

**Republic of the Philippines
Office of the President**

JHMC

JOHN HAY MANAGEMENT CORPORATION

a member of The **BCDA** Group
Binondo Commercial and Development Authority

CITIZEN'S CHARTER

2024 (2nd 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).

II. VISION

By 2040, JHMC shall have transformed and developed Camp John Hay into a premier, sustainable, safe and enjoyable tourism destination in the North with preserved historical and cultural sites, promoting investments through innovative approaches, with improved economic opportunities and gender-responsive quality services while protecting the environment.

III. MISSION

As the steward of Camp John Hay, JHMC develops the estate into a premier tourist destination, continuously contributing to the economic growth and sustainable use and preservation of the forest watershed, with efficient and effective regulations.

CORE VALUES

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

IV. SERVICE PLEDGE

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

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



ATTENTION:

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

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**ADMINISTRATIVE SERVICES DEPARTMENT -
GENERAL SERVICES DIVISION
INTERNAL SERVICES**

1. REQUEST FOR TRAVEL AUTHORIZATION

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

Department/Division/Unit	: Administrative Services Department – General Services Division (ASD - GSD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph
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. *Please refer to the Policy on the Use of JHMC Official Vehicles.	1.1 Receives the request through the HIS portal.	None	1 Hour	<i>Property Custodian</i> ASD - GSD
	1.2 In coordination with Drivers, assigns official vehicle and Driver to perform the task.	None	3 Hours	<i>Property Custodian</i> ASD - GSD
	1.3 In cases where no official vehicle and or Driver is available, inputs	None	3 Hours	<i>Property Custodian</i> ASD - GSD

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the remarks on the unavailability of official vehicle and/or Driver and returns the request through the HIS portal.			
	1.4 Approves or disapproves the request through HIS portal.	None	1 Hour	<i>General Services Manager</i> ASD - GSD
2. Once the travel request was approved in the HIS portal, submits the required documents to the Supply Assistant.	2.1 Receives the requirements and prepares the Travel Authorization (TA) based on the HIS portal data then forwards to the GS/AS Manager.	None	4 Hours	<i>Supply Assistant</i> ASD - GSD
	2.2 Endorses and signs the TA then forwards to the Office of the Vice-President and Chief Operations Officer (VPCOO)/ President and Chief Executive Officer (PCEO).	None	4 Hours	<i>General Services Manager</i> ASD - GSD OR <i>Administrative Services Manager</i> ASD
	2.3 Approves or disapproves the TA then forwards back to the Supply Assistant.	None	4 Hours	<i>Vice-President and Chief Operations Officer</i> Office of the Vice President and Chief Operations Officer OR

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				President and Chief Executive Officer Office of the President and Chief Executive Officer
	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. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal after receiving the requested travel authority.	3. Issues the copy of TA to the requesting personnel.	None	1 Hour	Supply Assistant ASD - GSD
TOTAL:		None	3 Days	

2. TRAVEL REQUEST (WITHIN 50 KM-RADIUS)

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

Department/Division/Unit	: ASD - GSD
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal. *Filing of travel request must be at least one (1) day before the intended travel.	1.1 Receives the request through the HIS portal.	None	1 Hour	<i>Property Custodian</i> ASD - GSD
	1.2 In coordination with Drivers, assigns official vehicle and Driver to perform the task.	None	5 Hours	<i>Property Custodian</i> ASD – GSD
	1.2.a In cases where no official vehicle and or Driver is available, inputs the remarks on the unavailability of official vehicle and/or Driver and returns the request through the HIS portal.	None	1 Hour	<i>Property Custodian</i> ASD - GSD

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Approves or disapproves the request through HIS portal.	None	1 Hour	<i>General Services Manager</i> ASD - GSD
2. If approved, proceeds to the scheduled time and designated vehicle; fills out and signs in the Daily Driver's Trip Ticket. Finally, acknowledges the service through the HIS portal. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal after the official travel.	2. Fulfills the requested services.	None	2 Days	<i>Driver</i> ASD - GSD
TOTAL:		None	3 Days	

3. SERVICE REQUEST

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

Department/Division/Unit	: ASD - GSD
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

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. *A meeting may be conducted with the requesting personnel for the requested service, as may be necessary.	None	5 Hours	<i>Cottage Attendant</i> ASD - GSD OR <i>Facilities and Maintenance</i> ASD - GSD OR <i>Property Custodian</i> ASD - GSD
	1.2 In cases where the request cannot be catered, inputs the reasons for not accommodating the request and returns the request through the HIS portal.	None	30 Minutes	<i>Cottage Attendant</i> ASD - GSD OR <i>Facilities and Maintenance</i> ASD - GSD OR <i>Property Custodian</i> ASD - GSD

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Approves or disapproves the request as endorsed through the HIS portal.	None	2 Hours	<i>General Services Manager</i> ASD - GSD
	1.4 If approved, fulfills the requested services. *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.	None	2 Days	<i>Cottage Attendant</i> ASD-GSD OR <i>Facilities and Maintenance</i> ASD - GSD OR <i>Property Custodian</i> ASD - GSD
2. Accepts the completed task and accomplishes the Client Satisfaction Measurement (CSM) Form in the HIS after completion of the requested services. *Make sure to accomplish the CSM Form in the HIS portal after the completed task as requested.	2. Delivers the accomplished task.	None	30 Minutes	<i>Cottage Attendant</i> ASD - GSD OR <i>Facilities and Maintenance</i> ASD - GSD OR <i>Property Custodian</i> ASD - GSD
TOTAL:		None	3 Days	

4. JOB ORDER REQUEST

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

Department/Division/Unit	: ASD - GSD
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

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. *A meeting may be conducted with the requesting personnel for the requested service, as may be necessary.	None	1 Day	<i>Cottage Attendant</i> ASD - GSD OR <i>Facilities and Maintenance</i> ASD - GSD OR <i>Property Custodian</i> ASD - GSD
	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	<i>Cottage Attendant</i> ASD - GSD OR <i>Facilities and Maintenance</i> ASD - GSD OR <i>Property Custodian</i>

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				ASD - GSD
	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 Client Satisfaction Measurement (CSM) Form in the HIS after completion of the requested job. <i>*Make sure to accomplish the CSM Form in the HIS portal after the completed task as requested.</i>	2. Delivers the accomplished task.	None	4 Hours	Cottage Attendant ASD - GSD OR Facilities and Maintenance ASD-GSD OR Property Custodian ASD - GSD
TOTAL:		None	7 Days	

5. PROPERTY BORROWING

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

Department/Division/Unit	: ASD - GSD
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal. *Filing of request must be at least one (1) day before the intended use of the item/s being borrowed.	1.1 Determines the availability of the requested item/s and endorses for approval.	None	4 Hours	<i>Property Custodian</i> ASD – GSD
	1.1.a If the requested item/s is/are not available, indicates the same in the remarks and returns the request in the HIS portal.	None	1 Hour	<i>Property Custodian</i> ASD - GSD
	1.2 Approves the request as endorsed through HIS portal.	None	1 Hour	<i>General Services Manager</i> ASD - GSD
2. Receives the item/s for borrowing. *Make sure to accomplish the Client Satisfaction Measurement	2. If approved, issues the item/s being borrowed.	None	2 Days	<i>Property Custodian</i> ASD - GSD

(CSM) Form in the HIS portal after receiving the items.				
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	<i>Property Custodian</i> ASD - GSD
TOTAL:		None	3 Days	

6. FUEL WITHDRAWAL

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

Department/Division/Unit	: ASD - GSD
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechology.ph

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal. *Filing of request must be at least one (1) day before the intended use of the fuel being requested.	1.1 Evaluates the request, availability of fuel and endorses for approval.	None	4 Hours	<i>Property Custodian</i> ASD - GSD
	1.2 Approves or disapproves the request as endorsed through HIS portal.	None	4 Hours	<i>General Services Manager</i> ASD - GSD
2. Receives the fuel as requested. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal after receiving the fuel requested.	2. If approved, issues the fuel to requesting personnel.	None	1 Day	<i>Cottage Attendant</i> ASD - GSD OR <i>Property Custodian</i> ASD - GSD
TOTAL:		None	2 Days	

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

1. PREPARATION OF LAST PAY OF SEPARATED EMPLOYEES

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

Department/Division/Unit	: Administrative Services Department – Human Resource Division (ASD – HRD)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: Former JHMC Employees

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

CLIENT STEPS	ASD-HRD AND FINANCE SERVICES DEPARTMENT (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	<i>HR Assistant</i> ASD - HRD
	1.2 Prepares the Disbursement	None	4 Hours	<i>HR Assistant</i> ASD - HRD

CLIENT STEPS	ASD-HRD AND FINANCE SERVICES DEPARTMENT (FSD) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Voucher (DV) and 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	<i>HR Manager</i> ASD - HRD
	4. Transmits the signed DV and BUR by the HR Manager, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	10 Minutes	<i>HR Assistant</i> ASD - HRD
	1.5 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.6 Receives the validated and certified documents set from the Budget Officer, checks	None	1 Hour	<i>Finance Analyst</i> FSD

CLIENT STEPS	ASD-HRD AND FINANCE SERVICES DEPARTMENT (FSD) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completeness and propriety of the attachments.			
	1.7 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.8 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.9 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.10 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.11 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.12 Validates the propriety and completeness of supporting documents based on	None	2 Hours	<i>Accountant</i> FSD

CLIENT STEPS	ASD-HRD AND FINANCE SERVICES DEPARTMENT (FSD) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	applicable laws, rules and regulations for each type of transactions.			
	1.13 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant</i> FSD
	1.14 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant</i> FSD
	1.15 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and below. The Finance Manager signs for transactions involving amounts above ₱500,000.00.	None	10 Minutes	<i>Accountant</i> FSD
	1.16 Transmits the DV with complete	None	10 Minutes	<i>Accountant</i> FSD

CLIENT STEPS	ASD-HRD AND FINANCE SERVICES DEPARTMENT (FSD) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments to the Treasury and Investment Officer (TIO) for check preparation.			
	1.17 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.18 Process the DV through the ERP Acumatica System.	None	2 Hours	<i>Treasury and Investment Officer FSD</i>
	1.19 Prepares and signs the Side B of the check.	None	5 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.120 Forwards it to the PCEO or VPCOO or Administrative Services Manager for Side A signature.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.21 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO) OR Vice-President and Chief</i>

