



Republic of the Philippines  
Office of the President

**JHMC**

**JOHN HAY MANAGEMENT CORPORATION**

A member of The **BCDA** Group  
Bases Conversion and Development Authority

**CITIZEN'S CHARTER**  
2022 (1<sup>st</sup> Edition)



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**JOHN HAY MANAGEMENT CORPORATION**


a member of The  Group

# **CITIZEN'S CHARTER**

**2022 (1<sup>st</sup> Edition)**





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## 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).

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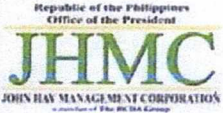
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## II. VISION

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**.

**S**imple processes and procedures which are

**M**ethodical, while

**I**ntegrity, is evident in all transactions done at the

**L**east possible time of completion, and with utmost

**E**thical 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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## CITIZEN'S CHARTER

### V. LIST OF SERVICES

Administrative Services Department – General Services Division (ASD - GSD)			
<b>Internal Services</b>			
1	Request for Travel Authorization	<b>A</b>	
2	Travel Request (Within 50-km Radius)		
3	Service Request		
4	Job Order Request		
5	Property Borrowing		
6	Fuel Withdrawal		
Administrative Services Department – Human Resource Division (ASD - HRD)			
<b>External Services</b>			
1	Preparation of Last Pay of Separated Employees	<b>B</b>	
2	Request for Human Resource Documents, Records or Certifications by Former JHMC Personnel		
3	Request for Certificate of Appearance (CA) by JHMC Visitors, Clients, Stakeholders, Etc.		
<b>Internal Services</b>			
1	Request for Human Resource Documents, Records or Certifications by Current JHMC Personnel		
2	Request for Foreign Travel Authority (FTA) by Current JHMC Personnel		
3	Request for Human Resource Extra Copy or Certified Copy of Pay Slip by Current JHMC Personnel		
Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)			
<b>External Service</b>			
1	Request of JHMC Records/Documents	<b>C</b>	
<b>Internal Services</b>			
1	Request for ICT Service/s		
2	Request for Document Scanning		
3	Request for Repairs of ICT Equipment		
4	Request for ICT Equipment Borrowing		
5	Request for Web Posting		
6	Request for Routing of Outgoing Communications		
7	Request for Records Archival		
8	Request for Documents and/or Records		

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Business Development Department (BDD)		
External Services		
1	Eco-Walk and Photoshoot Bookings at the Historical Core	D
2	Events Planning and Management	
3	Handling and Implementation of Process for Venue Booking at the Historical Core	
Environment and Asset Management Department – Environment Management Division (EAMD-EMD)		
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)	E
2	Endorsement for Emergency Tree Cutting/Pruning/Retrieval Permit Within Camp John Hay	
3	Endorsement for Sanitation Tree Cutting/Pruning Within Camp John Hay	
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	
5	Fireworks Display Permit Within the John Hay Special Economic Zone (JHSEZ)	
6	Issuance of Certificate of Environment Compliance (CEC) for Food – Related Establishment, New Application	
7	Issuance of Certificate of Environment Compliance (CEC) for Food – Related Establishment, Renewal Application	
8	Issuance of Certificate of Environment Compliance (CEC) for Non Food – Related Establishment, New Application	
9	Issuance of Certificate of Environment Compliance (CEC) for Non Food – Related Establishment, Renewal Application	
Environment and Asset Management Department – Land and Asset Management Division ((EAMD-LAMD)		
External Service		
1	Issuance of Certificate of Coverage (COC)	F
Internal Service		
1	Issuance of Certificate of Coverage (COC)	


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Environment and Asset Management Department – Project Management Division (EAMD-PMD)		
<b>External Services</b>		G
1	Request for Payment by Qualified Infrastructure Service Providers – Progress Billing	
2	Request for Payment by Qualified Infrastructure Service Providers – Final Billing	
<b>Internal Service</b>		
1	Request for Technical Documents	
Finance Services Department (FSD)		
<b>External Services</b>		H
1	Collection of Entrance Fees at the Historical Core	
2	Collection of Permit Fees and Other Payments From Locators, Residents, etc.	
<b>Internal Services</b>		
1	Reimbursements by Employees for Official Disbursements Through Check Payments	
2	Reimbursements by Employees for Official Disbursements Through the Petty Cash Fund	
LEGAL DEPARTMENT (LD)		
<b>Internal Service</b>		I
1	Resolution of Legal Concerns	
OFFICE OF THE BUILDING OFFICIAL (OBO)		
<b>External Services</b>		J
1	Issuance of Building Permit for New Application or Repair/Alteration	
2	Issuance of Certificate of Occupancy	
3	Issuance of Certificate of Annual Electrical and/or Mechanical Inspection	
SPECIAL ECONOMIC ZONE ADMINISTRATION DEPARTMENT (SEZAD)		
<b>External Services</b>		K
1	Application for Accreditation and Permit to Operate (PTO) - New	
2	Application for Renewal of Certificate of Accreditation and Permit to Operate (PTO)	
3	Application for a Temporary Permit to Operate (TPTO) for Locators	
4	Application for a Temporary Permit to Operate (TPTO) for Exhibitors and Bazaars	
5	Application for Gate pass, Local Purchase Form and Permit to Bring-In for Locators	
6	Application for Gate pass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazaars and Stakeholders	


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7	Application for Permit to Bring-Out for Locators – Local Articles for Permanent Pull-out	
8	Application for Permit to Bring-out for Locators – Temporary Transfer	
9	Application for Permit to Bring-Out for Stakeholders	
10	Request for Overtime from Locators	
11	Request for Identification Card (ID) for JHSEZ Employees	
12	Request for Manpower from Accredited/Registered Business Enterprises (RBEs)	
<b>New Processes</b>		L
13	Request for an Orientation on CREATE, Accreditation Policy, Labor Center Policy, CAO 2-98 and OSAC Manual	
14	Request for Creation of Account in SEZSIS	
15	Application for New Certificate of Registration	
16	Application for Renewal of Certificate of Registration	
17	Application for Certificate of Entitlement to Tax Incentives (CETI)	
18	Application for Certificate of Authority to Import	
19	Application for Import Permit (AIP)	
20	Declaration of Admission of Articles Inside JHSEZ (DAA)	
21	Permit to Bring-Out Imported Articles (PBO-IA)	
22	Permit to Bring-Out Tax Exempt Vehicle (PBO-TEV)	
23	Application for Request for Clearance	
24	Request for Overtime from Stakeholders	
<b>SAFETY AND SECURITY DEPARTMENT (SSD)</b>		
<b>External Service</b>		M
1	Request for Security Assistance to External Personnel/Agencies	
<b>Internal Service</b>		
1	Request for Security Assistance to JHMC Employees/Department/Division/Unit/Office	
<b>INTERNAL AUDIT OFFICE (IAO)</b>		
<b>Internal Service</b>		N
1	Request for Support Activities	
<b>Feedback and Complaints</b>		
	Feedback and Complaints Mechanism	O
<b>List of JHMC Offices</b>		P

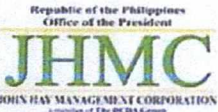
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<b><i>New Schedule of Fees and Other Charges of the Revised Implementing Rules and Regulation (IRR) of the National Building code of the Philippines (PD 1096)</i></b>		<b>Annex A</b>
1	Bases of Assessment	
2	Cost of construction of any building/structure for the purpose of assessing the corresponding fees	
3	Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions	
4	Electrical Fees	
5	Mechanical Fees	
6	Plumbing Fees	
7	Electronics Fees	
8	Accessory Fees	
9	Certificate of Use or Occupancy	
10	Annual Inspection Fees	
11	Certifications	

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





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## 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.

<b>Department/Division/Unit</b>	: Administrative Services Department – General Services Division (ASD - GSD)
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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


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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	Property Custodian ASD - GSD
	1.3 Approves or disapproves the request through HIS portal.	None	1 Hour	General Services Manager ASD - GSD
2. Once the travel request was approved in the HIS portal, submits the required documents to the Supply Assistant.	2.1 Receives the requirements and prepares the Travel Authorization (TA) based on the HIS portal data then forwards to the GS/AS Manager.	None	4 Hours	Supply Assistant ASD - GSD
	2.2 Endorses and signs the TA then forwards to the Office of the Vice-President and Chief Operations Officer (VPCOO)/ President and Chief Executive Officer (PCEO).	None	4 Hours	General Services Manager ASD - GSD  OR  Administrative Services Manager ASD
Client Steps	ASD-GSD Actions	Fees to be paid	Processing Time	Person Responsible


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	2.3 Approves or disapproves the TA then forwards back to the Supply Assistant.	None	4 Hours	Vice-President and Chief Operations Officer OVPCOO  OR  President and Chief Executive Officer OPCEO
	2.4 Receives the signed TA and forwards a copy of TA to the requesting personnel.	None	3 Hours	Supply Assistant ASD - GSD
3. Receives the personal copy of the TA from the Supply Assistant and acknowledges the service through the HIS portal.  <i>*Make sure to accomplish the Feedback Form in the HIS portal after receiving the requested travel authority.</i>	3. Issues the copy of TA to the requesting personnel.	None	1 Hour	Supply Assistant ASD - GSD
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	


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	(WITHIN 50 KM-RADIUS)	Effectivity Date	09 December 2022

## 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.


<b>Department/Division/Unit</b>	: ASD - GSD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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

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


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### 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.

<b>Department/Division/Unit</b>	: ASD - GSD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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	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	30 Minutes	Cottage Attendant ASD - GSD  OR  Facilities and Maintenance ASD - GSD  OR  Property Custodian ASD - GSD

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	1.2 Approves or disapproves the request as endorsed through the HIS portal.	None	2 Hours	General Services Manager ASD - GSD
	1.3 If approved, fulfills the requested services.  <i>*Fulfillment of services requested are based on the schedules set for "first-request, first-served basis" or depending on the urgency of the request to protect life and property.</i>	None	2 Days	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 services. <i>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</i>	2. Delivers the accomplished task.	None	30 Minutes	Cottage Attendant ASD - GSD  OR  Facilities and Maintenance ASD - GSD  OR  Property Custodian ASD - GSD
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	


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#### 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.

<b>Department/Division/Unit</b>	: ASD - GSD
<b>Classification</b>	: Complex
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 ASD - GSD


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	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
<b>TOTAL:</b>		<b>None</b>	<b>7 Days</b>	


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-GSD-005
	CITIZEN'S CHARTER		Revision Number	0
	PROPERTY BORROWING		Page Number	Page 1 of 2
			Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: ASD-GSD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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

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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
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-GSD-006
	CITIZEN'S CHARTER	Revision Number	0
	FUEL WITHDRAWAL	Page Number	Page 1 of 1
		Effectivity Date	09 December 2022

## 6. FUEL WITHDRAWAL

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

<b>Department/Division/Unit</b>	: ASD-GSD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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	Property Custodian ASD - GSD
	1.2 Approves or disapproves the request as endorsed through HIS portal.	None	4 Hours	General Services Manager 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	Cottage Attendant ASD - GSD  OR Property Custodian ASD - GSD
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	

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

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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-HRD-001
	CITIZEN'S CHARTER		Revision Number	0
	PREPARATION OF LAST PAY OF SEPARATED EMPLOYEES		Page Number	Page 1 of 5
			Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: ASD – HRD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C - Government to Citizen
<b>Who may avail</b>	: 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	None	4 Hours	HR Assistant ASD - HRD


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-HRD-001
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	PREPARATION OF LAST PAY OF SEPARATED EMPLOYEES		Page Number	Page 2 of 5
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Client Steps	ASD-HRD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	Budget Utilization 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	HR Manager 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	HR Assistant 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	Budget Officer FSD
	1.6 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	Finance Analyst FSD
	1.7 Checks for the correctness of computation.	None	30 Minutes	Finance Analyst FSD
	1.8 Updates the transaction to affected	None	2 Hours	Finance Analyst FSD


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	PREPARATION OF LAST PAY OF SEPARATED EMPLOYEES		Page Number	Page 3 of 5
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Client Steps	ASD-HRD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	Subsidiary Ledgers and Schedules.			
	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	Finance Analyst FSD
	1.10 Transmits the documents back to the Budget Officer.	None	10 Minutes	Finance Analyst 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	Budget Officer 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	Accountant FSD
	1.13 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	Accountant 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	Accountant FSD


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Client Steps	ASD-HRD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.15 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
	1.16 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


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Client Steps	ASD-HRD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.21 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	President and Chief Executive Officer OPCEO  OR Vice-President and Chief Operations Officer OVPCOO  OR Administrative Services Manager ASD
	1.22 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	5 Minutes	Treasury and Investment Officer FSD
	1.23 Informs the Payee of the availability of the check payment.	None	5 Minutes	Cashier FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 Minutes	Cashier FSD
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRD-002
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR HUMAN RESOURCE DOCUMENTS, RECORDS OR CERTIFICATIONS BY FORMER JHMC PERSONNEL	Page Number	Page 1 of 2
		Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: ASD – HRD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C - Government to Citizen
<b>Who may avail</b>	: 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


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRD-002
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR HUMAN RESOURCE DOCUMENTS, RECORDS OR CERTIFICATIONS BY FORMER JHMC PERSONNEL	Page Number	Page 2 of 2
		Effectivity Date	09 December 2022

Client Steps	ASD-HRD Actions	Fees to be paid	Processing Time	Person Responsible
	1.5 Reviews and signs the requested document.	None	30 Minutes	HR Manager ASD - HRD
	1.6 Informs the Requestor of the availability of the signed document as requested.	None	1 Hour	HR Officer 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	HR Officer ASD - HRD
TOTAL:		None	1 Day and 4 Hours	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRD-003
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR CERTIFICATE OF APPEARANCE (CA) BY JHMC VISITORS, CLIENTS, STAKEHOLDERS, ETC.	Page Number	Page 1 of 1
		Effectivity Date	09 December 2022

### 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.

<b>Department/Division/Unit</b>	: ASD - HRD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C - Government to Citizen
<b>Who may avail</b>	: 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
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

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





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRD-004
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR HUMAN RESOURCE DOCUMENTS, RECORDS OR CERTIFICATIONS BY CURRENT JHMC PERSONNEL	Page Number	Page 1 of 2
		Effectivity Date	09 December 2022

## 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.


<b>Department/Division/Unit</b>	: ASD – HRD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C - Government to Citizen
<b>Who may avail</b>	: 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

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRD-004
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR HUMAN RESOURCE DOCUMENTS, RECORDS OR CERTIFICATIONS BY CURRENT JHMC PERSONNEL	Page Number	Page 2 of 2
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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
<b>TOTAL:</b>		None	2 Days	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRD-005
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR FOREIGN TRAVEL AUTHORITY (FTA) BY CURRENT JHMC PERSONNEL	Page Number	Page 1 of 2
		Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: ASD – HRD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 portal for the issuance of FTA.	1.1 Accepts the request through the HIS portal.	None	10 Minutes	HR Officer ASD - HRD
	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

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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-HRD-005
	CITIZEN'S CHARTER		Revision Number	0
	REQUEST FOR FOREIGN TRAVEL AUTHORITY (FTA) BY CURRENT JHMC PERSONNEL		Page Number	Page 2 of 2
			Effectivity Date	09 December 2022


Client Steps	ASD-HRD Actions	Fees to be paid	Processing Time	Person Responsible
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	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-HRSD-006
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR HUMAN RESOURCE EXTRA COPY OR CERTIFIED COPY OF PAY SLIP BY CURRENT JHMC PERSONNEL	Page Number	Page 1 of 1
		Effectivity Date	09 December 2022

### 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.



<b>Department/Division/Unit</b>	: ASD – HRD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C - Government to Citizen
<b>Who may avail</b>	: 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
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

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





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-ICTD-001
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR JHMC RECORDS/ DOCUMENTS	Page Number	Page 1 of 8
		Effectivity Date	09 December 2022

## 1. REQUEST FOR JHMC RECORDS/ DOCUMENTS

This service is available for the processing of external clients' requests of JHMC Records/ Documents in compliance with the Freedom of Information (FOI). Clients may lodge a request through the eFOI portal ([foi.gov.ph](http://foi.gov.ph)) or through the Standard FOI.

This aims to standardize the procedures in requesting for information and the procedures undertaken by the John Hay Management Corporation (JHMC) in processing the said request in accordance with E.O. No. 02, s. 2016 on "Operationalizing in the Executive Branch the People's Constitutional Rights to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefore."

### 1.A eFOI PORTAL

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
eFOI Request Form	eFOI Web portal ( <a href="http://foi.gov.ph">foi.gov.ph</a> )
Valid Identification Card	Provided by Client

Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
1.1 Opens <a href="http://www.foi.gov.ph">www.foi.gov.ph</a> to your browser's home address.	1.1 Receives and reviews requests.	None	5 Minutes	Records Management Specialist ASD - ICTD
1.2 Clicks the Sign Up button, provides all the required fields, attaches a valid ID to create an account.				


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-ICTD-001
	CITIZEN'S CHARTER		Revision Number	0
	REQUEST FOR JHMC RECORDS/ DOCUMENTS		Page Number	Page 2 of 8
			Effectivity Date	09 December 2022

Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
<p>Note: Once logged-in, you will be directed to your Dashboard. The Dashboard contains all the FOI requests of the account owner.</p> <p>1.3 Click the Make a Request button then select the name of the agency you wish to ask.</p> <p>Note: You will now be directed to the Make a Request Page.</p> <p>1.4 Accomplishes all fields then clicks "Send my Request" button.</p>				
	1.2 Routes to the Legal Department (LD) for review and recommendation	None	5 Minutes	Records Management Specialist ASD - ICTD
	1.3. Reviews request and provides recommendation to the PCEO.	None	3 Days	Legal Manager LD
	1.4 Reviews recommendation and responds to the requests.	None	3 Days	President and Chief Executive Officer OPCEO


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Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
<p>2. Receives request result.</p> <p>If denied, the client may submit a written Motion for Reconsideration (MR) at the Records Receiving Section or through the JHMC official email address at <a href="mailto:mgmt@jhmc.com.ph">mgmt@jhmc.com.ph</a></p> <p>If the MR is denied, the denial of such a motion may be appealed to the Office of the Department of Justice (DOJ) Secretary within fifteen (15) days.</p>	<p>2.1 If denied, Inform the denial to the requesting party.</p> <p>2.2 If approved, upload the requested records/ documents.</p>	None	1 Hour	Records Management Specialist ASD - ICTD
<p>If Hard Copy is requested, pays the required fee to the Cashier</p> <p><i>*Make sure to secure an Official Receipt (OR) and that will be issued upon payment.</i></p>	<p>1.1 Release/ route the records/ documents to the requesting party.</p> <p><i>*Refer to the Process of Routing of External documents</i></p>	<p>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</p>	4 Hours	Records Management Specialist ASD - ICTD


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Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
		* Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates of their preferred courier.		
TOTAL (if electronic file):		None	6 Days, 1 Hour and 10 minutes	
TOTAL (if hardcopy is requested):		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	6 Days, 5 Hours and 10 minutes	

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Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
		requesting party at the prevailing rates of their preferred courier		

## 1.B STANDARD FOI

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard FOI Request Form	JHMC - Provided by FOI Receiving Officers/Records Management Specialist ASD-ICTD or it may be downloaded at <a href="https://www.foi.gov.ph/help">https://www.foi.gov.ph/help</a>

Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits accomplished Standard FOI Form / Signed Letter of Request at the Records Receiving Section.	1.1 Accepts and checks the accomplished Standard FOI Form / Signed Letter of Request	None	5 Minutes	Records Management Specialist ASD - ICTD
	1.2 Stamps the form with "Received" with date and time received.	None	5 Minutes	Records Management Specialist ASD - ICTD
	1.3 Encodes and uploads in the FOI Web Portal.	None	30 Minutes	Records Management Specialist ASD - ICTD


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Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
	1.4 Routes to the Legal Department for review and recommendation	None	5 Minutes	Records Management Specialist ASD - ICTD
	1.3. Reviews request and provides recommendation to the PCEO.	None	3 Days	Legal Manager LD
	1.4 Reviews recommendation and responds to the requests.	None	3 Days	President and Chief Executive Officer OPCEO
2. Receives application result.  If denied, the client may submit a written Motion for Reconsideration (MR) at the Records Receiving Section or through the JHMC official email address at <a href="mailto:mgmt@jhmc.com.ph">mgmt@jhmc.com.ph</a>  If the MR is denied, the denial of such a motion may be appealed to the Office of the Department of Justice (DOJ) Secretary within fifteen (15) days.	2a. If denied, Issues/Release Notice of Denial  2b. If approved, release/route the requested records/documents to the requesting party  <i>* Refer to the Process of Routing of External documents.</i>	None if electronic file	1 Hour	Records Management Specialist ASD - ICTD
3. Receives receiving copy or	3.1 Digitization and storage of received	None	1 Hour	Records Management Specialist ASD - ICTD


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Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
proof of mailing, if any.	records/ documents.			
<p>If Hard Copy is requested, pays the required fee to the Cashier</p> <p><i>*Make sure to secure an Official Receipt (OR) and that will be issued upon payment.</i></p>	<p>Release/ route the records/ documents to the requesting party.</p> <p><i>*Refer to the Process of Routing of External documents</i></p>	<p>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</p> <p><i>* Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates of their preferred courier.</i></p>	4 Hours	Records Management Specialist ASD - ICTD
TOTAL (if electronic file):		None	6 Days, 2 Hours and 45 minutes	
TOTAL (if hardcopy is requested):		PHP 3.00 per page plus an additional	6 Days, 6 Hours and 45 minutes	


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Client Steps	ASD - ICTD / FOI Actions	Fees to be paid	Processing Time	Person Responsible
		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 of their preferred courier		

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**ADMINISTRATIVE SERVICES DEPARTMENT –  
INFORMATION & COMMUNICATIONS  
TECHNOLOGY DIVISION  
INTERNAL SERVICE**

A small, handwritten signature in blue ink, located in the bottom right corner of the page. The signature is stylized and appears to be a first name followed by a last name.



