



*Above Photo (courtesy of GCG): The signing of the GCG-JHMC Performance Scorecard 2023 by the GCG Chairperson Quiroz, JHMC BOD Vice-Chairperson Atty. Jularbal, and JHMC PCEO Garcia.*

*Below Photo (courtesy of GCG): The GCG and JHMC Representatives with the GCG Commissioners and JHMC Top Management.*



Subject to the actual validation of the GCG, JHMC's initial assessment of its 2023 Performance Scorecard is at **an astounding rate of 98.43%**.

The 2023 GCG-JHMC Performance Scorecard is comprised of 13 Strategic Measures (SMs) from the nine (9) Strategic Objectives in the Updated JHMC Charter Statement.

The two (2) **Financial SMs** include the following:

1. Gross Sales of Business Enterprises Within the JHSEZ; and,
2. Increase Internally-Generated Revenue of JHMC.

Meanwhile, the rest are **Non-Financial SMs** as follows:

3. Number of New Locators or Development Projects Signed;
4. Number of Jobs Generated in the JHSEZ;
5. Compliance to National Ambient Air Quality Standards on Particulate Matter (PM) 10 Within the JHSEZ;
6. Percentage of Satisfied Customers;
7. Zone Revenue Collection Efficiency;
8. Disbursement Budget Utilization;
9. Percentage of Regulatory Permits for Business Enterprises Issued Within Applicable Processing Time;
10. Maintenance of ISO 9001:2015 Certification;
11. Maintenance of ISO 14001:2015 Certification;
12. Implementation of the Information System Strategic Plan (ISSP); and,
13. Percentage of Employees Meeting Required Competencies.

#### **A.4 International Organization for Standardization or ISO Certifications**

##### **A.4.1 ISO 9001: 2015 (Quality Management System)**

##### **A.4.2 ISO 14001: 2015 (Environmental Management System)**

In its 3<sup>rd</sup> cycle for the Quality Management System (QMS) and 2<sup>nd</sup> cycle in its Environmental Management System (EMS), JHMC was immediately recommended for continued Certification to both ISO 9001:2015 (QMS) and ISO 14001:2015 (EMS) after the Surveillance Audit conducted on **09-10 November 2023** by the 3<sup>rd</sup> Party Certifying Body (SOCOTEC Certification Philippines, Inc.).

Consistent with the result of the CSM earlier, this is a validation that JHMC is consistently operating policies of continuous improvement to ensure integrity and honesty in dealings with customers through its QMS and EMS.



The QMS Certificate which is valid until 20 March 2025 and the EMS Certificate which is valid until 13 February 2025.



The “victory pose” of the JHMC Family with the 3<sup>rd</sup> Party Certifying Body, SOCOTEC Philippines, Inc., after a favorable result of the 2<sup>nd</sup> Surveillance Audit on 10 November 2023.

## A.5 Freedom of Information

On **28 July 2023**, JHMC received its Certificate of Compliance (COC) from the Freedom of Information – Project Management Office (FOI-PMO) under the Presidential Communications Operations Office (PCOO) for being **FULLY COMPLIANT** with the enhanced FOI requirements for 2022.

JHMC has been a consistent recipient of the COC since 2017.



## A.6 Prioritization of Stakeholders

### A.6.1 Customer Welfare

#### a. JHMC 2024-2028 Strategic Plan

On **07 July 2023**, the BOD approved the 2024-2028 JHMC Strategic Plan which serves as the comprehensive and integrated long-range plans to ensure that JHMC meets its Vision and Mission and Strategic Objectives.

The Strategic Plan is aligned with the United Nation’s Sustainable Development Goals (SDGs), the Philippine Government’s “*Ambisyon Natin 2024*”, the Marcos Administration’s Philippine Development Plan 2023-2028, the BCDA’s Strategic Directives, and is anchored on the Amended Charter Statement of JHMC.

## b. New and/or Amended Policies

### ✓ *Amended Freedom of Information (FOI) Manual*

Effective **31 March 2023**, the amended FOI Manual applies to all JHMC clients/ customers/ stakeholders and the general public in requesting for information and the procedures undertaken by JHMC in processing the said request in accordance with Executive Order (E.O.) No. 2, series of 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.”

