i>Business Development & Marketing Assistant</i> BDD

		Chair with Cover: PhP 25.00/ pc Tent: PhP 1,500.00/ pc Sound System: PhP 7,500.00 exclusive of operator Projector: PhP 250.00/ hour		
2. Receives the ATAP and pays for necessary charges (cleanliness bond, facility/ equipment rental) *Make sure to secure OR for the payment made.	2. Accepts the payment and issues OR.	Based on the amount indicated in the ATAP.	10 Minutes	<i>Ticketing Clerk or Cashier</i> Finance Services Department *Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex
3. Submits the required documents to the BDD for initial assessment and verification. Client Steps	3.1 Drafts the pro-forma of the Event Details / Activities (purpose, logistics, budget, etc.) *When necessary, a coordination meeting is conducted.	None None	1 Day 3 Hours	<i>Business Development & Marketing Officer</i> BDD <i>Business Development & Marketing Officer</i> BDD

	3.2 Reviews the event details; and endorses the same for approval by the OPCEO.	None	1 Day	<i>Business Development Department Manager BDD</i>
	3.3 Endorses the event for implementation.			
	3.4 Coordinates with concerned departments for the approved event details.	None	10 Minutes	<i>Business Development & Marketing Officer BDD</i>
	<i>*Except for unplanned events, for other requirements - request for assistance from other departments is submitted to HIS.</i>	None	5 Minutes	<i>Business Development & Marketing Officer BDD</i>
	3.5 Conducts validation after completion of the requirements by other departments using JHMC-BDD- Form 4.	None	4 Hours	<i>Business Development & Marketing Officer BDD</i>
	3.6 Oversees the implementation of the event.	None	4 Hours	<i>Business Development & Marketing Officer BDD</i>
	3.7 Prepares and submits the PAR with duly accomplished Post-Event Clearance Form (PECF) to the BDDM.	None	1 Day	<i>Business Development & Marketing Officer BDD</i>
	3.8 Reviews and approves the PAR and PECF.	None	30 Minutes	<i>Business Development Department Manager BDD</i>

	3.9 Facilitate completion of the PECF with the EAMD-EMD; and endorses the duly accomplished form to the BDMA.	None	30 Minutes	<i>Business Development & Marketing Officer BDD</i>
	3.10 Processes the refund for the cleanliness bond, <i>if the client did not violate any conditions of the cleanliness bond.</i>	None	1 Day	<i>Business Development & Marketing Assistant BDD</i>
	3.11 Informs the client of the availability of the cleanliness bond or there is violation of the conditions of the cleanliness bond that warrants forfeiture.	None	10 Minutes	<i>Business Development & Marketing Assistant BDD</i>
4. Client claims the cleanliness bond from the Cashier at Cottage 625.	4. Issues the cleanliness bond to the client.	None	10 Minutes	<i>Cashier Finance Services Department</i>
TOTAL:		Total fees = (# of hrs requested x rate/hr per type of facility)	5 Days, 1 Hour and 36 Minutes	

* The rates are based on the JHMC-BOD approval of Fees and Charges in 2018.

3. HANDLING AND IMPLEMENTATION OF PROCESS FOR VENUE BOOKING AT THE HISTORICAL CORE

This service is availed for booking the facilities at the Historical Core as paid venue for various activities (wedding, reception, reunion, meeting, conference, etc.).

Department/Division/Unit	: BDD
Classification	: Complex
Type of Transaction	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
Request for Venue Booking (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
Principal Gov't-issued ID Card SEC Registration, for corporations CDA Registration, for cooperatives Note: present original with one (1) photocopy	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth, SEC, CDA
Representative Special Power of Attorney (SPA) Gov't-issued ID card of the person being represented (1 original and 3 photocopies with three (3) original signatures below) Gov't-issued ID card of the representative Note: present original with one (1) photocopy	Person being represented BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth
Post- Event Clearance Form (JHMC BDD Form- 006), two (2) copies	JHMC- BDD Office

Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits request to use any of the facilities at the Historical Core for activities.	1.1 Receives the request to use any of the facilities at the Historical Core for activities from client.	None	5 Minutes	<i>Business Development & Marketing Assistant BDD</i>
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> • face-to-face meetings, • electronic mail, • phone call, text messaging or; • social media accounts. 			
2. Submits the required documents to the BDD for initial assessment and verification.	2.1 Drafts the pro-forma venue contract.	None	1 Day	<i>Business Development & Marketing Assistant BDD</i>
	2.2 Submits the contract for review.	None	10 Minutes	<i>Business Development & Marketing Assistant BDD</i>
	2.3 Reviews and endorses the contract for approval by the OPCEO or any of the authorized signatories	None	4 Hours	<i>Business Development & Marketing Assistant BDD</i>

	2.4 Approves the contract.	None	4 Hours	President and Chief Executive Officer (PCEO) Office of the President and Executive Officer
	2.5 Informs the client of the approval of the contract.	None	4 Hours	Business Development & Marketing Assistant BDD
	2.6 Assesses the fees and prepares the authority to accept payment (ATAP) and advises client for the payment.	<p>Bell House- PhP 4,050.00 per hour</p> <p>Bell Amphitheater- PhP 4,560.00</p> <p>Conference Room: Room: PhP 3,950.00/ hour</p> <p>Cleanlines Bond: PhP 3,000.00</p> <p>Facility:</p> <p>Tables: PhP 75.00/ pc</p> <p>Chair: PhP 18.00/ pcs</p> <p>Chair with Cover: PhP 25.00/ pc</p>	1 Hour	Business Development & Marketing Assistant BDD

		<p>Tent: PhP 1,500.00/pc Sound System: PhP 7,500.00 exclusive of operator Projector: PhP 250.00/hour</p>		
<p>3. Pays the required venue rental amount.</p> <p>*Make sure to secure OR for the payment made.</p>	<p>3.1 Accepts the payment and issues OR.</p>	<p>Bell House- PhP 4,050.00 per hour Bell Amphitheater- PhP 4,560.00 Conference Room: PhP 3,950.00/hour Cleanlines Bond: PhP 3,000.00</p> <p>Facility: Tables: PhP 75.00/pc Chair: PhP 18.00/pcs Chair with Cover:</p>	<p>10 Minutes</p>	<p><i>Ticketing Clerk or Cashier</i> Finance Services Department</p> <p>*Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex</p>

		PhP 25.00/ pc Tent: PhP 1,500.00/ pc Sound System: PhP 7,500.00 exclusive of operator Projector: Php 250.00/ hour		
	3.2 Endorses the contract for implementation.	None	10 Minutes	<i>Business Development Department Manager BDD</i>
	3.3 Monitors the event implementation.	None	2 Days, 1 Hour, 30 Minutes	<i>Business Development & Marketing Officer BDD</i>
	3.4 Accomplishes the JHMC-BDD- Form 006: Post Event Clearance Form, monitors the implementation of the activity, and facilitates the completion of the form upon termination of the event.	None	1 Day	<i>Business Development & Marketing Officer BDD</i>

Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	3.5 Endorses the duly accomplished form to the BDMA.	None	10 Minutes	<i>Business Development & Marketing Officer</i> BDD
	3.6 Processes the refund for the cleanliness bond, <i>if the client did not violate any conditions of the cleanliness bond.</i>	None	1 Day	<i>Business Development & Marketing Assistant</i> BDD
	3.7 Informs the client of the availability of the cleanliness bond or there is violation of the conditions of the cleanliness bond that warrants forfeiture.	None	10 Minutes	<i>Business Development & Marketing Assistant</i> BDD
4. Client claims the cleanliness bond from the Cashier at JHMC Office Complex – Finance and Services Department (FSD).	4. Refunds the cleanliness bond.	None	20 Minutes	<i>Cashier</i> FSD
TOTAL:		Total fees = (# of hrs requested x rate/hr per type of facility)	7 Days	

**The rates are based on the JHMC-BOD approval of Fees and Charges in 2018.*

**ENVIRONMENT AND ASSET MANAGEMENT
DEPARTMENT – ENVIRONMENT MANAGEMENT
DIVISION
EXTERNAL SERVICES**

1. ENDORSEMENT TO DENR-CAR OF APPLICATIONS FOR TREE CUTTING/PRUNING/EARTHBALLING PERMIT AFFECTED BY NEW DEVELOPMENTS WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ).

The service is availed by business entities desiring to develop areas within the JHSEZ

Department/Division/Unit	:	Environment and Management Division - Environment Management Division (EAMD - EMD)
Classification	:	Highly Technical
Type of Transaction	:	G2B – Government to Businesses Entity
Who may avail	:	Applicants for tree cutting/pruning/earthballing permits within the JHSEZ
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request (1 original copy)		Client
Site Development Plan showing the position of trees affected by the development. (1 original copy)		Client
Contract of Lease (1 certified photocopy)		Client

Client Steps	EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits letter request with the required supporting documents	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> ASD - ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD-ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request.	None	15 Minutes	<i>Project-Based Forester</i> EAMD – EMD
	1.3a If complete, proceed to Step 2.			

Client Steps	EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
	1.3b If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
2. Attends inspection	2.1 Conducts inspection with client	None	2 Days	<i>Project-Based Foresters</i> EAMD - EMD
	2.2 Prepares and submits a report	None	1 Day	<i>Project-Based Foresters</i> EAMD - EMD
	2.3 Reviews and evaluates the report	None	2 Hours	<i>Environment Officer</i> EAMD - EMD
	2.4 Reviews, evaluates and approves the report	None	1 Hour	<i>Environment Management Division Manager</i> EAMD - EMD
	2.5 Prepares request for inspection to Inspectorate Team composed of the following representatives: JHMC representative, City Mayor's Office, DENR-CAR, DENR-PENRO, CENRO-Baguio, DENR-WWRDEC, CEPMO, Barangay representative and IP representative	None	15 Minutes	<i>Project-Based Foresters</i> EAMD - EMD
	2.6 Approves letter to the Inspectorate Team	None	5 Minutes	<i>Environment Management Division Manager</i> EAMD - EMD
3. Acknowledges receipt of the letter.	3. Issue letter to Inspectorate Team. The client will be issued a copy of the letter.	None	1 Day	<i>Project-Based Foresters</i> EAMD - EMD

Client Steps	EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
4. Attends inspection	4.1 Conducts inspection with Inspectorate Team	None	2 Days	<i>Environment Management Division Manager</i> EAMD – EMD OR <i>Project-Based Foresters</i> EAMD – EMD
	4.2 Reviews report from Inspectorate Team and recommend endorsement of application.	None	1 Hour	<i>Environment and Asset Management Division Manager</i> EAMD
	* Reviews and endorses the application for cutting/earthballing/pruning to DENR-CAR.	None	4 Hours	<i>Vice President and Chief Executive Officer</i> Office of the Vice President and Chief Operations Officer
5. Acknowledges copy of endorsement.	*Issue copy of endorsement to the client.	None	7 Minutes	<i>Executive Assistant to the Vice President and Chief Executive Officer</i> Office of the Vice President and Chief Operations Officer
*End of Stage 1				

Client Steps	EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Client secures permit from the CENRO-Baguio and issues one photocopy to JHMC	1. Acknowledges receipt of permit and prepares Notice to Proceed (NTP)	None	5 Minutes	<i>Records Management Specialist</i> ASD - ICTD <i>Project-Based Foresters</i> EAMD – EMD
2. Acknowledges receipt of Notice to Proceed (NTP)	2. Issue Notice to Proceed to Client and Inspectorate Team	None	1 Day	<i>Environment Management Division Manager</i> EMD
*End of Stage 2	TOTAL:	None	8 Days, 4 Hours and 50 Minutes	

2. ENDORSEMENT FOR EMERGENCY TREE CUTTING/PRUNING/RETRIEVAL PERMIT WITHIN CAMP JOHN HAY.

The service is availed by locators and residents who desire to secure a permit to cut/prune/retrieve trees posing imminent danger to lives and/or properties.

Department/Division/Unit	:	EAMD – EMD
Classification	:	Highly Technical – Public Safety
Type of Transaction	:	G2C – Government to Citizen; G2G – Government to Government
Who may avail	:	Locators, Residents, and Government Agencies located within Camp John Hay

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request with a contact number of Requestor (1 original copy)	Client
Certification from the Punong Barangay endorsing the emergency cutting/pruning/retrieval operation (For JHRA only) (1 original copy)	Concerned Barangay

Client Steps	EAMD - EMD and ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits letter request and certification	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> ASD-ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD-ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request. If complete, proceed to Step 2.	None	5 Minutes	<i>Project-Based Forester</i> EAMD - EMD

Client Steps	EAMD - EMD and ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	*If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
2. Joins on-site validation	2.1 Conducts on-site validation of trees applied for cutting/pruning/retrieval.	None	2 Hours	<i>Project-Based Forester</i> EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	<i>Project-Based Forester</i> EAMD - EMD
	2.3 Prepares endorsement letter to CENRO-Baguio	None	15 Minutes	<i>Project Based Forester</i> EAMD - EMD
	2.4 Approve the endorsement letter and schedule to conduct emergency tree cutting/pruning/retrieval to CENRO.	None	5 Minutes	<i>Environment Management Division Manager</i> EAMD - EMD
3. Acknowledges receipt of the copy of the endorsement letter	3. Endorsement letter forwarded to CENRO. Courtesy copy issued to the client	None	15 Minutes	<i>Project-Based Forester</i> EAMD - EMD
TOTAL:		0.00	1 Day, 1 Hour and 43 Minutes	

3. ENDORSEMENT FOR SANITATION TREE CUTTING/PRUNING WITHIN CAMP JOHN HAY.

The service is availed by locators and residents who desire to secure a permit to cut/prune dead and/or infested trees posing danger to lives and/or properties, and forest quality.