	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-ICTD-002
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR ICT SERVICE/S	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

## 1. REQUEST FOR ICT SERVICE/S

This service is availed by JHMC personnel for the following services: file management (e.g. file conversion, file back-up and recovery), printing, network and internet concerns (e.g. internet or cable connectivity), email concerns, ink refill, multimedia editing, layout and design, ICT Equipment set-up for events, photo documentation and other ICT-related concerns.

<b>Department/Division/Unit</b>	: ASD - ICTD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (Within JHMC LAN) or at 116.50.174.74:8080 (Outside JHMC LAN)


Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the Helpdesk Information System (HIS) portal under the ICT service request tab.	<p>1.1 Receives the HIS notification via email, proceeds to the HIS portal and evaluates the request. If the request can be catered, inputs in the "remarks" field and clicks the "receive" button.</p> <p>In cases where the request cannot be catered, inputs the reasons for not accommodating the request in the "remarks" field and clicks the "return" button.</p>	None	4 Hours	<p>ICT Officer ASD - ICTD</p> <p>OR</p> <p>ICT Specialist ASD - ICTD</p>

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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	<p>1.2 Reviews the request; approves or disapproves the request as endorsed through the HIS portal.</p> <p>For approved requests, assigns the fulfiller through the "remarks" field then clicks the "approved" button.</p> <p>* If disapproved, inputs reasons in the "remarks" field then clicks the "reject" button.</p>	None	20 Minutes	ICT Manager ASD - ICTD
	<p>2.1 Fulfills the requested services.</p> <p>*Time of fulfillment of service request are based on the following:  a. set schedule;  b. equipment or software availability;  c. procurement process;  d. urgency of the request to protect life and property;  and,  e. outsourcing of services</p>	None	2 Days	ICT Officer ASD - ICTD  OR  ICT Specialist ASD - ICTD  OR  ICT Manager ASD - ICTD

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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
<p>3. Receives the HIS notification, proceeds to the HIS portal and reviews the actions taken. If satisfied, inputs in the "remarks" field and clicks the "acknowledge" button then accomplishes the Customer Feedback Form (CSF). If unsatisfied, inputs in the "remarks" field then clicks the "return to fulfillment" button.</p> <p>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</p>	3.1. Logs in the HIS portal, inputs actions taken in the "remarks" field and clicks the "fulfill" button.	None	30 Minutes	<p>ICT Officer ASD-ICTD</p> <p>OR</p> <p>ICT Specialist ASD-ICTD</p> <p>OR</p> <p>ICT Manager ASD-ICTD</p>
<b>TOTAL:</b>		None	<b>2 Days, 4 Hours, 50 Minutes</b>	

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	REQUEST FOR DOCUMENT SCANNING	Page Number	Page 1 of 4
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## 2. REQUEST FOR DOCUMENT SCANNING

This service is availed by JHMC personnel for digitization of documents.

<b>Department/Division/Unit</b>	: ASD - ICTD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (Within JHMC LAN) or at 116.50.174.74:8080 (Outside JHMC LAN)
Documents for scanning	Provided by Client
Storage device	Provided by Client

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the Helpdesk Information System (HIS) portal under the "document scanning" tab.	<p>1.1 Receives the HIS notification via email, proceeds to the HIS portal and evaluates the request. If the request can be catered, inputs in the "remarks" field and clicks the "receive" button.</p> <p>In cases where the request cannot be catered, inputs the reasons for not accommodating the request in the "remarks" field and clicks the "return" button.</p>	None	4 Hours	<p>ICT Officer ASD - ICTD</p> <p>OR</p> <p>ICT Specialist ASD - ICTD</p> <p>OR</p> <p>Records Management Specialist ASD - ICTD</p>


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	<p>1.2 Reviews the request; approves or disapproves the request as endorsed through the HIS portal.</p> <p>For approved requests, assigns the fulfiller through the "remarks" field then clicks the "approved" button.</p> <p>* If disapproved, inputs reasons in the "remarks" field then clicks the "reject" button.</p>	None	2 Hours	ICT Manager ASD - ICTD
	<p>Informs client of the approval and requests the submission of the documents for scanning.</p>	None	1 Hour	<p>ICT Officer ASD - ICTD</p> <p>OR</p> <p>ICT Specialist ASD - ICTD</p> <p>OR</p> <p>Records Management Specialist ASD - ICTD</p> <p>OR</p> <p>ICT Manager ASD - ICTD</p>


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
2. Submits the documents for scanning to the assigned fulfiller.	2.1 Fulfills the requested services.  *Time of fulfillment of service request are based on the following: a. set schedule; b. volume of documents; and, c. urgency of the request.	None	2 Days	ICT Officer ASD - ICTD  OR  ICT Specialist ASD - ICTD  OR  Records Management Specialist ASD - ICTD  OR  ICT Manager ASD - ICTD
3. Receives the HIS notification, proceeds to the HIS portal and reviews the actions taken. If satisfied, inputs in the "remarks" field and clicks the "acknowledge" button then accomplishes the Customer Feedback Form (CSF). If unsatisfied, inputs in the "remarks" field then clicks the "return to fulfillment" button.  *Make sure to accomplish the CSF in the HIS portal after the completed task as requested.	3.1. Logs in the HIS portal, inputs actions taken in the "remarks" field and clicks the "fulfill" button.	None	30 Minutes	ICT Officer ASD - ICTD  OR  ICT Specialist ASD - ICTD  OR  Records Management Specialist ASD - ICTD  OR  ICT Manager ASD - ICTD

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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
TOTAL:		None	2 Days, 7 Hours, 30 Minutes	


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	REQUEST FOR REPAIRS OF ICT EQUIPMENT	Page Number	Page 1 of 4
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### 3. REQUEST FOR REPAIRS OF ICT EQUIPMENT

This service is availed by JHMC personnel for the troubleshooting of various ICT equipment (laptops, desktops, tablets, printers including its peripherals such as mouse, keyboard, webcams, speakers, headset) including software-related concerns.

Repairs identified for outsourcing upon assessment of the ASD-ICTD will be referred to the ASD-GSD for appropriate action.

<b>Department/Division/Unit</b>	: ASD - ICTD
<b>Classification</b>	: Complex
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (Within JHMC LAN) or at 116.50.174.74:8080 (Outside JHMC LAN)

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the Helpdesk Information System (HIS) portal under the "repairs of ICT equipment" tab.	<p>1.1 Receives the HIS notification via email, proceeds to the HIS portal and evaluates the request. If the request can be catered, inputs in the "remarks" field and clicks the "receive" button.</p> <p>In cases where the request cannot be catered, inputs the reasons for not accommodating the request in the remarks portion and clicks the "return" button.</p>	None	4 Hours	ICT Specialist ASD - ICTD


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	<p>1.2 Reviews the request; approves or disapproves the request as endorsed through the HIS portal.</p> <p>For approved requests, assigns the fulfiller through the "remarks" field then clicks the "approved" button.</p> <p>* If disapproved, inputs reasons in the "remarks" portion then clicks the "reject" button.</p>	None	2 Hours	ICT Manager ASD - ICTD
	<p>2.1 Assesses and evaluates the problem based on the details stated in the request.</p> <p>If the repair can be catered, fulfills the requested services.</p> <p>If identified for outsourcing, accomplishes the "request for pre-inspection" and "pre-repair inspection report" fields of the Request for Pre and Post Inspection Report (JHMC-GSD Form 013)</p> <p>If beyond repair, accomplishes the</p>	None	5 Days	ICT Specialist ASD - ICTD


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	<p>"request for pre-inspection" and "pre-repair inspection report" fields of the Request for Pre and Post Inspection Report (JHMC-GSD Form 013) then transfers the property to the ASD-GSD for appropriate action; informs the Client of the status and advises to present the original copy of the ARE to the ASD-GSD for cancellation.</p> <p>*Time of fulfillment of service request are based on the following:  a. set schedule;  b. equipment or software availability;  c. procurement process; and,  d. urgency of the request to protect life and property.</p>			
3. Receives the HIS notification, proceeds to the HIS portal and reviews the actions taken. If satisfied, inputs in the "remarks" field and clicks the "acknowledge"	3.1. Logs in the HIS portal, inputs actions taken in the "remarks" field and clicks the "fulfill" button.	None	30 Minutes	ICT Specialist ASD - ICTD


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
<p>button then accomplishes the Customer Feedback Form (CSF). If unsatisfied, inputs in the "remarks" field then clicks the "return to fulfillment" button.</p> <p>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</p>				
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 6 Hours, 30 Minutes</b>	

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	REQUEST FOR ICT EQUIPMENT BORROWING	Page Number	Page 1 of 3
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#### 4. REQUEST FOR ICT EQUIPMENT BORROWING

This service is availed by JHMC personnel who intend to borrow ICT equipment for their official use such as but not limited to laptops, printers, pocket Wi-Fi, camera, etc.


The period of borrowing must not exceed five (5) working days.

<b>Department/Division/Unit</b>	: ASD - ICTD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (Within JHMC LAN) or at 116.50.174.74:8080 (Outside JHMC LAN)

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the Helpdesk Information System (HIS) portal "using the ICT equipment borrowing" tab.	1.1 Receives the HIS notification via email, proceeds to the HIS portal and evaluates the request.	None	4 Hours	ICT Officer ASD - ICTD
*Filing of request must be at least one (1) day before the intended use of the item/s being borrowed.	If the request can be catered, inputs in the "remarks" field and clicks the "receive" button.  In cases where the request cannot be catered, inputs the reasons for not accommodating the request in the "remarks" field and			OR  ICT Specialist ASD - ICTD

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	REQUEST FOR ICT EQUIPMENT BORROWING		Page Number	Page 2 of 3
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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	clicks the "return" button.			
	<p>1.2. Reviews the request; approves or disapproves the request through HIS portal.</p> <p>For approved requests, assigns the fulfiller through the "remarks" field then clicks the "approved" button.</p> <p>* If disapproved, inputs reasons in the "remarks" portion then clicks the "reject" button.</p>	None	2 Hours	ICT Manager ASD - ICTD
2. Receives the item/s for borrowing.	2.1 Issues the item/s being borrowed.	None	4 Hours	ICT Specialist ASD-ICTD  OR  ICT Officer ASD-ICTD
<p>3. Accepts the completed task and accomplishes the Customer Feedback Form (CSF) in the HIS after completion of the requested services.</p> <p><b>**Make sure to accomplish the CSF in the HIS portal after receiving the items.</b></p>	3.1. Logs in the HIS portal, inputs actions taken in the "remarks" field and clicks the "fulfill" button.	None	30 Minutes	ICT Specialist ASD-ICTD  OR  ICT Officer ASD-ICTD

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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-ICTD-005
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	REQUEST FOR ICT EQUIPMENT BORROWING		Page Number	Page 3 of 3
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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
*Make sure to return the borrowed item/s within five (5) working days or committed date, whichever comes first.				
<b>TOTAL:</b>		None	1 Day, 2 Hours, 30 Minutes	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-ICTD-006
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR WEB POSTING	Page Number	Page 1 of 2
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## 5. REQUEST FOR WEB POSTING

This service can be availed by JHMC personnel which is intended for the posting of JHMC official and approved articles and necessary information (e.g. news articles, career and procurement opportunities, required postings per AO25 IATF/GCG/other oversight bodies) in the JHMC Official website ([www.jhmc.com.ph](http://www.jhmc.com.ph)).

Documents for web posting must be submitted to the ASD-ICTD at least three (3) working days before the required date of official posting, except for career opportunities, procurement opportunities and asset disposition-related documents.

<b>Department/Division/Unit</b>	: ASD-ICTD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (Within JHMC LAN) or at 116.50.174.74:8080 (Outside JHMC LAN)
Approved Document/ Record (1 hard copy or e-copy)	Provided by Client

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the Helpdesk Information System portal using the "web posting" tab.	<p>1.1 Receives the HIS notification via email, proceeds to the HIS portal and evaluates the request.</p> <p>If the request can be catered, inputs in the "remarks" field and clicks the "receive" button.</p> <p>In cases where the request cannot be catered, inputs the reasons for not accommodating the request in the "remarks"</p>	None	3 Hours, 30 Minutes	<p>ICT Officer ASD-ICTD</p> <p>OR</p> <p>ICT Specialist ASD-ICTD</p>

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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	field and clicks the "return" button.			
	<p>1.2 Reviews the request; approves or disapproves the request through HIS portal.</p> <p>For approved requests, assigns the fulfiller through the "remarks" field then clicks the "approved" button.</p> <p>* If disapproved, inputs reasons in the "remarks" portion then clicks the "reject" button.</p>	None	2 Hours	ICT Manager ASD-ICTD
	2.1 Fulfills the requested services	None	4 hours	ICT Officer ASD-ICTD  OR  ICT Specialist ASD-ICTD
<p>2. Accepts the completed task and accomplishes the Customer Feedback Form (CSF) in the HIS after completion of the requested services.</p> <p><i>*Make sure to accomplish the CSF in the HIS portal after the completed task as requested.</i></p>	Logs in the HIS portal, inputs actions taken in the "remarks" field and clicks the "fulfill" button.		30 Minutes	
<b>TOTAL:</b>		None	1 Day, 2 Hours	

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	REQUEST FOR ROUTING OF OUTGOING COMMUNICATIONS	Page Number	Page 1 of 2
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## 6. REQUEST FOR ROUTING OF OUTGOING COMMUNICATIONS

This service is available for the processing and routing of all outgoing JHMC Communications to external clients.

Outgoing communications received beyond 4:30 pm for routing via official email will be processed on the next working day. Outgoing communications for physical routing must be received on or before 1:45 pm to coincide with the 2 pm schedule of errands outside JHSEZ.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Records/ Documents (Communications, Memorandum, Requirements, etc.) (2 original for physical routing)	Provided by Client
e-mail address of the recipient	Provided by Client
Fee for registered mail or courier services	Provided by Client
Mobile number of sender and recipient	Provided by Client

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Provide the signed or approved records/ documents/ electronic file at the Records Receiving Section.  * The employee shoulders the fee for registered mail or courier	1.1 Accepts and checks the records/ documents with the corresponding fees for mailing fee or courier services, if necessary.	Mailing fee or courier services fee (based on published rates of the post-office or courier service provider)	10 minutes	Records Management Specialist ASD-ICTD
	1.2 Assigns a barcode number.		10 minutes	Records Management Specialist ASD-ICTD
	1.3 Requests for vehicles through the		10 minutes	Records Management Specialist


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
services or obtains petty cash from FSD.	Helpdesk Information System (HIS).			ASD-ICTD
	1.4 Processes and assigns a driver and vehicle.		3 Hours	Property Custodian ASD-GSD
	1.4 Routes the records/ documents.		4 Hours	Records Management Specialist ASD-ICTD
2. Receives the receiving copy or proof of mailing, if any.	2.1 Digitization and storage of received records/ documents.	None	1 Hour and 30 Minutes	Records Management Specialist ASD-ICTD
	2.2 Uploads file/s and sends to designated personnel through the Document Tracking System (DTS).  * Physical documents or records be routed upon request by the designated personnel.	None	1 Hour and 30 Minutes	Records Management Specialist ASD-ICTD
TOTAL:		Mailing fee or courier services fee (based on published rates of the post-office or courier service provider)	1 Day, 2 Hours and 30 Minutes	


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	REQUEST FOR RECORDS ARCHIVAL	Page Number	Page 1 of 3
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## 7. REQUEST FOR RECORDS ARCHIVAL

This service is availed by JHMC personnel who intend to Transfer inactive documents/records to the ICTD Records Section, duly approved by the Department/Office Head.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the HIS portal	192.168.2.9:8080 (Within JHMC LAN)  OR  116.50.174.74:8080 (Outside JHMC LAN)
Records Box	ASD-ICTD Office
Physical copies of the records	To be provided by Client
JHMC-ICTD-Form 011	ASD-ICTD or File Server

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request through the HIS portal using the "records archival" tab and submits the physical copies of the records using the JHMC Records Box within one (1) day.  <i>* Records/ documents listed in the Records Archival Request in the HIS portal shall be sorted and matched with the</i>	1.1 Receives and checks the submitted physical copies of the records vis-à-vis the filed Records Archival Request in the HIS portal.	None	2 Days, 4 Hours	Records Management Specialist ASD-ICTD


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
physical records for turnover.				
2. Department/Office Head reviews, assesses and approves or disapproves the request for archival of records.				
2. Receives request result.	<p>2.1 If not in order, informs the client and returns the submitted physical copies of the records.</p> <p>If in order, accomplishes the JHMC-ICTD-Form 011 (Transfer of Records Form) then submits to ICTM.</p>	None		Records Management Specialist ASD-ICTD
	2.2 Reviews the submitted JHMC-ICTD-Form 011 then approves or disapproves the request in the HIS portal.	None	4 Hours	ICT Manager ASD-ICTD
3. Accepts the completed task and accomplishes the Customer Feedback Form (CSF) in the HIS after completion of	None	None	None	None


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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
the requested services.				
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-ICTD-009
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	REQUEST FOR DOCUMENTS AND/OR RECORDS	Page Number	Page 1 of 2
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## 8. REQUEST FOR DOCUMENTS AND/OR RECORDS

This service can be availed by JHMC personnel which is intended to provide a specific document/s or record/s as requested.