This sets the provisions under which every Filipino may have access to information.

### ✓ *Risk Management (RM) Manual*

The JHMC is committed to incorporate the Risk-Based Thinking (RBT) into the formulation of plans and programs to reduce uncertainties in achieving organizational targets, to mitigate losses, and to create action plans to prevent risks.

RBT improves Stakeholders’ satisfaction and confidence, assures the consistency of the services rendered, and establishes a culture of prevention and improvement. The RM Manual was approved **on 31 July 2023**.

### ✓ *Amended Environment Management System (EMS) Manual*

As part of the existing Certification with the ISO 14001:2015 International Standards, the amended EMS Manual is a manifestation of the continual improvement on focusing resources on environmental objectives realization which could include reducing or eliminating the negative environmental impacts and/or increasing positive effects within JHMC’s operations. This was approved on **07 November 2023**.

### ✓ *Amended Quality Manual*

Aligned with the provisions of the ISO 9001:2015 International Standards for Quality Management System (QMS), the amended Quality Manual is a testament of the continual improvement intended to institutionalize best practices and quality services in the JHMC operations.

The amended Quality Manual, integrating the enhanced JHMC Risk Management System (RMS), was approved on **15 December 2023**.

✓ ***Revised Whistleblowing Policy***

The Policy aims to provide an enabling mechanism that allows any concerned individual to report and provide information, anonymously if the person wishes, and even testify on matters involving the actions or omissions of the JHMC Board of Directors (BODs), Officers and Employees, that are considered illegal, unethical, violates good governance principles, against public policy and morals, promote unsound and unhealthy business practices and grossly disadvantageous to the JHMC and/or the Government.

The Revised Policy provides a detailed procedure of how an individual will file a report or provide information, including the expected processing time. This was approved on **15 December 2023**.

✓ ***Customer Feedback and Redress Mechanisms***

JHMC is one with the National Government in taking appropriate measures to promote transparency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in the government.

In compliance with Section 4 of the Executive Order No. 6, series of 2016 re Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center, JHMC issued **Special Order No. 10, series of 2023 designating its Focal and Technical Officers** who shall compose the **JHMC's 8888 Focal Team** that serves as a mechanism where Citizens may report their complaints and grievances on acts of red tape, as defined under RA No. 9485 and other relevant laws, and/or corruption within JHMC operations.

In addition, the JHMC's **Updated Citizen's Charter** and the JHMC's **Official Website** provides the complete contact details and procedures where Stakeholders may express their complaints, comments, or suggestions, aside from the **Customer Feedback Forms** that are available on-site. The feedbacks are being gathered, discussed, acted upon, monitored and reported by the Management.

c. **Asset Disposition: Barangay Segregation Program (BSP)**

✓ **BARANGAY HILLSIDE**



*Consultative Meeting with Barangay Hillside Structure Owners at the Bell House, Camp John Hay on 17 November 2023.*

i. ***Subdivision and Individual Lot Survey of Lot 1-A-10, Psd-CAR-015158, portion of Barangay Hillside***

The complete documentary requirements for the approval of the related Subdivision and Individual Survey Plan was submitted by the JHMC and its Project Consultation on **22 December 2023** to the Land Registration Authority (LRA). Once approved, the individual lots will be issued with the corresponding Transfer Certificates of Title (TCTs).

Out of the **55 individual lots** in Barangay Hillside, 39 are classified as residential lots which will be awarded to the bonafide residents/ Structure Owners.

ii. ***Awarding of Certificates of Recognition to Hillside Pre-Qualified Beneficiaries (some excerpts from the BCDA website)***

As I have underscored during the ceremony held on **12 December 2023**, “We are dedicated to the progress of Barangay Hillside, ensuring that its residents are empowered through land ownership. This initiative reflects our commitment to uphold the law and prioritize the welfare of the community.”