Department/Division/Unit	:	EAMD – EMD
Classification	:	Highly Technical – Public Safety
Type of Transaction	:	G2C – Government to Citizen; G2G – Government to Government
Who may avail	:	Locators, Residents, and Government Agencies located within Camp John Hay

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request with a contact number of Requestor (1 original copy)	Client
Certification from the Punong Barangay endorsing the cutting and/or pruning operation (For JHRA only) (1 original copy)	Concerned Barangay

Client Steps	EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits letter request and certification	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request. If complete, proceed to Step 2. *If incomplete, notifies the client thru SMS/Telephone to	None	5 Minutes	<i>Project-Based Forester EMD</i>

Client Steps	EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
	submit the lacking document			
2. Join on-site validation	2.1 Conducts on-site validation of trees applied for sanitation cutting/pruning.	None	2 Hours	<i>Project-Based Forester</i> EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	<i>Project-Based Forester</i> EAMD - EMD
	2.3 Prepares endorsement letter to CENRO-Baguio and/or the Inspectorate Team in the case of applicants from the JHSEZ	None	15 Minutes	<i>Project Based Forester</i> EAMD – EMD
	2.4 Approves the endorsement letter and schedule to conduct sanitation tree cutting and/or pruning to CENRO Baguio and/or the Inspectorate Team as applicable.	None	5 Minutes	<i>Environment Management Division Manager</i> EAMD - EMD
3. Acknowledges receipt of the copy of the endorsement letter	3.1 Endorsement letter forwarded to CENRO Baguio and/or the Inspectorate Team. Courtesy copy issued to the client	None	15 Minutes	<i>Project-Based Forester</i> EAMD - EMD
TOTAL:		0.00	1 Day, 1 Hour and 43 Minutes	

4. PERMIT TO BRING OUT FOREST PRODUCTS SERVICES RENDERED TO ALL WHO DESIRE TO BENEFIT FROM AVAILABLE FIREWOOD FOR FAMILY AND OTHER SOCIAL/CULTURAL OCCASIONS.

This service is availed by for the request of firewood being disposed to be used for cooking food, bonfires and other similar activities during family and other socio-cultural occasions as part of JHMC's Corporate Social Responsibility.

Department/Division/Unit	: EAMD – EMD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Client
Duly accomplished Form: Request for Firewood and Other Forest Products.	JHMC website and JHMC Office Complex – EAMD-EMD Office

Client Steps	EAMD – EMD, ASD-ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. The applicant submits letter request with contact number to the JHMC-Records Unit Indicating the volume and intended use of the firewood.	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> ASD-ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD-ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request.	None	5 Minutes	<i>Project-Based Foresters</i> EAMD – EMD
	1.3a If complete, proceed to Step 1.4.	None	5 Minutes	<i>Project-Based Foresters</i> EAMD – EMD

	1.3b If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
	1.4 Checks availability of firewood on stock	None	30 Minutes	<i>Project-Based Foresters</i> EAMD – EMD
	1.5 Accomplishes the PBO-Forest Products Form. Prepares and issue ATAP	None	1 Hour	<i>Project-Based Foresters</i> EAMD – EMD
2. Submits ATAP and supporting document (if any) to the Cashier	2.1 Accepts and inspects ATAP and: 2.2.1 If transaction is under SEZRIS, Cashier logs on to the website to verify amount and item to be paid by client;	a) PhP 500.00/ cubic meter * No PBO fee for firewood to be used during wake /burial	5 Minutes	<i>Cashier</i> Finance Services Department
3. Pays the assessed fees / billed amount / amount due in full *Make sure to secure the OR for the payment made.	3.1 Confirms amount of payment; 3.2 OR is prepared manually 3.2.1. Original Copy is issued to the client 3.2.2 Duplicate copy is to be submitted to COA 3.2.3 ATAP is attached to the Triplicate Copy (Cashier's Copy) *Since transaction is under SEZRIS,	None	5 Minutes	<i>Cashier</i> Finance Services Department

	payment details are encoded in the SEZRIS portal;			
4. Acknowledges receipt of the approved PBO-Forest products	3. Approves and issues PBO-Forest Products	None	5 Minutes	<i>Environment Management Division Manager</i> EAMD - EMD
TOTAL:		Total Fees = (PhP 500.00 x # of cubic meter/s) * No PBO fee for firewood to be used during wake/burial	5 Hours and 58 Minutes	

5. FIREWORKS DISPLAY PERMIT WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)

This service is availed by locators who desire to stage a fireworks display within selected areas within the JHSEZ.

Department/Division/Unit	:	EAMD - EMD
Classification	:	Simple
Type of Transaction	:	G2B – Government to Business Entity
Who may avail	:	Locators within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fireworks safety Clearance (1 certified true copy)	BFP
Fireworks display permit (1 certified true copy)	LGU-Baguió City

Duly accomplished Application Form for Fireworks Display within JHSEZ	JHMC website
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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits letter request with the required supporting documents and contact number to the JHMC Records Unit	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request. *If complete, proceed to Step 1.4. *If incomplete, notifies the client thru SMS/Telephone to submit the lacking document	None	5 Minutes	<i>Project-Based Forester EAMD - EMD</i>
	1.4 Prepares the Fireworks Display Permit and Authority to Accept Payment (ATAP)	None	30 Minutes	<i>Environment Officer EAMD – EMD</i>
	1.5 Issues ATAP	None	5 Minutes	<i>Project-Based Forester EAMD - EMD</i>

2. Submits ATAP and supporting document (if any) to the Cashier	2.1 Accepts and inspects ATAP;	a) Fee: PhP2,000.00, or ten percent of the total cost of the fireworks and other pyrotechnic devices used for the fireworks display, whichever is higher, b) safety bond deposit amounting to 50% of the manifested total cost of the fireworks /pyrotechnic materials	5 Minutes	Cashier Finance Services Department
3. Pays the assessed fees / billed amount / amount due in full *Make sure to secure the OR for the payment made.	3.1 Confirms amount of payment; 3.2 OR is prepared manually 3.2.1. Original Copy is issued to the client 3.2.2 Duplicate copy is to be submitted to COA 3.2.3 ATAP is attached to the Triplicate Copy (Cashier's Copy)	None	5 Minutes	Cashier Finance Services Department
4. Receives the Fireworks Display Permit	4.1 Approves and issue Fireworks Display Permit	None	5 Minutes	Environment Management Division Manager EAMD - EMD

TOTAL:	Total Fee = (PhP2,000.00 or 10% x total cost of the fireworks and other pyrotechnic devices used for the fireworks display, whichever is higher) + (50% x manifested total cost of the fireworks /pyrotechnic materials)	5 Hours and 8 Minutes	
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6. ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD - RELATED ESTABLISHMENT (NEW APPLICATION)

This service is availed by Food – related locators (e.g. restaurants, *fast food*, *food tents*/kiosks, canteen concessionaires, convenience stores with food items, among others).

The Certificate of Environmental Compliance (CEC) certifies that a locator or enterprise complies with the applicable environmental standards, laws, policies, and guidelines and has passed the environment and sanitation audit conducted by JHMC.

The CEC is a requisite for the issuance of the Permit to Operate within the John Hay Special Economic Zone.

During the period of CEC validity, adverse violations to existing environmental standards shall be sufficient ground for the revocation or cancellation of the PTO.

Department/Division/Unit	:	EAMD - EMD
Classification	:	Highly Technical
Type of Transaction	:	G2B – Government to Businesses

Who may avail : Locators of the John Hay Special Economic Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upload electronic files in pdf or jpeg format in the least readable resolution possible for easy uploading of the following:	
Valid Health Certificate of ALL food handlers	Baguio City Health Department
Permit To Operate - Air Pollution Source Equipment, <i>or installation</i> , if applicable (standby generator set, boiler, fuel tank)	Environmental Management Bureau - CAR, Baguio City
Wastewater Discharge Permit, if applicable (for wastewater facilities like Sewage Treatment Plant , Septic tanks, etc.), if applicable	Environmental Management Bureau - CAR, Baguio City
OR/CR of official vehicles being used in operations, if applicable	Land Transportation Office
Hazardous Waste Generator's ID, and / or Chemical Control Order Registration, if applicable	Environmental Management Bureau - CAR

Client Steps	EAMD-EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Log on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1. Review the application for completeness in form, substance and documents attached.	None	1 Day	Environment Officer EAMD-EMD
1.1 Go to Certificate of Environmental Compliance Section	1.1 Assesses fees <i>and charges; after which an email notification is sent to the locator reflecting Order of Payment</i>	None	1 Day (<i>paused-clock</i>)	Environment Officer EAMD-EMD
1.2 Complete all necessary locator information in the fields provided and upload the above listed requirements and click SUBMIT.				

2. Download and print the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues the ATAP to the Client.	None	20 Minutes	Environment Officer EAMD-EMD
2.1 The locator gets an Authority To Accept Payment (ATAP) from EAMD-EMD				
3. Submits the ATAP and pays the CEC fees to the Cashier. <i>*Make sure to secure the OR for the payment made.</i>	3.1 Accepts the ATAP and payment then enters the payment details in the sezris.jhmc.com. <i>Note: Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted)</i>	CEC Application and Registration = P2,000.00 Inspection Fee = P 500.00	1 hour	Cashier Finance Services Department
	3.2 Conducts an environment and sanitation inspection and audit	None	1 Day (within 7 days from acceptance and input of payment in the SEZRIS)	Environment Officer EAMD-EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report <i>Note: The Environment and Sanitation Audit must</i>	None	2 Days	Environment Officer EAMD-EMD

	<i>establish that the locator is compliant with applicable environment and sanitation standards.</i>			
	3.4 Recommends the CEC Approval to the EMD Manager	None	1 Day	Environment Officer EAMD-EMD
	3.5 Reviews the Environment and Sanitation Report and Approves the CEC. <i>Note: The EMD Manager approval is the basis for the date of the CEC issuance and approval.</i> <i>The approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and sezris notification.</i>	None	2 Days, 10 Minutes	Environment Manager, EAMD-EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
TOTAL:		PhP 2,500.00	14 Days, 1 hour and 30 Minutes	

7. ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD - RELATED ESTABLISHMENT (RENEWAL APPLICATION)

This service is availed by Food – related locators (e.g. restaurants, kiosks, canteen concessionaires, convenience stores with food items, among others).

The Certificate of Environmental Compliance (CEC) certifies that a locator or enterprise complies with the applicable environmental standards, laws, policies, and guidelines and has passed the environment and sanitation audit conducted by JHMC.

The CEC is a requisite for the issuance of the Permit to Operate within the John Hay Special Economic Zone. The CEC is valid for a period of one (1) year and *an existing enterprise shall renew this annually via the online permitting platform of JHMC, sezris.jhmc.com.ph*, 1-15 days prior to expiration. Penalty for late renewal shall be applied. During the period of CEC validity, adverse violations to existing environmental standards shall be sufficient ground for the revocation or cancellation of the PTO.

Department/Division/Unit	:	EAMD - EMD
Classification	:	Highly Technical
Type of Transaction	:	G2B – Government to Businesses
Who may avail	:	Locators of the John Hay Special Economic Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upload electronic files in pdf or jpeg format in the least readable resolution possible for easy uploading of the following:	
Valid Health Certificate of ALL food handlers	Baguio City Health Department
Previous / latest Certificate of Environmental Compliance (CEC)	JHMC – Environment and Asset Management Department
Permit To Operate - Air Pollution Source Equipment <i>or Installation</i> , if applicable (standby generator set, boiler, fuel tank)	Environmental Management Bureau - CAR, Baguio City
Wastewater Discharge Permit, if applicable (for wastewater facilities like Sewage Treatment Plant , Septic tanks, etc.), if applicable	Environmental Management Bureau - CAR, Baguio City
OR/CR of official vehicles being used in operations, if applicable	Land Transportation Office

Hazardous Waste Generator's ID and / or Chemical Control Order Registration, if applicable	Environmental Management Bureau - CAR
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Client Steps	EAMD-EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Logs on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1. Reviews the application for completeness in form, substance and documents attached.	None	1 Day	Environment Officer EAMD-EMD
1.1 Goes to "Certificate of Environmental Compliance" section	1.1 Assesses fees and charges; <i>after which an email notification is sent to the locator reflecting Order of Payment</i>	None	1 Day (paused-clock)	Environment Officer EAMD-EMD
1.2 Completes all necessary locator information in the fields provided and upload the above listed requirements and click SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues the Authority To Accept Payment (ATAP)	None	20 Minutes	Environment Officer EAMD-EMD
2.1 The locator gets the ATAP from EAMD-EMD				
3. Pays the fees to the JHMC Cashier. <i>*Make sure to secure the OR for the payment made.</i>	3.1 <i>Accepts the ATAP and payment and enters the payment details in the sezris.jhmc.com.ph</i> <i>Note:</i>	CEC Renewal Fee = P500.00 Inspection Fee = P 500.00	1 Hour	Cashier Finance Services Department

	<i>Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted.</i>			
	3.2 Conducts an environment and sanitation inspection and audit	None	1 Day (within 7 working days from acceptance and input of payment in the sezzris)	Environment Officer EAMD-EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report <i>Note: The Environment and Sanitation Audit must establish that the locator is consistently compliant with applicable standards. Validation by the EO of any (+/-) variations in their operations that may affect their environmental performance will be analyzed and noted.</i>	None	2 Days	Environment Officer EAMD-EMD
	3.4 Recommends the CEC for Approval to the	None	1 Day	Environment Officer EAMD-EMD

	Environment Manager			
	<p>3.5 Reviews the Environment and Sanitation Report and Approves the CEC.</p> <p><i>Note: The Environment Manager's approval is the basis for the date of the CEC issuance and approval.</i></p> <p><i>Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and sezris notification.</i></p>	None	2 Days, 10 minutes	Environment Manager, EAMD-EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph	None	None	None	None
TOTAL:		P1,000.00	14 Days, 1 hour and 30 Minutes	

8. ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR NON FOOD- RELATED ESTABLISHMENT, NEW APPLICATION

This service is availed by a non-food locator. Non-food locators are those whose operations do not involve food handling and related services.