CLIENT STEPS	ASD-HRD AND FINANCE SERVICES DEPARTMENT (FSD) ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Operations Officer</i> Office of the Vice President and Chief Operations Officer (OVPCOO) OR <i>Administrative Services Manager</i> ASD
	1.22 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	5 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.23 Informs the Payee of the availability of the check payment.	None	5 Minutes	<i>Cashier</i> FSD
2. Claims the check at the Cashier. *Make sure to accomplish the Client Satisfaction Measurement (SCM) Form and drop in the designated box.	2. Releases the check to the Payee.	None	5 Minutes	<i>Cashier</i> FSD
TOTAL:		None	3 Days	

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

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

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

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

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files duly accomplished JHMC ASD-HRD Request Form 025 for the issuance of the following: 1.a. Certificate of Employment; and/or, 1.b. Service Records.	1.1 Accepts and initially reviews the duly accomplished request form then forwards to HR Manager for approval.	None	30 Minutes	<i>HR Officer</i> ASD - HRD
	1.2 Reviews and approves or disapproves the said request.	None	30 Minutes	<i>HR Manager</i> ASD - HRD
	1.3 If approved, verifies the employment record of the Requestor, if approved.	None	1 Day	<i>HR Officer</i> ASD - HRD
	1.4 Prepares the document being requested.	None	30 Minutes	<i>HR Officer</i> ASD - HRD

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Reviews and signs the requested document.	None	30 Minutes	<i>HR Manager</i> ASD - HRD
	1.6 Informs the Requestor of the availability of the signed document as requested.	None	1 Hour	<i>HR Officer</i> ASD - HRD
2. Claims the requested document at the HRD Office. * Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	2. Releases the requested document, record or certification to the Requesting Personnel.	None	1 Hour	<i>HR Officer</i> ASD - HRD
TOTAL:		None	1 Day and 4 Hours	

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

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

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

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

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request for the issuance of a CA using the JHMC ASD-HRD Request Form 025.	1.1 Accepts and reviews the duly accomplished JHMC ASD-HRD Request Form 025.	None	10 Minutes	HR Officer ASD - HRD
	1.2 Approves or disapproves the said request.	None	10 Minutes	HR Manager ASD - HRD
	1.3 If approved, prepares the requested document, if approved.	None	20 Minutes	HR Officer ASD - HRD
	1.4 Reviews and signs the document.	None	10 Minutes	HR Manager ASD - HRD
2. Claims the requested document at the HRD Office. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	2. Releases the requested document to the Requestor.	None	10 Minutes	HR Assistant ASD - HRD
TOTAL:		None	1 Hour	

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

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

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives the document, record or certification and accomplishes the Client Satisfaction Measurement (CSM) in the HIS portal. *Make sure to accomplish the CSM Form in the HIS after receiving the requested document.	2. Releases the requested document, record or certification to the Requesting Personnel.	None	4 Hours	HR Officer ASD - HRD
TOTAL:		None	2 Days	

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

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	<i>HR Officer</i> ASD - HRD
	1.2 Reviews and approves or disapproves the request.	None	20 Minutes	<i>HR Manager</i> ASD - HRD
	1.2.a If approved, prepares the document requested.	None	20 Minutes	<i>HR Officer</i> ASD - HRD
	1.2.b Reviews and signs the document requested and endorses to OPCEO.	None	20 Minutes	<i>HR Manager</i> ASD - HRD
	1.3 Signs the document requested as endorsed.	None	30 Minutes	<i>President and Chief Executive Officer</i> OPCEO
2. Receives the FTA and accomplishes the Client Satisfaction Measurement (CSM) in the HIS portal.	2. Releases the duly signed FTA to the Requesting Personnel.	None	10 Minutes	<i>HR Officer</i> ASD - HRD

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the CSM Form in the HIS after receiving the requested document.				
TOTAL:		None	1 Hour and 50 Minutes	

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechology.ph

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 Client Satisfaction Measurement (CSM) in the HIS portal. *Make sure to accomplish the CSM Form in the HIS after receiving the requested document.	2. Releases the requested document, record or certification to the Requesting Personnel.	None	10 Minutes	HR Assistant ASD - HRD
TOTAL:		None	1 Hour	

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

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) 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

Department/Division/Unit	: Administrative Services Division – Information and Communications Technology Department (ASD – ICTD)
Classification	: Complex
Type of Transaction	: G2C – Government to Citizen; G2B - Government to Business Entity; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
eFOI Request Form	eFOI Web portal (foi.gov.ph)
Valid Identification Card	Provided by Client

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens www.foi.gov.ph to your browser's home address. 1.a Clicks the Sign Up button, provides all the required fields, attach a valid ID to create an account. Note: Once logged-in, you will be directed to	1. Receives and reviews requests.	None	5 Minutes	<i>Records Management Specialist</i> ASD - ICTD

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>your Dashboard. The Dashboard contains all the FOI requests of the account owner.</p> <p>1.b 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.c 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	<i>Records Management Specialist ASD - ICTD</i>
	1.3 Reviews request and provides recommendation to the PCEO.	None	3 Days	<i>Legal Manager LD</i>
	1.4 Reviews recommendation and responds to the requests.	None	3 Days	<i>President and Chief Executive Officer OPCEO</i>
	<p>1.5.a If denied, Inform the denial to the requesting party.</p> <p>1.5.b If approved, upload the</p>	None	1 Hour	<i>Records Management Specialist ASD - ICTD</i>

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requested records/ documents.			
<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 mgmt@jhmc.com.ph</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>	None	None	None	None
<p>3. If Hard Copy is requested, pays the required fee to the Cashier</p> <p>*Make sure to secure an Official Receipt (OR) and that will be issued upon payment.</p>	<p>3 Release/ route the records/ documents to the requesting party.</p> <p>*Refer to the Process of Routing of External documents</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	<p><i>Records Management Specialist</i> ASD - ICTD</p>

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>*</p> <p>Addition al fees for mailing services/ Courier provider shall be borne by the requesti ng party at the prevailin g rates of their preferred courier.</p>		
TOTAL (if electronic file):		None	6 Days, 1 Hour and 10 minutes	
TOTAL (if hardcopy is requested):		<p>PHP 3.00 per page plus an addition al PHP 5.00 per page if the Requesti ng party request ed for the Certified Copy of the Original</p> <p>*Additio nal fees for mailing</p>	6 Days, 5 Hours and 10 minutes	

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		services / Courier provider shall be borne by the requesting party at the prevailing rates of their preferred courier		

1.B STANDARD FOI

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

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

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	<i>Records Management Specialist</i> ASD - ICTD

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Stamps the form with "Received" with date and time received.	None	5 Minutes	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Encodes and uploads in the FOI Web Portal.	None	30 Minutes	<i>Records Management Specialist</i> ASD - ICTD
	1.4 Routes to the Legal Department for review and recommendation	None	5 Minutes	<i>Records Management Specialist</i> ASD - ICTD
	1.5 Reviews request and provides recommendation to the PCEO.	None	3 Days	<i>Legal Manager</i> Legal Department (LD)
	1.6 Reviews recommendation and responds to the requests.	None	3 Days	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO)
	6.1.a If denied, Issues/Release Notice of Denial 6.2.b If approved, release/route the requested records/documents to the requesting party * Refer to the Process of Routing of External documents.	None if electronic file	1 Hour	<i>Records Management Specialist</i> ASD - ICTD
2. Receives application result.	None	None	None	None

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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 mgmt@jhmc.com.ph</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>				
3. Receives receiving copy or proof of mailing, if any.	3. Digitization and storage of received records/ documents.	None	1 Hour	<i>Records Management Specialist ASD - ICTD</i>
<p>4. 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>4. 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 style="text-align: center;">*</p> <p>Addition</p>	4 Hours	<i>Records Management Specialist ASD - ICTD</i>

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		al fees for mailing services/ Courier provider shall be borne by the requesti ng party at the prevailin g rates of their preferred courier.		
TOTAL (if electronic file):		None	6 Days, 2 Hours and 45 minutes	
TOTAL (if hardcopy is requested):		PHP 3.00 per page plus an additiona l PHP 5.00 per page if the Requesti ng party requeste d for the Certified Copy of the Original * Addition al fees for mailing services/ Courier provider shall be	6 Days, 6 Hours and 45 minutes	

CLIENT STEPS	ASD - ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		borne by the requesti ng party at the prevailin g rates of their preferred courier		

**ADMINISTRATIVE SERVICES DEPARTMENT -
INFORMATION AND COMMUNICATIONS
TECHNOLOGY DIVISION
INTERNAL SERVICES**

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the HIS portal under the ICT service request tab.	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. 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.	None	4 Hours	<i>ICT Officer</i> ASD - ICTD OR <i>ICT Specialist</i> ASD - ICTD
	1.2 Reviews the request; approves or disapproves the request as	None	20 Minutes	<i>ICT Manager</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			
	<p>1.3 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	<p><i>ICT Officer</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Specialist</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Manager</i> ASD - ICTD</p>
2. Receives the HIS notification, proceeds to the HIS portal and reviews the actions taken. If satisfied, inputs in the “remarks” field and clicks	3. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.	None	30 Minutes	<p><i>ICT Officer</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Specialist</i> ASD - ICTD</p> <p>OR</p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>the “acknowledge” button then accomplishes the Client Satisfaction Measurement (CSM). If unsatisfied, inputs in the “remarks” field then clicks the “return to fulfillment” button.</p> <p>*Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.</p>				<i>ICT Manager</i> ASD - ICTD
TOTAL:		None	2 Days, 4 Hours, 50 Minutes	

2. REQUEST FOR DOCUMENT SCANNING

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph
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 HIS portal under the “document scanning” tab.	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. 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.	None	4 Hours	<i>ICT Officer</i> ASD - ICTD OR <i>ICT Specialist</i> ASD - ICTD OR <i>Records Management Specialist</i> ASD - ICTD
	1.2 Reviews the request; approves or disapproves the request as endorsed through the HIS portal.	None	2 Hours	<i>ICT Manager</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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>			
	1.3 Informs client of the approval and requests the submission of the documents for scanning.	None	1 Hour	<p><i>ICT Officer</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Specialist</i> ASD - ICTD</p> <p>OR</p> <p><i>Records Management Specialist</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Manager</i> ASD - ICTD</p>
2. Submits the documents for scanning to the assigned fulfiller.	<p>2. Fulfills the requested services.</p> <p>*Time of fulfillment of service request are based on the following: a. set schedule; b. volume of documents; and, c. urgency of the request.</p>	None	2 Days	<p><i>ICT Officer</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Specialist</i> ASD - ICTD</p> <p>OR</p> <p><i>Records Management Specialist</i> ASD - ICTD</p> <p>OR</p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>ICT Manager</i> 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 Client Satisfaction Measurement (CSM) Form. If unsatisfied, inputs in the “remarks” field then clicks the “return to fulfillment” button. *Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.	3. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.	None	30 Minutes	<i>ICT Officer</i> ASD - ICTD OR <i>ICT Specialist</i> ASD - ICTD OR <i>Records Management Specialist</i> ASD - ICTD OR <i>ICT Manager</i> ASD - ICTD
TOTAL:		None	2 Days, 7 Hours, 30 Minutes	

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, head set) including software-related concerns.