BCDA-JHMC issued the Certificates of Recognition to the **39 bonafide Occupants in Barangay Hillside** who are pre-qualified

to purchase parcels of land where they have been residing as early as 1991. This activity commenced the process to exclude portions of Barangay Hillside from the jurisdiction of BCDA-JHMC to qualified recipients based on set criteria.

The Certificate of Recognition states that the structure owner is pre-qualified to purchase a parcel of land as may be allowed under applicable laws, rules and regulations promulgated by the duly constituted authorities or as may be approved by the proper Authorities.

BCDA PCEO Bingcang said, “This is the first crucial step to jumpstart the process of excluding portions of Barangay Hillside from Camp John Hay. We hope this development gives the public and the residents of Baguio the assurance that BCDA and JHMC are committed to deliver our obligations insofar as they are consistent with Republic Act 7227 or the BCDA Law.”



*BCDA Photo: BCDA PCEO Joshua M. Bingcang and JHMC PCEO Allan R. Garcia award the Certificate of Recognition to 97-year old Eduardino Damatac, the oldest Resident to be recognized as a bonafide Occupant of Barangay Hillside, Baguio City.*





*Photo caption: (From left to right) BCDA Officer-in-Charge for Conversion and Development Richard Brian M. Cepe; representative of Baguio City Congressman Marquez O. Go, his wife Soledad Go; JHMC Chairman Rufino G. Ibay Jr.; Baguio City Mayor Benjamin B. Magalong; BCDA President and CEO Joshua M. Bingcang; JHMC President and CEO Allan Garcia; and JHMC Vice President and Chief Operating Officer Jane Theresa Tabalingcos with the recognized bonafide occupants of Barangay Hillside, Baguio City.*

### ***iii. Related Policies: BSP – Portion of Barangay Hillside***

Through Board Resolution No. 2023-1204-225, the following were approved on **04 December 2023**:

- Disposition Policies and Guidelines for the BSP and Guidelines for Beneficiary Selection Criteria, with revision;
- Master Development Plan (MDP);
- Revised Road Map;
- Revised Subdivision Scheme of Lot 1-A, PSD-E2014002254 including six (6) Residential Clusters and Summary Matrix of the structures affected by proposed development per the MDP for the BSP – Portion of Barangay Hillside; and,
- List of Bonafide Occupants.

### ***✓ REMAINING BARANGAYS FOR BSP PHASE 1***

#### ***i. Related Policies: Remaining Barangays for BSP Phase 1***

There is an ongoing review to ensure that the provisions of E.O. No. 112, “Prescribing the width of city and barangay roads, pathway, alleys

within the City of Baguio” issued in September 2022 is incorporated in the revised Survey Returns for the Subdivision and Individual lot survey for the following:

- a. Lot 2, Psd-131102-002639, a portion of Barangay Greenwater Village;
- b. Lot 7, Psd-131102-002639, the portion of Barangay Country Club Village; and,
- c. Lot 13, Psd-131102-002639, portion of Barangay Upper Dagsian.

Through Board Resolution No. 2023-1204-226, the Revised Road Map for the BSP was approved on **04 December 2023**:

<b>Year</b>	<b>Barangay</b>
2023 – 2024	<i>Portion of Barangay Hillside</i>
2024	<i>Portion of Barangay Greenwater Village</i>
2025 – 2026	<i>Portion of Barangay Country Club Village</i>
2027	<i>Portion of Barangay Upper Dagsian</i>
2028	<i>Portions of other Barangay/s, dependent on the approval of the Special Patent Application</i>

***ii. BSP Phase I (Titled Properties) Data Gathering, Validation and Verification***

<b>Barangay</b>	<b>Validated No. of Structure-Owner</b>	<b>No. of In Order per Submission/Gathering</b>	<b>Percentage</b>
Portion of Hillside	39	22	56.41%
Portion of Greenwater Village	35	20	55.55 %
Portion of Country Club Villag	52	25	48.07 %
Portion of Upper Dagsian	28	20	71.42 %
	<b>154</b>	<b>87</b>	<b>56.12%</b>