The Certificate of Environmental Compliance (CEC) certifies that a locator or enterprise complies with the applicable environmental standards, laws, policies, and guidelines and has passed the environment and sanitation audit conducted by JHMC.

The CEC is a requisite for the issuance of the Permit to Operate within the John Hay Special Economic Zone.

During the period of CEC validity, adverse violations to existing environmental standards shall be sufficient ground for the revocation or cancellation of the PTO.

Department/Division/Unit	: EAMD - EMD
Classification	: Highly Technical
Type of Transaction	: G2B - Government to Business
Who may avail	: Locators of the John Hay Special Economic Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upload electronic files in pdf or jpeg format in the least readable resolution possible for easy uploading of the following:	
Permit To Operate - Air Pollution Source Equipment or <i>Installation</i> , if applicable (standby generator set, boiler, fuel tank)	Environmental Management Bureau - CAR, Baguio City
Discharge Permit, if applicable (for wastewater facilities like Sewage Treatment Plant , Septic tanks, etc.), if applicable	Environmental Management Bureau - CAR, Baguio City
OR/CR of official vehicles being used in operations, if applicable	Land Transportation Office
Hazardous Waste Generator's ID and / or Chemical Control Order Registration, if applicable	Environmental Management Bureau - CAR, Baguio City
FPA License / Equivalent Accreditation of PFPMOA / Chemical Safety Handling Training Certificate, for pest control – related operations	Phil Federation of Pest Management Operators' Association Inc. OR Accredited Training Center

<i>Environmental Sanitation Clearance (ESC) for Septage Management Services</i>	<i>Department of Health</i>
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Client Steps	EAMD-EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Logs on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1 Reviews the application for completeness in form, substance and documents attached.	None	1 Day	<i>Environment Officer</i> EAMD-EMD
1.1 Goes to the “Certificate of Environmental Compliance” section / button	1.1 Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day (paused-clock)	<i>Environment Officer</i> EAMD-EMD
1.2 Completes all necessary locator information in the fields provided and upload the above listed requirements and clicks SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues Authority To Accept Payment (ATAP)	None	20 Minutes	<i>Environment Officer</i> EAMD-EMD
2.1 The locator gets the from EAMD-EMD.				
3. Pays the fees to the Cashier <i>*Make sure to secure the OR for the payment made.</i>	3.1 <i>Accepts the ATAP and payment then enters the payment details in the sezris.jhmc.com.ph</i> <i>Note:</i>	CEC Application and Registration = P2,000.00	1 Hour	<i>Cashier</i> Finance Services Department

	<i>Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted.</i>	Inspection Fee = P 500.00		
	3.2 Conducts an environment and sanitation inspection and audit	None	1 Day (within 7 working days from acceptance and input of payment in the sezzris)	Environment Officer EAMD-EMD
	3.3 Accomplishes the Environment and Sanitation Report <i>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable standards, hence reflecting their environmental performance.</i>	None	2 Days	Environment Officer EAMD-EMD
	3.4 Recommends the CEC for Approval to the Environment Manager	None	1 Day	Environment Officer EAMD-EMD
	3.4 Reviews the Environment and Sanitation Report and Approves the CEC. <i>Note: The Environment Manager approval is the basis for the date of the CEC issuance</i>	None	2 Days, 10 Minutes	Environment Manager, EAMD-EMD

	<i>and approval.</i>			
	<i>Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and sezris notification.</i>			
<i>4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.</i>	None	None	None	None
TOTAL:		PhP 2,500.00	14 Days, 1 Hour and 30 Minutes	

9. ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR NON FOOD- RELATED ESTABLISHMENT, RENEWAL APPLICATION

This service is availed by a non-food locator. A non-food locator are those whose operations do not involve food services and handling.

The Certificate of Environmental Compliance (CEC) certifies that a locator or enterprise complies with the applicable environmental standards, laws, policies, and guidelines and has passed the environment and sanitation audit conducted by JHMC.

The CEC is a requisite for the issuance of the Permit to Operate within the John Hay Special Economic Zone. The CEC is valid for a period of one (1) year and *an existing enterprise shall renew this annually via the online permitting platform of JHMC, sezris.jhmc.com.ph*, 1-15 days prior to expiration. Penalty for late renewal shall be applied.

During the period of CEC validity, adverse violations to existing environmental standards shall be sufficient ground for the revocation or cancellation of the PTO.

Department/Division/Unit	: EAMD - EMD
Classification	: Highly Technical
Type of Transaction	: G2B – Government to Business
Who may avail	: Locators of the John Hay Special Economic Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upload electronic files in pdf or jpeg format in the least readable resolution possible for easy uploading of the following:	
Previous / latest Certificate of Environmental Compliance	JHMC - EMD
Permit To Operate - Air Pollution Source Equipment <i>or Installation</i> , if applicable (standby generator set, boiler, fuel tank)	Environmental Management Bureau - CAR, Baguio City
Discharge Permit, if applicable (for wastewater facilities like Sewage Treatment Plant , Septic tanks, etc.), if applicable	Environmental Management Bureau - CAR, Baguio City
OR/CR of official vehicles being used in operations, if applicable	Land Transportation Office
Hazardous Waste Generator's ID and / or Chemical Control Order Registration, if applicable	Environmental Management Bureau - CAR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FPA License / Equivalent Accreditation of PFPMOA / Chemical Safety Handling Training Certificate, for pest control – related operations	Phil Federation of Pest Management Operators' Association Inc. OR Accredited Training Center
<i>Environmental Sanitation Clearance (ESC) for Septage Management Services</i>	<i>Department of Health</i>

Client Steps	EAMD-EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Logs on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1. Reviews the application for completeness in form, substance and documents attached.	None	1 Day	Environment Officer EAMD-EMD
1.1 Goes to the "Certificate of Environmental Compliance" section / button	1.1 Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day (paused-clock)	Environment Officer EAMD-EMD
1.2 Completes all necessary locator information in the fields provided and upload the above listed requirements and clicks SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues an Authority To Accept Payment (ATAP)	None	20 Minutes	Environment Officer EAMD-EMD
2.1 The locator gets the ATAP from EAMD-EMD.				

<p>3. Pays the fees to the Cashier</p> <p>*Make sure to secure the OR for the payment made.</p>	<p>3.1 Enters the payment details in the sezris.jhmc.com.ph</p> <p><i>Note:</i> <i>Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted.</i></p>	<p>CEC Renewal = P500.00</p> <p>Inspection Fee = P 500.00</p>	<p>1 Hour</p>	<p>Cashier Finance Services Department</p>
	<p>3.2 Conducts an environment and sanitation inspection and audit</p>	<p>None</p>	<p>1 Day (within 7 working days from acceptance and input of payment in the sezris)</p>	<p>Environment Officer EAMD-EMD</p>
	<p>3.3 Accomplishes the Environment and Sanitation Audit Report</p> <p><i>Note: The Environment and Sanitation Audit must establish that the locator is consistently compliant with applicable standards. Validation by the EO of any (+/-) variations in their operations that may affect their environmental performance will be analyzed and noted.</i></p>	<p>None</p>	<p>2 Days</p>	<p>Environment Officer EAMD-EMD</p>
	<p>3.4 Recommends the CEC Approval to the Environment Manager</p>	<p>None</p>	<p>1 Day</p>	<p>Environment Officer EAMD-EMD</p>

	<p>3.4 Reviews the Environment and Sanitation Report and Approves the CEC.</p> <p><i>Note: The Environment Manager's approval is the basis for the date of the CEC issuance and approval.</i></p> <p><i>Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and sezris notification.</i></p>	None	2 Days, 10 Minutes	Environment Manager, EAMD-EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
TOTAL:		PhP 1,000.00	14 Days, 1 Hour and 30 Minutes	

**ENVIRONMENT AND ASSET MANAGEMENT
DEPARTMENT – LAND AND ASSET
MANAGEMENT DIVISION
EXTERNAL SERVICES**

1. ISSUANCE OF CERTIFICATE OF COVERAGE (COC)

This service is availed for the issuance of Certificate of Coverage verifying the geographical location of land claims and/or buildings/structures located within the Camp John Hay Reservation (CJHR).

Department/Division/Unit	:	Environment and Asset Management Department - Land and Asset Management Division (EAMD – LAMD)
Classification	:	Complex
Type of Transaction	:	G2C - Government to Citizen; G2G – Government to Government
Who may avail	:	All clients, National Government Agencies and instrumentalities, GOCCs, SUCs and Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter from the applicant clearly stating the purpose of the request. (1 original)	Applicant
Attachment(s):	
1. Approved survey plan (1 photocopy) Or	DENR/NCIP/DAR
Sketch Plan of land claims (1 photocopy) Or	Applicants' private surveyor
Locational Plan (in the absence of the above-stated documents) (1 photocopy)	Applicant
2. For Informal Settlers within CJHR:	Concerned Barangay Unit
○ Barangay certification attesting residency of the applicant (1 original copy)	
○ Current Assessment of Real Property (Building) (1 certified true copy)	Assessor's Office who has jurisdiction where claim is located.
○ History of Real Property (Building) (1 certified true copy)	Assessor's Office who has jurisdiction where claim is located.
3. Other document(s).	May be required from applicant depending on the nature of the request.

Client Steps	EAMD-LAMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit the required documents to the JHMC-Records Management Section (RMS)	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	1.3 Acknowledges receipt of documents from RMS and checks substantial amount of information through the submitted requirements.	None	1 Day	<i>Land and Asset Management Department Officer EAMD-LAMD</i>
	1.3.1 If substantial in information, verifies geographical location of request and prepares draft COC (Proceed to Step 3.1) Or 1.3.2 If not substantial and significant in information, prepares draft letter requesting additional documents and information. (Proceed to Step 3.2)	None	1 Day (with or without inspection) 4 Hours	<i>Land and Asset Management Department Officer EAMD-LAMD</i> <i>Land and Asset Management Department Officer EAMD-LAMD</i>

	1.4.1 Reviews and signs COC (Proceed to Step 2.1.1) 1.4.2 Reviews and signs letter (Proceed to Step 2.2.1)	None	4 Hours	<i>Land and Asset Management Department Manager</i> EAMD-LAMD
2.1 Acknowledges receipt of COC	2.1.1 Issues COC	None	1 Hour	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
2.2 Acknowledges receipt letter	2.2.1 Issues letter	None	2 Hours	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
3.1 Submits requested document(s) to RMS	3.1.1 Acknowledges receipt of additional document(s) from RMS, revalidates additional information and prepares COC	None	2 Days (With or Without Inspection)	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
3.2 Acknowledges receipt of COC	3.2.1 Reviews and signs COC	None	4 Hours	<i>Land and Asset Management Department Manager</i> EAMD-LAMD
	4. Issue COC	None	2 Hours	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
TOTAL:		0.00	5 Days 4 Hours and 3 Minutes	

**ENVIRONMENT AND ASSET MANAGEMENT
DEPARTMENT – LAND AND ASSET
MANAGEMENT DIVISION
INTERNAL SERVICES**

1. ISSUANCE OF CERTIFICATE OF COVERAGE (COC)

This service is availed for the issuance of Certificate of Coverage to Internal Request

Department/Division/Unit	:	EAMD-LAMD
Classification	:	Complex
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	JHMC – Project Management Division (PMD), Safety and Security Department (SSD), Business and Development Department (BDD) and Administrative Services Department- General Services Division (ASD-GSD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Form clearly stating the purpose of the request. (1 original)	JHMC HIS portal 192.168.2.9.8080
Attachment(s): Approved survey plan (1 photocopy) Or Sketch Plan of land claims (1 photocopy) Or Locational Plan (in the absence of the above-stated documents) (1 photocopy)	DENR/NCIP/DAR Applicants' private surveyor Applicant

Client Steps	EAMD-LAMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Requestor to fill-out request form through the HIS portal.	1.1 Acknowledges receipt of documents from RMS and checks substantial amount of information through the submitted requirements.	None	1 Day	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
	1.1.2 If substantial in information, verifies geographical location of request and prepares draft	None	1 Day (with or without inspection)	<i>Land and Asset Management Department Officer</i> EAMD-LAMD

Client Steps	EAMD-LAMD Actions	Fees to be paid	Processing Time	Person Responsible
	COC (Proceed to Step 1.2) Or 1.1.3 If not substantial and significant in information, prepares draft letter requesting additional documents and information. (Proceed to Step 3.1.1)		4 Hours	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
	1.2 Reviews and signs COC (Proceed to Step 2.1.1) 1.3 Reviews and signs letter (Proceed to client Step 2.2.1)	None	4 Hours	<i>Land and Asset Management Department Manager</i> EAMD-LAMD
2.1 Acknowledges receipt of COC	2.1.1 Issues COC	None	1 Hour	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
2.2 Acknowledges receipt letter	2.2.1 Issues letter	None	2 Hours	<i>Land and Asset Management Department Officer</i> EAMD-LAMD
3.1 Submits requested document(s) to RMS	3.1.1 Acknowledges receipt of additional document(s) from RMS, revalidates additional	None	2 Days (With or Without Inspection)	<i>Land and Asset Management Department Officer</i> EAMD-LAMD

Client Steps	EAMD-LAMD Actions	Fees to be paid	Processing Time	Person Responsible
	information and prepares COC			
3.2 Acknowledges receipt of COC	3.2.1 Reviews and signs COC	None	4 Hours	<i>Land and Asset Management Department Manager EAMD-LAMD</i>
	3.2.2 Issue COC	None	2 Hours	<i>Land and Asset Management Department Officer EAMD-LAMD</i>
TOTAL:		0.00	5 Days	

**ENVIRONMENT AND ASSET MANAGEMENT
DEPARTMENT – PROJECT MANAGEMENT
DIVISION
EXTERNAL SERVICES**

1. REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (PROGRESS BILLING)

This service is availed by qualified infrastructure services provider of JHMC projects with progress works.