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

Department/Division/Unit	: ASD – ICTD
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the 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	<i>ICT Specialist</i> ASD - ICTD
	1.2 Reviews the request; approves or disapproves the request as endorsed	None	2 Hours	<i>ICT Manager</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			
	<p>1.3 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 “request for pre-inspection” and “pre-repair inspection report” fields of the Request for Pre and</p>	None	5 Days	<i>ICT Specialist</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			
2. 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 Client Satisfaction Measurement (CSM) Form. If unsatisfied, inputs in the "remarks" field then clicks the	2. Logs in the HIS portal, inputs actions taken in the "remarks" field and clicks the "fulfill" button.	None	30 Minutes	<i>ICT Specialist</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
“return to fulfillment” button. *Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.				
TOTAL:		None	5 Days, 6 Hours, 30 Minutes	

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the HIS portal “using the ICT equipment borrowing” tab. *Filing of request must be at least one (1) day before the intended use of the item/s being borrowed.	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. 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.	None	4 Hours	<i>ICT Officer</i> ASD - ICTD OR <i>ICT Specialist</i> ASD - ICTD
	1.2 Reviews the request; approves or disapproves the request through HIS portal.			<i>ICT Manager</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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>			
2. Receives the item/s for borrowing.	2. Issues the item/s being borrowed.	None	4 Hours	<i>ICT Specialist</i> ASD - ICTD OR <i>ICT Officer</i> ASD - ICTD
3. Accepts the completed task and accomplishes the Client Satisfaction Measurement (CSM) Form in the HIS after completion of the requested services. * Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested. *Make sure to return the borrowed item/s within five (5) working days or committed date,	3. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.	None	30 Minutes	<i>ICT Specialist</i> ASD - ICTD OR <i>ICT Officer</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
whichever comes first.				
TOTAL:		None	1 Day, 2 Hours, 30 Minutes	

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).

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph
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 HIS 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” field and clicks the “return” button.</p>	None	3 Hours, 30 Minutes	<p><i>ICT Officer</i> ASD - ICTD</p> <p>OR</p> <p><i>ICT Specialist</i> ASD - ICTD</p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Reviews the request; approves or disapproves the request through HIS portal. For approved requests, assigns the fulfiller through the “remarks” field then clicks the “approved” button. * If disapproved, inputs reasons in the “remarks” portion then clicks the “reject” button.	None	2 Hours	<i>ICT Manager</i> ASD - ICTD
	1.3 Fulfills the requested services	None	4 hours	<i>ICT Officer</i> ASD - ICTD OR <i>ICT Specialist</i> ASD - ICTD
2. Accepts the completed task and accomplishes the Client Satisfaction Measurement (CSM) in the HIS after completion of the requested services. *Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.	2. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.		30 Minutes	
TOTAL:		None	1 Day, 2 Hours	

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.

Department/Division/Unit	: ASD – ICTD
Classification	: Simple
Type of Transaction	: G2G - Government to Government
Who may avail	: 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 services or obtains petty cash from FSD.	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	<i>Records Management Specialist</i> ASD - ICTD
	1.2 Assigns a barcode number.	None	10 minutes	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Requests for vehicles through the Helpdesk	None	10 minutes	<i>Records Management Specialist</i>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Information System (HIS).			ASD - ICTD
	1.4 Processes and assigns a driver and vehicle.	None	3 Hours	<i>Property Custodian</i> ASD - GSD
2. Receives the receiving copy or proof of mailing, if any.	2.1 Routes the records/ documents.	4 Hours	<i>Records Management Specialist</i> ASD-ICTD	
	2.2 Digitization and storage of received records/ documents.	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD - ICTD
	2.3 Uploads file/s and sends to designated personnel through the Document Tracking System (DTS). * Physical documents or records to be routed upon request by the designated personnel	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> 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	

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.

Department/Division/Unit	: ASD - ICTD
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph
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
<p>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.</p> <p>* Records/ documents listed in the Records Archival Request in the HIS portal shall be sorted and matched with the physical records for turnover.</p> <p>*Department/Office Head reviews, assesses and approves or disapproves the</p>	<p>1. Receives and checks the submitted physical copies of the records vis-à-vis the filed Records Archival Request in the HIS portal.</p>	None	2 Days, 4 Hours	<p><i>Records Management Specialist</i> ASD - ICTD</p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request for archival of records.				
2. Receives request result.	1.2.a If not in order, informs the client and returns the submitted physical copies of the records. If in order, accomplishes the JHMC-ICTD-Form 011 (Transfer of Records Form) then submits to ICTM.	None		<i>Records Management Specialist</i> ASD - ICTD
	1.2.b Reviews the submitted JHMC-ICTD-Form 011 then approves or disapproves the request in the HIS portal.	None	4 Hours	<i>ICT Manager</i> ASD - ICTD
3. Accepts the completed task and accomplishes the Client Satisfaction Measurement Form (CSM) in the HIS after completion of the requested services. *Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.	None	None	None	None
TOTAL:		None	3 Days	

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.

Department/Division/Unit	: ASD - ICTD
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechology.ph

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the JHMC HIS portal: jhmc.acctechology.ph	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	<i>Records Management Specialist</i> ASD - ICTD
2. Receives service request.	2. Approves or disapproves the request as endorsed through the HIS portal. * If disapproved, the request returns to the requestor with the remarks for information.	None	15 Minutes	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) (For Confidential Documents or Records) OR <i>ICT Manager</i> ASD - ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(For Non-Confidential Documents or Records)
3. Accepts the completed task and accomplishes the Client Satisfaction Measurement (CSM) in the HIS after completion of the requested services. *Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.	3. If approved, fulfills the requested services. 3.1 Delivers the accomplished task.	None	4 hours	Records Management Specialist ASD - ICTD
		None	30 Minutes	Records Management Specialist ASD - ICTD
TOTAL:		None	5 Hours	

BUSINESS DEVELOPMENT DEPARTMENT EXTERNAL SERVICES

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

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

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

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

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to conduct event / activity.	1.1 Receives the request or letter of intent from the OPCEO.	None	5 Minutes	<i>Business Development & Marketing Assistant BDD</i>
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> face-to-face meetings, 			<i>Business Development & Marketing Assistant BDD</i>

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • electronic mail, • phone call, text messaging or; social media accounts. 			
	1.3 Computes the total charges based on the number of students.	None	30 Minutes	<i>Business Development & Marketing Assistant BDD</i>
2. Pays the necessary charges at the Ticketing Booth or at the Finance Department at JHMC Office Complex. *Make sure to secure Official Receipt (OR) and that will be issued upon payment.	2. Accepts the payment.	PHP 1,120.00 for 4 hours during daytime (8:00 AM – 5:00 PM) PHP 2,688.00 for 4 hours during evening (5:00 PM onwards)	10 Minutes	<i>Ticketing Clerk</i> Finance Services Department (FSD) OR <i>Cashier</i> FSD *Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex
TOTAL:		PHP 1,120.00 for 4 hours during daytime (8:00 AM – 5:00 PM) PHP 2,688.00 for 4	45 Minutes	

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		hours during evening (5:00 PM onwards)		

The rate is based on the JHMC-BOD approval of Fees and Charges in 2023.

2. EVENTS PLANNING AND MANAGEMENT

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

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

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

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to conduct event or activity.	1.1 Receives the request or letter of intent from the OPCEO.	None	5 Minutes	<i>Business Development & Marketing Officer</i> BDD
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> • face-to-face meetings, • electronic mail, • phone call, text messaging or; • social media accounts. 			
	1.3 Assesses the necessary fees and prepares the authority to accept payment (ATAP) and instructs client for payment.	Bell Amphitheater - PHP 5,208.00 per hour (Peak Season Rate – October to May); PHP 4,648.00 per hour (Off Peak Season Rate – June to September) Bell House Veranda – PHP 4,536.00 per hour (Peak Season	15 Minutes	<i>Business Development & Marketing Assistant</i> BDD

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Rate); PHP 3,976.00 per hour (Off Peak Season Rate)		
		Picnic Grove – PHP 3,360.00 per hour		
		Amphithea ter Gazebo – PHP 1,344.00/ 4 Hours		
		Secret Garden Hazebo – PHP 3,360.00/ 4 Hours		
		Mini Gazebo – PHP 135.00/ 4 Hours		
		Medium Picnic Table – 95.00/ 4 Hours		
		Small Picnic Table – PHP		

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		68.00/4 Hours Mono Block Chair – PHP 21.00/pc		
2. Receives the ATAP and pays for necessary charges (cleanliness bond, facility/ equipment rental) *Make sure to secure OR for the payment made.	2. Accepts the payment and issues OR.	Based on the amount indicated in the ATAP.	5 Minutes	<i>Ticketing Clerk</i> Finance Services Department (FSD) OR <i>Cashier</i> FSD *Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex
3. Submits the required documents to the BDD for initial assessment and verification	3. Drafts the pro-forma of the Event Details / Activities (purpose, logistics, budget, etc.)	None	1 Day	<i>Business Development & Marketing Officer</i> BDD
	*When necessary, a coordination meeting is conducted.	None	2 Hours	<i>Business Development & Marketing Officer</i> BDD
	3.1 Reviews the event details; and endorses the same for approval by the OPCEO.	None	1 Day	<i>Business Development Manager</i> BDD

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Endorses the event for implementation.			
	3.3 Coordinates with concerned departments for the approved event details. *Except for unplanned events, for other requirements - request for assistance from other departments is submitted to HIS.	None	10 Minutes	<i>Business Development & Marketing Officer</i> BDD
		None	5 Minutes	<i>Business Development & Marketing Officer</i> BDD
	3.4 Conducts validation after completion of the requirements by other departments using JHMC-BDD-Form 4.	None	3 Hours	<i>Business Development & Marketing Officer</i> BDD
	3.5 Oversees the implementation of the event.	None	3 Hours	<i>Business Development & Marketing Officer</i> BDD
	3.6 Prepares and submits the PAR with duly accomplished Post-Event Clearance Form (PECF) to the BDM.	None	1 Day	<i>Business Development & Marketing Officer</i> BDD
	3.7 Reviews and approves the PAR and PECF.	None	15 Minutes	<i>Business Development Manager</i> BDD
	3.8 Facilitate completion of the PECF with the EAMD- EMD; and endorses the duly accomplished form to the BDMA.	None	30 Minutes	<i>Business Development & Marketing Officer</i> BDD

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.9 Processes the refund for the cleanliness bond, <i>if the client did not violate any conditions of the cleanliness bond.</i>	None	1 Day	<i>Business Development & Marketing Assistant</i> BDD
	3.10 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	5 Minutes	<i>Business Development & Marketing Assistant</i> BDD
4. Client claims the cleanliness bond from the Cashier.	4. Issues the cleanliness bond to the client.	None	6 Minutes	<i>Cashier</i> FSD
TOTAL:		Total fees = (# of hrs requested x rate/hr per type of facility)	5 Days, 1 Hour and 36 Minutes	

* The rates are based on the JHMC-BOD approval of Fees and Charges in 2023.

