



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
Filed 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 ASD-GSD</i>
	1.3 Approves or disapproves the request through HIS portal.	None	1 Hour	<i>General Services Manager ASD-GSD</i>
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 GS/AS Manager.	None	4 Hours	<i>Supply Assistant ASD-GSD</i>
	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>General Services Manager ASD-GSD</i> OR <i>Administrative Services Manager ASD</i>

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	<i>Vice-President and Chief Operations Officer</i> OVPCOO OR <i>President and Chief Executive Officer</i> OPCEO
	2.4 Receives the signed TA and forwards a copy of TA to the requesting personnel.	None	3 Hours	<i>Supply Assistant</i> 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	<i>Supply Assistant</i> ASD-GSD
TOTAL:		None	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
Filed 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	None	1 Hour	Property Custodian ASD-GSD

	through the HIS portal.			
	1.3 Approves or disapproves the request through HIS portal.	None	1 Hour	<i>General Services Manager</i> 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. <i>*Make sure to accomplish the Customer Feedback Form (CSF) in the HIS portal after the official travel.</i>	2. Fulfills the requested services.	None	2 Days	<i>Driver</i> ASD-GSD
TOTAL:		None	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
Filed 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 and Maintenance</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 and Maintenance</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	<i>General Services Manager</i> 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	<i>Cottage Attendant</i> ASD-GSD OR <i>Facilities and Maintenance</i> ASD-GSD OR <i>Property Custodian</i> 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	<i>Cottage Attendant</i> ASD-GSD OR <i>Facilities and Maintenance</i> ASD-GSD OR <i>Property Custodian</i> ASD-GSD
TOTAL:		None	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
Filed HIS request	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 and Maintenance 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 and Maintenance ASD-GSD OR Property Custodian

Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	ASD-GSD Person Responsible
	1.2 Approves or disapproves the requested job as endorsed through the HIS portal.	None	3 Hours	General Services 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	Cottage Attendant ASD-GSD OR Facilities and Maintenance 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 and Maintenance 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
Filed 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	Property Custodian 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	Property Custodian ASD-GSD
	1.2. Approves the request as endorsed through HIS portal.	None	1 Hour	General Services Manager 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	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:		None	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
Filed 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>General Services 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:		None	2 Days	

**ADMINISTRATIVE SERVICES DEPARTMENT -
HUMAN RESOURCE 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 Division (ASD-HRD) Request Form 025 to the ASD-HRD, with the complete documentary requirements. This includes processes involving the Finance Services Department (FSD) for the end-to-end output.

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

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

Client Steps	ASD-HRD 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-HRD
	1.2 Prepares the Disbursement Voucher (DV) and Budget Utilization	None	4 Hours	HR Assistant ASD-HRD

Client Steps	ASD-HRD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	Report (BUR) of the Requestor's last pay then transmits to the HR Manager for review.			
	1.3 Reviews and signs the DV and BUR.	None	1 Hour	<i>HR Manager</i> ASD-HRD
	1.4 Transmits the signed DV and BUR by the HR 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-HRD
	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-HRD 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-HRD 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 Administrative Services 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	None	4 Hours	PCEO OPCEO OR

Client Steps	ASD-HRD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	check as endorsed then returns to the TIO.			<i>Vice-President and Chief Operations Officer</i> OVPCOO OR <i>Administrative Services Manager</i> OPCEO
	1.22 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	5 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.23 Informs the Payee of the availability of the check payment.	None	5 Minutes	<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:		None	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-HRD Request Form 025 to the ASD-HRD. This involves preparation and issuance of Certificate of Employment and Service Records.

Department/Division/Unit	: ASD – HRD
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-HRD Office

Client Steps	ASD-HRD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files duly accomplished JHMC ASD-HRD 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 HR Manager for approval.	None	30 Minutes	HR Officer ASD-HRD
	1.2 Reviews and approves or disapproves the said request.	None	30 Minutes	HR Manager ASD-HRD
	1.3 If approved, verifies the employment record of the Requestor, if approved.	None	1 Day	HR Officer ASD-HRD
	1.4 Prepares the document being requested.	None	30 Minutes	HR Officer ASD-HRD
	1.5 Reviews and signs the requested document.	None	30 Minutes	HR Manager ASD-HRD

Client Steps	ASD-HRD 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	<i>HR Officer</i> ASD-HRD
2. Claims the requested document at the HRD Office.	2. Releases the requested document, record or certification to the Requesting Personnel.	None	1 Hour	<i>HR Officer</i> ASD-HRD
TOTAL:		None	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-HRD
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-HRD Request Form 025 (1 original)	JHMC - ASD-HRD Office

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

**ADMINISTRATIVE SERVICES DEPARTMENT -
HUMAN RESOURCE DIVISION
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 – HRD
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	JHMC Employees

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

Client Steps	ASD-HRD 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	HR Officer ASD-HRD
	1.2 Prepares the requested document, record or certification.	None	1 Day	HR Officer ASD-HRD
	1.3 Reviews and signs the requested document.	None	2 Hours	HR Manager ASD-HRD

Client Steps	ASD-HRD 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	HR Officer ASD-HRD
TOTAL:		None	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 – HRD
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	JHMC Employees

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

Client Steps	ASD-HRD 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	HR Officer ASD-HRD

Client Steps	ASD-HRD 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	HR Manager ASD-HRD
	1.3 If approved, prepares the document requested.	None	20 Minutes	HR Officer ASD-HRD
	1.4 Reviews and signs the document requested and endorses to OPCEO.	None	20 Minutes	HR Manager ASD-HRD
	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	HR Officer ASD-HRD
TOTAL:		None	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 – HRD
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: JHMC Employees

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

Client Steps	ASD-HRD 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	HR Assistant ASD-HRD
	1.2 Prepares the Extra copy or certified copy of the pay slip of the requesting personnel and releases the same.	None	40 Minutes	HR Assistant ASD-HRD
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	HR Assistant ASD-HRD
TOTAL:		None	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; G2G – Government to Government
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:		None	4 Hours and 3 Minutes	

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</i> ASD-ICTD
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	None	1 Hour	<i>Records Management Specialist</i> ASD-ICTD <i>Records Management Specialist</i> ASD-ICTD

	2b If approved, upload the requested records/documents.			<i>Records Management Specialist ASD-ICTD</i>
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 ASD-ICTD</i>
For Standard FOI 1. Submits accomplished Standard FOI Form /	For Standard FOI 1.1 Accepts and checks the accomplished Standard FOI Form	None	1 Hour	<i>FOI Receiving Officers JHMC</i>

Signed Letter of Request	/ Signed Letter of Request			
	1.2 Stamps the form with "Received" with date and time received.	None		<i>FOI Receiving Officers JHMC</i>
	1.3 Route to the concerned Department for review, recommendation and approval.	None		<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:	<p>1. None if electronic file.</p> <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>	1 Day, 5 Hours and 5 Minutes	
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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	Records Management Specialist 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	Records Management Specialist ASD-ICTD
	2.2 Returns the records/ documents to designated personnel.			
TOTAL:		Mailing fee or courier	1 Day and 4 Hours	

	services 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
Filed 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	None	30 Minutes	ICT Officer ASD-ICTD

	returns the request 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>ICT 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	<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:		None	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
Filed 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 ICT Manager ASD-ICTD
2. Receives the item/s for borrowing.	1.3 If approved, issues the item/s being borrowed.	None	2 Days	ICT Specialist ASD-ICTD