The Environment and Asset Management Department-Project Management Division (EAMD-PMD) needs to ensure efficient and effective operational processes, in compliance with the National Building Code of the Philippines, and pertinent rules and regulations, proposed by Project Management Division, procured through public bidding, implemented and completed in accordance with the approved program of works and contract documents.

Department/Division/Unit	: EAMD-PMD
Classification	: HIGHLY TECHNICAL
Type of Transaction	: G2C, G2B, and G2G
Who may avail	: Qualified Infra Services Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Statement of Work Accomplished (SWA) Photos of the project (before, during and after)	To be provided by Client

Internal Steps	PMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits complete requirements to the EAMD-PMD.	1.1 Prepare documents for Advance Payments, Progress Billing, upon the request of the contractor: a. Endorsement for Billing b. Disbursement Voucher (DV) c. Budget Utilization Request (BUR) d. Validated Statement of Work Accomplished (SWA) e. Inspection Reports signed by JHMC Inspectorate Team	None	3 Days	<i>Project Management Officer</i> EAMD-PMD

	PMD Actions	Fees to be paid	Processing Time	Person Responsible
	f. Progress photos Prepare above documents in 3 copies			
	1.2 Prepare Variation Order: change, addition order if any -Approved CSW -Technical documents -Layout drawing, -Detailed Cost estimates, -Scope of works	None	3 Days	<i>Project Management Officer</i> EAMD-PMD AND/OR <i>Civil/Structural Engineer</i> EAMD-PMD
	1.3 Transmits the signed DV and BUR, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	1 Day	<i>Project Management Officer</i> EAMD-PMD
	1.4 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.5 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst</i> FSD
	1.6 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.7 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD

	PMD Actions	Fees to be paid	Processing Time	Person Responsible
	1.8 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.9 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.10 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.11 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant</i> FSD
	1.12 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant</i> FSD
	1.13 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant</i> FSD
	1.14 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and	None	10 Minutes	<i>Accountant</i> FSD

	PMD Actions	Fees to be paid	Processing Time	Person Responsible
	below. The Finance Manager signs for transactions involving amounts above ₱500,000.00.			
	1.15 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	<i>Accountant FSD</i>
	1.16 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.17 Process the DV through the ERP Acumatica System.	None	2 Hours	<i>Treasury and Investment Officer FSD</i>
	1.18 Prepares and signs the Side B of the check.	None	5 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.19 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.20 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	<i>PCEO</i> <i>OPCEO</i> <i>OR</i> <i>VPCOO</i> <i>OVPCOO</i> <i>OR</i> <i>ASD Manager</i> <i>OPCEO</i>

	PMD Actions	Fees to be paid	Processing Time	Person Responsible
	1.21 Receives the DVs and its signed check and endorse to the Cashier for payment.	None	5 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.22 Informs the Payee of the availability of the check payment.	None	5 Minutes (paused-clock)	<i>Cashier</i> FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 Minutes	<i>Cashier</i> FSD
TOTAL:		0.00	9 Days, 2 Hours, 20 Minutes	

2. REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (FINAL BILLING)

This service is availed by qualified infrastructure services provider of JHMC projects with completed project.

Department/Division/Unit	: EAMD-PMD
Classification	: HIGHLY TECHNICAL
Type of Transaction	: G2C, G2B, and G2G
Who may avail	: Qualified Infra Services Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Statement of Work Accomplished (SWA) Photos of the project (before, during and after)	To be provided by Client

Internal Steps	PMD Actions	Fees to be paid	Processing Time	Person Responsible
Submits complete requirements to	1.1 Prepare documents for Final billing upon request of the contractor	None	5 Days	<i>Project Management Officer</i> EAMD-PMD

the EAMD-PMD.	Documents stated in Step 15 including the following: -Approved Certificate of Payment -Approved Computation of Liquidated damages -Approved Certificate of Completion and Turn over -Photos (before, during, after) Prepare above documents in 3 copies			
	1.2 Prepare Variation Order: change, addition order if any -Approved CSW -Technical documents -Layout drawing, -Detailed Cost estimates, -Scope of works	None	3 Days	<i>Project Management Officer</i> EAMD-PMD AND/OR <i>Civil/Structural Engineer</i> EAMD-PMD
	1.3 Transmits the signed DV and BUR, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	1 Day	<i>Project Management Officer</i> EAMD-PMD
	1.4 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.5 Receives the validated and certified documents set from the Budget Officer, checks	None	1 Hour	<i>Finance Analyst</i> FSD

	completeness and propriety of the attachments.			
	1.6 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst FSD</i>
	1.7 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst FSD</i>
	1.8 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst FSD</i>
	1.9 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst FSD</i>
	1.10 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer FSD</i>
	1.11 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant FSD</i>
	1.12 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant FSD</i>
	1.13 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant FSD</i>

	1.14 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and below. The Finance Manager signs for transactions involving amounts above ₱500,000.00.	None	10 Minutes	Accountant FSD
	1.15 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	Accountant FSD
	1.16 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	Treasury and Investment Officer FSD
	1.17 Process the DV through the ERP Acumatica System.	None	2 hours	Treasury and Investment Officer FSD
	1.18 Prepares and signs the Side B of the check.	None	5 minutes	Treasury and Investment Officer FSD
	1.19 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 minutes	Treasury and Investment Officer FSD
	1.20 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 hours	PCEO OPCEO OR VPCOO OVPCOO OR

				ASD Manager OPCEO
	1.21 Receives the DVs and its signed check and endorse to the Cashier for payment.	None	5 minutes	Treasury and Investment Officer FSD
	1.22 Informs the Payee of the availability of the check payment.	None	5 minutes (paused-clock)	Cashier FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 minutes	Cashier FSD
TOTAL:		0.00	11 Days, 2 Hours, 20 Minutes	

**ENVIRONMENT AND ASSET MANAGEMENT
DEPARTMENT – PROJECT MANAGEMENT
DIVISION
INTERNAL SERVICES**

1. REQUEST FOR PREPARATION OF TECHNICAL DOCUMENTS

This service is availed by any JHMC Departments/Units personnel to EAMD-PMD for the preparation of technical documents, procured through public bidding, implemented and completed in accordance with the approved program of works and contract documents.

Department/Division/Unit	: EAMD-PMD
Classification	: HIGHLY TECHNICAL
Type of Transaction	: G2C, G2B, and G2G
Who may avail	: All JHMC personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Completed Staff Work (CSW) with conceptual plans, approved site location, and approved budget	JHMC Departments/Units as End User

Internal Client Steps	PMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Prepares Completed Staff Work (CSW) including concept plans, approved site location, approved budget according to the Annual Procurement Plan, for the proposed infrastructure project	1.1 Conduct of site verification and validation with concerned JHMC Department/ Division, together with End-User	None	1 Day	<i>PMD Manager</i> EAMD-PMD
	1.2 Prepare Technical documents in accordance with approved CSW of End User unit, concept plans, and approved budget:	None	15 Days	<i>Project Management Officer (PMO)</i> EAMD-PMD
	Program of works: 1.3 Detailed Layout drawings, 1.4 Detailed Estimates,			

	1.5 Project specifications, 1.6 Scope of Works, 1.7 Project Schedule Note: Number of days to complete depends on the magnitude of the project.			
2. Receives the technical documents from PMD	2. Issued the technical documents to End user Department/ Unit	None	4 Hours	PMO/ Civil Engineer EAMD-PMD
TOTAL:		0.00	16 Days and 4 Hours	

FINANCE SERVICES DEPARTMENT EXTERNAL SERVICES

1. COLLECTION OF ENTRANCE FEES AT THE HISTORICAL CORE

This service is provided to allow availment of the of the facilities within the Historical Core, in accordance to the approved appropriate fees by the JHMC BOD. The Historical Core is a known tourist destination in Baguio City featuring the Bell Amphitheater, Bell House, History Trail, Totem Pole, Cemetery of Negativism, and Secret Garden.

Department/Division/Unit	:	Finance Services Department (FSD)
Classification	:	SIMPLE
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> For Standard tourists - cash payment only For BLISTT residents - presentation of one (1) valid Gov't-issued ID Card or other proof of residency within BLISTT area For PWD - presentation of PWD ID For Student - presentation of <i>Student ID</i>; or proof of enrollment through the school Student Portal; or school Registration/Enrollment Form For Senior Citizen (SC)- presentation of SC ID or other valid ID showing the tourist's birth date For children who are four (4) feet and below in height For photoshoot - Walk-in - cash payment only Reservation - Endorsement by BDD 	<ol style="list-style-type: none"> Not Applicable Secure from government agencies such as but not limited to: BIR, Local Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth, LTO Driver's License. Secure from DSWD or Office of the City Mayor Secure from school where student is enrolled at Secure from LGU of tourist's locality; or other government agency such as but not limited to: BIR, DFA, SSS/GSIS, PhilHealth, LTO Driver's License Verification of height is at the Ticketing Booth Walk in - pay at Ticketing Booth For Reservation - Proceed to BDD office and pay at Ticketing Booth

6. Cash Payment

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Presents requirement/s (if any, in accordance with above table) to the Ticketing Clerk	1. Verifies requirements as stated above to identify amount due from tourist/s.	None	5 Minutes	<i>Ticketing Clerk</i> Finance Services Department
2. Pay the required entrance fee. <i>*Make sure to secure POS Receipt (or entrance stubs in case of power interruption) that will be issued upon payment.</i> <i>*Children below four (4) feet are free of charge.</i>	2. Accepts cash payment and inputs details in the system.	Outside Tourist /Standard - PhP 75.00 BLISTT - PhP 48.00 SC/PWD/Student - PhP 36.00 Photoshoot - PhP 1,000.00 (day shoot) PhP 2,000.00 (evening shoot)	10 Minutes	<i>Ticketing Clerk</i> Finance Services Department
<i>*If Official Receipt (OR) is needed, make sure to request to the Ticketing Clerk upon payment.</i>	3. For OR issuance, informs the Cashier of the request	None	5 Minutes	<i>Ticketing Clerk</i> Finance Services Department

	3.1 Prepares the OR then transmits to Ticketing Clerk	None	30 Minutes	Cashier Finance Services Department
3.Receives the POS Receipt / entrance stub.	3.1 Issues POS Receipt / entrance stub or the OR.	None	5 Minutes	Ticketing Clerk Finance Services Department
TOTAL:		Total Fees = (PhP75/36/ 48/ 1,000/ 2,000 x # of pax)	20 Minutes (w/o OR) 55 Minutes (w/ OR)	

2. COLLECTION OF PERMIT FEES AND OTHER PAYMENTS FROM LOCATORS, RESIDENTS, ETC.

This service is availed for all payments/collections due to JHMC. These include, but are not limited to: NBC fees, EMD fees, PMD fees, SEZAD fees, rental and CUSA payments, Adopt-a-Tree Project receipts, billed dues and other similar receipts.

Department/Division/Unit	: FSD
Classification	: SIMPLE
Type of Transaction	: G2C – Government to Citizen; G2B – Government to Business; and, G2G – Government to Government
Who may avail	: Locators Under Lease Contract with JHMC and/or BCDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Authority to Accept Payment (ATAP) Form (1 copy)	1. From the concerned department who endorses the payment
2. a. For transactions not processed through SEZRIS: Presentation of assessment from concerned department / billing / contract or other reference for verification of amount and nature of collection	2. From the concerned department who endorses the payment

2. b. If processed through SEZRIS, submission of ATAP will suffice	3. From the concerned department who endorses the payment
3. Cash / Check Payment	

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits ATAP and supporting document (if any, as stated above) to the Cashier	1.1 Accepts and inspects ATAP and: 1.1.1 If transaction is under SEZRIS, Cashier logs on to the website to verify amount and item to be paid by client; 1.2 Otherwise, Cashier also inspects and verifies the other requirements (if any, based on the above table).	As indicated in the ATAP.	5 Minutes	Cashier Finance Services Department
2. Pays the assessed fees / billed amount / amount due in full	2.1 Confirms amount of payment; 2.2 OR is prepared manually 2.2.1 Original Copy is issued to the client 2.2.2 Duplicate copy is to be submitted to COA 2.2.3 ATAP is attached to the Triplicate Copy (Cashier's Copy) *If transaction is under SEZRIS, payment details are encoded in the SEZRIS portal;		5 Minutes	Cashier Finance Services Department
TOTAL:		As indicated in the ATAP	10 Minutes	

FINANCE SERVICES DEPARTMENT INTERNAL SERVICES

1. REIMBURSEMENT OF PAYMENTS THROUGH CHECK

This service is availed by JHMC personnel who advanced payments for official transactions in behalf of the Corporation.