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

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

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

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

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to use any of the facilities at the Historical Core for activities.	1. Receives the request to use any of the facilities at the Historical Core for activities from client. 1.1 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> • face-to-face meetings, • electronic mail, • phone call, text messaging or; • social media accounts. 	None	10 Minutes	<i>Business Development & Marketing Assistant BDD</i>
2. Submits the required documents to the BDD for initial assessment and verification.	2.1 Drafts the pro-forma venue contract.	None	1 Day	<i>Business Development & Marketing Assistant BDD</i>
	2.2 Submits the contract for review.	None	20 Minutes	<i>Business Development & Marketing Assistant BDD</i>
	2.3 Reviews and endorses the contract for approval by the OPCEO or any of the authorized signatories	None	4 Hours	<i>Business Development & Marketing Manager</i>

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Approves the contract.	None	4 Hours	<i>President and Chief Executive Officer OPCEO</i>
	2.5 Informs the client of the approval of the contract.	None	4 Hours	<i>Business Development & Marketing Assistant BDD</i>

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 advises client for the payment.	<p>Bell Amphitheater - PHP 5,208.00 per hour (Peak Season Rate – October to May); PHP 4,648.00 per hour (Off Peak Season Rate – June to September)</p> <p>Bell House Veranda – PHP 4,536.00 per hour (Peak Season Rate); PHP 3,976.00 per hour (Off Peak Season Rate)</p> <p>Picnic Grove – PHP 3,360.00 per hour</p> <p>Amphitheater Gazebo – PHP</p>	1 Hour	<i>Business Development & Marketing Assistant</i> BDD

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1,344.00/ 4 Hours Secret Garden Hazebo – PHP 3,360.00/ 4 Hours Mini Gazebo – PHP 135.00/ 4 Hours Medium Picnic Table – 95.00/ 4 Hours Small Picnic Table – PHP 68.00/4 Hours Mono Block Chair – PHP 21.00/pc		

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 Amphitheater - PHP 5,208.00 per hour (Peak Season Rate – October to May); PHP 4,648.00 per hour (Off Peak Season Rate – June to September) Bell House Veranda – PHP 4,536.00 per hour (Peak Season Rate); PHP 3,976.00 per hour (Off Peak Season Rate) Picnic Grove – PHP 3,360.00 per hour Amphitheater Gazebo – PHP	10 Minutes	<i>Ticketing Clerk</i> Finance Services Department (FSD) OR <i>Cashier</i> FSD *Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1,344.00/ 4 Hours Secret Garden Hazebo – PHP 3,360.00/ 4 Hours Mini Gazebo – PHP 135.00/ 4 Hours Medium Picnic Table – 95.00/ 4 Hours Small Picnic Table – PHP 68.00/4 Hours Mono Block Chair – PHP 21.00/pc		
	3.2 Endorses the contract for implementation.	None	10 Minutes	<i>Business Development Manager BDD</i>

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Monitors the event implementation.	None	2 Days, 1 Hour, 30 Minutes	<i>Business Development & Marketing Officer</i> 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	<i>Business Development & Marketing Officer</i> BDD
	3.5 Endorses the duly accomplished form to the BDMA.	None	10 Minutes	<i>Business Development & Marketing Officer</i> BDD
	3.6 Processes the refund for the cleanliness bond, <i>if the client did not violate any conditions of the cleanliness bond.</i>	None	1 Day	<i>Business Development & Marketing Assistant</i> BDD
	3.7 Informs the client of the availability of the cleanliness bond or there is violation of the conditions of the cleanliness bond that warrants forfeiture.	None	10 Minutes	<i>Business Development & Marketing Assistant</i> BDD
4. Client claims the cleanliness bond from the Cashier at JHMC Office	4. Refunds the cleanliness bond.	None	20 Minutes	Cashier FSD

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complex – Finance and Services Department (FSD).				
TOTAL:		Total fees = (# of hrs requested x rate/hr per type of facility)	7 Days	

**The rates are based on the JHMC-BOD approval of Fees and Charges in 2023.*

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

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

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

Department/Division/Unit	:	Environment and Management Division - Environment Management Division (EAMD - EMD)
Classification	:	Highly Technical
Type of Transaction	:	G2B – Government to Businesses Entity
Who may avail	:	Applicants for tree cutting/pruning/earthballing permits within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original copy)	Provided by Client
Site Development Plan showing the position of trees affected by the development. (1 original copy)	Provided by Client
Contract of Lease (1 certified photocopy)	Provided by Client

CLIENT STEPS	ASD - ICTD & EAMD - EMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with the required supporting documents	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Checks completeness of submitted documents and acknowledges	None	15 Minutes	<i>Environment Officer</i> EAMD - EMD

CLIENT STEPS	ASD - ICTD & EAMD - EMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	receipt of the request. * If complete, proceed to Step 2.1 * If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
2. Attends inspection	2.1 Conducts inspection with client	None	2 Days	<i>Environment Officer</i> EAMD - EMD
	2.2 Prepares and submits a report	None	1 Day	<i>Environment Officer</i> EAMD - EMD
	2.3 Reviews and finalizes the report	None	2 Hours	<i>Environment Officer</i> EAMD - EMD
	2.4 Reviews, evaluates and approves the report	None	1 Hour	<i>Environment Manager</i> EAMD - EMD
	2.5 Prepares request for inspection to Inspectorate Team composed of the following representatives: JHMC representative, City Mayor's Office, DENR-CAR, DENR-PENRO, CENRO-Baguio, DENR-WWRRDEC, CEPMO, Barangay representative and IP representative	None	15 Minutes	<i>Environment Officer</i> EAMD - EMD

CLIENT STEPS	ASD - ICTD & EAMD - EMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Approves letter to the Inspectorate Team	None	5 Minutes	<i>Environment Manager</i> EAMD - EMD
3. Acknowledges receipt of the letter.	3. Issue letter to Inspectorate Team. The client will be issued a copy of the letter.	None	1 Day	<i>Environment Officer</i> EAMD - EMD
4. Attends inspection	4.1 Conducts inspection with Inspectorate Team	None	2 Days	<i>Environment Manager</i> EAMD - EMD
	4.2 Reviews report from Inspectorate Team and recommend endorsement of application.	None	1 Hour	<i>Environment and Asset Management Manager</i> EAMD
	4.3 Reviews and endorses the application for cutting/earthballing/pruning to DENR-CAR.	None	4 Hours	<i>Vice President and Chief Executive Officer</i> Office of the Vice President and Chief Executive Officer (OVPCOO)
5. Acknowledges copy of endorsement.	5. Issues copy of endorsement to the client.	None	7 Minutes	<i>Executive Assistant to the Vice President and Chief Executive Officer</i> OVPCOO
*End of Stage 1				
6. Client secures permit from the CENRO-Bagui and issues one photocopy to JHMC	6. Acknowledges receipt of permit and prepares Notice to Proceed (NTP)	None	5 Minutes	<i>Environment Officer</i> EAMD - EMD

CLIENT STEPS	ASD - ICTD & EAMD - EMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Acknowledges receipt of Notice to Proceed (NTP) *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	7. Reviews, approves and issues Notice to Proceed to Client and Inspectorate Team	None	1 Day	<i>Environment Manager</i> EAMD - EMD
*End of Stage 2	TOTAL:	None	8 Days, 4 Hours and 50 Minutes	

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

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

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

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

CLIENT STEPS	EAMD - EMD AND ASD - ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits letter request and certification	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request.	None	5 Minutes	<i>Environment Officer</i> EAMD - EMD

CLIENT STEPS	EAMD - EMD AND ASD - ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* If complete, proceed to Step 2.1			
	* If incomplete, notifies the client thru SMS/ Telephone to submit the lacking document			
2. Joins on-site validation	2.1 Conducts on-site validation of trees applied for cutting/ pruning/ retrieval.	None	2 Hours	<i>Environment Officer</i> EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	<i>Environment Officer</i> EAMD – EMD
	2.3 Prepares endorsement letter to CENRO-Baguio	None	15 Minutes	<i>Environment Officer</i> EAMD - EMD
	2.4 Approve the endorsement letter and schedule to conduct emergency tree cutting/ pruning/ retrieval to CENRO.	None	5 Minutes	<i>Environment Manager</i> EAMD - EMD
3. Acknowledges receipt of the copy of the endorsement letter *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	3. Endorsement letter forwarded to CENRO. Courtesy copy issued to the Client.	None	15 Minutes	<i>Environment Officer</i> EAMD - EMD
TOTAL:		None	1 Day, 1 Hour and 43 Minutes	

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

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

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

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

CLIENT STEPS	EAMD - EMD AND ASD - ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits letter request and certification	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Checks completeness of submitted documents and acknowledges	None	5 Minutes	<i>Environment Officer</i> EAMD - EMD

CLIENT STEPS	EAMD - EMD AND ASD - ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	receipt of the request. * If complete, proceed to Step 2.1 *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	<i>Environment Officer</i> EAMD - EMD
	2.2 Prepares and submits report.	None	3 Hours	<i>Environment Officer</i> EAMD - EMD
	2.3 Prepares endorsement letter to CENRO-Baguio and/or the Inspectorate Team in the case of applicants from the JHSEZ	None	15 Minutes	<i>Environment Officer</i> EAMD – EMD
	2.4 Approves the endorsement letter and schedule to conduct sanitation tree cutting and/or pruning to CENRO Baguio and/or the Inspectorate Team as applicable.	None	5 Minutes	<i>Environment Manager</i> EAMD - EMD
3. Acknowledges receipt of the copy	3. Endorsement letter forwarded	None	15 Minutes	<i>Environment Officer</i>