<i>*Make sure to accomplish the Feedback Form in 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	ICT Specialist ASD-ICTD
TOTAL:		None	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	45 Minutes	

	per 4 hours PHP 50.00 per student		
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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	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

photocopies with three (3) original signatures below) Gov't-issued ID card of the representative Note: present original with one (1) photocopy	
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 Amphitheat	30 Minutes	<i>Business Development & Marketing Assistant</i> BDD

		<p>er- PhP 4,560.00 Conference Room: Room: PhP 3,950.00/ hour Cleanliness Bond: PhP 3,000.00</p> <p>Facility: Tables: PhP 75.00/ pc Chair: PhP 18.00/ pcs 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</p>		
2. Receives the ATAP and pays for necessary charges (cleanliness bond, facility/ equipment rental)	2. Accepts the payment and issues OR.	Based on the amount indicated in the ATAP.	10 Minutes	<p><i>Ticketing Clerk OR Cashier Finance Services Department</i></p> <p><i>*Ticketing Clerk if paid at the Ticketing Booth at the</i></p>

*Make sure to secure OR for the payment made.				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.) <i>*When necessary, a coordination meeting is conducted.</i>	None	1 Day	<i>Business Development & Marketing Officer BDD</i>
		None	3 Hours	<i>Business Development & Marketing Officer BDD</i>
	3.2 Reviews the event details; and endorses the same for approval by the OPCEO.	None	1 Day	<i>Business Development 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	None	4 Hours	<i>Business Development & Marketing Officer</i>

	departments using JHMC-BDD- Form 4.			BDD
	3.6 Oversees the implementation of the event.	None	4 Hours	<i>Business Development & Marketing Officer</i> BDD
	3.7 Prepares and submits the PAR with duly accomplished Post-Event Clearance Form (PECF) to the BDM.	None	1 Day	<i>Business Development & Marketing Officer</i> BDD
	3.8 Reviews and approves the PAR and PECF.	None	30 Minutes	<i>Business Development Manager</i> BDD
	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</i> BDD
	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</i> BDD
	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</i> BDD

4. Client claims the cleanliness bond from the Cashier at Cottage 625.	4. Issues the cleanliness bond to the client.	None	10 Minutes	Cashier Finance Services Department
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</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. 			
2. Submits the required documents to the BDD for initial assessment	2.1 Drafts the pro-forma venue contract.	None	1 Day	<i>Business Development & Marketing Assistant</i> BDD

and verification.	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	<i>President and Chief Executive Officer Office of the President and Executive Officer</i>
	2.5 Informs the client of the approval of the contract.	None	4 Hours	<i>Business Development & Marketing Assistant BDD</i>
	2.6 Assesses the fees and prepares the authority to accept payment (ATAP) and advises client for the 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	1 Hour	<i>Business Development & Marketing Assistant BDD</i>

		Chair: PhP 18.00/ pcs 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		
3. Pays the required venue rental amount. *Make sure to secure OR for the payment made.	3.1 Accepts the payment and issues OR.	Bell House- PhP 4,050.00 per hour Bell Amphitheat er- 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	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

		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		
	3.2 Endorses the contract for implementation.	None	10 Minutes	<i>Business Development 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)		Provided by Client
Site Development Plan showing the position of trees affected by the development. (1 original copy)		Provided by Client
Contract of Lease (1 certified photocopy)		Provided by Client

Client Steps	ASD-ICTD & 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>Environment Officer</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>Environment Officer</i> EAMD - EMD
	2.2 Prepares and submits a report	None	1 Day	<i>Environment Officer</i> EAMD - EMD
	2.3 Reviews and finalizes the report	None	2 Hours	<i>Environment Officer</i> EAMD - EMD
	2.4 Reviews, evaluates and approves the report	None	1 Hour	<i>Environment 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>Environment Officer</i> EAMD - EMD
	2.6 Approves letter to the Inspectorate Team	None	5 Minutes	<i>Environment 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>Environment Officer</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 Manager</i> EAMD – EMD
	4.2 Reviews report from Inspectorate Team and recommend endorsement of application.	None	1 Hour	<i>Environment and Asset Management 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.	*Issues 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>Environment Officer</i> EAMD – EMD
2. Acknowledges receipt of Notice to Proceed (NTP)	2. Reviews, approves and issues Notice to Proceed to Client and Inspectorate Team	None	1 Day	<i>Environment 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>Environment Officer</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>Environment Officer</i> EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	<i>Environment Officer</i> EAMD – EMD
	2.3 Prepares endorsement letter to CENRO-Baguio	None	15 Minutes	<i>Environment Officer</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 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>Environment Officer</i> EAMD - EMD
TOTAL:		None	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)	Provided by 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 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	Records Management Specialist ASD-ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	Records Management Specialist ASD-ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request. If complete, proceed to Step 2.	None	5 Minutes	Environment Officer EMD

	*If incomplete, notifies the client thru SMS/Telephone to			
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	Environment Officer EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	Environment Officer 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	Environment Officer 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	Environment Manager 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	Environment Officer EAMD - EMD
TOTAL:		None	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; G2B - Government to Business; G2G - Government to Government
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 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.	None	5 Minutes	<i>Environment Officer EAMD – EMD</i>
	1.3a If complete, proceed to Step 1.4.	None	5 Minutes	<i>Environment Officer</i>

	1.3b If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			EAMD – EMD
	1.4 Checks availability of firewood on stock	None	30 Minutes	<i>Environment Officer</i> EAMD – EMD
	1.5 Accomplishes the PBO-Forest Products Form. Prepares and issue ATAP	None	1 Hour	<i>Environment Officer</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)	None	5 Minutes	<i>Cashier</i> Finance Services Department

	*Since transaction is under SEZRIS, 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 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

Client Steps	EAMD – EMD, ASD-ICTD 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>Environment Officer 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>Environment Officer</i> EAMD - EMD
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	<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)	None	5 Minutes	<i>Cashier</i> Finance Services Department

4. Receives the Fireworks Display Permit	4.1 Approves and issue Fireworks Display Permit	None	5 Minutes	<i>Environment Manager</i> 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	

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	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	<i>Environment Officer</i> 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	<i>Cashier</i> 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)	<i>Environment Officer</i> EAMD-EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report	None	2 Days	<i>Environment Officer</i> EAMD-EMD