<b>Department/Division/Unit</b>	: ASD - ICTD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (Within JHMC LAN) or at 116.50.174.74:8080 (Outside JHMC LAN)

Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
1. Files the request using the Helpdesk Information System portal. Local access: <a href="http://192.168.2.9:8080/">http://192.168.2.9:8080/</a> External access: <a href="http://116.50.174.74:8080/">http://116.50.174.74:8080/</a>	1.1 Receives and evaluates the request through the HIS portal.  * 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	15 Minutes	Records Management Specialist ASD - ICTD
	1.2 Approves or disapproves the request as endorsed through the HIS portal.  * If disapproved, the request returns to the requestor	None	15 Minutes	President and Chief Executive Officer OPCEO (For Confidential Documents or Records)  OR ICT Manager

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**JOHN HAY MANAGEMENT CORPORATION**  
**CITIZEN'S CHARTER**  
**REQUEST FOR DOCUMENTS AND/OR**  
**RECORDS**

Document Code	JHMC-CC-ICTD-009
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Client Steps	ASD-ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	with the remarks for information.			ASD - ICTD (For Non-Confidential Documents or Records)
2. Receives service request.	2.1 If approved, fulfills the requested services.	None	4 hours	Records Management Specialist ASD - ICTD
3. 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>	3.1. Delivers the accomplished task.	None	30 Minutes	Records Management Specialist ASD - ICTD
<b>TOTAL:</b>		<b>None</b>	<b>5 Hours</b>	

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**BUSINESS DEVELOPMENT DEPARTMENT  
EXTERNAL SERVICES**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-BDD-001
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	ECO-WALK AND PHOTOSHOOT BOOKINGS AT THE HISTORICAL CORE	Page Number	Page 1 of 3
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## 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
<b>Principal</b> 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
<b>Representative</b> 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	Business Development & Marketing Assistant BDD
	1.2 Fills in or completes the Client Information Sheet			Business Development & Marketing Assistant


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	ECO-WALK AND PHOTOSHOOT BOOKINGS		Page Number	Page 2 of 3
	AT THE HISTORICAL CORE		Effectivity Date	09 December 2022


Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	(CIS) through the following modes: <ul style="list-style-type: none"> <li>• face-to-face meetings,</li> <li>• electronic mail,</li> <li>• phone call, text messaging or; social media accounts.</li> </ul>			BDD
	1.3 Computes the total charges based on the number of students.	None	30 Minutes	Business Development & Marketing Assistant BDD
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	Ticketing Clerk FSD  OR  Cashier FSD  *Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex
<b>TOTAL:</b>		PHP 1,000.00 per 4 hours PHP 50.00	<b>45 Minutes</b>	

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Client Steps	BDD and FSD Actions	Fees to be paid per student	Processing Time	Person Responsible

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


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	EVENTS PLANNING AND MANAGEMENT	Page Number	Page 1 of 6
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## 2. EVENTS PLANNING AND MANAGEMENT

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

<b>Department/Division/Unit</b>	: BDD
<b>Classification</b>	: Complex
<b>Type of Transaction</b>	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
<b>Who may avail</b>	: 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
<b>Principal</b> 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
<b>Representative</b> 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	<b>Person being represented</b> 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


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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	Business Development & Marketing Officer BDD
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> <li>face-to-face meetings,</li> <li>electronic mail,</li> <li>phone call, text messaging or;</li> <li>social media accounts.</li> </ul>			
	1.3 Assesses the necessary fees and prepares the authority to accept payment (ATAP) and instructs client for payment.	Bell House-PhP 4,050.00 per hour Bell Amphitheater- PhP 4,560.00 Conference Room: Room: PhP 3,950.00/ hour Cleanliness Bond: PhP 3,000.00  <b>Facility:</b>	30 Minutes	Business Development & Marketing Assistant BDD


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Client Steps	BDD Actions	Fees to be paid	Processing Time	Person Responsible
		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		
2. Receives the ATAP and pays for necessary charges (cleanliness bond, facility/ equipment rental)  <i>*Make sure to secure OR for the payment made.</i>	2. Accepts the payment and issues OR.	Based on the amount indicated in the ATAP.	10 Minutes	Ticketing Clerk FSD  OR  Cashier FSD  <i>*Ticketing Clerk if paid at the Ticketing Booth at the Historical Core</i> <i>*Cashier if paid at the JHMC Office Complex</i>


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Client Steps	BDD Actions	Fees to be paid	Processing Time	Person Responsible
3. Submits the required documents to the BDD for initial assessment and verification	3.1 Drafts the pro-forma of the Event Details / Activities (purpose, logistics, budget, etc.)	None	1 Day	Business Development & Marketing Officer BDD
	<i>*When necessary, a coordination meeting is conducted.</i>	None	3 Hours	Business Development & Marketing Officer BDD
	3.2 Reviews the event details; and endorses the same for approval by the OPCEO.	None	1 Day	Business Development Manager BDD
	3.3 Endorses the event for implementation.			
	3.4 Coordinates with concerned departments for the approved event details.	None	10 Minutes	Business Development & Marketing Officer BDD
	<i>*Except for unplanned events, for other requirements - request for assistance from other departments is submitted to HIS.</i>	None	5 Minutes	Business Development & Marketing Officer BDD
	3.5 Conducts validation after completion of the requirements by other departments using JHMC-BDD- Form 4.	None	4 Hours	Business Development & Marketing Officer BDD
	3.6 Oversees the implementation of the event.	None	4 Hours	Business Development & Marketing Officer BDD


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Client Steps	BDD Actions	Fees to be paid	Processing Time	Person Responsible
	3.7 Prepares and submits the PAR with duly accomplished Post-Event Clearance Form (PECF) to the BDM.	None	1 Day	Business Development & Marketing Officer BDD
	3.8 Reviews and approves the PAR and PECF.	None	30 Minutes	Business Development Manager BDD
	3.9 Facilitate completion of the PECF with the EAMD-EMD; and endorses the duly accomplished form to the BDMA.	None	30 Minutes	Business Development & Marketing Officer 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	Business Development & Marketing Assistant 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	Business Development & Marketing Assistant 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 FSD
<b>TOTAL:</b>		<b>Total fees = (# of hrs requested</b>	<b>5 Days, 1 Hour and 36 Minutes</b>	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-BDD-002
	CITIZEN'S CHARTER	Revision Number	0
	EVENTS PLANNING AND MANAGEMENT	Page Number	Page 6 of 6
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Client Steps	BDD Actions	Fees to be paid x rate/hr per type of facility)	Processing Time	Person Responsible

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

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	CITIZEN'S CHARTER	Revision Number	0
	HANDLING AND IMPLEMENTATION OF PROCESS FOR VENUE BOOKING AT THE HISTORICAL CORE	Page Number	Page 1 of 7
		Effectivity Date	09 December 2022

### 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.).

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


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	HANDLING AND IMPLEMENTATION OF PROCESS FOR VENUE BOOKING AT THE HISTORICAL CORE		Page Number	Page 2 of 7
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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	Business Development & Marketing Assistant BDD
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> <li>• face-to-face meetings,</li> <li>• electronic mail,</li> <li>• phone call, text messaging or;</li> <li>• social media accounts.</li> </ul>			
2. Submits the required documents to the BDD for initial assessment and verification.	2.1 Drafts the pro-forma venue contract.	None	1 Day	Business Development & Marketing Assistant BDD
	2.2 Submits the contract for review.	None	10 Minutes	Business Development & Marketing Assistant BDD
	2.3 Reviews and endorses the contract for approval by the OPCEO or any of the authorized signatories	None	4 Hours	Business Development & Marketing Assistant BDD


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Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	2.4 Approves the contract.	None	4 Hours	President and Chief Executive Officer OPCEO
	2.5 Informs the client of the approval of the contract.	None	4 Hours	Business Development & Marketing Assistant BDD


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	HANDLING AND IMPLEMENTATION OF PROCESS FOR VENUE BOOKING AT THE HISTORICAL CORE	Page Number	Page 4 of 7
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Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	2.6 Assesses the fees and prepares the authority to accept payment (ATAP) and advices 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  <b>Facility:</b> 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	1 Hour	Business Development & Marketing Assistant BDD


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	HANDLING AND IMPLEMENTATION OF PROCESS FOR VENUE BOOKING AT THE HISTORICAL CORE	Page Number	Page 5 of 7
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Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
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 Amphitheater- PhP 4,560.00 Conference Room: Room: PhP 3,950.00/ hour Cleanliness Bond: PhP 3,000.00  <b>Facility:</b> 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	10 Minutes	Ticketing Clerk FSD  OR  Cashier FSD  *Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex

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Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	3.2 Endorses the contract for implementation.	None	10 Minutes	Business Development Manager BDD
	3.3 Monitors the event implementation.	None	2 Days, 1 Hour, 30 Minutes	Business Development & Marketing Officer BDD
	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	Business Development & Marketing Officer BDD
	3.5 Endorses the duly accomplished form to the BDMA.	None	10 Minutes	Business Development & Marketing Officer 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	Business Development & Marketing Assistant 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	Business Development & Marketing Assistant BDD


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Client Steps	BDD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
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	Cashier FSD
<b>TOTAL:</b>		<b>Total fees = (# of hrs requested x rate/hr per type of facility)</b>	7 Days	

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

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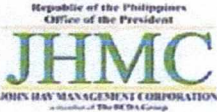




**ENVIRONMENT AND ASSET MANAGEMENT  
DEPARTMENT – ENVIRONMENT MANAGEMENT  
DIVISION  
EXTERNAL SERVICES**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-001
	CITIZEN'S CHARTER	Revision Number	0
	<b>ENDORSEMENT TO DENR-CAR OF APPLICATIONS FOR TREE CUTTING/ PRUNING/ EARTHBALLING PERMIT AFFECTED BY NEW DEVELOPMENTS WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)</b>	Page Number	Page 1 of 4
		Effectivity Date	09 December 2022

## 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

<b>Department/Division/Unit</b>	: Environment and Management Division - Environment Management Division (EAMD - EMD)
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2B – Government to Businesses Entity
<b>Who may avail</b>	: 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

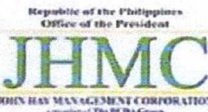
Client Steps	ASD - ICTD & EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits letter request with the required supporting documents	1.1 Accepts the document.	None	3 Minutes	Records Management Specialist ASD - ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	Records Management Specialist ASD - ICTD
	1.3 Checks completeness of submitted documents	None	15 Minutes	Environment Officer EAMD - EMD

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	<b>ENDORSEMENT TO DENR-CAR OF APPLICATIONS FOR TREE CUTTING/ PRUNING/ EARTHBALLING PERMIT AFFECTED BY NEW DEVELOPMENTS WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)</b>		Page Number	Page 2 of 4
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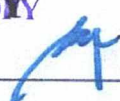
Client Steps	ASD - ICTD & EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
	and acknowledges receipt of the request.  1.3a If complete, proceed to Step 2.  1.3b If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
2. Attends inspection	2.1 Conducts inspection with client	None	2 Days	Environment Officer EAMD - EMD
	2.2 Prepares and submits a report	None	1 Day	Environment Officer EAMD - EMD
	2.3 Reviews and finalizes the report	None	2 Hours	Environment Officer EAMD - EMD
	2.4 Reviews, evaluates and approves the report	None	1 Hour	Environment Manager 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,	None	15 Minutes	Environment Officer EAMD - EMD

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	<b>ENDORSEMENT TO DENR-CAR OF APPLICATIONS FOR TREE CUTTING/ PRUNING/ EARTHBALLING PERMIT AFFECTED BY NEW DEVELOPMENTS WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)</b>	Page Number	Page 3 of 4
		Effectivity Date	09 December 2022

Client Steps	ASD - ICTD & EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
	Barangay representative and IP representative			
	2.6 Approves letter to the Inspectorate Team	None	5 Minutes	Environment Manager 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	Environment Officer EAMD - EMD
4. Attends inspection	4.1 Conducts inspection with Inspectorate Team	None	2 Days	Environment Manager EAMD - EMD
	4.2 Reviews report from Inspectorate Team and recommend endorsement of application.	None	1 Hour	Environment and Asset Management Manager EAMD
	*Reviews and endorses the application for cutting/earthballing/pruning to DENR-CAR.	None	4 Hours	Vice President and Chief Executive Officer OVPCOO
5. Acknowledges copy of endorsement.	5. Issues copy of endorsement to the client.	None	7 Minutes	Executive Assistant to the Vice President and Chief Executive Officer

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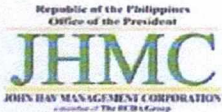
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Client Steps	ASD - ICTD & EAMD - EMD Actions	Fees to be paid	Processing Time	Person Responsible
				OVPCOO
*End of Stage 1				
1. Client secures permit from the CENRO-Baguio and issues one photocopy to JHMC	1. Acknowledges receipt of permit and prepares Notice to Proceed (NTP)	None	5 Minutes	Environment Officer 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	Environment Manager EAMD - EMD
*End of Stage 2	<b>TOTAL:</b>	None	<b>8 Days, 4 Hours and 50 Minutes</b>	

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	CITIZEN'S CHARTER	Revision Number	0
	ENDORSEMENT FOR EMERGENCY TREE CUTTING/ PRUNING/ RETRIEVAL PERMIT WITHIN CAMP JOHN HAY	Page Number	Page 1 of 2
		Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: EAMD – EMD
<b>Classification</b>	: Highly Technical – Public Safety
<b>Type of Transaction</b>	: G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail</b>	: 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	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.	None	5 Minutes	Environment Officer EAMD - EMD

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	ENDORSEMENT FOR EMERGENCY TREE CUTTING/ PRUNING/ RETRIEVAL PERMIT WITHIN CAMP JOHN HAY	Page Number	Page 2 of 2
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Client Steps	EAMD - EMD and ASD - ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	1.3a If complete, proceed to Step 2.			
	1.3b 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	Environment Officer EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	Environment Officer EAMD - EMD
	2.3 Prepares endorsement letter to CENRO-Baguió	None	15 Minutes	Environment Officer EAMD - EMD
	2.4 Approve the endorsement letter and schedule to conduct emergency tree cutting/ pruning/ retrieval to CENRO.	None	5 Minutes	Environment Manager 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	Environment Officer EAMD - EMD
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour and 43 Minutes</b>	

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### 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.

<b>Department/Division/Unit</b>	:	EAMD – EMD
<b>Classification</b>	:	Highly Technical – Public Safety
<b>Type of Transaction</b>	:	G2C – Government to Citizen; G2G – Government to Government
<b>Who may avail</b>	:	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.	None	5 Minutes	Environment Officer EAMD - EMD


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	CITIZEN'S CHARTER	Revision Number	0
	ENDORSEMENT FOR SANITATION TREE CUTTING/PRUNING WITHIN CAMP JOHN HAY	Page Number	Page 2 of 3
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Client Steps	EAMD - EMD and ASD - ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	1.3a If complete, proceed to Step 2.  1.3b If incomplete, notifies the client thru SMS/Telephone to 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-Baguió 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 Baguió 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. Endorsement letter forwarded to CENRO Baguió and/or the	None	15 Minutes	Environment Officer EAMD - EMD

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Client Steps	EAMD - EMD and ASD - ICTD Actions	Fees to be paid	Processing Time	Person Responsible
	Inspectorate Team. Courtesy copy issued to the client			
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour and 43 Minutes</b>	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-004
	CITIZEN'S CHARTER	Revision Number	0
	<b>PERMIT TO BRING OUT FOREST PRODUCTS SERVICES RENDERED TO ALL WHO DESIRE TO BENEFIT FROM AVAILABLE FIREWOOD FOR FAMILY AND OTHER SOCIAL/ CULTURAL OCCASIONS</b>	Page Number	Page 1 of 4
		Effectivity Date	09 December 2022

#### 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.

<b>Department/Division/Unit</b>	: EAMD – EMD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen; G2B - Government to Business; G2G - Government to Government
<b>Who may avail</b>	: 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	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	None	5 Minutes	Environment Officer EAMD - EMD


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-004
	CITIZEN'S CHARTER	Revision Number	0
	<b>PERMIT TO BRING OUT FOREST PRODUCTS SERVICES RENDERED TO ALL WHO DESIRE TO BENEFIT FROM AVAILABLE FIREWOOD FOR FAMILY AND OTHER SOCIAL/ CULTURAL OCCASIONS</b>	Page Number	Page 2 of 4
		Effectivity Date	09 December 2022

Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	receipt of the request.			
	1.3a If complete, proceed to Step 1.4.	None	5 Minutes	Environment Officer EAMD - EMD
	1.3b If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
	1.4 Checks availability of firewood on stock	None	30 Minutes	Environment Officer EAMD - EMD
	1.5 Accomplishes the PBO-Forest Products Form. Prepares and issue ATAP	None	1 Hour	Environment Officer 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	Cashier FSD
3. Pays the assessed fees / billed amount / amount due in full	3.1 Confirms amount of payment;  3.2 OR is prepared	None	5 Minutes	Cashier FSD


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	CITIZEN'S CHARTER		Revision Number	0
	<b>PERMIT TO BRING OUT FOREST PRODUCTS SERVICES RENDERED TO ALL WHO DESIRE TO BENEFIT FROM AVAILABLE FIREWOOD FOR FAMILY AND OTHER SOCIAL/ CULTURAL OCCASIONS</b>		Page Number	Page 3 of 4
			Effectivity Date	09 December 2022


Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
<i>*Make sure to secure the OR for the payment made.</i>	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)  <i>*Since transaction is under SEZRIS, payment details are encoded in the SEZRIS portal;</i>			
4. Acknowledges receipt of the approved PBO-Forest products	3. Approves and issues PBO-Forest Products	None	5 Minutes	Environment Manager EAMD - EMD
<b>TOTAL:</b>		<b>Total Fees = (PhP 500.00 x # of cubic meter/s)</b>  <b>* No PBO fee for firewood to be used during</b>	<b>5 Hours and 58 Minutes</b>	

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	<b>PERMIT TO BRING OUT FOREST PRODUCTS SERVICES RENDERED TO ALL WHO DESIRE TO BENEFIT FROM AVAILABLE FIREWOOD FOR FAMILY AND OTHER SOCIAL/ CULTURAL OCCASIONS</b>	Page Number	Page 4 of 4
		Effectivity Date	09 December 2022


Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
		wake /burial		

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-005
	CITIZEN'S CHARTER	Revision Number	0
	FIREWORKS DISPLAY PERMIT WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)	Page Number	Page 1 of 4
		Effectivity Date	09 December 2022

## 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.


<b>Department/Division/Unit</b>	:	EAMD - EMD
<b>Classification</b>	:	Simple
<b>Type of Transaction</b>	:	G2B – Government to Business Entity
<b>Who may avail</b>	:	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-Baguio 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	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.	None	5 Minutes	Environment Officer EAMD - EMD

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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-EMD-005
	CITIZEN'S CHARTER		Revision Number	0
	FIREWORKS DISPLAY PERMIT WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)		Page Number	Page 2 of 4
			Effectivity Date	09 December 2022

Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.3a If complete, proceed to Step 1.4.			
	1.3b If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
	1.4 Prepares the Fireworks Display Permit and Authority to Accept Payment (ATAP)	None	30 Minutes	Environment Officer EAMD - EMD
	1.5 Issues ATAP	None	5 Minutes	Environment Officer EAMD - EMD
2. Submits ATAP and supporting document (if any) to the Cashier	2. 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	5 Minutes	Cashier FSD


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	FIREWORKS DISPLAY PERMIT WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)		Page Number	Page 3 of 4
			Effectivity Date	09 December 2022

Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
		total cost of the fireworks /pyrotechnic materials		
3. Pays the assessed fees / billed amount / amount due in full  <i>*Make sure to secure the OR for the payment made.</i>	3.1 Confirms amount of payment;  3.2 OR is prepared manually 3.2.1. Original Copy is issued to the client 3.2.2 Duplicate copy is to be submitted to COA 3.2.3 ATAP is attached to the Triplicate Copy (Cashier's Copy)	None	5 Minutes	Cashier FSD
4. Receives the Fireworks Display Permit	4.1 Approves and issue Fireworks Display Permit	None	5 Minutes	Environment Manager EAMD - EMD
<b>TOTAL:</b>		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) +	5 Hours and 8 Minutes	


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	FIREWORKS DISPLAY PERMIT WITHIN THE JOHN HAY SPECIAL ECONOMIC ZONE (JHSEZ)	Page Number	Page 4 of 4
		Effectivity Date	09 December 2022


Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
		(50% x manifested total cost of the fireworks /pyrotechnic materials)		

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-006
	CITIZEN'S CHARTER	Revision Number	0
	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD - RELATED ESTABLISHMENT (NEW APPLICATION)	Page Number	Page 1 of 4
		Effectivity Date	09 December 2022

## 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.

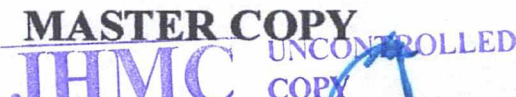
During the period of CEC validity, adverse violations to existing environmental standards shall be sufficient ground for the revocation or cancellation of the PTO.