CLIENT STEPS	EAMD - EMD AND ASD - ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the endorsement letter *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	to CENRO Baguio and/or the Inspectorate Team. Courtesy copy issued to the client			EAMD - EMD
TOTAL:		None	1 Day, 1 Hour and 43 Minutes	

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

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

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

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

Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
1. The applicant submits letter request with contact number to the JHMC-Records Unit Indicating the volume and intended use of the firewood.	1.1 Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> ASD - ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request.	None	5 Minutes	<i>Environment Officer</i> EAMD - EMD
	* If complete, proceed to Step 3.3.	None	5 Minutes	<i>Environment Officer</i> EAMD - EMD

Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	**If incomplete, notifies the client thru SMS/Telephone to submit the lacking document			
	2.1 Checks availability of firewood on stock	None	30 Minutes	<i>Environment Officer</i> EAMD - EMD
	2.2 Accomplishes the PBO-Forest Products Form. Prepares and issue ATAP	None	1 Hour	<i>Environment Officer</i> EAMD - EMD
2. Submits ATAP and supporting document (if any) to the Cashier	2. Accepts and inspects ATAP and: * If transaction is under SEZRIS, Cashier logs on to the website to verify amount and item to be paid by client;	a) PhP 500.00/ cubic meter * No PBO fee for firewood to be used during wake /burial	5 Minutes	<i>Cashier</i> FSD
3. Pays the assessed fees / billed amount / amount due in full *Make sure to secure the OR for the payment made.	3.1 Confirms amount of payment; 3.2 OR is prepared manually 3.3 Original Copy is issued to the client 3.4 Duplicate copy is to be submitted to COA 3.5 ATAP is attached to the Triplicate Copy (Cashier's Copy) *Since transaction is under SEZRIS,	None	5 Minutes	<i>Cashier</i> FSD

Client Steps	EAMD - EMD, ASD - ICTD and FSD Actions	Fees to be paid	Processing Time	Person Responsible
	payment details are encoded in the SEZRIS portal;			
4. Acknowledges receipt of the approved PBO-Forest products *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	4. Approves and issues PBO-Forest Products	None	5 Minutes	<i>Environment Manager</i> EAMD - EMD
TOTAL:		Total Fees = (PhP 500.00 x # of cubic meter/s) * No PBO fee for firewood to be used during wake /burial	5 Hours and 58 Minutes	

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fireworks safety Clearance (1 certified true copy)	BFP
Fireworks display permit (1 certified true copy)	LGU-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	<i>Records Management Specialist</i> ASD - ICTD
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request. *If complete, proceed to Step	None	10 Minutes	<i>Environment Officer</i> EAMD - EMD

CLIENT STEPS	EAMD - EMD, ASD - ICTD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 ** 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	<i>Environment Officer</i> EAMD – EMD
	1.5 Issues ATAP	None	5 Minutes	<i>Environment Officer</i> EAMD - EMD
2. Submits ATAP and supporting document (if any) to the Cashier	2. Accepts and inspects ATAP	a) Fee: PhP2,000.00, or ten percent of the total cost of the fireworks and other pyrotechnic devices used for the fireworks display, whichever is higher, b) safety bond deposit amounting to 50% of the manifested total cost of the fireworks /pyrotechnic materials	5 Minutes	<i>Cashier</i> FSD

CLIENT STEPS	EAMD - EMD, ASD - ICTD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pays the assessed fees / billed amount / amount due in full *Make sure to secure the OR for the payment made.	3.1 Confirms amount of payment; 3.2 OR is prepared manually 3.3 Original Copy is issued to the client 3.4 Duplicate copy is to be submitted to COA 3.5 ATAP is attached to the Triplicate Copy (Cashier's Copy)	None	5 Minutes	Cashier FSD
4. Receives the Fireworks Display Permit *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	4. Approves and issue Fireworks Display Permit	None	10 Minutes	Environment Manager EAMD - EMD
TOTAL:		Total Fee = (PhP2,000.00 or 10% x total cost of the fireworks and other pyrotechnic devices used for the	5 Hours and 8 Minutes	

CLIENT STEPS	EAMD - EMD, ASD - ICTD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		fireworks display, whichever is higher) + (50% x manifested total cost of the fireworks /pyrotechnic materials)		

6. ISSUANCE OF CERTIFICATE OF ENVIRONMENT COMPLIANCE FOR FOOD - RELATED ESTABLISHMENT (NEW APPLICATION)

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

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

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

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

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

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

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1. Review the application for completeness in form, substance and documents attached.	None	1 Day	<i>Environment Officer</i> EAMD - EMD
1.a Go to Certificate of Environmental Compliance Section	1.a Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	<i>Environment Officer</i> EAMD - EMD
1.b Complete all necessary locator information in the fields provided and upload the above listed requirements and click SUBMIT.				
2. Download and print the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues the ATAP to the Client.	None	20 Minutes	<i>Environment Officer</i> EAMD - EMD
2.a The locator gets an Authority To Accept Payment (ATAP) from EAMD-EMD				
3. Submits the ATAP and pays the CEC fees to the Cashier. <i>*Make sure to secure the OR for the payment made.</i>	3.1 Accepts the ATAP and payment then enters the payment details in the sezris.jhmc.com . Note: 1 working day from payment, the environment and sanitation inspection and	CEC Application and Registration = P2,000.00 Inspection Fee = P 500.00	1 hour	<i>Cashier</i> FSD

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	audit will be conducted)			
	3.2 Conducts an environment and sanitation inspection and audit within 7 days from acceptance and input of payment in the SEZRIS.	None	1 Day	<i>Environment Officer</i> EAMD - EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report <i>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable environment and sanitation standards.</i>	None	2 Days	<i>Environment Officer</i> EAMD - EMD
	3.4 Recommends the CEC Approval to the EMD Manager	None	1 Day	<i>Environment Officer</i> EAMD - EMD
	3.5 Reviews the Environment and Sanitation Report and Approves the CEC. <i>Note: The EMD Manager approval is the</i>	None	2 Days, 10 Minutes	<i>Environment Manager,</i> EAMD - EMD

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>basis for the date of the CEC issuance and approval.</i> <i>The approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and sezris notification.</i>			
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
TOTAL:		PhP 2,500.00	14 Days, 1 Hour and 30 Minutes	

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

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

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

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

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

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

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	<i>Environment Officer</i> EAMD - EMD
1.a Go to “ <i>Certificate of Environmental Compliance</i> ” section	1.a Assess fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	<i>Environment Officer</i> EAMD - EMD
1.b Complete all necessary locator information in the fields provided and upload the above listed requirements and click SUBMIT.	None	None	None	None
2. Download and print the Order of Payment (the applicant receives an email prompt that is system generated)	None	None	None	None
2.a The locator gets the ATAP from EAMD-EMD	2.a Issues the Authority To Accept Payment (ATAP)	None	20 Minutes	
3. Pays the fees to the JHMC Cashier. <i>*Make sure to secure the OR for the payment made.</i>	3.1 Accepts the ATAP and payment and enters the payment details in the sezris.jhmc.com.ph <i>Note: 1 working Day from</i>	CEC Renewal Fee = P500.00 Inspection Fee = P500.00	1 Hour	<i>Cashier</i> FSD

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>payment, the environment and sanitation inspection and audit will be conducted.</i>			
	3.2 Conducts an environment and sanitation inspection and audit within 7 days from acceptance and input of payment in the SEZRIS.	None	1 Day	<i>Environment Officer</i> EAMD - EMD
	3.3 Accomplishes the Environment and Sanitation Audit Report Note: The Environment and Sanitation Audit must establish that the locator is consistently compliant with applicable standards. Validation by the EO of any (+/-) variations in their operations that may affect their environmental performance will be analyzed and noted.	None	2 Days	<i>Environment Officer</i> EAMD - EMD

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	<i>Environment Officer</i> 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 SEZSIS notification.	None	2Days, 10 minutes	<i>Environment Manager</i> EAMD - EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph	None	None	None	None
TOTAL:		P1,000.00	14 Days, 1 hour and 30 Minutes	

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

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

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

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

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

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

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

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.a Goes to the "Certificate of Environmental Compliance" section / button	1.a 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.b 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.a The locator gets the from EAMD-EMD.				
3. Pays the 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.ph <i>Note: 1 working day from payment, the environment and</i>	CEC Application and Registration = P2,000.00 Inspection Fee = P 500.00	1 Hour	Cashier FSD

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>sanitation inspection and audit will be conducted.</i>			
	3.2 Conducts an environment and sanitation inspection and audit within 7 working days from acceptance and input of payment in the SEZSIS.	None	1 Day	Environment Officer EAMD - EMD
	3.3 Accomplishes the Environment and Sanitation Report <i>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable standards, hence reflecting their environmental performance.</i>	None	2 Days	Environment Officer EAMD - EMD
	3.4 Recommends the CEC for Approval to the Environment Manager	None	1 Day	Environment Officer EAMD - EMD
	3.5 Reviews the Environment and Sanitation Report and Approves the CEC. Note: The Environment	None	2 Days, 10 Minutes	Environment Manager EAMD - EMD

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 SEZRIS notification.			
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
TOTAL:		PhP 2,500.00	14 Days, 1 Hour and 30 Minutes	

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

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

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

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Environmental Sanitation Clearance (ESC) for Septage Management Services	Department of Health

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs on to sezris.jhmc.com.ph using the SEZAD - designated user name and password for the locator.	1.Reviews the application for completeness in form, substance and documents attached.	None	1 Day	<i>Environment Officer</i> EAMD - EMD
1.a Goes to the “Certificate of Environmental Compliance” section / button	1.a Assesses fees and charges; after which an email notification is sent to the locator reflecting Order of Payment	None	1 Day	<i>Environment Officer</i> EAMD - EMD
1.b Completes all necessary locator information in the fields provided and upload the above listed requirements and clicks SUBMIT.				
2. Downloads and prints the Order of Payment (the applicant receives an email prompt that is system generated)	2. Issues an Authority To Accept Payment (ATAP)	None	20 Minutes	<i>Environment Officer</i> EAMD - EMD
2.a The locator gets the ATAP from EAMD - EMD.				
3. Pays the fees to the Cashier *Make sure to secure the OR for the payment made.	3.1 Enters the payment details in the sezris.jhmc.com.ph Note:1 working day from payment, the environment and sanitation	CEC Renewal = P500.00 Inspection Fee = P 500.00	1 Hour	<i>Cashier</i> FSD