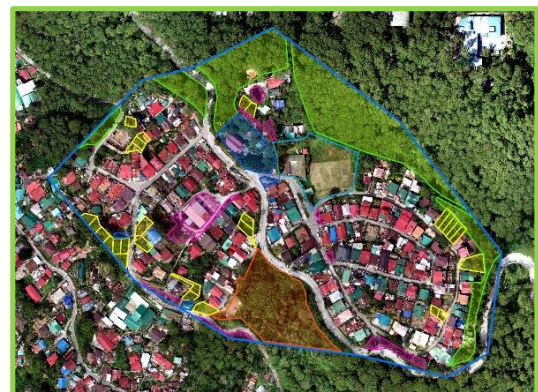
*iii. BSP Phase II (Untitled Properties) Data Gathering, Validation and Verification*

Barangay	Validated No. of Structure-Owner	No. of In Order per Submission/Gathering	Percentage
Portion of Greenwater Village	244	38	15.57%
Portion of Sta. Escolastica	29	4	13.79%
Portion of Upper Dagsian	69	9	13.04%
Portion of Outlook Drive	24	7	29.17%
Portion of Lucnab	58	2	3.45%
Portion of Country Club	334	78	23.35%
	<b>758</b>	<b>138</b>	<b>18.21%</b>

**d. Asset Disposition: Scout Barrio Housing Project (SBHP)**

The SBHP is **91.41%** complete in terms of the release of Transfer Certificate of Title (TCT) to Beneficiaries.

Status	Quantity	Percentage
Awardees with released TCTs	149	<b>91.41%</b>
Fully paid Awardees with pending documentary requirements:		
a. Due for submission to JHMC	5	<b>8.59%</b>
b. With duly signed Deed of Absolute Sale (DOAS)	3	
c. With unresolved issues pending DOAS preparation	4	
d. With incomplete DOAS attachments	2	
<b>TOTALS</b>	<b>163</b>	<b>100%</b>



## e. Land Asset Management

### ✓ *Special Patent Application (SPA) for the BCDA Land*

The SPA of the BCDA with the DENR for lands within the Camp John Hay (CJH) covered by a Presidential Proclamation has been pending for the past 25 years (since 1997). The SPA covers **476 hectares of the JHSEZ and JHRA** which is divided into two (2) phases: Phase I covers 258.76 hectares without ancestral land claims; and, Phase II covers the areas with ancestral land claims.

To date, the Special Patents for Phase I are pending review and/or endorsement by the DENR Secretary to the Office of the President for approval.

### ✓ *Ancestral Land Claim within Camp John Hay*

Per monitoring and inventory, about **237.67 hectares or 38.03%** of the BCDA land in CJH were issued with Certificates of Ancestral Land/ Domain Title (CALT/ CADT).

The **first eighteen (18)** CALT/CADT complaints for reversion and cancellation are still pending resolution before the Supreme Court. **Nineteen (19)** remains for filing of complaints for reversion/ cancellation against all claimants who have been issued with titles over real properties located within the bound of CJH through the Office of the Solicitor General (OSG).

### ✓ *Deed of Usufruct (DOU) over BCDA Properties in Camp John Hay*

A Compliance Review of the conditions set forth in the DOU with the Department of Education was conducted in **October and November 2023**.



*Baguio City National High School (BCNHS)  
Annex now Hillside National High School*



*Baguio Country Club Village Elementary  
School*

✓ **Proposed Government Center**

The Updated Site Development Plan for the Government Center was presented to the JHMC BOD on **09 October 2023**.



✓ **Coordination Meetings: Baguio City Land Use Plan (CLUP)**

On **04 April and 03 May 2023**, the CLUP and issues of the affected Barangays within the John Hay Reservation Area (JHRA) were discussed with the City Planning, Development, and Sustainability Office (CPDSO) led by Arch. Donna Tabangin, together with the personnel of the City Building and Architecture Office (CBAO).

*04 April 2023 and 03 May 2023 Coordination Meetings with Representatives from JHMC, CPDSO, CBAO, and affected Barangays within JHRA at the JHMC Office, Camp John Hay, Baguio City.*