	<p><i>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable environment and sanitation standards.</i></p>			
	3.4 Recommends the CEC Approval to the EMD Manager	None	1 Day	Environment Officer EAMD-EMD
	<p>3.5 Reviews the Environment and Sanitation Report and Approves the CEC.</p> <p><i>Note: The EMD Manager approval is the basis for the date of the CEC issuance and approval.</i></p> <p><i>The 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 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 or Installation, 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	<i>Environment Officer</i> EAMD-EMD
1.1 Goes to "Certificate of Environmental Compliance" section	1.1 Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	<i>Environment Officer</i> 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	<i>Environment Officer</i> 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 Accepts the ATAP and payment and enters the payment details in the sezris.jhmc.com.ph	CEC Renewal Fee = P500.00	1 Hour	<i>Cashier</i> Finance Services Department

	<i>Note: 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 SEZSIS)	<i>Environment Officer</i> 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	<i>Environment Officer</i> EAMD-EMD
	3.4 Recommends the CEC for Approval to the	None	1 Day	<i>Environment Officer</i> EAMD-EMD

	Environment Manager			
	<p>3.5 Reviews the Environment and Sanitation Report and Approves the CEC.</p> <p>Note: The Environment Manager's approval is the basis for the date of the CEC issuance and approval.</p> <p>Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and SEZRIS notification.</p>	None	2 Days, 10 minutes	<i>Environment Manager</i> 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 Installation, 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

Environmental Sanitation Clearance (ESC) for Septage Management Services	Department of Health
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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	<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 Accepts the ATAP and payment then enters the payment details in the sezris.jhmc.com.ph	CEC Application and Registration = P2,000.00	1 Hour	<i>Cashier</i> Finance Services Department

	<i>Note: 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 SEZSIS)	<i>Environment Officer</i> 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	<i>Environment Officer</i> EAMD-EMD
	3.4 Recommends the CEC for Approval to the Environment Manager	None	1 Day	<i>Environment Officer</i> EAMD-EMD
	3.4 Reviews the Environment and Sanitation Report and Approves the CEC. <i>Note: The Environment</i>	None	2 Days, 10 Minutes	<i>Environment Manager</i> EAMD-EMD

	<p>Manager approval is the basis for the date of the CEC issuance and approval.</p> <p>Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and SEZRIS notification.</p>			
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	

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 or Installation, 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
Environmental Sanitation Clearance (ESC) for Septage Management Services	Department of Health

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	<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 an Authority To Accept Payment (ATAP)	None	20 Minutes	<i>Environment Officer</i> 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: 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 John Hay Reservation Area (JHRA).

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 & ASD-ICTD 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 Development 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 Development Officer EAMD-LAMD</i> <i>Land and Asset Development 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 Development Manager</i> EAMD-LAMD
2.1 Acknowledges receipt of COC	2.1.1 Issues COC	None	1 Hour	<i>Land and Asset Development Officer</i> EAMD-LAMD
2.2 Acknowledges receipt letter	2.2.1 Issues letter	None	2 Hours	<i>Land and Asset Development 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 Development Officer</i> EAMD-LAMD
3.2 Acknowledges receipt of COC	3.2.1 Reviews and signs COC	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD-LAMD
	4. Issues the COC	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD-LAMD
TOTAL:		None	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 COC 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 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 Development Officer</i> EAMD-LAMD
	1.1.2 If substantial in information, verifies geographical	None	1 Day (with or without inspection)	<i>Land and Asset Development Officer</i> EAMD-LAMD

	location of request and prepares draft			
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 Development 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 Development Manager</i> EAMD-LAMD
2.1 Acknowledges receipt of COC	2.1.1 Issues the COC	None	1 Hour	<i>Land and Asset Development Officer</i> EAMD-LAMD
2.2 Acknowledges receipt letter	2.2.1 Issues the letter	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD-LAMD
3.1 Submits requested document(s) to RMS	3.1.1 Acknowledges receipt of additional document(s) from RMS, revalidates	None	2 Days (With or Without Inspection)	<i>Land and Asset Development Officer</i> EAMD-LAMD

	additional information and			
Client Steps	EAMD-LAMD Actions	Fees to be paid	Processing Time	Person Responsible
	prepares COC			
3.2 Acknowledges receipt of COC	3.2.1 Reviews and signs the COC.	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD-LAMD
	3.2.2 Issues the COC.	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD-LAMD
TOTAL:		None	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 & FSD 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	Senior Quantity Surveyor EAMD-PMD

	PMD & FSD 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	None	2 Hours	<i>Finance Analyst</i> FSD

	Subsidiary Ledgers and Schedules.			
	PMD & FSD 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	None	10 Minutes	<i>Accountant</i> FSD

	and for propriety of the amount being claimed for amounts ₱500,000.00 and			
	PMD & FSD 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>

				AS Manager OPCEO
	PMD & FSD 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	Treasury and Investment Officer FSD
	1.22 Informs the Payee of the availability of the check payment.	None	5 Minutes	Cashier FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 Minutes	Cashier FSD
TOTAL:		None	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
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Submits complete requirements to the EAMD-PMD.	1.1 Prepare documents for Final billing upon request of the contractor 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	None	5 Days	Senior Quantity Surveyor EAMD-PMD
	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	Senior Quantity Surveyor EAMD-PMD AND/OR Civil/Structural Engineer 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	Senior Quantity Surveyor 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	Budget Officer 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
	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	Accountant 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 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	None	4 hours	PCEO OPCEO

	Side A of the check as endorsed then returns to the TIO.			OR VPCOO OVPCOO OR <i>Administrative Services Manager</i> OPCEO
	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	<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:		None	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 – Government to Citizen
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>Project 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>Senior Quantity Surveyor</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. Issues the technical documents to End-User Department/ Unit	None	4 Hours	<i>Senior Quantity Surveyor</i> EAMD-PMD OR <i>Civil/ Structural Engineer</i> EAMD-PMD
TOTAL:		None	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 Clients availing the facilities within the Historical Core

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 	<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

Reservation - Endorsement by BDD 6. Cash Payment	For Reservation - Proceed to BDD office and pay at Ticketing Booth
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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 Finance Services Department</i>
	3.1 Prepares the OR then transmits to Ticketing Clerk	None	30 Minutes	<i>Cashier Finance Services Department</i>
3.Receives the POS Receipt / entrance stub.	3.1 Issues POS Receipt / entrance stub or the OR.	None	5 Minutes	<i>Ticketing Clerk Finance Services Department</i>
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) 2. a. For transactions not processed through SEZSIS: Presentation of assessment from concerned department / billing / contract or other reference for verification of amount and nature of collection 2. b. If processed through SEZSIS, submission of ATAP will suffice 3. Cash / Check Payment	1. From the concerned department who endorses the payment 2. From the concerned department who endorses the payment 3. From the concerned department who endorses the 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 SEZSIS, 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)	None	5 Minutes	Cashier Finance Services Department

	*If transaction is under SEZRIS, payment details are encoded in the SEZRIS portal;			
	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
3.5 JHMC-FD-Form 013: Reimbursement Expense Receipt (RER) for reimbursement of expenses paid to establishments not required	QMS Internal Forms in JHMC Intranet