<b>Department/Division/Unit</b>	:	EAMD - EMD
<b>Classification</b>	:	Highly Technical
<b>Type of Transaction</b>	:	G2B – Government to Businesses
<b>Who may avail</b>	:	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

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-006
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	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD-RELATED ESTABLISHMENT (NEW APPLICATION)	Page Number	Page 2 of 4
		Effectivity Date	09 December 2022

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 and charges; after which an email notification is sent to the locator reflecting Order of Payment	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	Environment Officer EAMD - EMD
2.1 The locator gets an Authority To Accept Payment (ATAP) from EAMD-EMD				
3. Submits the ATAP and pays the CEC fees to the Cashier.  *Make sure to secure the OR for the payment made.	3.1 Accepts the ATAP and payment then enters the payment details in the sezris.jhmc.com.  Note:	CEC Application and Registration = P2,000.00  Inspection Fee = P 500.00	1 hour	Cashier FSD


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	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD-RELATED ESTABLISHMENT (NEW APPLICATION)	Page Number	Page 3 of 4
		Effectivity Date	09 December 2022

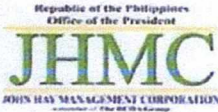
Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	<i>Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted)</i>			
	3.2 Conducts an environment and sanitation inspection and audit	None	1 Day (within 7 days from acceptance and input of payment in the SEZSIS)	Environment Officer EAMD - EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report  <i>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable environment and sanitation standards.</i>	None	2 Days	Environment Officer EAMD - EMD
	3.4 Recommends the CEC Approval to the EMD Manager	None	1 Day	Environment Officer EAMD - EMD
	3.5 Reviews the Environment and	None	2 Days, 10 Minutes	Environment Manager,

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		Effectivity Date	09 December 2022

Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	<p>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>			EAMD - EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
<b>TOTAL:</b>		<b>PhP 2,500.00</b>	<b>14 Days, 1 hour and 30 Minutes</b>	

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	CITIZEN'S CHARTER	Revision Number	0
	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD - RELATED ESTABLISHMENT (RENEWAL APPLICATION)	Page Number	Page 1 of 5
		Effectivity Date	09 December 2022

## 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](http://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.

<b>Department/Division/Unit</b>	:	EAMD - EMD
<b>Classification</b>	:	Highly Technical
<b>Type of Transaction</b>	:	G2B – Government to Businesses
<b>Who may avail</b>	:	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


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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. Logs on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1. Reviews the application for completeness in form, substance and documents attached.	None	1 Day	Environment Officer EAMD - EMD
1.1 Goes to "Certificate of Environmental Compliance" section	1.1 Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	Environment Officer EAMD - EMD
1.2 Completes all necessary locator information in the fields provided and upload the above listed requirements and click SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues the Authority To Accept Payment (ATAP)	None	20 Minutes	Environment Officer EAMD - EMD
2.1 The locator gets the ATAP from EAMD-EMD				
3. Pays the fees to the JHMC Cashier.	3.1 Accepts the ATAP and payment and enters the payment details	CEC Renewal Fee = P500.00	1 Hour	Cashier FSD

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	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD-RELATED ESTABLISHMENT (RENEWAL APPLICATION)	Page Number	Page 3 of 5
		Effectivity Date	09 December 2022


Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
*Make sure to secure the OR for the payment made.	in the sezris.jhmc.com.ph  <i>Note: Within 7 working Days from payment, the environment and sanitation inspection and audit will be conducted.</i>	Inspection Fee = P500.00		
	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)	Environment Officer EAMD - EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report  <i>Note: The Environment and Sanitation Audit must establish that the locator is consistently compliant with applicable</i>	None	2 Days	Environment Officer EAMD - EMD

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	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD-RELATED ESTABLISHMENT (RENEWAL APPLICATION)	Page Number	Page 4 of 5
		Effectivity Date	09 December 2022

Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	standards. Validation by the EO of any (+/-) variations in their operations that may affect their environmental performance will be analyzed and noted.			
	3.4 Recommends the CEC for Approval to the Environment Manager	None	1 Day	Environment Officer EAMD - EMD
	3.5 Reviews the Environment and Sanitation Report and Approves the CEC.  Note: The Environment Manager's approval is the basis for the date of the CEC issuance and approval.  Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and	None	2 Days, 10 minutes	Environment Manager EAMD - EMD


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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	SEZRIS notification.			
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	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-EMD-008
	CITIZEN'S CHARTER	Revision Number	0
	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR NON FOOD- RELATED ESTABLISHMENT, NEW APPLICATION	Page Number	Page 1 of 4
		Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: EAMD - EMD
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2B - Government to Business
<b>Who may avail</b>	: 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 PFPMA / Chemical Safety Handling	Phil Federation of Pest Management Operators' Association Inc. OR


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	ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR NON FOOD- RELATED ESTABLISHMENT, NEW APPLICATION	Page Number	Page 2 of 4
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Training Certificate, for pest control – related operations	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	Environment Officer EAMD - EMD
1.1 Goes to the "Certificate of Environmental Compliance" section / button	1.1 Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	Environment Officer EAMD - EMD
1.2 Completes all necessary locator information in the fields provided and upload the above listed requirements and clicks SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues Authority To Accept Payment (ATAP)	None	20 Minutes	Environment Officer EAMD - EMD
2.1 The locator gets the from EAMD-EMD.				
3. Pays the fees to the Cashier	3.1 Accepts the ATAP and payment then enters the payment details in	CEC Application and	1 Hour	Cashier FSD


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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
*Make sure to secure the OR for the payment made.	the sezris.jhmc.com.ph  <i>Note: Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted.</i>	Registration = P2,000.00  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 SEZRIS)	Environment Officer EAMD - EMD
	3.1 Accomplishes the Environment and Sanitation Report  <i>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable standards, hence reflecting their environmental performance.</i>	None	2 Days	Environment Officer EAMD - EMD

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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	3.4 Recommends the CEC for Approval to the Environment Manager	None	1 Day	Environment Officer EAMD - EMD
	3.2 Reviews the Environment and Sanitation Report and Approves the CEC.  <i>Note: The Environment Manager approval is the basis for the date of the CEC issuance and approval. Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and SEZRIS notification.</i>	None	2 Days, 10 Minutes	Environment Manager EAMD - EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
<b>TOTAL:</b>		<b>PhP 2,500.00</b>	<b>14 Days, 1 Hour and 30 Minutes</b>	

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## 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](http://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.

<b>Department/Division/Unit</b>	: EAMD - EMD
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2B – Government to Business
<b>Who may avail</b>	: 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

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hazardous Waste Generator's ID and / or Chemical Control Order Registration, if applicable	Environmental Management Bureau - CAR
FPA License / Equivalent Accreditation of PFPMA / 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	Environment Officer EAMD - EMD
1.1 Goes to the "Certificate of Environmental Compliance" section / button	1.1 Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	Environment Officer EAMD - EMD
1.2 Completes all necessary locator information in the fields provided and upload the above listed requirements and clicks SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues an Authority To Accept Payment (ATAP)	None	20 Minutes	Environment Officer EAMD - EMD
2.1 The locator gets				

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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
the ATAP from EAMD - EMD.				
3. Pays the fees to the Cashier  <i>*Make sure to secure the OR for the payment made.</i>	3.1 Enters the payment details in the sezris.jhmc.com.ph  <i>Note: Within 7 working days from payment, the environment and sanitation inspection and audit will be conducted.</i>	CEC Renewal = P500.00  Inspection Fee = P 500.00	1 Hour	Cashier FSD
	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 sezris)	Environment Officer EAMD - EMD
	3.1 Accomplishes the Environment and Sanitation Audit Report  <i>Note: The Environment and Sanitation Audit must establish that the locator is consistently compliant with</i>	None	2 Days	Environment Officer EAMD - EMD


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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	<i>applicable standards. Validation by the EO of any (+/-) variations in their operations that may affect their environmental performance will be analyzed and noted.</i>			
	3.4 Recommends the CEC Approval to the Environment Manager	None	1 Day	Environment Officer EAMD - EMD
	3.2 Reviews the Environment and Sanitation Report and Approves the CEC.  <i>Note: The Environment Manager's approval is the basis for the date of the CEC issuance and approval.</i>  <i>Approval of the Environment Manager prompts sezris.jhmc.com.ph</i>	None	2 Days, 10 Minutes	Environment Manager EAMD - EMD


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Client Steps	EAMD - EMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	<i>to send an email alert to the locator and SEZSIS notification.</i>			
4. Checks email and downloads the CEC from the <a href="http://sezris.jhmc.com.ph">sezris.jhmc.com.ph</a> .	None	None	None	None
<b>TOTAL:</b>		<b>PhP 1,000.00</b>	<b>14 Days, 1 Hour and 30 Minutes</b>	

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





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-LAMD-001
	CITIZEN'S CHARTER	Revision Number	0
	ISSUANCE OF CERTIFICATE OF COVERAGE (COC)	Page Number	Page 1 of 3
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## 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).

<b>Department/Division/Unit</b>	:	Environment and Asset Management Department - Land and Asset Management Division (EAMD – LAMD)
<b>Classification</b>	:	Complex
<b>Type of Transaction</b>	:	G2C - Government to Citizen; G2G – Government to Government
<b>Who may avail</b>	:	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)	DENR/NCIP/DAR
Or	
Sketch Plan of land claims (1 photocopy)	Applicants' private surveyor
Or	
Locational Plan (in the absence of the above-stated documents) (1 photocopy)	Applicant
2. For Informal Settlers within CJHR:	Concerned Barangay Unit
o Barangay certification attesting residency of the applicant (1 original copy)	
o Current Assessment of Real Property (Building) (1 certified true copy)	Assessor's Office who has jurisdiction where claim is located.
o 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.


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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	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 Acknowledges receipt of documents from RMS and checks substantial amount of information through the submitted requirements.	None	1 Day	Land and Asset Development Officer EAMD - LAMD
	1.3.1 If substantial in information, verifies geographical location of request and prepares draft COC (Proceed to Step 3.1)	None	1 Day (with or without inspection)	Land and Asset Development Officer EAMD - LAMD
	Or 1.3.2 If not substantial and significant in information, prepares draft letter requesting additional documents and information. (Proceed to Step 3.2)		4 Hours	Land and Asset Development Officer EAMD - LAMD
	1.4 Reviews and signs COC (Proceed to Step 2.1.1)	None	4 Hours	Land and Asset Development Manager EAMD - LAMD
	1.4.1 Reviews and signs letter (Proceed to Step 2.2.1)			


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2.1 Acknowledges receipt of COC	2.1 Issues COC	None	1 Hour	Land and Asset Development Officer EAMD - LAMD
2.2 Acknowledges receipt letter	2.2. Issues letter	None	2 Hours	Land and Asset Development Officer EAMD - LAMD
3.1 Submits requested document(s) to RMS	3.1. Acknowledges receipt of additional document(s) from RMS, revalidates additional information and prepares COC	None	2 Days (With or Without Inspection)	Land and Asset Development Officer EAMD - LAMD
3.2 Acknowledges receipt of COC	3.2. Reviews and signs COC	None	4 Hours	Land and Asset Development Manager EAMD - LAMD
	4. Issues the COC	None	2 Hours	Land and Asset Development Officer EAMD - LAMD
TOTAL:		None	5 Days 4 Hours and 3 Minutes	

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





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-LAMD-002
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	ISSUANCE OF CERTIFICATE OF COVERAGE (COC)	Page Number	Page 1 of 3
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## 1. ISSUANCE OF CERTIFICATE OF COVERAGE (COC)

This service is availed for the issuance of COC to Internal Request

<b>Department/Division/Unit</b>	: EAMD - LAMD
<b>Classification</b>	: Complex
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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	Land and Asset Development Officer EAMD - LAMD
	1.1.2 If substantial in information, verifies geographical location of request and prepares draft	None	1 Day (with or without inspection)	Land and Asset Development Officer EAMD - LAMD


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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	Land and Asset Development Officer 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	Land and Asset Development Manager EAMD - LAMD
2.1 Acknowledges receipt of COC	2.1.1 Issues the COC	None	1 Hour	Land and Asset Development Officer EAMD - LAMD
2.2 Acknowledges receipt letter	2.2.1 Issues the letter	None	2 Hours	Land and Asset Development Officer 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)	Land and Asset Development Officer EAMD - LAMD
3.2 Acknowledges receipt of COC	3.2.1 Reviews and signs the COC.	None	4 Hours	Land and Asset Development Manager EAMD - LAMD
	3.2.2 Issues the	None	2 Hours	Land and Asset


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	COC.			Development Officer EAMD - LAMD
	<b>TOTAL:</b>	<b>None</b>	<b>5 Days</b>	

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





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-PMD-001
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (PROGRESS BILLING)</b>	Page Number	Page 1 of 5
		Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: EAMD-PMD
<b>Classification</b>	: HIGHLY TECHNICAL
<b>Type of Transaction</b>	: G2C, G2B, and G2G
<b>Who may avail</b>	: 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

Client Steps	EAMD – PMD and 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) Inspection Reports signed by JHMC Inspectorate Team f. Progress photos	None	3 Days	Senior Quantity Surveyor EAMD - PMD


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Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	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	Project Management Officer 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	Project Management Officer 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	Finance Analyst FSD
	1.6 Checks for the correctness of computation.	None	30 Minutes	Finance Analyst FSD


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Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	1.7 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	Finance Analyst 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	Finance Analyst FSD
	1.9 Transmits the documents back to the Budget Officer.	None	10 Minutes	Finance Analyst 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	Budget Officer 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	Accountant FSD
	1.12 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	Accountant FSD

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Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	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


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-PMD-001
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (PROGRESS BILLING)</b>	Page Number	Page 5 of 5
		Effectivity Date	09 December 2022

Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
				FSD
	1.19 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	Treasury and Investment Officer FSD
	1.20 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	President and Chief Executive Officer OPCEO  OR  VPCOO OVPCOO  OR  Administrative Services Manager ASD
	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
<b>TOTAL:</b>		None	<b>9 Days, 2 Hours, 20 Minutes</b>	

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	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (FINAL BILLING)	Page Number	Page 1 of 5
		Effectivity Date	09 December 2022

## 1. 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.

<b>Department/Division/Unit</b>	: EAMD-PMD
<b>Classification</b>	: HIGHLY TECHNICAL
<b>Type of Transaction</b>	: G2C, G2B, and G2G
<b>Who may avail</b>	: 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

Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. 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,	None	3 Days	Senior Quantity Surveyor EAMD -PMD


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-PMD-002
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (FINAL BILLING)	Page Number	Page 2 of 5
		Effectivity Date	09 December 2022


Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	addition order if any -Approved CSW -Technical documents -Layout drawing, -Detailed Cost estimates, -Scope of works			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	Finance Analyst FSD
	1.6 Checks for the correctness of computation.	None	30 Minutes	Finance Analyst FSD
	1.7 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	Finance Analyst FSD

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	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (FINAL BILLING)	Page Number	Page 3 of 5
		Effectivity Date	09 December 2022

Client Steps	EAMD – PMD and 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	Finance Analyst FSD
	1.9 Transmits the documents back to the Budget Officer.	None	10 Minutes	Finance Analyst 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	Budget Officer 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	Accountant FSD
	1.12 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	Accountant 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	None	10 Minutes	Accountant FSD


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	CITIZEN'S CHARTER		Revision Number	0
	REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (FINAL BILLING)		Page Number	Page 4 of 5
			Effectivity Date	09 December 2022

Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	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.			
	1.15 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	Accountant FSD
	1.16 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	Treasury and Investment Officer FSD
	1.17 Process the DV through the ERP Acumatica System.	None	2 hours	Treasury and Investment Officer FSD
	1.18 Prepares and signs the Side B of the check.	None	5 minutes	Treasury and Investment Officer FSD
	1.19 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 minutes	Treasury and Investment Officer FSD
	1.20 Receives the documents and signs the Side A of the	None	4 hours	President and Chief Executive Officer


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	<b>REQUEST FOR PAYMENT FOR QUALIFIED INFRASTRUCTURE SERVICES PROVIDER (FINAL BILLING)</b>	Page Number	Page 5 of 5
		Effectivity Date	09 December 2022

Client Steps	EAMD – PMD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	check as endorsed then returns to the TIO.			OPCEO  OR  <i>Vice President and Chief Operations Officer</i> OVPCOO  OR  <i>Administrative Services Manager</i> ASD
	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
<b>TOTAL:</b>		None	<b>11 Days, 2 Hours, 20 Minutes</b>	

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





	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-PMD-003
	CITIZEN'S CHARTER		Revision Number	0
	REQUEST FOR PREPARATION OF TECHNICAL DOCUMENTS		Page Number	Page 1 of 2
			Effectivity Date	09 December 2022

## 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.

<b>Department/Division/Unit</b>	: EAMD - PMD
<b>Classification</b>	: HIGHLY TECHNICAL
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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	Project Manager EAMD - PMD
	1.2 Prepare Technical documents in accordance with approved CSW of End User unit, concept plans, and approved budget:	None	15 Days	Senior Quantity Surveyor EAMD - PMD
	Program of works: 1.3 Detailed Layout drawings, 1.4 Detailed Estimates, 1.5 Project specifications, 1.6 Scope of Works,			


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-PMD-003
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	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	Senior Quantity Surveyor EAMD - PMD  OR  Civil/ Structural Engineer EAMD - PMD
TOTAL:		None	16 Days and 4 Hours	

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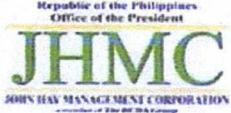
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**FINANCE SERVICES DEPARTMENT  
EXTERNAL SERVICES**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-FSD-002
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>COLLECTION OF PERMIT FEES AND OTHER PAYMENTS FROM LOCATORS, RESIDENTS, ETC.</b>	Page Number	Page 1 of 2
		Effectivity Date	09 December 2022

## 1. 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Authority to Accept Payment (ATAP) Form (1 copy)	1. From the concerned department who endorses the payment
2. a. For transactions not processed through SEZRIS: Presentation of assessment from concerned department / billing / contract or other reference for verification of amount and nature of collection	2. From the concerned department who endorses the payment
2. b. If processed through SEZRIS, submission of ATAP will suffice	3. From the concerned department who endorses the payment
3. Cash / Check Payment	

Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits ATAP and supporting document (if any, as stated above) to the Cashier	1.1 Accepts and inspects ATAP and: 1.1.1 If transaction is under SEZRIS, Cashier logs on to the website to verify amount and item to be paid by client; 1.2 Otherwise, Cashier also inspects	As indicated in the ATAP.	5 Minutes	Cashier FSD


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-FSD-002
	CITIZEN'S CHARTER		Revision Number	0
	COLLECTION OF PERMIT FEES AND OTHER PAYMENTS FROM LOCATORS, RESIDENTS, ETC.		Page Number	Page 2 of 2
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Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
	and verifies the other requirements (if any, based on the above table).			
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)  <i>*If transaction is under SEZRIS, payment details are encoded in the SEZRIS portal;</i>	None	5 Minutes	Cashier FSD
TOTAL:		As indicated in the ATAP	10 Minutes	

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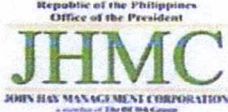
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**FINANCE SERVICES DEPARTMENT  
INTERNAL SERVICES**

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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-FSD-003
	CITIZEN'S CHARTER		Revision Number	0
	REIMBURSEMENT OF PAYMENTS THROUGH CHECK		Page Number	Page 1 of 5
			Effectivity Date	09 December 2022

### 3. REIMBURSEMENT OF PAYMENTS THROUGH CHECK

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

<b>Department/Division/Unit</b>	: FSD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C - Government to Citizen
<b>Who may avail</b>	: 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
3.1 JHMC-FD-Form 013: Reimbursement Expense Receipt (RER) for reimbursement of expenses paid to establishments not required by BIR to issue OR.	QMS Internal Forms in JHMC Intranet
3.5 For travelling expenses, use of internally registered QMS forms:	QMS Internal Forms in JHMC Intranet


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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.	
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	Budget Officer FSD
	1.2 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	Finance Analyst FSD
	1.3 Checks for the correctness of computation including proper withholding taxes.	None	30 Minutes	Finance Analyst FSD
	1.4 Prepares and prints the Withholding Tax Certificates and include them in the attachments	None	30 Minutes	Finance Analyst FSD
	1.5 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	Finance Analyst FSD
	1.6 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP	None	2 Hours	Finance Analyst FSD


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Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
	Acumatica System with its proper Account Codes.			
	1.7 Transmits the documents back to the Budget Officer.	None	10 Minutes	Finance Analyst 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	Budget Officer 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	Accountant FSD
	1.10 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	Accountant FSD
	1.11 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
	1.12 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	None	10 Minutes	Accountant FSD


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Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
	transactions involving amounts above ₱500,000.00.			
	1.13 Reviews and signs the Certificate of Withholding Taxes, if applicable; BIR Forms 2306 and/or 2307	None	10 Minutes	Accountant FSD
	1.14 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	Accountant FSD
	1.15 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	Treasury and Investment Officer FSD
	1.16 Process the DV through the ERP Acumatica System by batch processing.	None	2 Hours	Treasury and Investment Officer FSD
	1.17 Prepares and signs the Side B of the check.	None	5 Minutes	Treasury and Investment Officer FSD
	1.18 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	Treasury and Investment Officer FSD
	1.19 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	President and Chief Executive Officer OPCEO  OR Vice President and Chief