Department/Division/Unit	: FSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: ALL JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. JHMC-FD-Form 001: Disbursement Voucher (DV) Rev1 (2 original copies)	QMS Internal Forms in JHMC Intranet
2. JHMC-FD-Form 002: Budget Utilization Request and Status (BURS) Rev3 (2 original copies)	QMS Internal Forms in JHMC Intranet
3. Supporting documents depending on the type of transaction per COA Circular No. 2012-001 dated 14 June 2012 Revised Documentary Requirements for Common Government Transactions and other governmental policies and guidelines, such as GPPB. (1 original and 1 photocopy):	Internal and external sources as applicable
3.1 JHMC-FD-Form 010: Authorization for Cash Advance for payments of cash advance for official travel or for special purposes.	QMS Internal Forms in JHMC Intranet
3.2 JHMC-FD-Form 011: Certification of Expenses Not Requiring Receipts for reimbursement of expenses that are below ₱300.00 from establishments not required by BIR to issue Official Receipts (OR).	QMS Internal Forms in JHMC Intranet
3.3 JHMC-FD-Form 012: Certification of Expenses for reimbursement of expenses and payment of procurements that do not require to undergo procurement procedures under RA9184.	QMS Internal Forms in JHMC Intranet
3.4 JHMC-FD-Form 013: Reimbursement Expense Receipt (RER) for reimbursement of expenses paid to	QMS Internal Forms in JHMC Intranet

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
establishments not required by BIR to issue OR.	
3.5 For travelling expenses, use of internally registered QMS forms: a. JHMC-FD-Form 015: Itinerary of Travel; b. JHMC-FD-Form 016: Certificate of Travel Completed; c. JHMC-FD-Form 017: Certification of Accommodation Expenses in Excess of Authorized Travel Rate.	QMS Internal Forms in JHMC Intranet
3.6 Contract Payment Monitoring Report	Formatted by the end-user and input historical disbursements

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits reimbursement documents, including complete documentary requirements as attachments, to the Budget Officer.	1.1 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.2 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst</i> FSD
	1.3 Checks for the correctness of computation including proper withholding taxes.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.4 Prepares and prints the Withholding Tax Certificates and include them in the attachments	None	30 Minutes	<i>Finance Analyst</i> FSD

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.5 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.6 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.7 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.8 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.9 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant</i> FSD
	1.10 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant</i> FSD
	1.11 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP	None	30 Minutes	<i>Accountant</i> FSD

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
	System and “release” the transaction.			
	1.12 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and below. The Finance Manager signs for transactions involving amounts above ₱500,000.00.	None	10 Minutes	Accountant FSD
	1.13 Reviews and signs the Certificate of Withholding Taxes, if applicable; BIR Forms 2306 and/or 2307	None	10 Minutes	
	1.14 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	Accountant FSD
	1.15 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	Treasury and Investment Officer FSD
	1.16 Process the DV through the ERP Acumatica System by batch processing.	None	2 Hours	Treasury and Investment Officer FSD

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.17 Prepares and signs the Side B of the check.	None	5 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.18 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.19 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	<i>PCEO</i> OPCEO OR <i>VPCOO</i> OVPCOO OR <i>ASD Manager</i> ASD
	1.20 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	30 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.21 Informs the Payee of the availability of the check payment.	None	5 Minutes (paused-clock)	<i>Cashier</i> FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 Minutes	<i>Cashier</i> FSD
TOTAL:		0.00	2 Days and 3 Hours	

2. REIMBURSEMENT OF PAYMENTS THROUGH PETTY CASH FUND

This service is availed by JHMC personnel who advanced payments for official transactions in behalf of the Corporation in the amount that can be accommodated through the Petty Cash Fund. This may be issued by a bonded officer who is authorized to manage a Petty Cash Fund.

Department/Division/Unit	: FSD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: ALL JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. JHMC-FD-Form 001: Disbursement Voucher (DV) Rev1 (2 original copies)	QMS Internal Forms in JHMC Intranet
2. Complete supporting documents depending on the type of transaction per COA Circular No. 2012-001 dated 14 June 2012 Revised Documentary Requirements for Common Government Transactions and other governmental policies and guidelines, such as GPPB. (1 original and 1 photocopy):	Internal and external sources as applicable

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits duly filled out and approved Petty Cash Voucher, including complete documentary requirements as attachments, to the Treasury and Investment Officer.	1.1 Receives the Petty Cash Voucher and its attachments and reviews all documentary requirements as to validity, propriety and completeness.	None	5 minutes	Treasury and Investment Officer FSD
	1.2 Inputs data and signs the Petty Cash Fund Voucher.	None	30 minutes	Treasury and Investment Officer FSD
2. Receives the amount being reimbursed in cash	2. Releases the cash to the Payee.	None	15 minutes	Treasury and Investment Officer FSD

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
and signs the Petty Cash Voucher form as a proof of receipt.				
TOTAL:		0.00	50 Minutes	

LEGAL DEPARTMENT INTERNAL SERVICES

1. RESOLUTION OF LEGAL CONCERNS

This service is availed by JHMC personnel for legal matters concerning their respective areas of concern.

Department/Division/Unit	: LD
Classification	: Highly Technical
Type of Transaction	: G2C, G2B and G2G
Who may avail	: Department/Division/Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form and substance of requests for opinions/advice/review of policy/procedure/legal documents/ letter: <ol style="list-style-type: none"> 1. Internal memorandum/Complete Staff Work stating the factual circumstances/background/chronology; statement of issues/sought to be solved (1 original copy) 2. Documents pertinent to the issue/s (1 photocopy) 3. Other matters which the LD needs to be apprised of in the form of internal memo/Complete Staff Work (1 original copy) 	<p>End-user</p> <p>End-user</p> <p>End-user</p>
Form and substance of requests for drafting/review of contract/ agreement: <u>On-Going Procurement</u> <ol style="list-style-type: none"> 1. Approved CSW or PR, whichever is applicable (1 original copy) 2. Approved Terms of Reference(TOR)/Scope of Services (SOS)/Term Sheet, whichever is applicable (1 original copy) 	<p>Office of the President and Chief Executive Officer (OPCEO)/Office of the Vice-President and Chief Operations, Officer (OVPCOO), Bids and Awards Committee (BAC) Secretariat</p> <p>Office of the President and Chief Executive Officer (OPCEO)/Office of the Vice-President and Chief Operations, Officer (OVPCOO), End-user</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Secretary's Certificate approving TOR/SOS (1 photocopy)	Office of the Corporate Secretary (OCS)
4. Supporting documents to explain the antecedents of the proposed contract/agreement (1 photocopy)	End-user
5. Other matters which the LD needs to be apprised of.	End-user
<u>Awarded Procurement</u>	
1. Bids and Awards Committee (BAC) Resolution (1 photocopy)	Bids and Awards Committee (BAC) Secretariat
2. Secretary's Certificate approving the BAC Resolution recommending award (1 photocopy)	Office of the Corporate Secretary (OCS)/Bids and Awards Committee (BAC) Secretariat
3. Secretary's Certificate approving the contract/agreement and authority of the President and Chief Executive Officer (PCEO) to sign the said contract/agreement on behalf of the JHMC, if applicable (1 original copy)	Legal Department (LD)/Office of the Corporate Secretary (OCS)
4. Supplier/Contractor/Consultant/ Contracting Party's Information and submit the DTI (if sole proprietor), Securities and Exchange Commission Registration (if partnership/ domestic or foreign corporation), Joint Venture Agreement/Contract (unregistered or registered with SEC) (1 photocopy)	Bids and Awards Committee (BAC) Secretariat, Supplier/Contractor/Consultant/ Contracting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Secretary's Certificate/Special Power of Attorney/Other Document approving the contract/agreement and authority of the President and Chief Executive Officer (PCEO) to sign the said contract/agreement on behalf of the JHMC, if applicable (1 original)	Person being represented
6. Gov't-issued ID Card of the PCEO (1 photocopy)	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth
7. Gov't-issued ID Card of the Contracting Party (1 photocopy)	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth
8. Name of the Contracting Party's witness to the contract/agreement	Contracting Party
<p>*All contract extensions for general support services shall be subject to the prior approval of the JHMC Board of Directors or its duly authorized representative upon recommendation of the Bids and Awards Committee.</p> <p>*Submission of Complete-Staff-Work (CSW) or any related documents to recommend/endorse the approval of the extension or the renewal of a contract to the Legal Department at least thirty (30) days prior to the expiration of a contract/agreement.</p>	

Client Steps	LD Actions	Fees to be paid	Processing Time	Person Responsible
1. Refers a legal matter through the accomplishment of LD Form-001 (now through JHMC Help Desk Information System) together with complete supporting documents. *Make sure to submit supporting documents or request shall be returned.	1. Receive the request. 1.1. Accepts the records/ supporting documents. 1.2. Stamps the internal memo/ complete staff work/documents with "Received" with date and time received. 1.3. Releases receiving copy to end-user, if any	None	3 Minutes	Legal Research and Investigation Specialist Legal Department
	2. Assess and evaluate the request, and check completeness of submitted documents.	None	10 Minutes	
	3. Endorse the request to the Legal Manager for appropriate action on the legal matter referred.	None	5 Minutes	
	4. Evaluate and determine the appropriate legal action to be taken.	None	2 Days	Legal Manager Legal Department
	5. Assign the legal matter to the Legal			

	LD Actions	Fees to be paid	Processing Time	Person Responsible
	Research and Investigation Specialist.			
	6. Conduct legal research, prepare appropriate legal document and submit report/output to the Assistant Legal Manager.	None	3 Days	<i>Legal Research and Investigation Specialist</i> Legal Department
	7. Review report/output of the Legal Research and Investigation Specialist. 8. Endorse the report/output/legal document to the Legal Manager.	None	1 Day	<i>Assistant Legal Manager</i> Legal Department
	9. Conduct final review of the output. 10. Return to the Legal Research and Investigation Specialist.	None	1 Day	<i>Legal Manager</i> Legal Department
	11. Finalize document for transmittal/routing.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> Legal Department

	LD Actions	Fees to be paid	Processing Time	Person Responsible
	<u>IF THE LEGAL MATTER IS NOT SUBJECT TO OGCC OPINION/ CONTRACT REVIEW:</u> 12. Inform the Requestor/ End-user of the action taken and transmit the legal document requested as applicable.	None	5 Minutes	<i>Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager</i> Legal Department
	<u>IF THE LEGAL MATTER IS SUBJECT TO OGCC OPINION/CONTRACT REVIEW:</u> 13. Inform the Requestor/ End-user of the action taken and transmit the legal document requested as applicable.	None	5 Minutes	<i>Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager</i> Legal Department
	14. Draft referral letter with factual circumstances/back-ground, issue/s, discussion and/or recommendation (for confirmatory legal opinion).	None	2 Hours	<i>Legal Research and Investigation Specialist</i> Legal Department

LD Actions	Fees to be paid	Processing Time	Person Responsible
15. Prepare complete supporting documents.	None	3 Hours	<i>Legal Research and Investigation Specialist</i> Legal Department
16. Endorse to the Assistant Legal Manager for review.	None	5 Minutes	<i>Legal Research and Investigation Specialist</i> Legal Department
17. Review draft letter to OGCC and supporting documents.	None	5 Minutes	<i>Assistant Legal Manager</i> Legal Department
18. Final review.	None	30 Minutes	<i>Legal Manager</i> Legal Department
19. Finalize document for transmittal/routing.			<i>Legal Research and Investigation Specialist</i> Legal Department
20. Monitoring of the OGCC opinion/ advice/contract review.	None	(paused-clock)	<i>Legal Research and Investigation Specialist</i> Legal Department

LD Actions	Fees to be paid	Processing Time	Person Responsible
21. Receive OGCC opinion/advice/ contract review.	None	3 Days	<i>Legal Research and Investigation Specialist</i> Legal Department
22. Prepare applicable document/internal memorandum incorporating the comments and recommendations of the OGCC.	None		<i>Legal Research and Investigation Specialist</i> Legal Department
23. Review document	None		<i>Assistant Legal Manager</i> Legal Department
24. Final review of the document.	None		<i>Legal Manager</i> Legal Department
25. Finalize document for transmittal/routing and prepare annexes/ attachments, if applicable.	None		<i>Legal Research and Investigation Specialist</i> Legal Department
<u>IF THE LEGAL MATTER IS SUBJECT TO JHMC BOARD OF DIRECTORS' CONSULTATION OR APPROVAL:</u>			
26. Prepare/draft the CSW/Board materials.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> Legal Department

LD Actions	Fees to be paid	Processing Time	Person Responsible
27. Review of the CSW/Board materials.	None	30 Minutes	Assistant Legal Manager Legal Department
28. Final review of the CSW/Board materials.	None	30 Minutes	Legal Manager Legal Department
29. Finalize document for transmittal/routing and prepare applicable annexes/attachments.	None	30 Minutes	Legal Research and Investigation Specialist Legal Department
30. Apprise the Requestor/End-User of the instructions/actions taken by the Board of Directors.	None	5 Minutes	Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager Legal Department
<u>IF THE LEGAL MATTER IS WITHIN THE AUTHORITY OF THE BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA):</u> 31. Prepare referral letter.	None	15 Minutes	Legal Research and Investigation Specialist Legal Department
32. Review of the letter.	None	10 Minutes	Assistant Legal Manager Legal Department

	LD Actions	Fees to be paid	Processing Time	Person Responsible
	33. Final review of the letter.	None	10 minutes	<i>Legal Manager</i> Legal Department
	34. Finalize letter for transmittal/routing and prepare applicable annexes/attachments.	None	10 minutes	<i>Legal Research and Investigation Specialist</i> Legal Department
2. Receives updates/directives.	2.1 Apprise the Requestor/End-User of the instructions/ Policy directives of the Bases Conversion and Development Authority.	None	5 minutes	<i>Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager</i> Legal Department
TOTAL:		0.00	13 Days	

OFFICE OF THE BUILDING OFFICIAL EXTERNAL SERVICES

1. ISSUANCE OF BUILDING PERMIT FOR NEW APPLICATION OR REPAIR/ALTERATION

This service is availed by any locator/resident desiring to obtain a building permit for new application or repair/alteration of existing structure/building who shall file applications with the Office of the Building Official (OBO) through the Special Economic Zone Regulatory Information System (SEZRIS).