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	<i>Accountant FSD</i>
	1.13 Reviews and signs the Certificate of Withholding Taxes, if applicable; BIR Forms 2306 and/or 2307	None	10 Minutes	<i>Accountant FSD</i>
	1.14 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	<i>Accountant FSD</i>
	1.15 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>
	1.16 Process the DV through the ERP Acumatica System by batch processing.	None	2 Hours	<i>Treasury and Investment Officer FSD</i>

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>AS 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	<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:		None	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

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
and signs the Petty Cash Voucher form as a proof of receipt.				FSD
TOTAL:		None	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 – Government to Citizen
Who may avail	: All JHMC employees, regardless of status

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"> Internal memorandum/Complete Staff Work stating the factual circumstances/background/chronology; statement of issues/sought to be solved (1 original copy) Documents pertinent to the issue/s (1 photocopy) 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"> Approved CSW or PR, whichever is applicable (1 original copy) Approved Terms of Reference(TOR)/Scope of Services 	<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</p>

(SOS)/Term Sheet, whichever is applicable (1 original copy)	Vice-President and Chief Operations, Officer (OVPCOO), End-user
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)	Bids and Awards Committee (BAC) Secretariat, Supplier/Contractor/Consultant/ Contracting Party

(1 photocopy)	
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	<i>Legal Research and Investigation Specialist</i> Legal Department
	2. Assess and evaluate the request, and check completeness of submitted documents.	None	10 Minutes	<i>Legal Research and Investigation Specialist</i> Legal Department
	3. Endorse the request to the Legal Manager for appropriate action on the legal matter referred.	None	5 Minutes	<i>Legal Research and Investigation Specialist</i> Legal Department
	4. Evaluate and determine the appropriate legal action to be taken.	None	2 Days	<i>Legal Manager</i> 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.	None	1 Day	<i>Assistant Legal Manager</i> Legal Department
	8. Endorse the report/output/legal document to the Legal Manager.			
	9. Conduct final review of the output.	None	1 Day	<i>Legal Manager</i> Legal Department
	10. Return to the Legal Research and Investigation Specialist.			
	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.	None	30 Minutes	<i>Legal Research and Investigation Specialist</i> Legal Department
	20. Monitoring of the OGCC opinion/ advice/contract review.	None		<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:		None	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; b. Notarized Repair Permit Form (For repair/alteration only) c. Building plans, specifications and a detailed estimate prepared, signed and sealed by a registered Architect or Civil Engineer; d. Civil Engineer, in case of civil/structural documents;	NBC Form No. B-01 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional NBC Accessory Form No.08-B is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional Applicant's Design Professionals 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
f. Professional Mechanical Engineer, in case of mechanical documents;	Applicant's Design Professional
g. Sanitary Engineer, in case of sanitary documents;	NBC Form No. A-04 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional
h. Master Plumber, in case of plumbing documents;	NBC Form No. A-05 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional
i. Electronics Engineer, in case of electronic documents; and	NBC Form No. A-06 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional
j. Interior Designer, in case of interior design documents.	NBC Form No. A-07 is downloadable from SEZRIS and to be accomplished by Applicant's Design Professional
<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>	
Environmental Protection Documents; a. Construction Environmental Management Plan (CEMP)	Applicant's Design Professional
Fire Safety Evaluation Certificate (FSEC);	Form 064 & Form 065 is downloadable from SEZRIS and to be accomplished by the applicant or his duly authorized representative.
Construction Safety and Health Program (CSHP).	Bureau of Fire-City of Baguio
	Department of Labor and Employment (DOLE) - CAR

Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads required documents through the SEZSIS. Client Steps	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)	Architect, Civil/Structural Engineer, Electrical Engineer, On-Call Mechanical Engineer, and On-Call Sanitary Engineer. OBO- Processing and Evaluation Section
	1.3 Issue Ancillary Permits including computation of fees.	None	1 Day	Architect, Civil/Structural Engineer, Electrical Engineer, On-Call Mechanical Engineer, and On-Call Sanitary Engineer. OBO- Processing and Evaluation Section

	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 <i>*Please refer to annex "A" pages 188-205.</i>	1 Hour	<i>OBO Secretary</i> OBO
	2.2 Validates submitted documents and Prepares ATAP	None	1 Day	<i>OBO Secretary</i> OBO
3. Acknowledges receipt of Building Permit	3. Approves and issue Building Permit	None	1 Day	<i>Building Official</i> OBO
TOTAL:		Based on NBC Fees *Please refer to annex "A" on	12 Days	

	pages 188- 205		
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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	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)	Architect, Civil/Structural Engineer, Electrical Engineer, On-Call Mechanical Engineer, and OBO Inspection and Evaluation Section

	OBO Actions	Fees to be paid	Processing Time	Person Responsible
	1.2 Prepares endorsement to BFP for the conduct inspection	None	2 Hours	OBO Secretary OBO
	1.3 Issues to BFP notification to conduct a final inspection	None	6 Hours	Building Official OBO
	1.4 Prepares and submit Inspection Report including computation of fees	Based on NBC Fees *Please refer to annex "A" on pages 188-205.	2 Days	Architect, Civil/Structural Engineer, Electrical Engineer, On-Call Mechanical Engineer, and On-Call Sanitary Engineer. OBO - Inspection and Evaluation Section
	1.5 Prepares Order of Payment	None	2 Hours	OBO Secretary OBO
	1.6 Approves Order of Payment	None	1 Hour	Building Official OBO
	1.7 Uploads Order of Payment and Notifies applicant	None	2 Hours	OBO Secretary OBO
2. Submits three(3) sets of uploaded documents	2.1 Validates submitted documents and Prepares ATAP	None	2 Hours	OBO Secretary OBO
3.Pays corresponding fees	3.1 Accepts payment and issues OR	None	10 Minutes	Cashier Finance Services Department

Client Steps	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 <i>*Please refer to annex "A" on pages 188-205.</i>	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
Duly signed and sealed certification from: A Professional Electrical Engineer, who undertook the inspection, attesting that the electrical installations are in order. A Professional Mechanical Engineer, who undertook the inspection, attesting that the mechanical installations are in order.	Professional hired by building owner or main locator or sub-locator. Professional hired by building owner or main locator or sub-locator.