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

CLIENT STEPS	EAMD - EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Environment Manager			
	<p>3.5 Reviews the Environment and Sanitation Report and Approves the CEC.</p> <p>Note: The Environment Manager's approval is the basis for the date of the CEC issuance and approval.</p> <p>Approval of the Environment Manager prompts sezris.jhmc.com.ph to send an email alert to the locator and SEZRIS notification.</p>	None	2 Days, 10 Minutes	<i>Environment Manager</i> EAMD - EMD
4. Checks email and downloads the CEC from the sezris.jhmc.com.ph.	None	None	None	None
TOTAL:		PHP 1,000.00	14 Days, 1 Hour and 30 Minutes	

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

1. ISSUANCE OF CERTIFICATE OF COVERAGE (COC)

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

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

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

CLIENT STEPS	EAMD - LAMD & ASD - ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the JHMC-Records Management Section (RMS)	1. Accepts the document.	None	3 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Acknowledges receipt of documents from RMS and checks substantial amount of information through the submitted requirements.	None	1 Day	<i>Land and Asset Development Officer</i> EAMD - LAMD
	1.4.a If substantial in information, verifies geographical location of request and prepares draft COC (Proceed to Step 1.5) Or	None	1 Day (with or without inspection)	<i>Land and Asset Development Officer</i> EAMD - LAMD
	1.4.b If not substantial and significant in information, prepares draft letter requesting additional		4 Hours	<i>Land and Asset Development Officer</i> EAMD - LAMD

	documents and information. (Proceed to Step 4)			
	1.5 Reviews and signs COC (Proceed to Step 2) 1.6 Reviews and signs letter (Proceed to Step 3)	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD - LAMD
2. Acknowledges receipt of COC	2. Issues COC	None	1 Hour	<i>Land and Asset Development Officer</i> EAMD - LAMD
3. Acknowledges receipt letter	3. Issues letter	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD - LAMD
4. Submits requested document(s) to RMS	4. Acknowledges receipt of additional document(s) from RMS, revalidates additional information and prepares COC	None	2 Days (With or Without Inspection)	<i>Land and Asset Development Officer</i> EAMD - LAMD
5. Acknowledges receipt of COC *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	5.1 Reviews and signs COC	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD - LAMD
	5.2 Issues the COC	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD - LAMD
TOTAL:		None	5 Days 4 Hours and 3 Minutes	

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

1. ISSUANCE OF CERTIFICATE OF COVERAGE (COC)

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

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

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

CLIENT STEPS	EAMD-LAMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor to fill-out request form through the HIS portal.	1. Acknowledges receipt of documents from RMS and checks substantial amount of information through the submitted requirements.	None	1 Day	<i>Land and Asset Development Officer</i> EAMD - LAMD

CLIENT STEPS	EAMD-LAMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.a If substantial in information, verifies geographical location of request and prepares draft COC (Proceed to Step 1.3) Or 1.2.b If not substantial and significant in information, prepares draft letter requesting additional documents and information. (Proceed to Step 4)	None	1 Day (with or without inspection) 4 Hours	<i>Land and Asset Development Officer</i> EAMD – LAMD <i>Land and Asset Development Officer</i> EAMD - LAMD
	1.3 Reviews and signs COC (Proceed to Step 2) 1.4 Reviews and signs letter (Proceed to client Step 3)	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD - LAMD
2. Acknowledges receipt of COC	2. Issues the COC	None	1 Hour	<i>Land and Asset Development Officer</i> EAMD - LAMD
3. Acknowledges receipt letter	3. Issues the letter	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD - LAMD
4. Submits requested document(s) to RMS	4. Acknowledges receipt of additional	None	2 Days (With or Without Inspection)	<i>Land and Asset Development Officer</i> EAMD - LAMD

CLIENT STEPS	EAMD-LAMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document(s) from RMS, revalidates additional information and prepares COC			
5. Acknowledges receipt of COC *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	5.1 Reviews and signs the COC.	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD - LAMD
	5.2 Issues the COC.	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD - LAMD
TOTAL:		None	5 Days	

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

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

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

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

Department/Division/Unit	:	Environment and Asset Management Department – Project Management Division (EAMD – PMD)
Classification	:	Highly Technical
Type of Transaction	:	G2C – Government to Citizen; G2B – Government to Business Entity; and, G2G – Government to Government
Who may avail	:	Qualified Infra Services Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	To be provided by Client
Statement of Work Accomplished (SWA)	To be provided by Client
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. 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)	None	3 Days	Senior Quantity Surveyor EAMD - PMD

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inspection Reports signed by JHMC Inspectorate Team f. Progress photos Prepare above documents in 3 copies			
	1.2 Prepare Variation Order: change, addition order if any -Approved CSW -Technical documents -Layout drawing, -Detailed Cost estimates, -Scope of works	None	3 Days	<i>Senior Quantity Surveyor</i> EAMD - PMD AND/OR <i>Civil/Structural Engineer</i> EAMD - PMD
	1.3 Transmits the signed DV and BUR, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	1 Day	<i>Senior Quantity Surveyor</i> EAMD - PMD
	1.4 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> Finance Services Department (FSD)

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst</i> FSD
	1.6 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.7 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.8 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.9 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.10 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 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	None	10 Minutes	Accountant FSD

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments to the Treasury and Investment Officer (TIO) for check preparation.			
	1.16 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.17 Process the DV through the ERP Acumatica System.	None	2 Hours	<i>Treasury and Investment Officer FSD</i>
	1.18 Prepares and signs the Side B of the check.	None	5 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.19 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.20 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) OR <i>Vice President and Chief Operations Officer</i> Office of the Vice President and Chief Operations Officer (OVPCOO) OR

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Services Manager</i> Administrative Services Department (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
TOTAL:		None	9 Days, 2 Hours, 20 Minutes	

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

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

Department/Division/Unit	:	EAMD – PMD
Classification	:	Highly Technical
Type of Transaction	:	G2C, G2B, and G2G
Who may avail	:	Qualified Infra Services Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	To be provided by Client
Statement of Work Accomplished (SWA)	To be provided by Client
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

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Prepare Variation Order: change, addition order if any -Approved CSW -Technical documents -Layout drawing, -Detailed Cost estimates, -Scope of works	None	3 Days	Senior Quantity Surveyor EAMD -PMD AND/OR Civil/Structural Engineer EAMD - PMD
	1.3 Transmits the signed DV and BUR, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	1 Day	Senior Quantity Surveyor EAMD - PMD
	1.4 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	Budget Officer Finance Services Department (FSD)
	1.5 Receives the validated and certified documents set from the Budget Officer, checks Completeness	None	1 Hour	Finance Analyst FSD

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and propriety of the attachments.			
	1.6 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.7 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.8 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System with its proper Account Codes.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.9 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.10 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.11 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for	None	2 Hours	<i>Accountant</i> FSD

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	each type of transactions.			
	1.12 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant FSD</i>
	1.13 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant FSD</i>
	1.14 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and below. The Finance Manager signs for transactions involving amounts above ₱500,000.00.	None	10 Minutes	<i>Accountant FSD</i>
	1.16 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for	None	10 Minutes	<i>Accountant FSD</i>

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	check preparation.			
	1.17 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.18 Process the DV through the ERP Acumatica System.	None	2 hours	<i>Treasury and Investment Officer FSD</i>
	1.19 Prepares and signs the Side B of the check.	None	5 minutes	<i>Treasury and Investment Officer FSD</i>
	1.20 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 minutes	<i>Treasury and Investment Officer FSD</i>
	1.21 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 hours	<i>President and Chief Executive Officer</i> <i>Office of the President and Chief Executive Officer (OPCEO)</i> OR <i>Vice President and Chief Operations Officer</i> <i>Vice President and Chief Operations Officer (OVPCOO)</i> OR <i>Administrative Services Manager</i>

CLIENT STEPS	EAMD – PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Administrative Services Department (ASD)
	1.22 Receives the DVs and its signed check and endorse to the Cashier for payment.	None	5 minutes	<i>Treasury and Investment Officer</i> FSD
	1.23 Informs the Payee of the availability of the check payment.	None	5 minutes	<i>Cashier</i> FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 minutes	<i>Cashier</i> FSD
TOTAL:		None	11 Days, 2 Hours, 20 Minutes	

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

1. REQUEST FOR PREPARATION OF TECHNICAL DOCUMENTS

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

Department/Division/Unit	: EAMD - PMD
Classification	: Highly Technical
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All JHMC personnel

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

Internal Client Steps	PMD Actions	Fees to be paid	Processing Time	Person Responsible
1. Prepares Completed Staff Work (CSW) including concept plans, approved site location, approved budget according to the Annual Procurement Plan, for the proposed infrastructure project	1. Conduct of site verification and validation with concerned JHMC Department/ Division, together with End-User	None	1 Day	<i>Project Manager</i> EAMD - PMD
	2. Prepare Technical documents in accordance with approved CSW of End User unit, concept plans, and approved budget:	None	15 Days	<i>Senior Quantity Surveyor</i> EAMD - PMD
	Program of works: 1.3 Detailed Layout drawings, 1.4 Detailed Estimates, 1.5 Project specifications, 1.6 Scope of Works, 1.7 Project Schedule			

Internal Client Steps	PMD Actions	Fees to be paid	Processing Time	Person Responsible
	Note: Number of days to complete depends on the magnitude of the project.			
2. Receives the technical documents from PMD *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	3. Issues the technical documents to End-User Department/ Unit	None	4 Hours	<i>Senior Quantity Surveyor</i> EAMD - PMD OR <i>Civil/ Structural Engineer</i> EAMD - PMD
TOTAL:		None	16 Days and 4 Hours	

FINANCE SERVICES DEPARTMENT EXTERNAL SERVICES

1. COLLECTION OF ENTRANCE FEES AT THE HISTORICAL CORE

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

Department/Division/Unit	:	Finance Services Department (FSD)
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	All Clients availing the facilities within the Historical Core