Department/Division/Unit	:	Office of the Building Official (OBO)
Classification	:	Highly Technical
Type of Transaction	:	G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	:	Residents and Businesses and Other Government Agencies located within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished BCDA General Application Form;	The form is downloadable from SEZRIS to be accomplished by the applicant or his duly authorized representative.
Certified copy of Contract of Lease or Deed of Usufruct, for new application only;	Applicant
Technical Documents:	
a. Notarized Building Permit Application;	NBC Form No. B-01 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional
b. Notarized Repair Permit Form (For repair/alteration only)	NBC Accessory Form No.08-B is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional
c. Building plans, specifications and a detailed estimate prepared, signed and sealed by a registered Architect or Civil Engineer;	Applicant's Design Professionals
d. Civil Engineer, in case of civil/structural documents;	Applicant's Design Professional
e. Professional Electrical Engineer, in case of electrical documents;	NBC Form No. A-03 is downloadable from SEZRIS and to be accomplished by

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>f. Professional Mechanical Engineer, in case of mechanical documents;</p> <p>g. Sanitary Engineer, in case of sanitary documents;</p> <p>h. Master Plumber, in case of plumbing documents;</p> <p>i. Electronics Engineer, in case of electronic documents; and</p> <p>j. Interior Designer, in case of interior design documents.</p> <p>*The technical documents shall conform to the NBCP and its ancillary codes, Accessibility Law, Comprehensive Fire Code of the Philippines and other related laws. Technical documents shall conform to the contents provided by Rule III, Section 302 (4-12) of the National Building Code of the Philippines (NBCP), as applicable.</p>	<p>Applicant's Design Professional</p> <p>NBC Form No. A-04 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional</p> <p>NBC Form No. A-05 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional</p> <p>NBC Form No. A-06 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional</p> <p>NBC Form No. A-07 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional</p> <p>Applicant's Design Professional</p>
<p>Environmental Protection Documents;</p> <p>a. Construction Environmental Management Plan (CEMP)</p>	<p>Form 064 & Form 065 is downloadable from SEZRIS and to be accomplished by the applicant or his duly authorized representative.</p>
<p>Fire Safety Evaluation Certificate (FSEC);</p>	<p>Bureau of Fire-City of Baguio</p>
<p>Construction Safety and Health Program (CSHP).</p>	<p>Department of Labor and Employment (DOLE) - CAR</p>

Client Steps	EAMD-OBO Actions	Fees to be paid	Processing Time	Person Responsible
Client Steps 1. Uploads required documents through the SEZSIS.	1.1 Check completeness (in form and content) of uploaded documents.	None	1 Day	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).
	1.2 Evaluate compliance of uploaded documents with NBC, BP 334 and other related laws.	None	7 Days (Including inspection if necessary)	<i>Processing and Evaluation Section composed of the following:</i> <i>Architect,</i> <i>Civil/Structural Engineer,</i> <i>Electrical Engineer, On-Call Mechanical Engineer, and On-Call Sanitary Engineer.</i> OBO
	1.3 Issue Ancillary Permits including computation of fees.	None	1 Day	<i>Processing and Evaluation Section composed of the following:</i> <i>Architect,</i> <i>Civil/Structural Engineer,</i> <i>Electrical Engineer, On-Call Mechanical Engineer, and On-Call Sanitary Engineer.</i> OBO

	EAMD-OBO Actions	Fees to be paid	Processing Time	Person Responsible
	1.4 Transmittal of Building Permit and Ancillary Permit Forms for signing by PCEO	None	4 Hours	<i>OBO Secretary</i> OBO
	1.5 Prepares Order of Payment	None	2 Hours	<i>OBO Secretary</i> OBO
	1.6 Approves Order of Payment	None	1 Hour	<i>Building Official</i> OBO
2. Submits three(3) sets of uploaded documents and pays corresponding fees	2.1 Notifies applicant of fees by uploading Order of Payment	Based on NBC Fees *Please refer to annex "A"	1 Hour	<i>OBO Secretary</i> OBO
	2.2 Validates submitted documents and Prepares ATAP		1 Day	<i>OBO Secretary</i> OBO
3. Acknowledges receipt of Building Permit	3. Approves and issue Building Permit		1 Day	<i>Building Official</i> OBO
TOTAL:		Based on NBC Fees *Please refer to annex "A"	12 Days	

2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

This service is availed by any locator/resident desiring to occupy and use a structure issued with a Building Permit. **No building or structure shall be used until the Building Official has issued a Certificate of Occupancy.**

Department/Division/Unit	: OBO
Classification	: Highly Technical
Type of Transaction	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	: Residents and Businesses and Other Government Agencies located within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Certificate of Completion	NBC Form No. B-10 is downloadable from SEZRIS and to be accomplished by the applicant's full-time inspector/supervisor and applicant's design professional.
Application for Certificate of Occupancy	NBC Form No. B-11 is downloadable from SEZRIS and to be accomplished by the applicant or his duly authorized representative.
Certificate of Use As-built Plans, Estimates, and Specifications, duly signed and sealed by respective professional discipline. * The As-Built Plans, Estimates, and Specifications are entirely new sets of plans, estimates and specifications accurately describing and/or reflecting therein the building/structure as actually built. a. Building plans, specifications and a detailed estimate prepared, signed and sealed by a registered Architect or Civil Engineer; b. Civil Engineer, in case of civil/structural documents;	NBC Form No. B-14 is downloadable from SEZRIS and to be accomplished by the applicant's full-time inspector/supervisor. Applicant's Design Professional Applicant's Design Professional

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c. Professional Electrical Engineer, in case of electrical documents;	Applicant's Design Professional
d. Professional Mechanical Engineer, in case of mechanical documents;	Applicant's Design Professional
e. Sanitary Engineer, in case of sanitary documents;	Applicant's Design Professional
f. Master Plumber, in case of plumbing documents;	Applicant's Design Professional
g. Electronics Engineer, in case of electronic documents; and	Applicant's Design Professional
h. Interior Designer, in case of interior design documents.	Applicant's Design Professional
Daily Construction Works Logbook	Accomplished by the applicant's full-time inspector/supervisor
Environmental Protection Documents: Construction Environmental Management Plan (CEMP)- Demobilization	Bureau of Fire-City of Baguio

Client Steps	EAMD-OBO Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads required documents through the SEZRIS.	1. Check completeness (in form and content) of uploaded documents.	None	1 Day	OBO Secretary OBO
Client Steps	1.1 Evaluate compliance of uploaded documents with NBC, BP 334 and other related laws.	None	7 Days (Including inspection)	<i>Inspection and Evaluation Section composed of the following: Architect, Civil/Structural Engineer, Electrical Engineer, On-Call Mechanical Engineer, and OBO</i>

	EAMD-OBO Actions	Fees to be paid	Processing Time	Person Responsible
	1.2 Prepares endorsement to BFP for the conduct inspection	None	2 Hours	<i>OBO Secretary</i> OBO
	1.3 Issues to BFP notification to conduct a final inspection	None	6 Hours	<i>Building Official</i> OBO
	1.4 Prepares and submit Inspection Report including computation of fees	Based on NBC Fees *Please refer to annex "A"	2 Days	<i>Inspection and Evaluation Section composed of the following: Architect, Civil/Structural Engineer, Electrical Engineer, On-Call Mechanical Engineer, and On-Call Sanitary Engineer.</i> OBO
	1.5 Prepares Order of Payment		2 Hours	<i>OBO Secretary</i> OBO
	1.6 Approves Order of Payment		1 Hour	<i>Building Official</i> OBO
	1.7 Uploads Order of Payment and Notifies applicant		2 Hours	<i>OBO Secretary</i> OBO
2. Submits three(3) sets of uploaded documents	2.1 Validates submitted documents and Prepares ATAP	None	2 Hours	<i>OBO Secretary</i> OBO
3.Pays corresponding fees	3.1 Accepts payment and issues OR	None	10 Minutes	<i>Cashier</i> Finance Services Department

Client Steps	EAMD-OBO Actions	Fees to be paid	Processing Time	Person Responsible
*Make sure to secure your OR for the payment made				
4. Acknowledges receipt of Building Permit	4.1 Approves and issue Building Permit		1 Hour	<i>Building Official</i> EAMD - OBO
TOTAL:		Based on NBC Fees *Please refer to annex "A"	12 Days and 10 Minutes	

3. ISSUANCE OF CERTIFICATE OF ANNUAL ELECTRICAL AND/OR MECHANICAL INSPECTION

This service is availed by residents and locators to ensure that all establishments are in conformity with the approved plans and specifications filed with the OBO and compliant with the standards of the Philippine Electrical Code, Philippine Mechanical Engineering Act, and National Building Code and its Implementing Rules and Regulations.

Department/Division/Unit	:	OBO
Classification	:	Highly Technical
Type of Transaction	:	G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	:	Businesses located within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Duly signed and sealed certification from:</p> <p>A Professional Electrical Engineer, who undertook the inspection, attesting that the electrical installations are in order.</p> <p>A Professional Mechanical Engineer, who undertook the inspection, attesting that the mechanical installations are in order.</p>	<p>Professional hired by building owner or main locator or sub-locator.</p> <p>Professional hired by building owner or main locator or sub-locator.</p>

Client Steps	EAMD-OBO Actions	Fees to be paid	Processing Time	Person Responsible
1. The locator shall upload a request for inspection stating the time and date of inspection. The request shall be uploaded thirty (30) days from the expiry of a current Certificate of Annual Electrical and/or Mechanical Inspection.	1.1 Confirms date and time of inspection.	None	5 Minutes	<i>Electrical Inspector and/or On-call Mechanical Inspector</i> OBO
	1.2 Conduct inspection with the Professional hired by building owner or main locator or sub-locator.	None	7 Days	<i>Electrical Inspector and/or On-call Mechanical Inspector</i> OBO
	1.3 Prepares Inspection Report 1.3a In cases of conformity and compliance, proceed to Step 2 1.3b In cases of non-conformity and compliance, proceed to Step 3	None	1 Day	<i>Electrical Inspector and/or On-call Mechanical Inspector</i> OBO
2. The locator shall upload requirements.	2. Notifies locator to upload requirements and compute fees. Proceed to Step 5.1	None	5 Minutes	<i>Electrical Inspector and/or On-call Mechanical Inspector</i> OBO
3. Locator shall implement mitigating measures to conform and comply with the National Building Code and its Implementing Rules and Regulations, and the various applicable	3. The locator shall be issued a Notice of Unsafe Electrical Installation and/or Notice of Illegal Mechanical Installation		One hour	OBO Secretary OBO

technical and government codes				
4. The locator shall upload a request for re- inspection	4.1 Conduct re-inspection with the Professional hired by building owner or main locator or sub-locator.	None	7 Days	<i>Electrical Inspector and/or On-call Mechanical Inspector</i> OBO
	4.2 Prepares Inspection Report	None	1 Day	<i>Electrical Inspector and/or On-call Mechanical Inspector</i> OBO
5. The locator shall upload requirements.	5. Notifies locator to upload requirements and compute fees	Based on NBC Fees *Please refer to annex "A"	5 Minutes	OBO Secretary OBO
	5.1 Prepare and uploads Order of Payment and ATAP	None	1 Hour	OBO Secretary OBO
6. Submits original copy of requirements	6. Checks submitted requirements	None	5 Minutes	OBO Secretary OBO
7. Pay Fees *Make sure to secure the OR for the payment made.	7. Accepts the payment and issues OR.	Based on NBC Fees *Please refer to annex "A"	10 minutes	<i>Cashier</i> Finance Services Department
8. Acknowledges receipt of certificates.	8. Issue Certificate of Annual Electrical Inspection and/or Certificate of Annual		5 Minutes	<i>Building Official, Electrical Inspector, On-call Mechanical Inspector</i> OBO

	Mechanical Inspection			
	TOTAL	Based on NBC Fees *Please refer to annex "A"	20 days	

**SPECIAL ECONOMIC ZONE ADMINISTRATION
DEPARTMENT
EXTERNAL SERVICES**

1. APPLICATION FOR ACCREDITATION AND PERMIT TO OPERATE (PTO) - NEW

This service is availed for the accreditation of establishment/ enterprise doing business inside the JHSEZ.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (<i>1 original</i>)	To be provided by Locator
Company Profile with list of completed Projects (<i>1 original</i>)	To be provided by Locator
Articles of Incorporation/By Laws/Articles of partnership (<i>1 photocopy</i>)	SEC (<i>sec.go.ph</i>)
SEC Registration/ DTI Registration (<i>1 photocopy</i>)	SEC (<i>sec.go.ph</i>) DTI (<i>Negosyo Center</i>) CDA (<i>Assistance Desk</i>)
List of Authorized Representative/s/Signatory (<i>1 original</i>)	To be provided by Locator
Copy of Lease Contract <i>with</i> BCDA/ JHMC/ Accredited Principal Locator (<i>1 photocopy</i>)	To be provided by Locators whose contract is with a Leasing Locator. <i>Copies of Contracts executed with BCDA/JHMC will be provided by BDD.</i>
BIR Registration (<i>1 photocopy</i>)	BIR (<i>window assigned by the agency, varies</i>)
Copy of Full/Partial Occupancy Permit (<i>1 photocopy</i>)	JHMC OBO, JHMC Office Complex
Certificate of Environmental Clearance (<i>1 photocopy</i>)	JHMC EAMD-EMD, JHMC Office Complex
DOLE-CAR Clearance (<i>1 photocopy</i>)	DOLE (<i>Action Center</i>)
Copy of the following a. Latest SSS Registration (<i>1 photocopy</i>) b. Latest Phil-Health Registration (<i>1 photocopy</i>)	SSS (<i>Action Officer</i>) Phil Health (<i>Action Officer</i>)

c. Latest Pag-Ibig Registration (1 photocopy)	Pag-ibig (Action Officer)
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits Letter of Intent at SEZAD	1.1 Endorsement to SEZAD Manager	None	10 Minutes	Labor Center Processor SEZAD
	1.2 Orientation on Accreditation Policy, Labor Policy, CAO 2-98 and OSAC Manual	None	1 Hour	SEZAD Manager SEZAD
	1.3 Creation of account in SEZRIS (Special Economic Zone Regulatory Information System)	None	30 Minutes	Labor Center Processor SEZAD
2. Upload requirements for Certificate of Accreditation and Permit to Operate (PTO)	2.1 Review and verification of requirements uploaded in SEZRIS	None	3.5 Hours	Labor Center Processor SEZAD
	2.2 Assessment of Fees- Locator is notified through email and view the assessment in SEZRIS	None	10 Minutes (paused-clock)	Labor Center Processor SEZAD

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
3. Payment of Fees <i>*Make sure to secure the OR for the payment made.</i>	3.1 Acceptance of payment	New: Certificate of Accreditation : USD 72 Permit to Operate: USD 72 Processing Fee: 15	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	3.2 Issuance of Official Receipt	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	3.3 Updates status in SEZRIS.	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	3.4 Review and endorsement for approval	None	2 Hours	<i>SEZAD Manager SEZAD</i>
	3.4 Recommends for approval of the President and Chief Executive Officer upon	None	1 Day	<i>Vice President and Chief Operations</i> <i>Office of the Vice President and</i>

	receipt of endorsement of SEZAD Manager			Chief Operations Officer
	3.5 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer	None	1 Day	President and Chief Executive Officer Office of the President and Chief Executive Officer
4.Receives Accreditation.	4.1 Issues Accreditation.	None	10 Minutes	Labor Center Processor SEZAD
TOTAL:		New: Certificate of Accreditation: USD 72 Permit to Operate: USD 72 Processing Fee: 15	3 Days	

The Customs Compliance Officer (CCO) / Customs Compliance Assistant (CCA) are duly authorized employees by virtue of S.O. 20, series of 2012, to receive payments and issue Official Receipts in the course of the performance of the department's function.