Client Steps	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	None	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 <i>*Please refer to annex "A" on pages 188-205.</i>	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 <i>*Please refer to annex "A" on pages</i>	10 minutes	<i>Cashier</i> Finance Services Department

		188-205.		
8. Acknowledges receipt of certificates.	8. Issue Certificate of Annual Electrical Inspection and/or Certificate of Annual Mechanical Inspection	None	5 Minutes	<i>Building Official, Electrical Inspector, On-call Mechanical Inspector OBO</i>
	TOTAL	Based on NBC Fees <i>*Please refer to annex "A" on pages 188- 205.</i>	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 <i>whose contract is with a Leasing Locator.</i> <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	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>SEZ/ OSAC Manager SEZAD</i>
	3.4 Recommends for approval of the President and Chief Executive	None	1 Day	<i>Vice President and Chief Operations</i>

	Officer upon receipt of endorsement of SEZAD Manager			Office of the Vice President and Chief Operations Officer
	3.5 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer	None	1 Day	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer
4.Receives Accreditation.	4.1 Issues Accreditation.	None	10 Minutes	<i>Labor Center Processor</i> 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	Labor Center Processor SEZAD
2. Payment of Fees *Make sure to secure the OR for the payment made.	2.1 Acceptance of Payment	Renewal: 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	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	2.4 Review and endorsement for approval	None	3 Hours 10 Minutes	<i>SEZ/ OSAC Manager</i> SEZAD
	2.5 Recommends for approval of the President and Chief Executive Officer upon receipt of endorsement of SEZAD Manager	None	1 Day	<i>Vice President and Chief Operations</i> 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	<i>President and Chief Executive Officer</i> 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	<i>Labor Center Processor</i> 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 (1 original)	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	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	SEZ/OSAC 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 (1 original)	To be provided by Locator
Contract with BCDA/ JHMC/ Principal Locator (1 original)	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 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	SEZ/ OSAC 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	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	SEZ/ OSAC Manager SEZAD
3. Receives the TPTO.	2.4 Issues the TPTO	None	10 Minutes	Labor Center Processor SEZAD

TOTAL:	PHP 720.00	3 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.

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	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees Note: Locator is notified through	None	2 Minutes	One Stop Action Center Processor SEZAD

	email and view the assessment in SEZAD Information System (SEZRIS)			
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	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	One Stop Action Center Processor SEZAD
	1.2 Approves Request	None	3 Minutes	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZAD Information System (SEZSIS)	None	2 Minutes	One Stop Action Center Processor SEZAD
2. Payment of Fees Pays the assessed fees.	2.1 Accepts the of payment and Enter Payment	LPF: PHP 36.00 GP: PHP 216.00	3 Minutes	Customs Compliance Officer SEZAD

*Make sure to secure the OR for the payment made.	Details in SEZRIS	PBI: PHP 360.00		OR
*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	One Stop Action Center Processor SEZAD
	1.2 Approves Request	None	3 Minutes	SEZ/OSAC Manager SEZAD
	1.3 Assessment of Fees- Locator is notified through email and view the assessment in SEZRIS	None	2 Minutes	One Stop Action Center Processor SEZAD
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	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	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	Customs Compliance Officer SEZAD Or

				<i>Customs Compliance Assistant SEZAD</i>
	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 provided by the Locator

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZSIS)	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	One Stop Action Center Processor SEZAD
	1.2 Approves Request	None	3 Minutes	SEZ/ OSAC Manager SEZAD
	1.3 Assessment of Fees- Locator is notified through email and view the assessment in SEZSIS	None	2 Minutes	One Stop Action Center Processor SEZAD
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 SEZSIS	PHP 420.00	3 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
3. Receives the OR.	3.1 Issues the OR	None	2 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
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>SEZ/ OSAC 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	<i>Customs Compliance Officer SEZAD</i> Or
	2.1a If cannot show previously issued Gate Pass, to be issued certification	PhP 216.00		<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:		*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 SEZRIS.	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	SEZ/ OSAC Manager SEZAD
2. Receives approved request.	2.1 Sends request to Locator	None	1 Hour	Labor Center Processor SEZAD
TOTAL:		None	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	<i>Records Management Specialist</i> ASD-ICTD
*For Emergency assistance involving life & limbs,	1.2 Records, digitizes and routes documents to SSD.	None	4 Hours	<i>Records Management Specialist</i> ASD-ICTD

immediate actions are				
implemented in the fastest means available.				
	1.3 Evaluates documents and approves or disapproves request.	None	10 Minutes	<i>Safety and Security Manager SSD</i>
	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	<i>Safety and Security Officer SSD</i>
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	<i>Safety and Security Officer SSD</i>
TOTAL:		None	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	<i>Safety and Security Manager SSD</i> OR <i>Safety and Security Officer SSD</i>
	1.2 Approves or disapproves the request as endorsed.	None	10 Minutes	<i>PCEO</i> 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	<i>Safety and Security Manager SSD</i> OR <i>Safety and Security Officer SSD</i>
2. Receives the assistance as	2.1 Records the assistance.	None	10 Minutes	<i>Safety and Security Officer</i>

requested. *Make sure to accomplish the				SSD
CSF in the HIS portal after the assistance has been sought.				
TOTAL:		None	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 or through the "contact us" button in the JHMC Official Website (www.jhmc.com.ph).
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 or at the SEZAD/ CCA for JHSEZ Locators or through the "contact us" button of the JHMC official website for Management's immediate action.
How complaints are processed	The complaints shall be accepted and processed by the Public Assistance and Complaints Officers/Desk and shall be acted immediately by the concerned Office Head; and by the President and CEO or Vice-President and COO if necessary.
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>

FEEDBACK AND COMPLAINTS MECHANISM

*For Special Economic Zone Administration
Department (SEZAD) Customs Clearance Area
(CCA)

MR. ZALDY A. BELLO
SEZ/ OSAC Manager
(074) 423-5403
E-mail Address: zaldy.bello@jhmc.com.ph

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

GCG: (02) 85328-2030 to 33

BCDA: (02) 88575-1700

PCC: email @ pcc@malacañg.gov.ph; service:
Bahay Ugnayan, J.P. Laurel Street Malacañang,
Manila; facsimile thru Telefax No. (02) 87368621;
Tel No. (02) 87368645, (02) 87368603; (02)
87368629; (02) 87368621

VIII. LIST OF JHMC OFFICES

Office	Address	Contact Information
Office of The President and Chief Executive Officer (OPCEO)	John Hay Special Economic Zone (JHSEZ) P.O. Box 1088, 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)	JHSEZ, P.O. Box 1088, 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: febelyn.honnag@jhmc.com.ph</p>
Internal Audit Office (IAO)	JHSEZ, P.O. Box 1088, 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)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	<p>Ms. ANNA MARIA G. LOPEZ Board Secretary (074) 424-5824</p>

		E-mail Address: anna.lopez@jhmc.com.ph
Business Development Department (BDD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Ms. FLORENCE JOY R. MALLARE, CPA Business Development Manager (074) 444-5823 E-mail Address: florence.mallare@jhmc.com.ph
Corporate Planning Unit (CPU)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Ms. LEA C. QUISOBEN-MAGUILAO, CPA, REA, REB Corporate Planning Manager (074) 444-5823 E-mail Address: lea.quisoben@jhmc.com.ph
Legal Department (LD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Atty. MARY ELLEN S. CABUHAT Legal Manager (074) 444-5823 E-mail Address: mary.cabuhath@jhmc.com.ph
Safety and Security Department (SSD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Col. PHILIP GEORGE D. DEMOT (Ret.) Safety and Security Manager (074) 444-5823 E-mail Address: philip.demot@jhmc.com.ph
Administrative Services Department (ASD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. EDSSEL U. COLCOL Administrative Services Manager (074) 424-5824 E-mail Address: edsel.colcol@jhmc.com.ph
Administrative Services Department – General Services Division (ASD – GSD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. BENJAMIN P. QUIÑO JR. General Services Manager (074) 424-5824 E-mail Address: benjamin.quinio@jhmc.com.ph
Administrative Services Department – Human Resource	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. DANNY B. LATAWAN Human Resource Manager (074) 424-5824 E-mail Address: danny.latawan@jhmc.com.ph