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard tourists - cash payment only	Not Applicable
For BLISTT residents - presentation of one (1) valid Gov't-issued ID Card or other proof of residency within BLISTT area	Secure from government agencies such as but not limited to: BIR, Local Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth, LTO Driver's License.
For PWD - presentation of PWD ID	Secure from DSWD or Office of the City Mayor
For Student - presentation of <i>Student ID</i> ; or proof of enrollment through the school Student Portal; or school Registration/Enrollment Form	Secure from school where student is enrolled at
For Senior Citizen (SC)- presentation of SC ID or other valid ID showing the tourist's birth date	Secure from LGU of tourist's locality; or other government agency such as but not limited to: BIR, DFA, SSS/GSIS, PhilHealth, LTO Driver's License
For children who are four (4) feet and below in height	Verification of height is at the Ticketing Booth
For photoshoot - Walk-in - cash payment only Reservation - Endorsement by BDD	Walk in - pay at Ticketing Booth For Reservation - Proceed to BDD office and pay at Ticketing Booth
Cash Payment For Standard tourists - cash payment only	Not Applicable

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requirement/s	1. Verifies requirements as stated above to	None	5 Minutes	<i>Ticketing Clerk</i> FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(if any, in accordance with above table) to the Ticketing Clerk	identify amount due from tourist/s.			
2. Pay the required entrance fee. *Make sure to secure POS Receipt (or entrance stubs in case of power interruption) that will be issued upon payment. *Children below four (4) feet are free of charge.	2.1 Accepts cash payment and inputs details in the system.	Outside Tourist /Standard - PhP 85.00 BLISTT - PhP 55.00 SC/PWD/Student - PhP 40.00 Children below four (4) feet – 0.00 Photoshoot - PhP 1,120.00 (day shoot – 8:00 am – 5:00 pm) PhP 2,688.00 (evening shoot – 5:00 pm onwards)	10 Minutes	<i>Ticketing Clerk</i> FSD
*If Official Receipt (OR) is needed, make sure to request to the Ticketing Clerk upon payment.	2.2 For OR issuance, informs the Cashier of the request	None	5 Minutes	<i>Ticketing Clerk</i> FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepares the OR then transmits to Ticketing Clerk	None	30 Minutes	Cashier FSD
3. Receives the POS Receipt / entrance stub.	3. Issues POS Receipt / entrance stub or the OR.	None	5 Minutes	Ticketing Clerk FSD
TOTAL:		Total Fees = (PhP85/ 55/ 40/ 1,120/ 2,688 x # of pax)	20 Minutes (w/o OR) 55 Minutes (w/ OR)	

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Authority to Accept Payment (ATAP) Form (1 copy)	From the concerned department who endorses the payment
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	From the concerned department who endorses the payment
If processed through SEZRIS, submission of ATAP will suffice	From the concerned department who endorses the payment
Cash / Check Payment	From the Client

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.a If transaction is under SEZRIS, Cashier logs on to the website to verify amount and item to be paid by client;	As indicated in the ATAP.	5 Minutes	Cashier FSD
	1.2 Otherwise, Cashier also inspects and verifies the other requirements (if any, based on the above table).			

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the assessed fees / billed amount / amount due in full	2.1 Confirms amount of payment 2.2 OR is prepared manually 2.3 Original Copy is issued to the client 2.4 Duplicate copy is to be submitted to COA 2.5 ATAP is attached to the Triplicate Copy (Cashier's Copy) *If transaction is under SEZRIS, payment details are encoded in the SEZRIS portal;	None	5 Minutes	Cashier FSD
TOTAL:		As indicated in the ATAP	10 Minutes	

FINANCE SERVICES DEPARTMENT INTERNAL SERVICES

1. REIMBURSEMENT OF PAYMENTS THROUGH CHECK

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC-FD-Form 001: Disbursement Voucher (DV) Rev1 (2 original copies)	QMS Internal Forms in JHMC Intranet
JHMC-FD-Form 002: Budget Utilization Request and Status (BURS) Rev3 (2 original copies)	QMS Internal Forms in JHMC Intranet
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
a. 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
b. 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
c. 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
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
For travelling expenses, use of internally registered QMS forms:	QMS Internal Forms in JHMC Intranet

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.	
Contract Payment Monitoring Report	Formatted by the end-user and input historical disbursements

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits reimbursement documents, including complete documentary requirements as attachments, to the Budget Officer.	1.1 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.2 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst</i> FSD
	1.3 Checks for the correctness of computation including proper withholding taxes.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.4 Prepares and prints the Withholding Tax Certificates and include them in the attachments	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.5 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst</i> FSD
	1.6 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica	None	2 Hours	<i>Finance Analyst</i> FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	System with its proper Account Codes.			
	1.7 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst FSD</i>
	1.8 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer FSD</i>
	1.9 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant FSD</i>
	1.10 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant FSD</i>
	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	<i>Accountant FSD</i>
	1.12 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts ₱500,000.00 and below. The Finance Manager signs for transactions involving	None	10 Minutes	<i>Accountant FSD</i>

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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
	1.15 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 by batch processing.	None	2 Hours	Treasury and Investment Officer FSD
	1.18 Prepares and signs the Side B of the check.	None	5 Minutes	Treasury and Investment Officer FSD
	1.19 Forwards it to the PCEO or VPCOO or ASD Manager for Side A signature.	None	15 Minutes	Treasury and Investment Officer FSD
	1.20 Receives the documents and signs the Side A of the check as endorsed then returns to the TIO.	None	4 Hours	President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO) OR Vice President and Chief

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Operations Officer</i> Office of the President and Chief Operations Officer (OVPCOO) OR <i>AS Manager</i> Administrative Services Department (ASD)
	1.21 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	30 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.22 Informs the Payee of the availability of the check payment.	None	5 Minutes	<i>Cashier</i> FSD
2. Claims the check at the Cashier. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	2. Releases the check to the Payee.	None	5 Minutes	<i>Cashier</i> FSD
TOTAL:		None	2 Days and 3 Hours	

2. REIMBURSEMENT OF PAYMENTS THROUGH PETTY CASH FUND

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC-FD-Form 001: Disbursement Voucher (DV) Rev1 (2 original copies)	QMS Internal Forms in JHMC Intranet
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	<i>Treasury and Investment Officer</i> FSD
	1.2 Inputs data and signs the Petty Cash Fund Voucher.	None	30 minutes	<i>Treasury and Investment Officer</i> FSD
2. Receives the amount being reimbursed in cash and signs the Petty Cash Voucher	2. Releases the cash to the Payee.	None	15 minutes	<i>Treasury and Investment Officer</i> FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form as a proof of receipt. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.				
TOTAL:		None	50 Minutes	

INTERNAL AUDIT OFFICE INTERNAL SERVICE

1. REQUEST FOR SUPPORT ACTIVITIES

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the Help Desk Information System (HIS); or	JHMC HIS portal jhmc.acctechology.ph 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	<i>Internal Audit Assistant</i> IAO
	1.2 Forwards the received request to the Internal Audit Manager.	None	1 hour	<i>Internal Audit Assistant</i> IAO
	1.3 Reviews the invitation on whether it affects the Audit Objectivity and Independence of the IAO.	None	6 Hours	<i>Internal Audit Manager</i> IAO
	1.4 Approves or disapproves the request through HIS portal or other acceptable means.	None		<i>Internal Audit Manager</i> IAO
	1.5 If approved, checks the availability of personnel who will attend and inform the requestor.	None		<i>Internal Audit Assistant</i> IAO

CLIENT STEPS	IAO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Otherwise, inform the requestor for non-attendance, stating the reason.	None		<i>Internal Audit Assistant</i> IAO
2. Receives the information on attendance or non-attendance. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal.	None	None	None	None
TOTAL:		0.00	1 Day	

LEGAL DEPARTMENT EXTERNAL SERVICE

1. HANDLING OF WHISTLEBLOWING REPORTS FROM GCG OR OTHER ALTERNATIVE CHANNELS

This provides an enabling mechanism to allow any concerned individual to report and provide information, anonymously if he/she wishes, and even testify on matters involving the actions or omissions of the JHMC Board of Directors, 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.

Department/Division/Unit	: Legal Department (LD)
Classification	: Highly Technical
Type of Transaction	: G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government.
Who may avail	: Any concerned person

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Whistleblowing Report (WBR)	To be provided by the client through either of the following: a. GCG Whistleblowing Web Portal (www.whistleblowing.gcg.gov.ph) b. Meetings c. Email: mgmt@jhmc.com.ph d. Courier/ Mail: The President and CEO John Hay Management Corporation (JHMC), John Hay Office Complex (SEZ), Camp John Hay, Baguio City e. Telephone: 074-422-4360

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmittal of the Whistleblowing Report (WBR) through the following channels: a. GCG Whistleblowing Web Portal (www.whistlebl)	1.1 Receives and tags the WBR, then endorses the same to the LD.	None	1 day	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)
	1.2 Conducts an evaluation and investigation of the WBR, and submits	None	10 days	<i>Legal Manager</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
owing.gcg.gov.ph) b. Meetings c. Email: mgmt@jhmc.com.ph d. Courier/ Mail: The President and CEO John Hay Management Corporation (JHMC), John Hay Office Complex (SEZ), Camp John Hay, Baguio City e. Calls: 074-422-4360 *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	an Evaluation Report and Investigation.			
	1.3 Approves and transmits the Recommendation of the LD to the concerned Officers or Employees for implementation.	None	7 days	<i>Board of Directors</i> <i>Office of the Corporate Secretary (OCS)</i> Or <i>President and Chief Executive Officer</i> <i>Office of the President and Chief Executive Officer (OPCEO)</i> Or <i>Vice President and Chief Operations Officer</i> <i>Office of the Vice President and Chief Operations Officer (OVPCOO)</i>
	1.4 Implements the necessary actions.	None	2 days	<i>Corporate Secretary</i> <i>OCS</i> Or <i>Compliance Officer</i> <i>OCS</i> Or <i>Legal Manager</i> <i>LD</i>
TOTAL		None	20 days	

LEGAL DEPARTMENT INTERNAL SERVICES

1. REQUEST FOR FILING/HANDLING OF CASES (LITIGATION)

This service is availed of by JHMC personnel for cases involving the following:

- a. **Civil case for Cancellation/Reversion of Title** - When a case is filed in court for recovery of ownership of real property of the Bases Conversion and Development Authority (BCDA). These cases are represented and handled by the Office of the Solicitor General (OSG).
- b. **Other Civil cases** - When a case is filed in court by or against JHMC for the enforcement or protection of a right or prevention of wrongdoing (e.g. Cancellation of Lot Award and Deed of Sale, Reconveyance, Partition of Property and Damages, Collection of Sum of Money, Damages, Ejectment, etc.). These cases are represented and handled by the Office of the Government Corporate Counsel (OGCC).
- c. **Criminal case** - When a case is filed by or against JHMC for the commission of a crime (e.g. Grave Coercion, Grave Threats, Unjust Vexation, Malicious Mischief, Reckless Imprudence, etc.). These cases are represented and handled by the JHMC-Legal Department (LD) or OGCC.
- d. **Labor case** - When a case is filed by JHMC employee/s involving illegal dismissal and other employment-related matters. These cases are handled by the OGCC in collaboration with JHMC-LD.
- e. **COA case** - Notice of Disallowance/Notice of Charge issued by the Commission on Audit (COA) in cases where a JHMC officer/employee is being charged together with JHMC arising from a Notice of Disallowance, Notice of Charge or Notice of Suspension issued by COA as well as a Petition for Money Claim filed against JHMC based on Final and Executory Court-Adjudicated Judgment. These cases are handled by the OGCC in collaboration with the JHMC-LD.