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Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
				Operations Officer OVPCOO  OR AS Manager ASD
	1.20 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	30 Minutes	Treasury and Investment Officer FSD
	1.21 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	2 Days and 3 Hours	

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	CITIZEN'S CHARTER		Revision Number	0
	REIMBURSEMENT OF PAYMENTS THROUGH PETTY CASH FUND		Page Number	Page 1 of 2
			Effectivity Date	09 December 2022

#### 4. 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.

<b>Department/Division/Unit</b>	:	FSD
<b>Classification</b>	:	Simple
<b>Type of Transaction</b>	:	G2C - Government to Citizen
<b>Who may avail</b>	:	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 and signs the Petty Cash Voucher form	2. Releases the cash to the Payee.	None	15 minutes	Treasury and Investment Officer FSD


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	REIMBURSEMENT OF PAYMENTS THROUGH PETTY CASH FUND	Page Number	Page 2 of 2
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Client Steps	FSD Actions	Fees to be paid	Processing Time	Person Responsible
as a proof of receipt.				
TOTAL:		None	50 Minutes	

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**LEGAL DEPARTMENT  
INTERNAL SERVICE**

1



	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-LD-001
	CITIZEN'S CHARTER	Revision Number	0
	RESOLUTION OF LEGAL CONCERNS	Page Number	Page 1 of 9
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## 1. RESOLUTION OF LEGAL CONCERNS

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

<b>Department/Division/Unit</b>	: LD
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: All JHMC employees, regardless of status

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


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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
<b><u>Awarded Procurement</u></b>	
1. Bids and Awards Committee (BAC) Resolution (1 photocopy)	Bids and Awards Committee (BAC) Secretariat
2. Secretary's Certificate approving the BAC Resolution recommending award (1 photocopy)	Office of the Corporate Secretary (OCS)/Bids and Awards Committee (BAC) Secretariat
3. Secretary's Certificate approving the contract/agreement and authority of the President and Chief Executive Officer (PCEO) to sign the said contract/agreement on behalf of the JHMC, if applicable (1 original copy)	Legal Department (LD)/Office of the Corporate Secretary (OCS)
4. Supplier/Contractor/Consultant/ Contracting Party's Information and submit the DTI (if sole proprietor), Securities and Exchange Commission Registration (if partnership/ domestic or foreign corporation), Joint Venture Agreement/Contract (unregistered or registered with SEC) (1 photocopy)	Bids and Awards Committee (BAC) Secretariat, Supplier/Contractor/Consultant/ Contracting Party
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  BIR, Post Office, DFA, PSA, SSS/GSIS,


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<p>6. Gov't-issued ID Card of the PCEO (1 photocopy)</p> <p>7. Gov't-issued ID Card of the Contracting Party (1 photocopy)</p> <p>8. Name of the Contracting Party's witness to the contract/ agreement</p> <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 <b>at least thirty (30) days prior to the expiration of a contract/agreement.</b></p>	<p>Pag-IBIG/HDMF, PhilHealth</p> <p>BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth</p> <p>Contracting Party</p>
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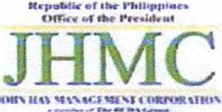
Client Steps	LD Actions	Fees to	Processing	Person
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		be paid	Time	Responsible
1. Refers a legal matter through the accomplishment of LD Form-001 (now through JHMC Help Desk Information System) together with complete supporting documents.  *Make sure to submit supporting documents or request shall be returned.	1. Receive the request.  1.1. Accepts the records/ supporting documents.  1.2. Stamps the internal memo/ complete staff work/documents with "Received" with date and time received.  1.3. Releases receiving copy to end-user, if any	None	3 Minutes	Legal Research and Investigation Specialist Legal Department
	2. Assess and evaluate the request, and check completeness of submitted documents.	None	10 Minutes	Legal Research and Investigation Specialist Legal Department
	3. Endorse the request to the Legal Manager for appropriate action on the legal matter referred.	None	5 Minutes	Legal Research and Investigation Specialist Legal Department
	4. Evaluate and determine the appropriate legal action to be taken.	None	2 Days	Legal Manager Legal Department
	5. Assign the legal matter to the Legal Research and Investigation Specialist.			
	6. Conduct legal research, prepare appropriate legal document and submit report/output to the Assistant Legal Manager.	None	3 Days	Legal Research and Investigation Specialist Legal Department


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	7. Review report/output of the Legal Research and Investigation Specialist.	None	1 Day	Assistant Legal Manager Legal Department
	8. Endorse the report/output/legal document to the Legal Manager.			
	9. Conduct final review of the output.	None	1 Day	Legal Manager Legal Department
	10. Return to the Legal Research and Investigation Specialist.			
	11. Finalize document for transmittal/routing.	None	4 Hours	Legal Research and Investigation Specialist Legal Department
	<b><u>IF THE LEGAL MATTER IS NOT SUBJECT TO OGCC OPINION/ CONTRACT REVIEW:</u></b>			
	12. Inform the Requestor/ End-user of the action taken and transmit the legal document requested as applicable.	None	5 Minutes	Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager Legal Department

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	<b><u>IF THE LEGAL MATTER IS SUBJECT TO OGCC OPINION/CONTRACT REVIEW:</u></b>  13. Inform the Requestor/ End-user of the action taken and transmit the legal document requested as applicable.	None	5 Minutes	Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager Legal Department
	14. Draft referral letter with factual circumstances/background, issue/s, discussion and/or recommendation (for confirmatory legal opinion).	None	2 Hours	Legal Research and Investigation Specialist Legal Department
	15. Prepare complete supporting documents.	None	3 Hours	Legal Research and Investigation Specialist Legal Department
	16. Endorse to the Assistant Legal Manager for review.	None	5 Minutes	Legal Research and Investigation Specialist Legal Department
	17. Review draft letter to OGCC and supporting documents.	None	5 Minutes	Assistant Legal Manager Legal Department


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	18. Final review.	None	30 Minutes	Legal Manager Legal Department
	19. Finalize document for transmittal/routing.	None	30 Minutes	Legal Research and Investigation Specialist Legal Department
	20. Monitoring of the OGCC opinion/ advice/contract review.	None		Legal Research and Investigation Specialist Legal Department
	21. Receive OGCC opinion/advice/ contract review.	None	3 Days	Legal Research and Investigation Specialist Legal Department
	22. Prepare applicable document/internal memorandum incorporating the comments and recommendations of the OGCC.	None		Legal Research and Investigation Specialist Legal Department
	23. Review document	None		Assistant Legal Manager Legal Department
	24. Final review of the document.	None		Legal Manager Legal Department
	25. Finalize document for transmittal/routing and prepare annexes/ attachments, if applicable.	None		Legal Research and Investigation Specialist Legal Department
	<b>IF THE LEGAL</b>			

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	<u><b>MATTER IS SUBJECT TO JHMC BOARD OF DIRECTORS' CONSULTATION OR APPROVAL:</b></u>  26. Prepare/draft the CSW/Board materials.	None	4 Hours	Legal Research and Investigation Specialist Legal Department
	<b>LD Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	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><b>IF THE LEGAL MATTER IS WITHIN THE AUTHORITY OF THE BASES CONVERSION AND DEVELOPMENT AUTHORITY (BCDA):</b></u>  31. Prepare referral letter.	None	15 Minutes	Legal Research and Investigation Specialist Legal


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				Department
	32. Review of the letter.	None	10 Minutes	Assistant Legal Manager Legal Department
	33. Final review of the letter.	None	10 minutes	Legal Manager Legal Department
	34. Finalize letter for transmittal/routing and prepare applicable annexes/attachments.	None	10 minutes	Legal Research and Investigation Specialist 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	Legal Research and Investigation Specialist/ Assistant Legal Manager/Legal Manager Legal Department
<b>TOTAL:</b>		<b>None</b>	<b>13 Days</b>	

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**OFFICE OF THE BUILDING OFFICIAL  
EXTERNAL SERVICES**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-OBO-001
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>ISSUANCE OF BUILDING PERMIT FOR NEW APPLICATION OR REPAIR/ALTERATION</b>	Page Number	Page 1 of 4
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## 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).

<b>Department/Division/Unit</b>	: Office of the Building Official (OBO)
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
<b>Who may avail</b>	: 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: <ul style="list-style-type: none"> <li>a. Notarized Building Permit Application;</li> <li>b. Notarized Repair Permit Form (For repair/alteration only)</li> <li>c. Building plans, specifications and a detailed estimate prepared, signed and sealed by a registered Architect or Civil Engineer;</li> <li>d. Civil Engineer, in case of civil/structural documents;</li> <li>e. Professional Electrical Engineer, in case of electrical documents;</li> </ul>	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  NBC Form No. A-03 is downloadable from SEZRIS and to be accomplished by


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


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Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads required documents through the SEZRIS.	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
	1.4 Transmittal of Building Permit and Ancillary Permit Forms for signing by PCEO	None	4 Hours	OBO Secretary OBO
	1.5 Prepares Order of Payment	None	2 Hours	OBO Secretary OBO


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Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
	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"</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
<b>TOTAL:</b>		Based on NBC Fees  <i>*Please refer to annex "A"</i>	<b>12 Days</b>	

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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.**

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

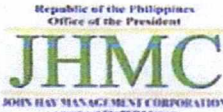
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Certificate of Completion	NBC Form No. B-10 is downloadable from SEZSIS and to be accomplished by the applicant's full-time inspector/supervisor and applicant's design professional.
Application for Certificate of Occupancy	NBC Form No. B-11 is downloadable from SEZSIS 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.	NBC Form No. B-14 is downloadable from SEZSIS and to be accomplished by the applicant's full-time inspector/supervisor.
a. Building plans, specifications and a detailed estimate prepared, signed and sealed by a registered Architect or Civil Engineer;	Applicant's Design Professional
b. Civil Engineer, in case of civil/structural documents;	Applicant's Design Professional
c. Professional Electrical Engineer, in	Applicant's Design Professional

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
case of electrical documents;	
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 SEZSIS. <b>Client Steps</b>	1. Check completeness (in form and content) of uploaded documents.	None	1 Day	OBO Secretary OBO
	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
	1.2 Prepares endorsement to BFP for the conduct inspection	None	2 Hours	OBO Secretary OBO


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Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
	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"	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. Validates submitted documents and Prepares ATAP	None	2 Hours	OBO Secretary OBO
3. Pays corresponding fees  * Make sure to secure your OR for the payment made.	3. Accepts payment and issues OR	None	10 Minutes	Cashier FSD

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Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
4. Acknowledges receipt of Building Permit	4. Approves and issue Building Permit	None	1 Hour	Building Official OBO
TOTAL:		Based on NBC Fees  *Please refer to annex "A"	12 Days and 10 Minutes	


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	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>ISSUANCE OF CERTIFICATE OF ANNUAL ELECTRICAL AND/OR MECHANICAL INSPECTION</b>	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

### 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.

<b>Department/Division/Unit</b>	: OBO
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government
<b>Who may avail</b>	: 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.	Professional hired by building owner or main locator or sub-locator.
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.

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	Electrical Inspector and/or On-call Mechanical Inspector OBO
	1.2 Conduct inspection with the Professional hired by building owner or main locator or sub-locator.	None	7 Days	Electrical Inspector and/or On-call Mechanical Inspector OBO
	1.3 Prepares Inspection Report	None	1 Day	Electrical Inspector


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Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
	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			and/or On-call Mechanical Inspector OBO
2. The locator shall upload requirements.	2. Notifies locator to upload requirements and compute fees. Proceed to Step 5.1	None	5 Minutes	Electrical Inspector and/or On-call Mechanical Inspector 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 technical and government codes	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
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	Electrical Inspector and/or On-call Mechanical Inspector OBO
	4.2 Prepares Inspection Report	None	1 Day	Electrical Inspector and/or On-call Mechanical Inspector OBO


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Client Steps	OBO Actions	Fees to be paid	Processing Time	Person Responsible
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".</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  <i>*Make sure to secure the OR for the payment made.</i>	7. Accepts the payment and issues OR.	Based on NBC Fees  <i>*Please refer to annex "A"</i>	10 minutes	Cashier Finance Services Department
8. Acknowledges receipt of certificates.	8. Issue Certificate of Annual Electrical Inspection and/or Certificate of Annual Mechanical Inspection	None	5 Minutes	Building Official, Electrical Inspector, On-call Mechanical Inspector OBO
TOTAL:		Based on NBC Fees  <i>*Please refer to annex "A"</i>	20 days	

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**SPECIAL ECONOMIC ZONE ADMINISTRATION  
DEPARTMENT  
EXTERNAL SERVICES**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-001
	CITIZEN'S CHARTER	Revision Number	0
	APPLICATION FOR ACCREDITATION AND	Page Number	Page 1 of 5
	PERMIT TO OPERATE (PTO) - NEW	Effectivity Date	09 December 2022

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

All Non- Registered Business Enterprises doing business inside the John Hay Special Economic Zone shall apply for a Certificate of Accreditation.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Company Profile with list of completed Projects (1 original)	To be provided by Locator
Articles of Incorporation/By Laws/Articles of partnership (1 photocopy)	SEC (www.sec.gov.ph)
SEC Registration/ DTI Registration (1 photocopy)	SEC (www.sec.gov.ph) DTI (Negosyo Center) CDA (Assistance Desk)
List of Authorized Representative/s/Signatory (1 original)	To be provided by Locator
BIR Registration (1 photocopy)	BIR (window assigned by the agency, varies)
Copy of Full/Partial Occupancy Permit (1 photocopy)	JHMC OBO, JHMC Office Complex
Certificate of Environmental Clearance (1 photocopy)	JHMC EAMD-EMD, JHMC Office Complex
DOLE-CAR Registration (1 photocopy)	DOLE (Action Center)
Copy of the following a. Latest SSS Registration (1 photocopy) b. Latest Phil-Health Registration (1 photocopy) c. Latest Pag-Ibig Registration (1 photocopy)	SSS (Action Officer)  Phil Health (Action Officer)  Pag-ibig (Action Officer)
Certificate of Participation on Orientation on Proclamation 420, CREATE Act, Accreditation Policy, Labor Center Policy, CAO 2-98 and OSAC Manual	To be verified by Labor Center Processor if accomplished.


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<u>Additional Requirements for Specific Industries:</u>	
1. Security Service Provider a. License to Operate issued by PNP	National Headquarters, PNP (Action Officer)
2. Shuttle Service Provider a. Updated Certificate of Registration of all vehicles b. Franchise form LTRFB	LTO (Action Officer)  LTRFB (Action Officer)
3. Health Care Services a. Clearance from DOH	DOH (Action Officer)


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements for Certificate of Accreditation and Permit to Operate (PTO) (sezris.jhmc.com.ph)	1. Reviews and verifies the requirements uploaded in SEZRIS.	None	4 Hours	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
If SEZRIS is unavailable, submits complete requirements to the Labor Center Processor Designated as Registration and Accreditation Officer	1.2 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZRIS.  If SEZRIS is unavailable, issues printed assessment of fees	None	10 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to pay within the day of assessment and secure the OR for the payment made.</i>	2.1 Accepts the payment	New: Certificate of Accreditation: USD 72 Permit to Operate: USD 72 Processing Fee: 15	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 SEZRIS.  2.3a If SEZRIS is unavailable, endorses the payment details to the Labor Center Processor designated as Registration and Accreditation Officer  2.3.1 Prints the Certificate of Accreditation and Permit To Operate then endorses them to SEZAD Manager	None	10 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD  Labor Center Processor Designated as Registration and Accreditation Officer SEZAD

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	2.4 Reviews and endorses for approval  2.4a If SEZRIS is unavailable, endorses the CA, PTO and attachments to the EA to the VPCOO	None	3 Hours and 10 Minutes	SEZ/OSAC Manager SEZAD  Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	2.5 Recommends for approval of the President and Chief Executive Officer upon receipt of endorsement of SEZAD Manager  2.5a If SEZRIS is unavailable, endorses to EA to the PCEO	None	1 Day	Vice President and Chief Operations OVPCOO  Executive Assistant to the Vice President and Chief Operations Officer OVPCOO
	2.6 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer  2.6a If SEZRIS is unavailable, transmits the signed CA and PTO including the attachments Labor Center Processor Designated as Registration and Accreditation Officer	None	1 Day	President and Chief Executive Officer OPCEO  Executive Assistant to the President and Chief Executive Officer OPCEO


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	2.6b If SEZRIS is unavailable, notifies the locator that their CA and PTO are available for release			Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
3.Receives Accreditation and PTO	3. Issues Accreditation and PTO	None	10 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
TOTAL IF PROCESSED ON SEZRIS:		New: Certificate of Accreditation: USD 72 Permit to Operate: USD 72 Processing Fee: 15	3 Days	
TOTAL IF PROCESSED MANUALLY:			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.*

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	<b>APPLICATION FOR RENEWAL OF CERTIFICATE OF ACCREDITATION AND PERMIT TO OPERATE</b>	Page Number	Page 1 of 5
		Effectivity Date	09 December 2022

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

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

All Non- Registered Business Enterprises doing business inside the JHSEZ should renew their Certificate of Accreditation upon the expiry of the Certificate. The Business Enterprise may renew their Certificate of Accreditation one month before the expiry of their Certificate.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Latest Audited Financial Statement and Income Tax Return (1 photocopy)	BIR (window assigned by the agency, varies)
Certificate of Annual Inspection (1 photocopy)	JHMC OBO – JHMC Office Complex
Certificate of Environmental (1 photocopy)	JHMC EAMD-EMD – JHMC Office Complex
Copy of Lease Contract/ Service Contract (1 copy)	To be provided by Locator
Fire and Safety Inspection Certificate (1 photocopy)	City Fire Department (Action Officer)
DOLE Clearance (No pending case) (1 photocopy)	DOLE (Action Officer)
Copy of the following a. Latest SSS Clearance (1 photocopy) b. Latest Phil-Health Clearance (1 photocopy) c. Latest Pag-Ibig Clearance (1 photocopy)	SSS (Action Officer) Phil Health (Action Officer)  Pag-ibig (Action Officer)
BIR Tax Clearance (1 photocopy)	BIR (window assigned by the agency, varies)
<u>Additional Requirements for Specific Industries:</u>	
1. Security Service Provider	National Headquarters, PNP (Action Officer)

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a. License to Operate issued by PNP 2. Shuttle Service Provider a. Updated Certificate of Registration of all vehicles b. Franchise form LTRFB  3. Health Care Services a. Clearance from DOH	LTO (Action Officer)  LTRFB (Action Officer)  DOH (Action Officer)
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements for Certificate of Accreditation and Permit to Operate (PTO).  If SEZRIS is unavailable, complete requirements are submitted to the Labor Center Processor Designated as Registration and Accreditation Officer	1.1 Reviews and verifies requirements uploaded in SEZRIS	None	4 Hours	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	1.2 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZRIS.	None	10 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	1.2a If SEZRIS is unavailable, issues printed assessment of fees			
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>	2.1 Accepts the 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


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	2.2 Issues the Official Receipt	None	10 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
	2.3 Updates status on SEZRIS.  2.3a If SEZRIS is unavailable, endorses the payment details to the Labor Center Processor designated as Registration and Accreditation Officer  2.3.1 Prints the Certificate of Accreditation and Permit To Operate then endorses them to SEZAD Manager	None	10 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD   Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	2.4 Reviews and endorses for approval  2.4a If SEZRIS is unavailable, endorses the CA, PTO and attachments to the EA to the VPCOO	None	3 Hours 10 Minutes	SEZ/OSAC Manager SEZAD   Labor Center Processor Designated as Registration and Accreditation Officer

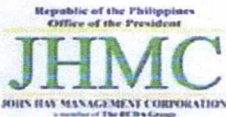
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
				SEZAD
	2.5 Recommends for approval of the President and Chief Executive Officer upon receipt of endorsement of SEZAD Manager	None	1 Day	Vice President and Chief Operations OVPCOO
	2.5a If SEZRIS is unavailable, endorses to EA to the PCEO			Executive Assistant to the Vice President and Chief Operations Officer OVPCOO
	2.6 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer	None	1 Day	President and Chief Executive Officer OPCEO
	2.6a If SEZRIS is unavailable, transmits the signed CA and PTO including the attachments to the Labor Center Processor Designated as Registration and Accreditation Officer			Executive Assistant to the President and Chief Executive Officer OVPCOO
	2.6b If SEZRIS is unavailable, notifies the locator that their CA and			Labor Center Processor Designated as Registration


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	PTO are available for release			and Accreditation Officer SEZAD
3. Receives PTO and Certification of Accreditation.	3. Issues the approved PTO and Certificate of Accreditation	None	10 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
TOTAL IF PROCESSED IN SEZRIS:		Renewal: Certificate of accreditation: USD 72 Permit to Operate: USD 72 Processing Fee: 15	3 Days	
TOTAL IF PROCESSED MANUALLY:			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.*

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

A Temporary Permit To Operate may be issued to a Business Enterprise doing business inside JHSEZ pending the completion of their requirements for a Certificate of Accreditation. A Temporary Permit to Operate shall be valid for one (1) month only and is renewable every month for a maximum of three (3) months.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Additional Requirement for New Locator:	
Occupancy Permit	JHMC OBO – JHMC Office Complex


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZRIS)	1.1 Reviews and approves the application on SEZRIS.	None	30 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
1.a If SEZRIS is unavailable, complete requirements are submitted to the Labor Center Processor Designated as Registration and Accreditation Officer				
	1.2 Makes assessment of Fees- Locator is notified through email and view the	None	10 Minutes	Labor Center Processor Designated as Registration and

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	assessment in SEZRIS.  1.2a If SEZRIS is unavailable, issues printed assessment of fees			Accreditation Officer SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>	2.1 Accepts 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 SEZRIS.  2.3a If SEZRIS is unavailable, endorses the payment details to the Labor Center Processor designated as Registration and Accreditation Officer	None	10 Minutes	Customs Compliance Officer SEZAD  OR Customs Compliance Assistant SEZAD

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	2.3.1 Prints the Temporary Permit To Operate then endorses it to SEZAD Manager for approval	None	30 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	2.4 Approves the TPTO	None	40 Minutes	SEZ/OSAC Manager SEZAD
3. Receives the TPTO.	3 Issues the TPTO	None	10 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
<b>TOTAL IF PROCESSED IN SEZRIS:</b>		<b>PHP 720.00</b>	<b>2 Hours</b>	
<b>TOTAL IF PROCESSED MANUALLY:</b>		<b>PHP 720.00</b>	<b>2 Hours and 30 Minutes</b>	

*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.*


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#### 4. APPLICATION FOR A TEMPORARY PERMIT TO OPERATE (TPTO) FOR EXHIBITORS AND BAZAARS

A Temporary Permit to Operate is issued to Exhibitors conducting Bazaars and Trade Fairs inside the JHSEZ.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Contract (1 original)	To be provided by Locator
Certificate of Participation in Orientation on Proclamation 420, CREATE Act, Accreditation Policy, Labor Center Policy, CAO 2-98 and OSAC Manual; if applicable	To be verified by Labor Center Processor if accomplished.