After the effectivity of Republic Act 9400, when JHMC no longer manages tax incentives of registered enterprises, it became the department's practice to assign the Accreditation processes to the Labor Center Processor.

2. APPLICATION FOR RENEWAL OF CERTIFICATE OF ACCREDITATION AND PERMIT TO OPERATE

This service is availed for the accreditation of establishment/ enterprise doing business inside the JHSEZ.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (<i>1 original</i>)	To be provided by Locator
Latest Audited Financial Statement and Income Tax Return (<i>1 photocopy</i>)	BIR (<i>window assigned by the agency, varies</i>)
Certificate of Annual Inspection (<i>1 photocopy</i>)	JHMC OBO – JHMC Office Complex
Certificate of Environmental (<i>1 photocopy</i>)	JHMC EAMD-EMD – JHMC Office Complex
Fire and Safety Inspection Certificate (<i>1 photocopy</i>)	City Fire Department (<i>Action Officer</i>)
DOLE Clearance (No pending case filed in Court) (<i>1 photocopy</i>)	DOLE (<i>Action Officer</i>)
Copy of the following a. Latest SSS Clearance (<i>1 photocopy</i>) b. Latest Phil-Health Clearance (<i>1 photocopy</i>) c. Latest Pag-Ibig Clearance (<i>1 photocopy</i>)	SSS (<i>Action Officer</i>) Phil Health (<i>Action Officer</i>) Pag-ibig (<i>Action Officer</i>)
8. BIR Tax Clearance (<i>1 photocopy</i>)	BIR (<i>window assigned by the agency, varies</i>)

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements for Certificate of Accreditation and Permit to Operate (PTO)	1.1 Reviews and makes verification of requirements uploaded in SEZRIS	None	4 Hours	Labor Center Processor SEZAD
	1.2 Makes assessment of Fees Note: Locator is notified through email and can view the assessment in SEZRIS	None	10 Minutes (paused-clock)	Labor Center Processor SEZAD
2. Payment of Fees *Make sure to secure the OR for the payment made.	2.1 Acceptance of Payment	<i>Renewal:</i> Certificate of Accreditation : USD 36 Permit to Operate: USD 72 Processing Fee: 15	10 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	2.2 Issuance of Official Receipt	None	10 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD

	2.3 Updates status on SEZRIS.	None	10 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	2.4 Review and endorsement for approval	None	3 Hours 10 Minutes	SEZAD Manager SEZAD
	2.5 Recommends for approval of the President and Chief Executive Officer upon receipt of endorsement of SEZAD Manager	None	1 Day	Vice President and Chief Operations Office of the Vice President and Chief Operations Officer
	2.6 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer	None	1 Day	President and Chief Executive Officer Office of the President and Chief Executive Officer
3. Receives PTO and Certification of Accreditation.	3.1 Issuance of PTO and Certificate of Accreditation	None	10 Minutes	Labor Center Processor SEZAD
TOTAL:		Renewal: Certificate of accreditation: USD 72	3 Days	

	Permit to Operate: USD 72 Processing Fee: 15		
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The Customs Compliance Officer (CCO) / Customs Compliance Assistant (CCA) are duly authorized employees by virtue of S.O. 20, series of 2012, to receive payments and issue Official Receipts in the course of the performance of the department's function.

3. APPLICATION FOR A TEMPORARY PERMIT TO OPERATE (TPTO) FOR LOCATORS

This service is availed for the accreditation of establishment/ enterprise doing business inside the JHSEZ.

Department/Division/Unit	:	SEZAD
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent <i>(1 original)</i>	To be provided by Locator

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirement/Letter of Intent on SEZAD Information System (SEZRIS)	1.1 Reviews and approves the application on SEZRIS.	None	30 Minutes	Labor Center Processor SEZAD
	1.2 Makes assessment of Fees - Locator is notified through email and view	None	10 Minutes <i>(paused-clock)</i>	Labor Center Processor SEZAD

	the assessment in SEZSIS			
2. Pays the assessed fees. <i>*Make sure to secure the OR for the payment made.</i>	2.1 Accepts of Payment	PHP 720.00	10 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	2.2 Issues the Official Receipt	None	10 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	2.3 Updates status in SEZSIS.	None	10 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	2.4 Approves the TPTO	None	40 Minutes	SEZAD Manager SEZAD
3. Receives the TPTO.	2.3 Issues the of TPTO	None	10 Minutes	Labor Center Processor SEZAD

TOTAL:	PHP 720.00	2 Hours	
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The Customs Compliance Officer (CCO) / Customs Compliance Assistant (CCA) are duly authorized employees by virtue of S.O. 20, series of 2012, to receive payments and issue Official Receipts in the course of the performance of the department's function.

4. APPLICATION FOR A TEMPORARY PERMIT TO OPERATE (TPTO) FOR NEW LOCATORS/EXHIBITORS AND BAZAARS

This service is availed for any bazaar or exhibit conducted inside the JHSEZ.

Department/Division/Unit	:	SEZAD
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Exhibitors Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (<i>1 original</i>)	To be provided by Locator
Contract with BCDA/ JHMC/ Principal Locator (<i>1 original</i>)	To be provided by Locator

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits Letter of Intent and Contract at SEZAD	1.1 <i>Endorsement to SEZAD Manager.</i>	None	10 Minutes	Labor Center Processor SEZAD
	1.2 <i>Orientation on Accreditation Policy, Labor Policy, CAO 2-98 and OSAC Manual.</i>	None	1 Hour	SEZAD Manager SEZAD
	1.3 Uploads Letter of Intent and contract in SEZRIS.	None	40 Minutes	Labor Center Processor SEZAD

	1.4 Makes assessment of Fees	None	10 Minutes (paused-clock)	Labor Center Processor SEZAD
2. Pays the assessed fees. <i>*Make sure to secure the OR for the payment made.</i>	2.1 Accepts the Payment	PHP 720.00	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.2 Issues Official Receipt	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.3 Updates SEZRIS on payment.	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.4 Approves the TPTO	None	30 Minutes	SEZAD Manager SEZAD
3. Receives the TPTO.	2.4 Issues the TPTO	None	10 Minutes	Labor Center Processor SEZAD
TOTAL:		PHP 720.00	3 Hours	

The Customs Compliance Officer (CCO) / Customs Compliance Assistant (CCA) are duly authorized employees by virtue of S.O. 20, series of 2012, to receive payments and issue Official Receipts in the course of the performance of the department's function.

5. APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING-IN FOR LOCATORS

This service is availed for the entry of all articles within JHSEZ.

Department/Division/Unit	:	Special Economic Zone Administration Department (SEZAD)
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Locators Within John Hay Special Economic Zone (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Receipt, Purchase Order, Sales Invoice, Official Receipt	From Source of Article

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads and submits requirements	1.1 Checks and validates submitted requirements	None	5 Minutes	One Stop Action Center Processor SEZAD
	1.2 Approves Request	None	3 Minutes	SEZAD Manager SEZAD
	1.3 Makes assessment of Fees Note: Locator is notified through email and view the assessment in SEZAD	None	2 Minutes	One Stop Action Center Processor SEZAD

	Information System (SEZSIS)			
2. Payment of Fees Pays the assessed fees. *Make sure to secure the OR for the payment made. *Make sure to print permit if the payment is made.	2.1 Acceptance of payment and Enter Payment Details in SEZSIS	LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	3 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
3. Receives the OR.	2.2 Issues the OR.	None	2 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
TOTAL:		LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	15 Minutes	

6. APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING-IN FOR EXHIBITORS, BAZAARS AND WALK-IN

This service is availed for the entry of all articles within JHSEZ.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: Exhibitors, Bazaars and Walk-In Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Delivery Receipt, Purchase Order, Sales Invoice, Official Receipt	From Source of Article

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits Delivery Receipt/ Purchase Order/ Sales Invoice/ Official Receipt at Customs Clearance Area	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	1.2 Approves Request	None	3 Minutes	<i>SEZAD Manager</i> SEZAD
	1.3 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZAD Information System (SEZRIS)	None	2 Minutes	<i>One Stop Action Center Processor</i> SEZAD
2. Payment of Fees Pays the assessed fees.	2.1 Accepts the of payment and Enter Payment Details in SEZRIS	LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	3 Minutes	<i>Customs Compliance Officer</i> SEZAD OR

*Make sure to secure the OR for the payment made. *Make sure to print gate pass or permit if the payment is made.				<i>Customs Compliance Assistant SEZAD</i>
3. Receives the OR and Permit.	2.2 Issues the OR and Permit	None	2 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
TOTAL:		LPF: PHP 36.00 GP: PHP 216.00	15 Minutes	

7. APPLICATION FOR PERMIT TO BRING-OUT FOR LOCATORS- LOCAL ARTICLES FOR PERMANENT PULL-OUT

This service is availed for the removal of all articles from JHSEZ.

Department/Division/Unit	:	SEZAD
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provider by the Locator
Gate Pass/ PBI previously issued to the Locator	To be provider by the Locator

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZRIS)	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	<i>One Stop Action Center Processor SEZAD</i>
	1.2 Approves Request	None	3 Minutes	<i>SEZAD Manager SEZAD</i>
	1.3 Assessment of Fees- Locator is notified through email and view the assessment in SEZRIS	None	3 Minutes	<i>One Stop Action Center Processor SEZAD</i>
2. Pays the assessed fees. <i>*Make sure to secure the OR for the payment made.</i> <i>*Make sure to print permit if the payment is made.</i>	2.1 Acceptance of payment and Enter Payment Details in SEZRIS	PHP 420.00	3 Minutes	<i>Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD</i>
	2.1a If cannot show previously issued Gate Pass/ Permit to Bring-in, to be issued certification	PHP 216.00		
	2.2 Issuance of Official Receipt	None	2 Minutes	<i>Customs Compliance Officer SEZAD Or Customs Compliance Assistant</i>

				SEZAD
	TOTAL:	*Presence of the previously issued Gate Pass/Permit to Bring-in – PHP 420.00 * With Certification of the previously issued Gate Pass/ Permit to Bring-in in case cannot show the previously issued – PHP 456.00	15 Minutes	

8. APPLICATION FOR PERMIT TO BRING-OUT FOR LOCATORS-TEMPORARY TRANSFER

This service availed for the removal of articles from JHSEZ with the intent to return the article/s within the economic zone within 1 month.