Division (ASD – HRD)		
Administrative Services Department – Information and Communications Technology (ASD – ICTD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. DARWIN C. PEREZ Information and Communications Technology Manager (074) 424-5824 E-mail Address: darwin.perez@jhmc.com.ph
Finance Services Department (FSD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. RONALD B. ZAMBRANO, CPA Finance Manager (074) 444-8980 E-mail Address: ronald.zambrano@jhmc.com.ph
Environment and Asset Management Department (EAMD) Office of the Building Official (OBO)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Engr. BOBBY V. AKIA Environment and Asset Management Manager / JHSEZ Building Official (074) 661-4621 E-mail Address: bobby.akia@jhmc.com.ph
Environment and Asset Management Department – Environment Management Division (EAMD – EMD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Engr. EDITHA M. MEJIA Environment Manager (074) 661-4621 E-mail Address: editha.mejia@jhmc.com.ph
Environment and Asset Management Department – Land and Asset Management Division (EAMD – LAMD)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Engr. FERDINAND L. FIGUERRES Land and Asset Development Manager (074) 661-4621 E-mail Address: ferdinand.figuerrres@jhmc.com.ph
Environment and Asset Management	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Arch. LUZVIMINDA N. PANGANIBAN Project Manager

Department – Project Management Division (EAMD – PMD)		(074) 661-4621 E-mail Address: luzviminda.panganiban@jhmc.com.ph
Special Economic Zone Administration Department (SEZAD) Customs Clearance Area (CCA)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. ZALDY A. BELLO SEZ/OSAC Manager (074) 423-5403 E-mail Address: zaldy.bello@jhmc.com.ph

Annex "A"

**NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED
IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING
CODE OF THE PHILIPPINES (PD 1096)**

1. Bases of assessment

- a. Character of occupancy or use of building/structure
- b. Cost of construction
- c. Floor area
- d. Height

2. Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:

Table II.G.1. On Fixed Cost Of Construction Per Sq. Meter

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	P10, 000	P8, 000	P6, 000

3. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:

a. Division A-1

Area in sq. meters		Fee per sq. meter
i.	Original complete construction up to 20.00 sq.meters.....	P 2.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction.....	2.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters.....	3.40
iv.	Above 50.00 sq. meters to 100.00 sq. meters.....	4.80
v.	Above 100.00 sq. m to 150 sq. meters.....	6.00
vi.	Above 150.00 sq. meters.....	7.20

b. Division A-2

Area in sq. meters		Fee per sq. meter
i.	Original complete construction up to 20.00 sq. meters.....	P 3.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	3.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters.....	5.20
iv.	Above 50.00 sq. meters to 100.00 sq. meters.....	8.00
v.	Above 150.00 sq. meters.....	8.40

c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 500.....	P 23.00
ii. Above 500 to 600.....	22.00
iii. Above 600 to 700.....	20.50
iv. Above 700 to 800.....	19.50
v. Above 800 to 900.....	18.00
vi. Above 900 to 1,00.....	17.00
vii. Above 1,000 to 1,500.....	16.00
viii. Above 1,500 to 2,000.....	15.00
ix. Above 2,000 to 3,000.....	14.00
x. Above 3,000.....	12.00

NOTE: Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual

d. Divisions C-2/D-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 500.....	P 12.00
ii. Above 500 to 600.....	11.00
iii. Above 600 to 700.....	10.20
iv. Above 700 to 800.....	9.60
v. Above 800 to 900.....	9.00
vi. Above 900 to 1,000.....	8.40
vii. Above 1,000 to 1,500.....	7.20
viii. Above 1,500 to 2,000.....	6.60
ix. Above 2,000 to 3,000.....	6.00
x. Above 3,000.....	5.00

NOTE: Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.

e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).

4. **ELECTRICAL FEES**

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

a. Total Connected Load (kVA)

	Fee	
i. 5 kVA or less.....	P	200.00
ii. Over 5 kVA to 50 kVA.....	P	200.00 + P 20.00/kVA
iii. Over 50 kVA to 300 kVA.....		1,100.00 + 10.00/kVA
iv. Over 300 kVA to 1,500 kVA.....		3,600.00 + 5.00/kVA
v. Over 1,500 kVA to 6,000 kVA.....		9,600.00 + 2.50/kVA
vi. Over 6,000 kVA.....		20,850.00 + 1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

	Fee	
i. 5 kVA or less.....	P	40.00
ii. Over 5 kVA to 50 kVA.....	P	40.00 + P 4.00/kVA
iii. Over 50 kVA to 300 kVA.....		220.00 + 2.00/kVA
iv. Over 300 kVA to 1,500 kVA.....		720.00 + 1.00/kVA
v. Over 1,500 kVA to 6,000 kVA.....		1,920.00 + 0.50/kVA
vi. Over 6,000 kVA.....		4,170.00 + 0.25/kVA

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specification.

c. Pole/Attachment Location Plan Permit

- i. Power Supply Pole Location..... P 30.00/pole
- ii. Guying Attachment..... P 30.00/attachment

This applies to designs/installations within the premises

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	P 15.00	P 15.00

Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.

f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5. **MECHANICAL FEES**

a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof.....	P 40.00
ii. Ice Plants, per ton or fraction thereof.....	60.00
iii. Packaged/Centralized Air Conditioning Systems:	
Up to 100 tons, per ton.....	90.00
iv. Every ton or fraction thereof above 100 tons.....	40.00
v. Window type air conditioners, per unit.....	60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent.....	40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.	

b. Escalators and Moving Walks, funiculars and the like:

i. Escalator and moving walk, per kW or fraction thereof.....	P 10.00
ii. Escalator and moving walks up to to 20.00 lineal meters or fraction thereof.....	20.00
iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters.....	10.00
iv. Funicular, per kW or fraction thereof.....	200.00
(a) Per lineal meter travel.....	20.00

v. Cable car, per kW or fraction thereof.....	40.00
(a) Per lineal meter travel.....	5.00
c. Elevators, per unit:	
i. Motor driven dumbwaiters.....	P 600.00
ii. Construction elevators for material.....	2,000.00
iii. Passenger elevators.....	5,000.00
iv. Freight elevators.....	5,000.00
v. Car elevators.....	5,000.00
d. Boilers, per kW:	
i. Up to 7.5 kW.....	P 500
ii. Above 7.5 kW to 22 kW.....	700.00
iii. Above 22 kW to 37 kW.....	900.00
iv. Above 37 kW to 52 kW.....	1,200.00
v. Above 52 kW to 67 kW.....	1,400.00
vi. Above 67 kW to 74 kW.....	1,600.00
vi. Every kW or fraction thereof above 74 kW.....	5.00
e. Pressurized water heaters, per unit.....	P 200.00
f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof.....	60.00
g. Automatic fire sprinkler system, per sprinkler head.....	4.00
h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:	
i. Every kW up to 50 kW.....	P 25.00
ii. Above 50 kW up to 100 kW.....	20.00
iii. Every kW above 100 kW.....	3.00
i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet.....	P 20.00

j.	Gas Meter, per unit.....	P	100.00
k.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher.....	P	4.00
l.	Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:		
	i. Up to 50 kW.....	P	10.00
	ii. Above 50 kW to 100 kW.....		12.00
	iii. Every above 100 kW or fraction thereof		3.00
m.	Pressure Vessels, per cu. meter or fraction thereof.....	P	60.00
n.	Other Machinery/Equipment for commercial/ Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof.....	P	60.00
o.	Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal metes or fraction thereof.....	P	10.00
p.	Weighing Scale Structure, per ton or fraction thereof.....	P	50.00

NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

6. **PLUMBING FEES**

- a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT".
- b. Every fixture in excess of one unit:
 - i. Each water closet..... P 7.00
 - ii. Each floor drain..... 3.00
 - iii. Each sink..... 3.00
 - iv. Each lavatory..... 7.00

v. Each faucet.....	2.00
vi. Each shower head.....	2.00

c. Special Plumbing Fixtures:

i. Each slop sink.....	P 7.00
ii. Each urinal.....	4.00
iii. Each bath tub.....	7.00
iv. Each grease trap.....	7.00
v. Each garage trap.....	7.00
vi. Each bidet.....	4.00
vii. Each dental cuspidor.....	4.00
viii. Each gas-fired water heater.....	4.00
ix. Each drinking fountain.....	2.00
x. Each bar or soda fountain sink.....	4.00
xi. Each laundry sink.....	4.00
xii. Each laboratory sink.....	4.00
xiii. Each fixed-type sterilizer.....	2.00

d. Each water meter.....P 2.00

i. 12 to 25 mm Ø.....	P 8.00
ii. Above 25 mm Ø.....	10.00

e. Construction of septic tank, applicable in all Groups

i. Up to 5.00 cu. meters of digestion chamber.....	P 24.00
ii. Every cu. meter or fraction thereof In excess of 5.00 cu. meters.....	7.00

7. ELECTRONICS FEES

- a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/ wireless telephone and communication systems, intercommunication system and other types of switching/ routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications..... P 2.40 per port

- b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operationand/or maintenance centers, call centers, cellsites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, globalpositioning and personnel/vehicle location P 1, 000.00 per location
- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically- controlled apparatus or devices, whether located indoor or outdoors..... P 10.00 perunit
- d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and commu- nications services, irrespective of whether a user terminal is connected P 2.40 per outlet
- e. Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television,electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected P 2.40 per termination

- | | |
|---|-------------------------|
| f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities | P 1,000.00 per location |
| | |
| g. Electronic or electronically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc. | P 50.00 per unit |
| | |
| h. Poles and attachment: | |
| i. Per Pole (to be paid by pole owner) | P 20.00 |
| ii. Per attachment (to be paid by any entity who attaches to the pole of others) | P 20.00 |
| | |
| i. Other types or electronics or electronically- controlled device, apparatus, equipment, instrument or units not specifically identified above | P 50.00 per unit |

8. ACCESSORY FEES

- | | |
|--|----------|
| a. Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters..... | P 24.00 |
| i. Every meter or fraction thereof in excess of 10.00 meter..... | 2.40 |
| | |
| b. Ground Preparation and Excavation Fee | |
| i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements. | |
| (a) Inspection and Verification Fee | P 200.00 |
| (b) Per cu. meters of excavation | 3.00 |
| (c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit | 50.00 |

(d)	Per cu. meter of excavation for foundation with basement.....	4.00
(e)	Excavation other than foundation or basement, per cu. meter.....	3.00
(f)	Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment.....	250.00
c. Fencing Fees:		
i.	Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof.....	P 3.00
ii.	In excess of 1.80 meters in height, per lineal meter or fraction thereof	4.00
iii.	Made of indigenous materials, barbed, chicken or hog wires, per linear meter.....	2.40
d.	Construction of Pavements, up to 20.00 sq. meters.....	P 24.00
e.	In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like	P 3.00
f.	Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month	P 240.00
i.	Every sq. meter or fraction thereof in excess of 20.00 sq. meters	P 12.00
g. Erection of Scaffoldings Occupying Public Areas, per calendar month.		
i.	Up to 10.00 meters in length.....	P 150.00
ii.	Every lineal meter or fraction thereof in excess of 10.00 meters	12.00
h. Sign Fees:		
i.	Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area.....	P 120.00
(a)	Every sq. meter or fraction thereof in excess of 4.00 sq. meters.....	24.00
ii.	Installation Fees, per sq. meter or fraction thereof of display surface:	

iii. Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Type of Sign Display	Business Signs	Advertising Signs
Neon	P 36.00, min. fee shall be P 124.00	P 46.00, min. fee shall be P 200.00
Illuminated	P 18.00, min. fee shall be P 72.00	P 38.00, min. fee shall be P 150.00
Others	P 12.00, min. fee shall be P 40.00	P 20.00, min. fee shall be P 110.00
Painted-on	P 8.00, min. fee shall be P 30.00	P 12.00, min. fee shall be P 100.00

i. Repairs Fees:

- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups..... P 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups 5.00
- iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (P 5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor)

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
 - ii. The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.
- k. Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:
- i. Buildings in all Groups per sq. meter floor area..... P 3.00
 - ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences..... 4.00
 - iii. Structures of up to 10.00 meters in height..... 800.00
 - (a) Every meter or portion thereof in excess of 10.00 meters 50.00
 - iv. Appendage of up to 3.00 cu. meter/unit..... 50.00
 - (a) Every cu. meter or portion thereof in excess of 3.00 cu. meters..... 50.00
 - v. Moving Fee, per sq. meter of area of building/structure to be moved..... 3.00

9. CERTIFICATE OF USE OR OCCUPANCY (Table II.G.1 for Fixed Costing)

a. Division A-1 and A-2 Buildings:

- i. Costing up to P150,000.00 P 100.00
- ii. Costing more than P150,000.00 up to P400,000.00 200.00
- iii. Costing more than P400,000.00 up to P850,000.00..... P 400.00
- iv. Costing more than P850,000.00 up to P1,200,000.00..... 800.00
- v. Every million or portion thereof in excess of P1,200,000.00..... 800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i. Costing up to P150,000.00.....	P	200.00
ii. Costing more than P150,000.00 up to P400,000.00		400.00
iii Costing more than P400,000.00 up to P850,000.00.....		800.00
iv. Costing more than P850,000.00 up to P1,200,000.00		1,000.00
v. Every million or portion thereof in excess of P1,200,000.00.....		1,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i. Costing up to P150,000.00	P	150.00
ii. Costing more than P150,000.00 up to P400,000.00		250.00
iii Costing more than P400,000.00 up to P850,000.00.....		600.00
iv. Costing more than P850,000.00 up to P1,200,000.00		900.00
v. Every million or portion thereof in excess of P1, 200,000.00.....		900.00

d. Division J-I Buildings/structures:

i. With floor area up to 20.00 sq. meters.....	P	50.00
ii. With floor area above 20.00 sq. meters up to 500.00 sq. meters		240.00
iii With floor area above 500.00 sq. meters up to 1,000.00 sq. meters.....		360.00
iv. With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters		480.00
v. With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters.....		200.00
With floor area above 10,000.00 sq. meters.....		2,400.00

e. Division J-2 Structures:

- i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.
 - ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d above
 - iii Towers such as for Radio and TV transmission, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:
 - a. First 10.00 meters of height from the ground P 800.00
 - b. Every meter or fraction thereof in excess of 10.00 meters 50.00
- f. Change in Use/Occupancy, per sq. meter or fraction thereof
 of area affected P 5.00

10. ANNUAL INSPECTION FEES

- a. Divisions A-1 and A-2:
 - i. Single detached dwelling units and duplexes are not subject to annual inspections.
 - ii. If the owner request inspections, the fee for each of the services enumerated below is P 120.00
 - Land Use Conformity Architectural
 - Presentability Structural Stability
 - Sanitary and Health Requirements Fire-
 - Resistive Requirements
- b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:
 - i. Appendage of up to 3.00 cu. meters/unit..... P 50.00
 - ii. Floor area to 100.00 sq. meters..... 120.00
 - iii Above 100.00 sq. meters up to 200.00 sq. meters..... 240.00
 - iv. Above 200.00 sq. meters up to 350.00 sq. meters..... 80.00
 - v. Above three hundred 350.00 sq. meters Up to 500.00 sq. meters..... 720.00
 - vi. Above 500.00 sq. meters up to 750.00 sq. meters..... 960.00

vii. Above 750.00 sq. meters up to 1,000.00 sq. meters.....		1,200.00
viii. Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters.....		1,200.00
c. Divisions C-1, 2, Amusement Houses, Gymnasias and the like:		
i. First class cinematographs or theaters.....	P	1,200.00
ii. Second class cinematographs or theaters.....		720.00
iii. Third class cinematographs or theaters.....		520.00
iv. Grandstands/Bleachers, Gymnasias and the like.....		720.00
d. Annual plumbing inspection fees, each plumbing unit	P	60.00
e. Electrical Inspection Fees:		
i. A onetime electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.		
ii. Annual Inspection Fees are the same as in Section 4.e.		
f. Annual Mechanical Inspection Fees:		
i. Refrigeration and Ice Plant, per ton:		
(a) Up to 100 tons capacity	P	P 25.00
(b) Above 100 tons up to 150 tons		20.00
(c) Above 150 tons up to 300 tons		15.00
(d) Above 300 tons up to 500 tons.....		10.00
(e) Every ton or fraction thereof above 500 tons.....		5.00
ii. Air Conditioning Systems:		
Window type air conditioners, per unit	P	P 40.00
iii. Packaged or centralized air conditioning systems:		
(a) First 100 tons, per ton	P	25.00
(b) Above 100 tons, up to 150 tons per ton		20.00
(c) Every ton or fraction thereof above 500 tons		8.00

iv.	Mechanical Ventilation, per unit, per kW:			
	(a) Up to 1 kW	P	P	10.00
	(b) Above 1 kW to 7.5 kW			50.00
	(c) Every kW above 7.5 kW			20.00
v.	Escalators and Moving Walks; Funiculars and the like:			
	(a) Escalator and Moving Walks, per unit.....	P	P	120.00
	(b) Funiculars, per kW or fraction thereof.....			50.00
	(c) Per lineal meter or fraction thereof of travel.....			10.00
	(d) Cable Car, per KW or fraction thereof			25.00
	(e) Per lineal meter of travel.....			2.00
vi.	Elevators, per unit:			
	(a) Passenger elevators.....	P	P	500.00
	(b) Freight elevators.....			400.00
	(c) Motor driven dumbwaiters.....			50.00
	(d) Construction elevators for materials			400.00
	(e) Car elevators			500.00
	(f) Every landing above first five (5) landings for all the above elevators.....			50.00
vii.	Boilers, per unit:			
	(a) Up to 7.5 kW	P	P	400.00
	(b) 7.5 kW up to 22 kW			550.00
	(c) 22 kW up to 37 kW			600.00
	(d) 37 kW up to 52 kW.....			650.00
	(e) 52 kW up to 67 kW			800.00
	(f) 67 kW up to 74 kW.....			900.00
	(g) Every kW or fraction thereof above 74 kW			4.00
viii.	Pressurized Water Heaters, per unit.....	P	P	120.00
ix.	Automatic Fire Extinguishers, per sprinkler head.....	P	P	2.00
x.	Water, Sump and Sewage pumps for buildings/structures for commercial/ industrial purposes, per kW:			
	(a) Up to 5 kW.....	P	P	55.00
	(b) Above 5 kW to 10 kW.....			90.00
	(c) Every kW or fraction thereof above 10 kW			2.00

xi.	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
		(a) Per kW, up to 50 kW.....	P 15.00
		(b) Above 50 kW up to 100 kW.....	10.00
		(c) Every kW or fraction thereof above 100 kW.....	2.40
xii.	Compressed air, vacuum, commercial/ institutional/industrial gases, per outlet.....	P	10.00
xiii.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher.....	P	2.00
xiv.	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,		
		(a) Per unit, up to 10 kW.....	P 100.00
		(b) Every kW above 10 kW.....	3.00
xv.	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:		
		(a) Up to ½ kW.....	P 8.00
		(b) Above ½ kW up to 1 kW.....	23.00
		(c) Above 1 kW up to 3 kW.....	39.00
		(d) Above 3 kW up to 5 kW.....	55.00
		(e) Above 5 kW up to 10 kW.....	80.00
		(f) Every kW above 10 kW or fraction thereof.....	4.00
xvi.	Pressure Vessels, per cu. Meter or fraction thereof.....	P	40.00
xvii.	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof.....	P	2.40
xviii.	Weighing Scale Structure, per ton or fraction thereof.....	P	30.00
xix.	Testing/Calibration of pressure gauge, per unit.....	P	24.00
		a. Each Gas Meter, tested, proved and sealed, per gas meter.....	30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit.....	P	30.00

- g. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.

11. CERTIFICATIONS

a. Certified true copy of building permit.....	P	50.00
b. Certified true copy of Certificate of Use/Occupancy.....		50.00
c. Issuance of Certificate of Damage.....		50.00
d. Certified true copy of Certificate of Damage.....		50.00
e. Certified copy of Electrical Certificate.....		50.00
f. Issuance of Certificate of Gas Meter Installation.....		50.00
g. Certified true copy of Certificate of Operation.....		50.00
h. Other Certifications.....		50.00

NOTE: The specifications of the Gas Meter shall be:

Manufacturer.....
 Serial Number.....
 Gas Type.....
 Meter Classification/Model.....
 Maximum Allowable Operating Pressure – psi (kPa).....
 Hub Size - mm (inch).....
 Capacity - m³/hr. (ft³/hr.).....