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits requirements to SEZAD	1.1 Reviews and verifies the requirements	None	1 Hour	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	1.2 Endorses to the SEZAD Manager for approval	None	10 Minutes	Labor Center Processor Designated as Registration and Accreditation Officer SEZAD
	1.3 Reviews and approves	None	1 Hour	SEZ/OSAC Manager SEZAD
	1.4 Makes assessment of Fees	None	10 Minutes	Labor Center Processor Designated as


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-004
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR A TEMPORARY PERMIT TO OPERATE (TPTO) FOR EXHIBITORS AND BAZAARS</b>	Page Number	Page 2 of 3
		Effectivity Date	09 December 2022


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
				<i>Designated as Registration and Accreditation Officer</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <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</i> SEZAD  OR  <i>Customs Compliance Assistant</i> SEZAD
	2.2 Issues Official Receipt	None	10 Minutes	<i>Customs Compliance Officer</i> SEZAD  OR  <i>Customs Compliance Assistant</i> SEZAD
	2.3 Signs the TPTO	None	20 Minutes	SEZ/OSAC Manager SEZAD
	2.4 Issues the TPTO	None	10 Minutes	<i>Labor Center Processor</i> <i>Designated as Registration and Accreditation Officer</i> SEZAD
3. Receives the TPTO.		None		
<b>TOTAL:</b>		<b>PHP 720.00</b>	<b>3 Hours</b>	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-004
	CITIZEN'S CHARTER	Revision Number	0
	APPLICATION FOR A TEMPORARY PERMIT TO OPERATE (TPTO) FOR EXHIBITORS AND BAZAARS	Page Number	Page 3 of 3
		Effectivity Date	09 December 2022


*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.*

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-005
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING-IN FOR LOCATORS</b>	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

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

A Business Enterprise located inside the JHSEZ may apply for the following permits:

A Local Purchase Form is a permit issued for the entry of raw materials to be consumed or used inside the John Hay Special Economic Zone.

A Gate Pass is a permit issued for the entry of equipment, furniture and fixture including tools to be used inside the John Hay Special Economic Zone.

A Permit to Bring-In is a permit issued for the entry of merchandise to be sold inside the John Hay Special Economic Zone.



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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PTO/TPTO	To be verified by the OSAC Processor with LCP
Copy of the Delivery Receipt/ Purchase Order/ Sales Invoice/ Official Receipt/ Transfer Order/ Item List	To be provided by Client.
Additional Requirements for the entry of construction materials:	
Building Permit	To be provided by Client.
Bill of Materials/ Bill of Quantities	To be provided by Client.


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads and submits requirements in the SEZRIS.	1.1 Checks and validates submitted requirements	None	5 Minutes	One Stop Action Center Processor SEZAD
1.a If SEZRIS is unavailable, complete	1.1 a If SEZRIS is unavailable, endorses the	None	3 Minutes	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-005
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING-IN FOR LOCATORS</b>	Page Number	Page 2 of 3
		Effectivity Date	09 December 2022


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
requirements are submitted to the OSAC Processor	application to the SEZAD Manager			
	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 SEZRIS.	None	2 Minutes	One Stop Action Center Processor SEZAD
	1.3a If SEZRIS is unavailable, issues printed assessment of fees	None	2 Minutes	
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>  <i>*Make sure to print permit if payment is made.</i>	2. Accepts the payment and Enters Payment Details in SEZRIS	LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	3 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
3. Receives the OR.  LPF/Gate Pass/ PBI may be printed from the locator's account in SEZRIS	3. Issues the OR.  3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor	None	2 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD

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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-SEZAD-005
	CITIZEN'S CHARTER		Revision Number	0
	APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING- IN FOR LOCATORS		Page Number	Page 3 of 3
			Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	3.a If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	5 Minutes	One Stop Action Center Processor SEZAD
	3.b If SEZRIS is unavailable, signs permit	None	3 Minutes	SEZ/OSAC Manager SEZAD
4. If SEZRIS is unavailable, receives LPF/Gate Pass/ PBI	4. Issues LPF/Gate Pass/ PBI	None	2 Minutes	One Stop Action Center Processor SEZAD
TOTAL IF PROCESSED IN SEZRIS :		LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	15 Minutes	
TOTAL IF PROCESSED MANUALLY :			30 Minutes	

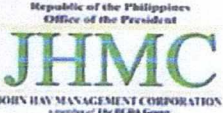
*The Customs Compliance Officer (CCO) / Customs Compliance Assistant (CCA) are duly authorized employees by virtue of S.O. 20, series of 2012, to receive payments and issue Official Receipts in the course of the performance of the department's function.*

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-006
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING-IN FOR EXHIBITORS, BAZAARS AND STAKEHOLDERS</b>	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

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

All exhibitors or participants in a Bazaar or Trade Fair conducted inside the JHSEZ may apply for the following permits:

A Local Purchase Form is a permit issued for the entry of raw materials to be consumed or used inside the John Hay Special Economic Zone.

A Gate Pass is a permit issued for the entry of equipment, furniture and fixture including tools to be used inside the John Hay Special Economic Zone.

A Permit to Bring-In is a permit issued for the entry of merchandise to be sold inside the John Hay Special Economic Zone.


A resident within the John Hay Special Economic Zone or any stakeholder may also apply for a Local Purchase Form or Gate Pass.

<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: Exhibitors, Bazaars and Stakeholders


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of the Delivery Receipt/ Purchase Order/ Sales Invoice/ Official Receipt/ Transfer Order/ Item List	To be provided by Client.
Additional Requirements:	
For Exhibitors or Bazaars:	
Temporary Permit to Operate	To be verified by the OSAC Processor with LCP
For the entry of construction materials:	
Building Permit	To be provided by Client.
Bill of Materials/ Bill of Quantities	To be provided by Client.

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-006
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	<b>APPLICATION FOR GATEPASS, LOCAL PURCHASE FORM AND PERMIT TO BRING-IN FOR EXHIBITORS, BAZAARS AND STAKEHOLDERS</b>	Page Number	Page 2 of 3
		Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Creates account in SEZRIS then uploads requirements. (sezris.jhmc.com.ph)  1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements in SEZRIS	None	5 Minutes	One Stop Action Center Processor SEZAD
	1.1.a If SEZRIS is unavailable, endorses the application to the SEZAD Manager	None	3 Minutes	
	1.2 Reviews and Approves Request	None	4 Minutes	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZAD Information System (SEZRIS)	None	2 Minutes	One Stop Action Center Processor SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>	1.3a If SEZRIS is unavailable, issues printed assessment of fees	None	2 Minutes	
	2. Accepts the payment and Enters Payment Details in SEZRIS	LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	2 Minutes	Customs Compliance Officer SEZAD  OR


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
				Customs Compliance Assistant SEZAD
3. Receives the OR  <i>*LPF/Gate Pass/ PBI may be printed from the stakeholder's account in SEZRIS</i>	3. Issues the OR	None	2 Minutes	Customs Compliance Officer SEZAD
	3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor			OR
	3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	5 Minutes	Customs Compliance Assistant SEZAD
	3.c If SEZRIS is unavailable, signs permit	None	3 Minutes	One Stop Action Center Processor SEZAD
4. If SEZRIS is unavailable, receives LPF/Gate Pass/ PBI	4. Prints and issues the permit.	None	2 Minutes	SEZ/OSAC Manager SEZAD
TOTAL IF PROCESSED IN SEZRIS:		LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	15 Minutes	
TOTAL IF PROCESSED MANUALLY:			30 Minutes	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-007
	CITIZEN'S CHARTER	Revision Number	0
	APPLICATION FOR PERMIT TO BRING-OUT FOR LOCATORS- LOCAL ARTICLES FOR PERMANENT PULL-OUT	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

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

A Permit to Bring-Out Local Articles is issued to Business Enterprises who may permanently bring-out from the John Hay Special Economic Zone their merchandise, tools and equipment or furniture and fixture.


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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provided by the Locator
Document Number of previously issued Type A Permits to the Locator	To be provided by the Locator
OR	
Notarized Certificate of Ownership	


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZRIS)  1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements.	None	5 Minutes	One Stop Action Center Processor SEZAD
	1.1.a If SEZRIS is unavailable, endorses the application to the SEZAD Manager	None	3 Minutes	
	1.2 Reviews and 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 SEZRIS	None	3 Minutes	One Stop Action Center Processor SEZAD

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-007
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR PERMIT TO BRING- OUT FOR LOCATORS- LOCAL ARTICLES FOR PERMANENT PULL-OUT</b>	Page Number	Page 2 of 3
		Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	1.3a If SEZRIS is unavailable, issues printed assessment of fees		2 Minutes	
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <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. Accepts the payment and Enter Payment Details in SEZRIS	PHP 432.00	3 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
3. Receives Official Receipt  PBO may be printed from the locator's account in SEZRIS	3. Issues the Official Receipt	None	2 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
	If SEZRIS is unavailable, endorses payment details to OSAC Processor  If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	5 Minutes	One Stop Action Center Processor SEZAD


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	APPLICATION FOR PERMIT TO BRING-OUT FOR LOCATORS- LOCAL ARTICLES FOR PERMANENT PULL-OUT	Page Number	Page 3 of 3
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	If SEZRIS is unavailable, signs permit	None	3 Minutes	SEZ/OSAC Manager SEZAD
4.If SEZRIS is unavailable, receives PBO	4. Issues the PBO	None	2 Minutes	One Stop Action Center Processor SEZAD
TOTAL IF PROCESSED IN SEZRIS:		PHP 432.00	15 Minutes	
TOTAL IF PROCESSED MANUALLY:		PhP 432.00	30 Minutes	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-008
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR PERMIT TO BRING-OUT FOR LOCATORS- TEMPORARY TRANSFER</b>	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

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

A Permit to Bring-Out Local Articles is issued to Business Enterprises who may bring-out from the John Hay Special Economic Zone their tools and equipment or furniture and fixture but intend to return the article inside the economic zone within one (1) month.

<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: 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 (SEZRIS)	1.1 Checks and Validates Submitted Requirements.	None	5 Minutes	One Stop Action Center Processor SEZAD
1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1a If SEZRIS is unavailable, endorses the application to the SEZAD Manager	None	3 Minutes	
	1.2 Reviews and 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 SEZRIS	None	2 Minutes	One Stop Action Center Processor SEZAD
	1.3a If SEZRIS is unavailable, issues printed	None	2 Minutes	

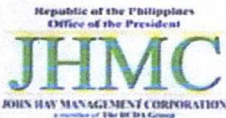
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	CITIZEN'S CHARTER	Revision Number	0
	APPLICATION FOR PERMIT TO BRING- OUT FOR LOCATORS- TEMPORARY TRANSFER	Page Number	Page 2 of 3
		Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	assessment of fees			
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <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. Accepts the payment and Enter Payment Details in SEZSIS	PHP 432.00	3 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
3. Receives the OR.  PBO may be printed from the locator's account in SEZSIS	3. Issues the OR	None	2 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
	3.a If SEZSIS is unavailable, endorses payment details to OSAC Processor  3.b If SEZSIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	5 Minutes	One Stop Action Center Processor SEZAD

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		Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	3.c If SEZRIS is unavailable, signs permit	None	3 Minutes	SEZ/OSAC Manager SEZAD
4.If SEZRIS is unavailable, receives PBO	4. Issues PBO	None	2 Minutes	One Stop Action Center Processor SEZAD
TOTAL IF PROCESSED IN SEZRIS:		PHP 432.00	15 Minutes	
TOTAL IF PROCESSED MANUALLY:			30 Minutes	


*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.*

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	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR PERMIT TO BRING-OUT FOR STAKEHOLDERS</b>	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

## 9. APPLICATION FOR PERMIT TO BRING-OUT FOR STAKEHOLDERS

A Permit to Bring-Out Local Articles is issued to an exhibitor, participant in a Bazaar or Trade Fair or stakeholder who may bring-out from the John Hay Special Economic Zone their tools and equipment or furniture and fixture but intend to return the article/s inside the economic zone within one (1) month.


<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: Residents, Exhibitors, Bazaar, Concessionaires, and Contractors Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provided by the Resident
Document Number of previously issued Type A Permits to the Stakeholder	To be provided by the Client
OR	
Notarized Certificate of Ownership	To be provided by the Client


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Creates account in SEZRIS then uploads requirements  1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements.	None	5 Minutes	One Stop Action Center Processor SEZAD
	1.1a If SEZRIS is unavailable, endorses the application to the SEZAD Manager	None	3 Minutes	
	1.2 Reviews and approves Request	None	4 Minutes	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees- Locator is	None	2 Minutes	One Stop Action Center Processor

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	APPLICATION FOR PERMIT TO BRING-OUT FOR STAKEHOLDERS		Page Number	Page 2 of 3
			Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	<p>notified through email and view the assessment in SEZAD Information System (SEZRIS)</p> <p>1.3a If SEZRIS is unavailable, issues printed assessment of fees</p>	None	2 Minutes	SEZAD
<p>2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.</p> <p><i>*Make sure to secure the OR for the payment made.</i></p>	2. Accepts payment and issues OR	PHP 432.00	2 Minutes	Customs Compliance Officer SEZAD
<p>3. Receives the OR.</p> <p>PBO may be printed from the stakeholder's account in SEZRIS</p>	<p>3. Issues the OR and enters payment details in SEZRIS</p> <p>3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor</p> <p>3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature</p>	<p>None</p> <p>None</p>	<p>2 Minutes</p> <p>5 Minutes</p>	<p>Customs Compliance Officer SEZAD</p> <p>OR</p> <p>Customs Compliance Assistant SEZAD</p> <p>One Stop Action Center Processor SEZAD</p> <p>SEZ/OSAC Manager</p>


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-009
	CITIZEN'S CHARTER	Revision Number	0
	APPLICATION FOR PERMIT TO BRING-OUT FOR STAKEHOLDERS	Page Number	Page 3 of 3
		Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	3.c If SEZRIS is unavailable, signs permit	None	3 Minutes	SEZAD
4. If SEZRIS is unavailable, receives PBO	4. Issues PBO	None	2 Minute	One Stop Action Center Processor SEZAD
TOTAL IF PROCESSED IN SEZRIS:		PHP 432.00	15 Minutes	
TOTAL IF PROCESSED MANUALLY:		PHP 432.00	30 Minutes	


*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*

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-010
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>REQUEST FOR OVERTIME FROM LOCATORS</b>	Page Number	Page 1 of 3
		Effectivity Date	09 December 2022

## 10. REQUEST FOR OVERTIME FROM LOCATORS

A Business Enterprise may request for overtime to process permits and/or to inspect articles entering or leaving JHSEZ beyond the regular working hours.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Application of Permit:	
To submit application in SEZRIS	To be verified by OSAC Processor
For Inspection:	
Permit previously issued by JHMC	To be verified by CCO/CCA with OSAC Processor

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Applies request on SEZAD Information System (SEZRIS)  1.a If SEZRIS is unavailable, complete requirements are submitted to the Customs Compliance Assistant	1.1 Checks and Validates Submitted Requirements	None	5 Minutes	Customs Compliance Assistant SEZAD
	1.2 Endorsement for Approval	None	1 Minute	Customs Compliance Officer SEZAD
	1.3 Reviews and approves the request.	None	3 Minutes	SEZ/OSAC Manager SEZAD
	1.4 Assessment of Fees- Locator is notified through email and view the assessment in SEZRIS	None	2 Minutes	Customs Compliance Officer SEZAD
	1.4a If SEZRIS is unavailable, issues			OR

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-010
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	printed assessment of fees			Customs Compliance Assistant SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.	2. Accepts the payment and Enter Payment Details in SEZRIS	Regular days: 5PM-10PM: PHP 172.55/hr	2 Minutes	Customs Compliance Officer SEZAD
<i>*Make sure to print the permit if the payment is made.</i>	2.a If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	10PM-6AM: PHP 189.60/hr	5 Minutes	Customs Compliance Assistant SEZAD
	2.b If SEZRIS is unavailable, signs permit	Weekends and Holidays: Minimum of 4 hours 6AM-10PM: PHP 179.45/hr	3 Minutes	SEZ/OSAC Manager SEZAD
		10PM-6AM: PHP 197.39/hr		
3. Receives the OR  <i>*Overtime Form may be printed from the locator's account in SEZRIS</i>	3. Issues the OR	None	2 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
4.If SEZRIS is unavailable,	4. Issues Overtime Form	None	2 Minutes	Customs Compliance Assistant


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-SEZAD-010
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	REQUEST FOR OVERTIME FROM LOCATORS		Page Number	Page 3 of 3
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
receives Overtime Form				SEZAD
TOTAL IF PROCESSED IN SEZRIS:		Regular days: 5PM-10PM: PHP 172.55/hr 10PM-6AM: PHP 189.60/hr	15 Minutes	
TOTAL IF PROCESSED MANUALLY:		Weekends and Holidays: Minimum of 4 hours 6AM-10PM: PHP 179.45/hr  10PM-6AM: PHP 197.39/hr	25 Minutes	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-011
	CITIZEN'S CHARTER	Revision Number	0
	REQUEST FOR IDENTIFICATION CARD (ID)	Page Number	Page 1 of 2
	FOR JHSEZ EMPLOYEES	Effectivity Date	09 December 2022

## 11.REQUEST FOR IDENTIFICATION CARD (ID) FOR JHSEZ EMPLOYEES

All employees within the John Hay Special Economic Zone shall apply for a JHSEZ ID to properly account and monitor all employees working inside the economic zone.