Department/Division/Unit	:	SEZAD
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	To be provider by the Locator

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZRIS)	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	<i>One Stop Action Center Processor SEZAD</i>
	1.2 Approves Request	None	3 Minutes	<i>SEZAD Manager SEZAD</i>
	1.3 Assessment of Fees- Locator is notified through email and view the assessment in SEZRIS	None	2 Minutes	<i>One Stop Action Center Processor SEZAD</i>
2. Pays the assessed fees. *Make sure to secure the OR for the payment made. *Make sure to print permit if the payment is made.	2.1 Acceptance of payment and Enter Payment Details in SEZRIS	PHP 420.00	3 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
3. Receives the OR.	3.1 Issues the OR	None	2 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
TOTAL:		PHP 420.00	15 Minutes	

9. APPLICATION FOR PERMIT TO BRING-OUT FOR RESIDENTS WITHIN JHSEZ

This service is availed for the removal of all articles from JHSEZ.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: Residents Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provider by the Resident
Gate Pass previously issued to the Resident	To be provider by the Resident

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits requirements at Customs Clearance Area	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	1.2 Approves Request	None	3 Minutes	<i>SEZAD Manager</i> SEZAD
	1.3 Assessment of Fees- Locator is notified through email and view the assessment in SEZAD Information System (SEZRIS)	None	2 Minutes	<i>One Stop Action Center Processor</i> SEZAD

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
2. Pays the assessed fees. <i>*Make sure to secure the OR for the payment made.</i> <i>*Make sure to print permit if the payment is made.</i>	2.1 Acceptance of payment and Enter Payment Details in SEZRIS	PHP 420.00	3 Minutes	Customs Compliance Officer SEZAD Or
	2.1a If cannot show previously issued Gate Pass, to be issued certification	PhP 216.00	2 Minutes	Customs Compliance Assistant SEZAD
3. Receives the OR.	3.1 Issues the OR	None		Customs Compliance Officer SEZAD Or Customs Compliance Assistant SEZAD
TOTAL:		*Presence of the previously issued Gate Pass - PHP 420.00 * With Certification of the previously issued Gate Pass in case	15 Minutes	

	cannot show the previously issued – PHP 456.00		
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10 REQUEST FOR OVERTIME

This is availed by Locators for JHMC to provide SEZAD employees to inspect goods and articles admitted or removed to and from JHSEZ beyond normal and regular working hours.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All Persons Bringing-In and Bringing-Out Articles for Inspection In and From JHSEZ Beyond Regular Office Hours.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Permit previously issued by JHMC	To be provider by the Resident

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. For Locator: Applies request on SEZAD Information System (SEZRIS) For Walk-in: Applies at the Customs Clearance Area	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	1.2 Endorsement for Approval	None	1 Minute	Customs Compliance Officer SEZAD
	1.3 Assessment of Fees- Locator is notified through email and view the	None	3 Minutes	Customs Compliance Officer SEZAD OR

	assessment in SEZRIS			<i>Customs Compliance Assistant SEZAD</i>
Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
2. Pays the assessed fees. <i>*Make sure to secure the OR for the payment made.</i> <i>*Make sure to print permit if the payment is made.</i>	2.1 Acceptance of payment and Enter Payment Details in SEZRIS	Regular days: 5PM-10PM: PHP 172.55/hr 10PM-6AM: PHP 189.60/hr Weekends and Holidays: Minimum of 4 hours 6AM-10PM: PHP 179.45/hr 10PM	2 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
3. Receives the OR	3.1 Issues the OR	None	1 Minute	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
TOTAL:		Regular days: 5PM-10PM:	15 Minutes	

	PHP 172.55/hr 10PM- 6AM: PHP 189.60/hr Weekends and Holidays: Minimum of 4 hours 6AM- 10PM: PHP 179.45/hr 10PM		
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11. REQUEST FOR IDENTIFICATION CARD (ID)

To properly account and monitor all employees working inside the JHSEZ.

Department/Division/Unit	:	SEZAD
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	All Employees Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photo: 2x2 with white background	To be provided by the employee-applicant.

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Applies in SEZAD Information System (SEZRIS)	1.1 Checks and Validates Submitted Requirements	None	3 hours	<i>Labor Center Processor SEZAD</i>
	1.2 Approval	None	30 Minutes	<i>Labor Center Processor SEZAD</i>

	1.3 Makes assessment of Fees Note: Locator is notified through email and view the assessment in SEZSIS	None	10 Minutes	
2. Pays the assessed fees. *Make sure to secure the OR for the payment made.	2.1 Accepts the payment and enters payment details in SEZSIS	PHP 120.00	10 Minutes	<i>Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD</i>
3. Receives the OR	3.1 Issues the OR	None	5 Minutes	<i>Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD</i>
	3.2 Prepares ID	None	2 Days and 4 Hours	<i>One Stop Action Center Processor SEZAD</i>
4.Receives the ID	4.1 Issues the ID	None	5 Minutes	<i>One Stop Action Center Processor SEZAD</i>
TOTAL:		PHP 120.00	3 Days	

12 REQUEST FOR MANPOWER

This service is availed for manpower needs to assist locators in their manpower needs.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Posts request in SEZSIS.	1.1 Checks and Validates request.	None	1 Hour	Labor Center Processor SEZAD
	1.2 Job matching and checks availability of resume/ database	None	2 Days and 4 Hours	Labor Center Processor SEZAD
	1.3 Approval of Endorsement	None	2 Hours	SEZAD Manager SEZAD
2. Receives approved request.	2.1 Sends request to Locator	None	1 Hour	Labor Center Processor SEZAD
TOTAL:		0.00	3 Days	

SAFETY AND SECURITY DEPARTMENT EXTERNAL SERVICES

1. ASSISTANCE TO EXTERNAL PERSONNEL/AGENCIES

This service is availed for visitors, guests, VIPs who wish to seek JHMC Safety and Security Department (SSD) assistance.

Department/Division/Unit	: SSD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: Visitors, Guests, VIPs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter from the PCEO with the following contents: 1.a. Type of assistance 1.b. Date of activity/event 1.c. Location of activity/event 1.d. Number of pax involved 1.e. Contact person	Client to provide the requirements

Client Steps	SSD and ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits letter request, including all requirements, to the Records Receiving Section. *Filing of letter applications must be at least one (1) day prior to intended day of assistance.	1.1 Receives documents.	None	3 Minutes	Records Management Specialist ASD-ICTD
*For Emergency assistance involving life & limbs, immediate actions are	1.2 Records, digitizes and routes documents to SSD.	None	4 Hours	Records Management Specialist ASD-ICTD

Client Steps	SSD and ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
implemented in the fastest means available.				
	1.3 Evaluates documents and approves or disapproves request.	None	10 Minutes	SSD Manager SSD
	1.4 Informs requesting party of the approval/disapproval of the request. If approved, determines the necessary actions/plans. *Implementation of the actions/plans depends on the requested assistance.	None	10 Minutes	SSD Officer SSD
2. Accomplishes the Customer Satisfaction Feedback Form. *Make sure to drop the accomplished Form in designated boxes at the JHMC Office Complex.	2.1 Records the assistance.	None	10 Minutes	SSD Officer SSD
TOTAL:		0.00	4 Hours, 30 Minutes	

SAFETY AND SECURITY DEPARTMENT INTERNAL SERVICES

1. ASSISTANCE TO JHMC EMPLOYEES/OTHER DEPARTMENTS

This service is availed for visitors, guests, VIPs who wish to seek JHMC Safety and Security Department (SSD) assistance.

Department/Division/Unit	: SSD
Classification	: Simple
Type of Transaction	: G2G –Government to Government
Who may avail	: ALL JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request for assistance	JHMC HIS portal

Client Steps	SSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Fills out the Request for Assistance Form at the HIS portal.	1.1 Receives and makes initial assessment of the request then endorses for approval.	None	3 Minutes	SSD Manager SSD OR SSD Manager SSD
	1.2 Approves or disapproves the request as endorsed.	None	10 Minutes	PCEO Office of the President and Chief Executive Officer
	1.3 If approved, determines necessary action plan for the implementation. <i>*Implementation timeline depends on the requested assistance.</i>	None	30 Minutes	SSD Manager SSD OR SSD Manager SSD
2. Receives the assistance as requested.	2.1 Records the assistance.	None	10 Minutes	SSD Officer SSD

*Make sure to accomplish the				
Client Steps	SSD Actions	Fees to be paid	Processing Time	Person Responsible
CSF in the HIS portal after the assistance has been sought.				
TOTAL:		0.00	53 Minutes	

VII. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Citizens/Clients may send their feedbacks by accomplishing the Customer's Satisfaction Feedback (CSF) Form which will be dropped in the suggestion and complaints boxes available in the respective JHMC offices.
How feedback is processed	The feedback will be collated periodically where positive and negative responses are analyzed and reported for Management Action.
How to file a complaint	Citizens/Clients may express their complaints through the Public Assistance and Complaints Officers/Desk at the JHMC Office Complex for Management's immediate action, or through the Special Economic Zone Administrative Department for the John Hay Special Economic Zone Locators.
How complaints are processed	The complaints shall be accepted and processed by the Public Assistance and Complaints Officers/Desk or the SEZAD/OSAC Manager and shall be acted immediately by the concerned Department Manager; and by the President and CEO or Vice-President and COO if the needed by the situation.
Contact Information	<p>PUBLIC ASSISTANCE AND COMPLAINTS DESK: JHMC Office Complex</p> <p>MS. ZYRELLE A. DEL PRADO Community Relations Officer Cottage 628, JHMC Office Complex Tel. (074) 424-5824 E-mail Address: mgmt@jhmc.com.ph.</p> <p>MR. MARK JASON B. ADVIENTO Records Management Specialist Cottage 624, JHMC Office Complex Tel. (074) 444-5823 E-mail Address: mgmt@jhmc.com.ph</p> <p>MR. ZALDY A. BELLO SEZAD Manager</p>

FEEDBACK AND COMPLAINTS MECHANISM

(074) 423-5403
E-mail Address: zaldy.bello@jhmc.com.ph
* For Special Economic Zone Administration
Department (SEZAD) Customs Clearance Area
(CCA)

ARTA: complaints@arta.gov.ph
1-ARTA (2782)

GCG: (02) 85328-2030 to 33

BCDA: (02) 88575-1700

VIII. LIST OF JHMC OFFICES

Office	Address	Contact Information
Office of The President and Chief Executive Officer (OPCEO)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	<p>MR. ALLAN R. GARCIA President and Chief Executive Officer (074) 444-5823 E-mail Address: allan.garcia@jhmc.com.ph</p> <p>MS. ANNE BERNADETTE E. TAN Executive Assistant to the President and Chief Executive Officer (074) 444-5823 E-mail Address: anne.tan@jhmc.com.ph</p>
Office of the Vice President and Chief Operations Officer (OVPCOO)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	<p>MS. JANE THERESA G. TABALINGCOS Vice-President and Chief Operations Officer (074) 444-5823 E-mail Address: jane.tabalingcos@jhmc.com.ph</p> <p>MS. FEBELLYN A. HONNAG Executive Assistant to the Vice President and Chief Operations Manager (074) 444-5823 E-mail Address: febellyn.honnag@jhmc.com.ph</p>
Internal Audit Office (IAO)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	<p>MR. RODEL P. VILLANUEVA, CPA Internal Audit Manager (074) 424-5824 E-mail Address: rodel.villanueva@jhmc.com.ph</p>
Office of the Corporate Secretary (OCS)	John Hay Special Economic Zone (JHSEZ) Camp John Hay	<p>MS. ANNA MARIA G. LOPEZ Corporate Secretary (074) 424-5824</p>

	Loakan Road, Baguio City Philippines 2600	E-mail Address: anna.lopez@jhmc.com.ph
Business Development Department (BDD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	ATTY. BEVIENNE G. MALATEO BDD Manager (074) 444-5823 E-mail Address: bevienn.apaling@jhmc.com.ph
Corporate Planning Unit (CPU)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	LEA C. QUISOBEN-MAGUILAO, CPA, REA, REB Corporate Planning Manager (074) 444-5823 E-mail Address: lea.quisoben@jhmc.com.ph
Legal Department (LD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	ATTY. MARY ELLEN S. CABUHAT Legal Manager (074) 444-5823 E-mail Address: mary.cabuhat@jhmc.com.ph
Safety and Security Department (SSD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	COL. PHILIP GEORGE D. DEMOT (RET.) Safety and Security Department Manager (074) 444-5823 E-mail Address: philip.demot@jhmc.com.ph
Administrative Services Department (ASD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	MR. EDSSEL U. COLCOL Administrative Services Department Manager (074) 424-5824 E-mail Address: edsel.colcol@jhmc.com.ph
Administrative Services Department – General Services Division (ASD – GSD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	MR. BENJAMIN P. QUIÑO JR. General Services Division Manager (074) 424-5824 E-mail Address: benjamin.quiño@jhmc.com.ph
Administrative Services Department – Human	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City	MR. DANNY B. LATAWAN Human Resource and Services Division Manager (074) 424-5824

Resource and Services Division (ASD – HRSD)	Philippines 2600	E-mail Address: danny.latawan@jhmc.com.ph
Administrative Services Department – Information and Communications Technology (ASD – ICTD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	MR. DARWIN C. PEREZ Information and Communications Technology Division Manager (074) 424-5824 E-mail Address: darwin.perez@jhmc.com.ph
Finance Services Department (FSD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	MR. RONALD B. ZAMBRANO, CPA Finance Services Department Manager (074) 444-8980 E-mail Address: ronald.zambrano@jhmc.com.ph
Environment and Asset Management Department (EAMD) Office of the Building Official (OBO)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	ENGR. BOBBY V. AKIA Environment and Asset Management Department Manager / JHMC Building Official (074) 661-4621 E-mail Address: bobby.akia@jhmc.com.ph
Environment and Asset Management Department – Environment Management Division (EAMD – EMD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	FOR. ALBERTO A. BANATAO Environment Management Division Manager (074) 661-4621 E-mail Address: alberto.banatao@jhmc.com.ph
Environment and Asset Management Department – Land and Asset Management Division (EAMD – LAMD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	ENGR. FERDINAND L. FIGUERRES Land and Asset Management Division Manager (074) 661-4621 E-mail Address: ferdinand.figuerrres@jhmc.com.ph

Environment and Asset Management Department – Project Management Division (EAMD – PMD)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	ARCH. LUZVIMINDA M. NIGOS-PANGANIBAN Project Management Division Manager (074) 661-4621 E-mail Address: luzviminda.panganiban@jhmc.com.ph
Special Economic Zone Administration Department (SEZAD) Customs Clearance Area (CCA)	John Hay Special Economic Zone (JHSEZ) Camp John Hay Loakan Road, Baguio City Philippines 2600	MR. ZALDY A. BELLO SEZAD Manager (074) 423-5403 E-mail Address: zaldy.bello@jhmc.com.ph

CERTIFICATE OF COMPLIANCE

Year: 2021

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Allan R. Garcia**, Filipino, of legal age, **President and Chief Executive Officer of the John Hay Management Corporation**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **John Hay Management Corporation, a wholly-owned subsidiary of the Bases Conversion Development Authority**, has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2021, 2nd Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
✓	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
✓	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;

- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


ALLAN R. GARCIA
President and Chief Executive Officer
John Hay Management Corporation