The Labor Center may accept and process a maximum of ten (10) applications for ID Card per day.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form	SEZAD- Labor Center, CCA
Photo: 2x2 with white background, taken within six (6) months prior to application (1 colored copy)	To be provided by the employee-applicant.

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1.Submits requirements to Labor Center Processor	1.1 Checks and Validates Submitted Requirements.	None	3 hours	Labor Center Processor SEZAD
	1.2 Reviews and approves the request.	None	30 Minutes	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees  <i>Note: Locator is notified through email and view the assessment in SEZRIS</i>	None	10 Minutes	Labor Center Processor SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.	2. Accepts the payment and enters payment details in SEZRIS	PHP 120.00	10 Minutes	Customs Compliance Officer SEZAD


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-SEZAD-011
	CITIZEN'S CHARTER		Revision Number	0
	REQUEST FOR IDENTIFICATION CARD (ID)		Page Number	Page 2 of 2
	FOR JHSEZ EMPLOYEES		Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
*Make sure to secure the OR for the payment made.				OR Customs Compliance Assistant SEZAD
3. Receives the OR	3.1 Issues the OR	None	5 Minutes	Customs Compliance Officer SEZAD  OR Customs Compliance Assistant SEZAD
	3.2 Prepares, edits/adjusts background color of the photo and prints the ID	None	2 Days	Labor Center Processor SEZAD
	3.3 Notifies the Locator of the availability of the printed IDs.	None	4 Hours	Labor Center Processor SEZAD
4.Receives the ID	4. Issues the ID	None	5 Minutes	Labor Center Processor SEZAD
TOTAL:		PHP 120.00	3 Days	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-012
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>REQUEST FOR MANPOWER FROM ACCREDITED/ REGISTERED BUSINESS ENTERPRISES (RBEs)</b>	Page Number	Page 1 of 1
		Effectivity Date	09 December 2022

## 12. REQUEST FOR MANPOWER FROM ACCREDITED/ REGISTERED BUSINESS ENTERPRISES (RBEs)

All Locators within the John Hay Special Economic Zone may request from the Labor Center to assist locators in their manpower needs.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form	SEZAD- Labor Center, CCA

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits application form to Labor Center Processor	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	Labor Center Processor SEZAD
	Endorses for approval.	None	4 Hours	Labor Center Processor SEZAD
	1.3 Approval of Endorsement	None	2 Hours	SEZ/OSAC Manager SEZAD
2. Receives approved request.	2. Sends request to Locator	None	1 Hour	Labor Center Processor SEZAD
<b>TOTAL:</b>		<b>0.00</b>	<b>3 Days</b>	

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**SPECIAL ECONOMIC ZONE ADMINISTRATION  
DEPARTMENT**

**NEW PROCESSES**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-013
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>REQUEST FOR AN ORIENTATION ON CREATE, ACCREDITATION POLICY, LABOR CENTER POLICY, CAO 2-98 AND OSAC MANUAL.</b>	Page Number	Page 1 of 1
		Effectivity Date	09 December 2022

### 13. Request for an Orientation on CREATE, Accreditation Policy, Labor Center Policy, CAO 2-98 and OSAC Manual.

<b>Department/Division/Unit :</b>	SEZAD
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2B, G2G and G2C
<b>Who may avail :</b>	All new locators within JHSEZ. Any government agency or anybody who may request for an orientation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent or Verbal Request	To be provided by applicant


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit Letter of Intent	1.1 Receives requirement	None	10 Minutes	Labor Center Processor SEZAD
	1.2 Conducts the Orientation	None	1 Hour	SEZ/OSAC Manager, Customs Compliance Officer, and Labor Center Processor SEZAD
2. Receives Certificate of Participation	2. Issues the Certificate of Participation	None	10 Minutes	Labor Center Processor SEZAD
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour 10 Minutes</b>	

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-014
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>REQUEST FOR CREATION OF ACCOUNT IN SEZSIS</b>	Page Number	Page 1 of 1
		Effectivity Date	09 December 2022

#### 14. Request for Creation of Account in SEZSIS

<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2B
<b>Who may avail</b>	: Locators within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provided by Locator
Letter of Authorization, if applicable	To be provided by Locator
Application Form	SEZAD (Labor Center Processor)
Contract	To be provided by the Locator

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits the requirements	1.1 Reviews and verifies requirements	None	20 Minutes	Labor Center Processor SEZAD
	1.2 Creates Account in Special Economic Zone Information System (SEZSIS)	None	30 Minutes	Labor center Processor SEZAD
1. Receives Account Details	2. Issues the Account Details	None	10 Minutes	Labor Center Processor SEZAD
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-015
	<b>CITIZEN'S CHARTER</b>	Revision Number	0
	<b>APPLICATION FOR NEW CERTIFICATE OF REGISTRATION</b>	Page Number	Page 1 of 7
		Effectivity Date	09 December 2022

## 15. APPLICATION FOR NEW CERTIFICATE OF REGISTRATION

A Certificate of Registration is issued to a qualified Business Enterprise who may operate an economic activity within the John Hay Special Economic Zone. A Business Enterprise issued with a Certificate of Registration may enjoy tax incentives provided under the Corporate Recovery and Tax Incentives for Enterprises Act (CREATE). A COR is valid for three (3) years.

<b>Department/Division/Unit</b>	: SEZAD- Accreditation Center
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2B- Government to Business
<b>Who may avail</b>	: Business Enterprises within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application Forms	DOF-FIRB FIRMS (firms.firb.gov.ph/login)
JHMC Application Form (1 Copy)	SEZAD-Registration and Accreditation Center, CCA
Board Resolution of Duly Authorized Signatories and their Profile	Provided by the Business Enterprise
Endorsement Letter from Principal Locator (As Applicable)	Provided by the Business Enterprise
Other Documents or information as may be required under the SIPP, IPA, or FIRB (item C, Sec 4, Rule 6, IRR RA 11534)	Provided by the Business Enterprise

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Fills up Forms FIRMS (Fiscal Incentives Registration and Monitoring System (firms.firb.gov.ph/login) and simultaneously submits JHMC requirements	1.1 Checks the Completeness and reviews the submitted Documents.	None	1 Day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.1a If incomplete, notifies the applicant through email to submit complete requirements.			
	1.2 Issues the Assessment for Registration Fee	None	4 Hours	Labor Center Processor designated as Registration and Accreditation Officer

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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-015
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	<b>APPLICATION FOR NEW CERTIFICATE OF REGISTRATION</b>	Page Number	Page 2 of 7
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
2. Payment of fees at CCA				SEZAD
	2.1 Accepts the Payment	USD 288 (non-refundable)	1 Hour	Cashier FSD
				OR
				Customs Compliance Officer SEZAD
				OR
				Customs Compliance Assistant SEZAD
	2.2 Issues the Official Receipt	None		Cashier FSD
				OR
				Customs Compliance Officer SEZAD
				OR
				Customs Compliance Assistant SEZAD
	2.3 Conducts an initial impact evaluation and ex-ante cost benefit analysis	None	5 Days	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	2.3a If incomplete, notifies the applicant through email to submit additional			


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	APPLICATION FOR NEW CERTIFICATE OF REGISTRATION	Page Number	Page 3 of 7
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	requirements to Registration Officer.			
	2.4 Submits requirements and ex-ante CBA to SEZAD Manager for review and verification			
	2.5 Reviews requirements and ex-ante CBA Summary and prepares CSW  <i>*May require applicant through email to submit additional requirements to Registration Officer.</i>	None	5 Days	SEZ/OSAC Manager SEZAD
	2.5a If capital investment of applicant is above 1B, prepares endorsement to FIRB for BOD approval.  <i>Note: Other documents or information may be required under the SIPP, the IPA or by FIRB</i>			
	2.6 Presents the CSW to the ManCom for endorsement to the BOD	None	1 Day	SEZ/OSAC Manager SEZAD
	2.7 Notifies the Labor Center Processor of the action of the ManCom			SEZ/OSAC Manager SEZAD
	2.8 Notifies the applicant of the status of application	None	1 Day	Labor Center Processor designated as


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	APPLICATION FOR NEW CERTIFICATE OF REGISTRATION		Page Number	Page 4 of 7
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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
				Registration and Accreditation Officer SEZAD
	<p>2.9 Presents the CSW to BOD for the approval of the following:</p> <p>a. COR</p> <p>b. Registration Agreement</p> <p>c. Authority of PCEO to Sign COR, Registration Agreement</p> <p>d. Authority of SEZ/OSAC Manager to sign CETI or Letter of Denial</p> <p>OR</p> <p>a. Notice of Denial</p> <p>b. Authority to sign Notice of Denial</p> <p>OR</p> <p>a. Endorsement to FIRB for capital investment above 1B</p>	None	1 Day	<p>Vice President and Chief Executive Officer OVPCOO</p> <p>OR</p> <p>SEZ/OSAC Manager SEZAD</p>
	2.10 Notifies the Labor Center Processor of the action of the BOD	None	1 Day	SEZ/OSAC Manager SEZAD
	Notifies the applicant of the status of application	None	1 day	Labor Center Processor designated as Registration and Accreditation Officer


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
				SEZAD
	2.11 Coordinates with OCS for the Board Resolution Number then inputs in: COR  OR  Notice of Denial  OR  Endorsement Letter to FIRB for capital investment of more than 1B	None	4 Hours	Labor Center Processor designated as Registration Officer SEZAD
	2.12 Prints and Forwards either:  COR and Registration Agreement  OR  Notice of Denial to PCEO for signature  OR  Endorsement Letter to FIRB for capital investment of more than 1B	None	4 Hours	Labor Center Processor designated as Registration Officer SEZAD
	2.13 Reviews and signs, either:  COR and Registration Agreement  OR  Notice of Denial	None	1 Day	President and Chief Executive Officer OPCEO


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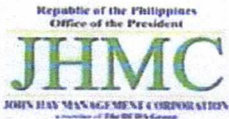
Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	OR	None		Executive Assistant to the President and Chief Executive Officer OPCEO
	Endorsement Letter to FIRB for capital investment of more than 1B			
	2.14 Receives the signed documents:	None	1 Hour	Labor Center Processor designated as Registration Officer SEZAD
	For COR and Registration Agreement, returns to LCP			
	OR	None	1 Day	Labor Center Processor designated as
	For Endorsement Letter to FIRB for capital investment of more than 1B, then returns to LCP			
	For Notice of Denial, forwards to Records Management Section for external routing	None	1 Day	Labor Center Processor designated as
	2.15 For approved COR and registration Agreement, notifies Applicant for the notarization of Registration Agreement			
	OR	None	1 Day	Labor Center Processor designated as
	To send Endorsement Letter to FIRB for capital investment of more than 1B.			
3. Receives Notification that Application was endorsed to FIRB	3. Sends notification to Applicant that application was endorsed to FIRB	None	1 Day	Labor Center Processor designated as

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
4. Receives Registration Agreement for Notarization from SEZAD	4. Issues Registration Agreement for Notarization	None		Registration Officer SEZAD
5. Submits 1 copy of the notarized Registration Agreement to LCP	5. Receives the Notarized Registration Agreement			
6. Receives COR	6. Issues COR			
TOTAL FOR APPROVED COR AND REGISTRATION AGREEMENT:			19 Days and 6 Hours	
TOTAL FOR APPROVED NOTICE OF DENIAL:			18 Days and 5 Hours	
TOTAL IF INVESTMENT CAPITAL IS MORE THAN 1B:			15 Days and 6 Hours	


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	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SEZAD-016
	CITIZEN'S CHARTER	Revision Number	0
	APPLICATION FOR RENEWAL OF CERTIFICATE OF REGISTRATION	Page Number	Page 1 of 5
		Effectivity Date	09 December 2022

## 16. APPLICATION FOR RENEWAL OF CERTIFICATE OF REGISTRATION

An application for Renewal of Certificate of Registration is issued to a Registered Business Enterprise in good standing who may continue to operate an economic activity within the John Hay Special Economic Zone. A Registered Business Enterprise whose Certificate of Registration was renewed may continue to enjoy tax incentives provided under the Corporate Recovery and Tax Incentives for Enterprises Act (CREATE). A COR is valid for Three (3) years.

<b>Department/Division/Unit</b>	: SEZAD- Accreditation Center
<b>Classification</b>	: Highly Technical
<b>Type of Transaction</b>	: G2B- Government to Business
<b>Who may avail</b>	: Business Enterprises within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application Forms	DOF-FIRB FIRMS ( <a href="https://firms.firb.gov.ph/login">firms.firb.gov.ph/login</a> )
JHMC Application Form	SEZAD- Registration and Accreditation Center, CCA
JHMC Clearance Form	SEZAD- Registration and Accreditation Center, CCA

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Fills up Forms and Submits Requirements on FIRMS (Fiscal Incentives Registration and Monitoring System ( <a href="https://firms.firb.gov.ph/login">firms.firb.gov.ph/login</a> ))	1.1 Checks Completeness and reviews the submitted Documents.	None	1 Day	Labor Center Processor designated as Registration Officer SEZAD
	1.1a If complete, proceed to next step.			
	1.1b If incomplete, notify applicant through email to submit complete requirements of FIRB (Fiscal Incentives Review Board).	None	4 Hours	Labor Center Processor designated as Registration Officer
	1.2 Issues the Assessment for Registration Fee			


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-SEZAD-016
	CITIZEN'S CHARTER		Revision Number	0
	APPLICATION FOR RENEWAL OF CERTIFICATE OF REGISTRATION		Page Number	Page 2 of 5
			Effectivity Date	09 December 2022

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
2. Payment of fees at CCA				SEZAD
	2.1 Accepts the Payment	USD 288 (non-refundable)	1 Hour	Cashier FSD
				OR  Customs Compliance Officer SEZAD
	2.2 Issues the Official Receipt	None		OR  Customs Compliance Assistant SEZAD
				Cashier FSD
				OR  Customs Compliance Officer SEZAD
				OR  Customs Compliance Assistant SEZAD
	2.3 Conducts evaluation on the performance commitment of the RBE	None	5 Days	Labor Center Processor designated as Registration Officer SEZAD
	2.4 Submits evaluation report to SEZAD Manager			
	2.5 Reviews and prepares CSW	None	5 Days	SEZ/OSAC Manager


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	2.6 Notifies the Labor Center Processor of the action of the schedule of ManCom	None		SEZAD
	2.7 Notifies the applicant of the status of application	None		Labor Center Processor designated as Registration Officer SEZAD
	2.8 Presents the CSW to the ManCom for endorsement to the BOD.	None	1 Day	SEZ/OSAC Manager SEZAD
	2.9 Notifies the Labor Center Processor of the action of the ManCom	None		SEZ/OSAC Manager SEZAD
	2.10 Notifies the applicant of the status of application	None	1 Day	Labor Center Processor designated as Registration Officer SEZAD
	2.11 Presents the CSW to the BOD for the approval of the following: a. COR b. Registration Agreement c. Authority of PCEO to Sign COR and Registration Agreement, d. Authority of SEZ/OSAC Manager to sign CETI or Letter of Denial  OR	None	1 Day	Vice President and Chief Executive Officer OVPCOO  OR SEZ/OSAC Manager SEZAD

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	a. Notice of Denial b. Authority to sign Notice of Denial			
	2.12 Notifies the Labor Center Processor of the action of the BOD	None	1 Day	Vice President and Chief Executive Officer OVPCOO  OR SEZ/OSAC Manager SEZAD
	2.13 Notifies the applicant of the status of application	None	1 day	Labor Center Processor designated as Registration Officer SEZAD
	2.14 Coordinates with OCS for the Board Resolution Number then inputs in COR or Notice of Denial  2.14.1 Prints COR (1 copy) and Registration Agreement (3 copies), if applicable or Notice of Denial (2 copies)	None	4 Hours	Labor Center Processor designated as Registration Officer SEZAD
	2.15 Forwards COR and Registration Agreement, if applicable or Notice of Denial to PCEO for signature	None	4 Hours	Labor Center Processor designated as Registration Officer SEZAD
	2.16 Reviews and signs COR and Registration	None	1 Day	President and Chief


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	Agreement, if applicable or Notice of Denial	None		Executive Officer OPCEO
	2.17 Receives the signed documents			Executive Assistant to the President and Chief Executive Officer OPCEO
	For COR and Registration Agreement, returns to LCP	None	3 Hours	Labor Center Processor designated as Registration Officer SEZAD
	For Notice of Denial, forwards to Records Management Section for external routing			
1. Receives Registration Agreement for Notarization from SEZAD	3. Issues Registration Agreement for Noratization	None	1 Day	Labor Center Processor designated as Registration Officer SEZAD
4. Submits 1 copy of the notarized Registration Agreement to LCP	4. Receives the Notarized Registration Agreement, if applicable			
5. Receives COR	5. Issues COR			
<b>TOTAL FOR APPROVED COR AND RA:</b>		None	<b>20 Days</b>	
<b>TOTAL FOR APPROVED NOTICE OF DENIAL:</b>		None	<b>18 Days and 5 Hours</b>	


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.

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	<b>APPLICATION FOR CERTIFICATE OF ENTITLEMENT TO TAX INCENTIVES (CETI)</b>	Page Number	Page 1 of 4
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## 17. Application for Certificate of Entitlement to Tax Incentives (CETI)

A Certificate of Entitlement to Tax Incentives (CETI) is a document issued by JHMC as proof of entitlement to incentives to a Registered Business Enterprise who is compliant to the terms and conditions of the Registration Agreement.


<b>Department/Division/Unit :</b>	SEZAD
<b>Classification :</b>	Highly Technical
<b>Type of Transaction :</b>	G2B
<b>Who may avail :</b>	All JHMC Registered Business Enterprises within the John Hay Special Economic Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FIRB Application Form	DOF-FIRB FIRMS (firms.firb.gov.ph/login)
JHMC Application Form (1 copy)	SEZAD - Registration and Accreditation Center, CCA
Clearance Form (1 copy) Special Economic Zone Administration Department (SEZAD) Office of the Building Official (OBO) Environmental Management Division (EMD) Business Development Department (BDD) General Services Division (GSD) Finance Services Department (FSD)	SEZAD - Registration and Accreditation Center, CCA  SEZAD- CCA Cottage 626  Cottage 626 Library, Bell House Cottage 627 Cottage 625
Proof of Compliance/ Justification of Non-Compliance (1 copy)	RBE
Other Documents or information as may be required under the SIPP, IPA, or FIRB	RBE
<b>For the first year of the project/activity:</b>  Sworn Statement as to the Actual Start of Commercial Operation (1 copy)	  RBE


Client Steps	SEZAD Action	Fees to be paid	Processing Time	Person Responsible
1. Fills up Forms FIRMS (Fiscal Incentives)	1.1 Checks completion of requirements.	None	1 day	Labor Center Processor designated

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Client Steps	SEZAD Action	Fees to be paid	Processing Time	Person Responsible
Registration and Monitoring System (firms.firb.gov.ph/login) and simultaneously submits JHMC requirements	1.1a If incomplete, notifies the applicant through email to submit complete requirements.	None	3 days	as Registration and Accreditation Officer SEZAD
	1.2 Conducts evaluation on the compliance to the Terms and Conditions of the Registration Agreement.			
	1.3 Endorses to SEZAD Manager for Approval	None	5 days	SEZ/OSAC Manager SEZAD
	1.4 Reviews Endorsement  If incomplete, notify applicant through email to submit additional requirements to Registration Officer.  Note: Other documents or information may be required under the SIPP, the IPA or by FIRB	None		
	1.5 Issues assessment of Fees	None	1 Hour	Labor Center Processor designated as Registration and Accreditation Officer SEZAD

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Client Steps	SEZAD Action	Fees to be paid	Processing Time	Person Responsible
2. Payment of Fees	2.1 Accepts the Payment	PHP 1,728	1 Hour	Cashier FSD
	2.2 Issues the Official Receipt	None		OR Customs Compliance Officer SEZAD
				OR Customs Compliance Assistant SEZAD
	2.3 Prints CETI or Letter of Denial and Endorses to SEZAD Manager for Signature	None	2 Hours	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	2.4 Approves CETI or Letter of Denial	None	4 Hours	SEZ/OSAC Manager SEZAD
3. Accepts CETI or Letter of Denial	3. Issues CETI or Letter of Denial	None	1 day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
<b>TOTAL:</b>		<b>1,728</b>	<b>11 Days</b>	


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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.*

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## 18. Application for Certificate of Authority to Import

A Certificate of Authority to import is issued upon application of a Registered Business Enterprises as proof of entitlement for tax and duty free importation which shall contain the list of capital equipment, raw materials, spare parts or accessories to be imported.

<b>Department/Division/Unit :</b>	SEZAD
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2B
<b>Who may avail :</b>	All RBEs of JHMC within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form	SEZAD Registration and Accreditation Center, CCA
Valid Certificate of Registration	To be verified by the Registration and Accreditation Center
List of Importable	To be provided by the RBE
For Regulated Articles:	
Clearance from other Government Agencies	To be Provided by the RBE
For Non-Regulated Articles (As Applicable)	
Sworn Statement that Articles are non-Regulated	To be Provided by the RBE
Certificate of Non-Availability	DTI Action Center


Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
1.Submits Requirements to SEZAD	1.1 Evaluates requirements	None	1 Day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.2 Endorses to SEZAD Manager	None	4 Hours	Labor Center Processor designated as Registration

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Client Steps	ASD-HRSD Actions	Fees to be paid	Processing Time	Person Responsible
				and Accreditation Officer SEZAD
	1.3 Reviews and Approves	None	1 Day	SEZ/ OSAC Manager
	1.4 Prints Certificate of Authority to Import	None	1 Hour	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
2. Receives CAI	2. Issues CAI	None	1 Hour	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
TOTAL:			2 Days 6 Hours	

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## 19. APPLICATION FOR IMPORT PERMIT (AIP)

An application for Import Permit is issued to Registered Business Enterprises that allows them to import tax exempt and duty free capital equipment, raw materials, and other goods directly related to their registered activity.


<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: Registered Business Enterprises of JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provided by the Locator
Certificate of Registration	To be verified by OSAC from Registration and Accreditation Center
Certificate of Authority to Import	To be verified by OSAC from Registration and Accreditation Center
Packing List	To be provided by the Locator
Import Entry Declaration (IED)	To be provided by the Locator
Mission Order	To be provided by the Locator
Boat Note	To be provided by the Locator
Bill of Lading	To be provided by the Locator
Airway Bill	To be provided by the Locator
Transshipment Permit	To be provided by the Locator
Clearance from other Government Agencies; As Applicable  (e.g. DTI-Strategic Management Office for National Strategic Goods List)	To be provided by the Locator


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements in SEZSIS  1.a If SEZSIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements. If found in order, enters details in the SEZSIS and recommends approval of the SEZAD Manager.	None	1 Day	One Stop Action Center Processor SEZAD

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	1.2 Reviews and Approves Request	None	1 Day	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees	None	2 Hours	One Stop Action Center Processor SEZAD
	If SEZRIS is unavailable, issues printed assessment of fees			
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>  <i>*Make sure to print gate pass or permit if the payment is made.</i>	2. Accepts the payment and Enters Payment Details in SEZRIS	Depending on the amount of the articles to be imported.	30 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
3. Receives the OR  <i>*AIP may be printed from the locator's account in SEZRIS</i>	3. Issues the OR and updates payment details in SEZRIS	None	30 Minutes	Customs Compliance Officer SEZAD
	3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	30 Minutes	OR  Customs Compliance Assistant SEZAD  OR  One Stop Action Center Processor SEZAD

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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
	3.b If SEZRIS is unavailable, signs permit	None	1 Hour	SEZ/OSAC Manager SEZAD
4. If SEZRIS is unavailable, receives AIP	4. Issues Import Permit	None	2 Hours	One Stop Action Center Processor SEZAD
TOTAL IF PROCESSED ON SEZRIS:		Depending on the amount of the articles to be imported.	2 Days and 3 Hours	
TOTAL IF PROCESSED MANUALLY:		Depending on the amount of the articles to be imported.	2 Days 6 Hours and 30 Minutes	


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## 20. DECLARATION OF ADMISSION OF ARTICLES INSIDE JHSEZ (DAA)

This permit is used for the admission of imported articles inside JHSEZ.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Forms	SEZAD- OSAC, CCA
Surety Bond	To be provided by the RBE
For PEZA RBEs:	To be Provided by the RBE.
FORM 8106	


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	4 Hours	One Stop Action Center Processor SEZAD
1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.2 Reviews and Approves Request	None	1 Day	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees	None	1 Hour	One Stop Action Center Processor SEZAD
	1.3a If SEZRIS is unavailable, issues printed assessment of fees			
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.	2. Accepts the payment and Enters Payment Details in SEZRIS	PHP 216.00	30 Minutes	Customs Compliance Officer SEZAD

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<i>*Make sure to secure the OR for the payment made.</i>	2.a If SEZRIS is unavailable, endorses payment details to OSAC Processor			OR Customs Compliance Assistant SEZAD
3. Receives the OR and Permit.  <i>*DAA may be printed from the locator's account in SEZRIS</i>	3. Issues the OR and Permit  3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor  3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature  3.c If SEZRIS is unavailable, signs permit	None   None  None	30 Minutes  30 Minutes  2 Hours	Customs Compliance Officer SEZAD  OR Customs Compliance Assistant SEZAD  One Stop Action Center Processor SEZAD  SEZ/OSAC Manager SEZAD
4. If SEZRIS is unavailable, receives DAA	4.1 Issues DAA	None	30 Minutes	One Stop Action Center Processor SEZAD
TOTAL IF PROCESSED ON SEZRIS:		PHP 216.00	1 Day 6 Hours	
TOTAL IF PROCESSED ON SEZRIS:			2 Days and 1 Hour	


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## 21. PERMIT TO BRING-OUT IMPORTED ARTICLES (PBO-IA)

This permit is issued to RBEs who was previously issued with an Import Permit to be brought out the JHSEZ.

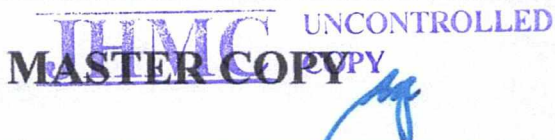
<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: Locators Within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	To be provider by the Locator
Previously issued AIP	To be provider by the Locator
Proof of payment of duties and taxes to BOC.	To be provider by the Locator

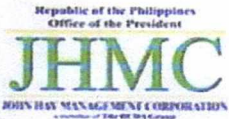
Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZRIS)  1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements.	None	4 Hours	One Stop Action Center Processor SEZAD
	1.2 Reviews and approves Request	None	1 Day	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees - Locator is notified through email and view the assessment in SEZRIS  If SEZRIS is unavailable, issues printed assessment of fees	None	1 Hour	One Stop Action Center Processor SEZAD

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2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>	2. Accepts payment and Enter Payment Details in SEZSIS	Depending on the amount of the articles	30 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
3. Receives Official Receipt  <i>*PBO-IA may be printed from the locator's account in SEZSIS</i>	3. Issues the Official Receipt and updates payment details in SEZSIS  3.a If SEZSIS is unavailable, endorses payment details to OSAC Processor  3.b If SEZSIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature  3.c If SEZSIS is unavailable, signs permit	None          None          None	30 Minutes          30 Minutes          2 Hours	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD          One Stop Action Center Processor SEZAD          SEZ/OSAC Manager SEZAD
4.If SEZSIS is unavailable, receives PBO-IA	4.1 Issues PBO-IA	None	30 Minutes	One Stop Action Center Processor SEZAD


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TOTAL IF PROCESSED IN SEZSIS:	Depending on the amount of the articles	1 Day 6 Hours	
TOTAL IF PROCESSED MANUALLY:		2 Days and 1 Hour	

*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.*


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	<b>CITIZEN'S CHARTER</b>		Revision Number	0
	<b>PERMIT TO BRING-OUT TAX EXEMPT VEHICLE (PBO-TEV)</b>		Page Number	Page 1 of 2
			Effectivity Date	09 December 2022

## 22. PERMIT TO BRING-OUT TAX EXEMPT VEHICLE (PBO-TEV)

This permit is issued to Registered Business Enterprises who intends to bring-out its Tax exempt vehicles from JHSEZ for a maximum of 14 days in a month.


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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent.	To be provided by the client.
Certificate of Registration	To be verified by OSAC Processor from Registration and Accreditation Center


Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Uploads requirements on SEZAD Information System (SEZRIS)  1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements.	None	4 Hours	One Stop Action Center Processor SEZAD
	1.2 Reviews and approves Request	None	1 Day	SEZ/OSAC Manager SEZAD
	1.3 Makes assessment of Fees - Locator is notified through email and view the assessment in SEZRIS	None	1 Hour	One Stop Action Center Processor SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  *Make sure to secure the OR	2.1 Accepts the payment and Enter Payment Details in SEZRIS	Depending on the amount of the articles	30 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD

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for the payment made.				
<b>3. Receives Official Receipt</b>  <i>*PBO-TEV may be printed from the locator's account in SEZRIS</i>	<b>3. Issues the Official Receipt and updates details in SEZRIS</b>	None	30 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
	<b>3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor</b>	None	30 Minutes	One Stop Action Center Processor SEZAD
	<b>3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature</b>	None	2 Hours	SEZ/OSAC Manager SEZAD
<b>4. If SEZRIS is unavailable, receives PBO - TEV</b>	<b>4.1 Issues PBO-TEV</b>	None	30 Minutes	One Stop Action Center Processor SEZAD
<b>TOTAL IF PROCESSED IN SEZRIS:</b>		None	<b>1 Day and 7 Hours</b>	
<b>TOTAL IF PROCESSED MANUALLY:</b>		None	<b>2 Days and 2 Hours</b>	

*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.*


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	APPLICATION FOR REQUEST FOR CLEARANCE	Page Number	Page 1 of 1
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### 23. Application for Request for Clearance

A Clearance is issued by JHMC-SEZAD to locators who intend to cease operations within the John Hay Special Economic Zone.

<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2B
<b>Who may avail</b>	: All locators who intend to cease operation within JHSEZ.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Applicant
Clearance Form	SEZAD-Registration and Accreditation Center, CCA

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits complete Requirements	1.1 Reviews requirements	None	1 day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.2 Endorses to SEZAD Manager for approval	None		Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.3 Review and approves.	None	1 day	SEZ/OSAC Manager SEZAD
2. Receives Clearance	2. Issues the Clearance of Cessation of Business Operation within JHSEZ	None	1 day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	


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	JOHN HAY MANAGEMENT CORPORATION		Document Code	JHMC-CC-SEZAD-024
	CITIZEN'S CHARTER		Revision Number	0
	REQUEST FOR OVERTIME FROM STAKEHOLDERS		Page Number	Page 1 of 3
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## 24. REQUEST FOR OVERTIME FROM STAKEHOLDERS

A Stakeholder may request for overtime to process permits and/or to inspect articles entering or leaving JHSEZ beyond the regular working hours.

<b>Department/Division/Unit</b>	: SEZAD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C – Government to Citizen
<b>Who may avail</b>	: JHMC Stakeholders (e.g. Contractors, Exhibitors, Bazaar Concessionaires, Suppliers, Tourists, etc.) Bringing-In and Bringing-Out Articles for Inspection In and From JHSEZ Beyond Regular Office Hours.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Application of Permit:	
To create account in SEZRIS and submit application	To be verified by OSAC Processor
For Inspection:	
Permit previously issued by JHMC	To be verified by CCO/CCA with OSAC Processor

Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
1. Applies at the Customs Clearance Area	1.1 Checks and Validates Submitted Requirements. If in order, enters details in the SEZRIS portal.	None	15 Minutes	Customs Compliance Assistant SEZAD
	1.2 Endorses for Approval	None	5 Minutes	Customs Compliance Officer SEZAD
	1.3 Reviews and approves the request.	None	5 Minutes	SEZ/OSAC Manager SEZAD
	1.4 Makes assessment of Fee	None	5 Minutes	Customs Compliance Officer


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
				<b>SEZAD</b>
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.  <i>*Make sure to secure the OR for the payment made.</i>	2. Accepts the payment and Enters the Payment Details in SEZSIS	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-6AM: PHP 197.39/hr	10 Minutes	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
3. Receives the OR	3. Prints and issues the OR and Request for Overtime Form.	None	5 Minute	Customs Compliance Officer SEZAD  OR  Customs Compliance Assistant SEZAD
<b>TOTAL:</b>		Regular days: 5PM-10PM: PHP 172.55/hr 10PM-6AM: PHP 189.60/hr	<b>45 Minutes</b>	


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Client Steps	SEZAD Actions	Fees to be paid	Processing Time	Person Responsible
		<b>Weekends and Holidays:</b> <b>Minimum of 4 hours</b> <b>6AM-10PM:</b> <b>PHP 179.45/hr</b>  <b>10PM-6AM: PHP 197.39/hr</b>		

*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.*

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**SAFETY AND SECURITY DEPARTMENT  
EXTERNAL SERVICE**





	JOHN HAY MANAGEMENT CORPORATION	Document Code	JHMC-CC-SSD-001
	CITIZEN'S CHARTER	Revision Number	0
	ASSISTANCE TO EXTERNAL PERSONNEL/AGENCIES	Page Number	Page 1 of 2
		Effectivity Date	09 December 2022

## ASSISTANCE TO EXTERNAL PERSONNEL/AGENCIES

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


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

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


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

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implemented in the fastest means available.				
	1.3 Evaluates documents and approves or disapproves request.	None	10 Minutes	Safety and Security Manager SSD
	1.1 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	Safety and Security Officer SSD
2. Accomplishes the Customer Satisfaction Feedback Form.  *Make sure to drop the accomplished Form in designated boxes at the JHMC Office Complex.	2.1 Records the assistance.	None	10 Minutes	Safety and Security Officer SSD
TOTAL:		None	4 Hours, 30 Minutes	

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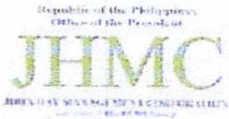
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**SAFETY AND SECURITY DEPARTMENT  
INTERNAL SERVICE**





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	ASSISTANCE TO JHMC		Page Number	Page 1 of 2
	EMPLOYEES/OTHER DEPARTMENTS		Effectivity Date	09 December 2022

## 2. 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.

<b>Department/Division/Unit</b>	: SSD
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2G –Government to Government
<b>Who may avail</b>	: 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	Safety and Security Manager SSD  OR  Safety and Security Officer SSD
	1.2 Approves or disapproves the request as endorsed.	None	10 Minutes	President and Chief Executive Officer OPCEO
	1.3 If approved, determines necessary action plan for the implementation. <i>*Implementation timeline depends on the requested assistance.</i>	None	30 Minutes	Safety and Security Manager SSD  OR  Safety and Security Officer SSD
2. Receives the assistance as requested. <i>*Make sure to</i>	2.1 Records the assistance.	None	10 Minutes	Safety and Security Officer SSD

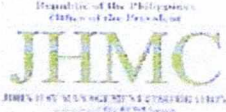
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accomplish the CSF in the HIS portal after the assistance has been sought.				
	<b>TOTAL:</b>	<b>None</b>	<b>53 Minutes</b>	

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**INTERNAL AUDIT OFFICE  
INTERNAL SERVICE**





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	REQUEST FOR SUPPORT ACTIVITIES	Page Number	Page 1 of 2
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## REQUEST FOR SUPPORT ACTIVITIES

This service is availed by JHMC Offices/Units who request for the Internal Audit Office for support activities.

<b>Department/Division/Unit</b>	:	Internal Audit Office
<b>Classification</b>	:	Simple
<b>Type of Transaction</b>	:	G2G – Government to Government
<b>Who may avail</b>	:	All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the Help Desk Information System (HIS); or	JHMC Helpdesk Information System (HIS) portal 192.168.2.9.8080 Or through email
Invitation Letter through email or printed copy (1 original)	Provided by Client

Client Steps	IAO Actions	Fees to be paid	Processing Time	Person Responsible
1. Files request using the HIS portal or transmits an invitation requesting for attendance via email or printed copy.	1.1 Receives the request through the HIS portal; or email or printed copy.	None	1 Hour	Internal Audit Assistant IAO
	Forwards the received request to the Internal Audit Manager.	None	1 hour	Internal Audit Assistant IAO
	1.3 Reviews the invitation on whether it affects the Audit Objectivity and Independence of the IAO.	None	6 Hours	Internal Audit Manager IAO
	1.4 Approves or disapproves the request through HIS portal or other acceptable means.	None		Internal Audit Manager IAO


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	1.5 If approved, checks the availability of personnel who will attend and inform the requestor.	None		Internal Audit Assistant IAO
	1.6 Otherwise, inform the requestor for non-attendance, stating the reason.	None		Internal Audit Assistant IAO
2. Receives the information on attendance or non-attendance.	None	None	None	None
<b>TOTAL:</b>		<b>0.00</b>	<b>1 Day</b>	


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## VI. 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 ( <a href="http://www.jhmc.com.ph">www.jhmc.com.ph</a> ).
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.
PCC: email @ <a href="mailto:pcc@malacañg.gov.ph">pcc@malacañg.gov.ph</a> ; 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	


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FEEDBACK AND COMPLAINTS MECHANISM	
Contact Information	<p><b>PUBLIC ASSISTANCE AND COMPLAINTS DESK:</b> *JHMC Office Complex</p> <p><b>MS. ZYRELLE A. DEL PRADO</b> Community Relations Officer Cottage 628, JHMC Office Complex Tel. (074) 422-4360 / (074) 661-0596/ (074) 637-2322 E-mail Address: mgmt@jhmc.com.ph.</p> <p><b>MR. MARK JASON B. ADVIENTO</b> Records Management Specialist Cottage 624, JHMC Office Complex Tel. (074) 422-4360 / (074) 661-0596/ (074) 637-2322 E-mail Address: mgmt@jhmc.com.ph</p> <p>*For Special Economic Zone Administration Department (SEZAD) Customs Clearance Area (CCA)</p> <p><b>MR. ZALDY A. BELLO</b> SEZ/ OSAC Manager Tel. (074) 422-4360 (074) 661-0596 (074) 637-2322 E-mail Address: zaldy.bello@jhmc.com.ph</p> <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>GCG: (02) 85328-2030 to 33</p> <p>BCDA: (02) 88575-1700</p> <p>PCC: email @ <a href="mailto:pcc@malacañg.gov.ph">pcc@malacañg.gov.ph</a>; 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</p>


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## VII. 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) 422-4360 (074) 661-0596 (074) 637-2322 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) 422-4360 (074) 661-0596 (074) 637-2322 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) 422-4360 (074) 661-0596 (074) 637-2322 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) 422-4360 (074) 661-0596 (074) 637-2322 E-mail Address: febellyn.honnag@jhmc.com.ph</p>


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Office	Address	Contact Information
Internal Audit Office (IAO)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Mr. RODEL P. VILLANUEVA, CPA Internal Audit Manager (074) 422-4360 (074) 661-0596 (074) 637-2322 E-mail Address: rodel.villanueva@jhmc.com.ph
Office of the Corporate Secretary (OCS)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	Ms. ANNA MARIA G. LOPEZ Board Secretary (074) 422-4360 (074) 661-0596 (074) 637-2322 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) 422-4360 (074) 661-0596 (074) 637-2322 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) 422-4360 (074) 661-0596 (074) 637-2322 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) 422-4360 (074) 661-0596 (074) 637-2322 E-mail Address: mary.cabuhat@jhmc.com.ph


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Office	Address	Contact Information
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**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
- a. Cost of construction
- b. Floor area
- c. Height

- 0. 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 +	P
	200.	20.00/k
	00	VA
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	
	40.0	
	0	
ii. Over 5 kVA to 50 kVA.....	P +	P
	40.0	4.00/k
	0	VA
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/attachm
		ent	

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.

0. **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, lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A part thereof shall be charged as that of the cost of a whole "UNIT".

one (1)  
partial

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

0. **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 communications 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:
- Per Pole (to be paid by pole owner) ..... P 20.00
  - i. 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

0. 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		
Official may subject to the Inspection and setbacks,	i. While the application for Building Permit is still being processed, the Building issue Ground Preparation and Excavation Permit (GP&EP) for foundation, verification, inspection and review by the Line and Grade Section of the Enforcement Division to determine compliance to line and grade, 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		



i. Every sq. meter or fraction thereof in excess of  
20.00 sq. meters ..... P 12.00

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

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:		

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.	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 3.0 0
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

0. **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 20 0.00
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 15 0.00
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
	5
	0.00
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
  - a. 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

0. **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  
0.00 12



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:

- A onetime electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
- 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 elsewhere specified, per use not 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
	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 - m<sup>3</sup>/hr. (ft<sup>3</sup>/hr.).....