The process will end upon notice to Client of LD's actions which are as follows: i) endorse the case to the BCDA-LSD or OGCC for appropriate action, or ii) for LD to handle the case.

Department/Division/Unit	: LD
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed Helpdesk Information System (HIS) request.	JHMC HIS portal jhmc.acctechnology.ph
Additional requirements (depending on the type of requested case/s to handle)	
a. Labor Case	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Summons with attached copy of the Complaint (1 photocopy)</p> <p>b. COA Case Notice of Disallowance/Notice of Charge/Notice of Suspension (1 photocopy)</p> <p>c. Civil Case (Cancellation of Title / Reversion)</p> <p> c.1 Approved Internal Memorandum (IM)/ Completed-Staff-Work (CSW) stating the factual circumstances/background/ chronology or other matters which the LD needs to be apprised of (1 photocopy)</p> <p> c.2 Supporting documents (1 certified true copy):</p> <p> i) Survey Plan</p> <p> ii) Survey Map</p> <p> iii) Transfer Certificate of Title</p> <p> iv) Tax Declaration</p> <p>d. Other Civil Case Summons/Subpoena with attached copy of the Complaint (1 photocopy)</p> <p>e. Criminal Case Subpoena with attached copy of the Affidavit Complaint (1 photocopy)</p>	<p>Provided by Client</p> <p>Provided by Client</p> <p>Provided by Client</p> <p>EAMD-LAMD EAMD-LAMD EAMD-LAMD EAMD-LAMD</p> <p>Provided by Client</p> <p>Provided by Client</p>

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a request through HIS and submits the complete documentary requirements to the Legal Research and	1. Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/submitted to LD.	None	1 Day	<i>Legal Research and Investigation Specialist</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Investigation Specialist. Note: Cut-off time for filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.	If there are no supporting documents emailed/submitted, returns the request with remarks.			
	1.2 Approves the request and reviews the documents; determines if the case will be endorsed to OGCC/BCDA LSG or handled by LD; and, assigns to the Assistant Legal Manager, as applicable.	None	5 Days	<i>Legal Manager</i> LD
	1.3 Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	1 Day	<i>Legal Research and Investigation Specialist</i> LD
2. Acknowledges LD's action in the HIS portal and fulfills the Client Satisfaction Measurement (CSM) Form * Make sure to accomplish the CSM in the HIS portal after the completed task as requested.	None	None	None	None
TOTAL:		0.00	7 Days	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
d. Approved Survey Plan e. Transfer Certificate of Title, if applicable f. For Violation of Conditional Permit, Internal Memorandum attesting to the violation of a Conditional Permit and containing geotagged photos of the structure.	EAMD-LAMD EAMD-LAMD EAMD-PMD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a request through HIS and submits the complete documentary requirements to the Legal Research and Investigation Specialist. Note: Cut-off time for filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.	1. Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/submitted to LD. If there are no supporting documents submitted, returns the request with remarks.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
	1.2 Approves the request and assigns to the LRIS the preparation of the Complaint.	None	4 Hours	<i>Legal Manager</i> LD
	1.3 Reviews the documents, prepares the Complaint, and submits to the Assistant Legal Manager for initial review.	None	3 Days	<i>Legal Research and Investigation Specialist</i> LD
	1.4 Reviews the draft Complaint and	None	1 Day	<i>Assistant Legal Manager</i>

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorses to the Legal Manager for final review and approval.			LD
	1.5 Reviews and finalizes the Complaint.	None	1 Day	<i>Legal Manager</i> LD
	1.6 Transmits the Complaint to the Office of the President and CEO (OPCEO) for approval and signature. Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	1 Day	<i>Legal Research and Investigation Specialist</i> LD
2. Acknowledges LD's action in the HIS portal and fulfills the Client Satisfaction Measurement (CSM) Form. *Make sure to accomplish the CSM in the HIS portal after the completed task as requested.	None	None	None	None
TOTAL:		0.00	7 Days	

3. REQUEST FOR CONTRACT PREPARATION FOR EXTENSION/RENEWAL

This service is availed of by JHMC personnel for the preparation of an addendum for the extension/renewal of contracts/MOU/MOA and other multi-year contracts.

Filing of request for contract extension/renewal must be filed on or before the last sixty (60) calendar days prior to the expiration of the contract (please see sample below):

Date of End of Contract:	June 30, 2023
Last day of filing the request for contract preparation for extension/renewal via HIS:	April 30, 2023

General support services include security services, janitorial services, ground maintenance, forest care and maintenance, solid waste management, and other services of similar nature.

Department/Division/Unit	:	LD
Classification	:	Complex
Type of Transaction	:	G2G – Government to Government
Who may avail	:	All JHMC employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed Helpdesk Information System (HIS) request.	JHMC HIS portal jhmc.acctechnology.ph
Approved CSW, addressed to the PCEO and bearing the stamp “Approved” from the OPCEO For renewal and extension of procurement related contract: <ul style="list-style-type: none"> a. Bids and Awards Committee (BAC) Resolution recommending to the Board of Directors as Head of Procuring Entity (HoPE) the extension or renewal of the contract b. Certification of Availability of Funds (CAF) c. Annual Performance Evaluation with at least a “Satisfactory” rating 	Provided by Client BAC Secretariat Accountant Provided by Client

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a request through HIS and submits the complete documentary requirements via official email (scanned clear copies) to the Legal Research and Investigation Specialist. Note: Cut-off time of filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.	1.1 Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/submitted to LD. If there are no supporting documents emailed/ submitted, returns the request with remarks.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
	1.2 Prepares CCRF upon receipt of complete documentary requirements.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
	1.3 Emails the CCRF to the Legal Manager.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
	1.4 Assigns the drafting of the appropriate form of contract to the Assistant Legal Manager or Legal Research and Investigation Specialist.	None	1 Day	<i>Legal Manager</i> LD
	1.5 Drafts the appropriate form of contract and submits to the Legal Manager for review.	None	2 Days	<i>Legal Research and Investigation Specialist</i> or

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Assistant Legal Manager</i> LD
	1.6 Reviews and finalizes the contract.	None	2 Days	<i>Legal Manager</i> LD
	1.7 Prints the contract/ agreement and coordinates with the Client and OPCEO for the execution. Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
2. Acknowledges the email and accomplishes the Client Satisfaction Measurement (CSM) Form *Make sure to accomplish the CSM in the HIS portal after the completed task as requested.	None	None	None	None
TOTAL:		0.00	7 Days	

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Files a request through HIS and submits the complete documentary requirements via official email (scanned clear copies) to the Legal Research and Investigation Specialist.</p> <p>Note: Cut-off time of filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.</p>	<p>1.1 Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/submitted to LD.</p> <p>If there are no supporting documents emailed/submitted, returns the request with remarks.</p>	None	1 Day	<i>Legal Research and Investigation Specialist</i> LD
	<p>1.2 Approves the request and conducts legal risk assessment to provide directives/guidelines to the assigned personnel for the conduct of legal research or drafting of legal opinion/contract review, as may be applicable.</p>	None	3 Days	<i>Legal Manager</i> Legal Department
	<p>1.3 Conducts legal research or drafts the legal opinion/contract review, as may be assigned by the Legal Manager, including the preparation of the endorsement letter to the OGCC or BCDA as may be necessary.</p>	None	8 Days	<i>Legal Research and Investigation Specialist</i> Or <i>Assistant Legal Manager</i> Legal Department

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Reviews and finalizes the legal opinion or contract review, and/or endorsement letter to the OGCC or BCDA as may be necessary.	None	7 Days	<i>Legal Manager</i> Legal Department
	1.5 Transmits the Internal Memorandum and/or endorsement letter to the Office of the President and CEO (OPCEO) for approval and signature. Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	1 Day	<i>Legal Research and Investigation Specialist</i> Legal Department
2. Acknowledges the HIS and accomplishes the Client Satisfaction Measurement (CSM) Form. *Make sure to accomplish the CSM in the HIS portal after the completed task as requested.	None	None	None	None
TOTAL:		0.00	20 Days	

5. REQUEST FOR PREPARATION OF CONTRACT/AGREEMENT

This service is availed of by JHMC personnel for the preparation of contracts and other forms of agreements. This service is availed upon approval of the CSW or IM, whichever is applicable.

Department/Division/Unit	: LD
Classification	: Highly Technical
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed Helpdesk Information System (HIS) request.	JHMC HIS portal jhmc.acctechology.ph
Additional requirement	
a. For Contract of Lease a.1 Approved CSW or Approved Term Sheet.	Provided by Client
b. Procurement-related contracts b.1 Approved CSW or PR; b.2 Terms of Reference (for Consulting Services); b.3 Scope of Works/ Scope of Services (for Goods and Services); b.4 Specifications (for Goods); b.5 Program of Works and Project Specifications (for Infrastructure Projects);	Provided by Client Provided by Client Provided by Client Provided by Client Provided by Client
c. Other Contracts c.1 Approved CSW or IM stating the following: i. factual circumstances/ background/chronology including background of negotiation and exchange of correspondences/ communications with the other contracting party/parties; and, ii. negotiated and agreed upon terms and conditions (e.g.	Provided by Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
contract term, payment terms/amount, obligations of the parties)	

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Files a request through HIS and submits the complete documentary requirements via official email (scanned clear copies) to the Legal Research and Investigation Specialist.</p> <p>Note: Cut-off time of filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.</p>	<p>1.1 Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/ submitted to LD.</p> <p>If there are no supporting documents emailed/submitted, returns the request with remarks.</p>	None	1 Day	<i>Legal Research and Investigation Specialist</i> LD
	1.2 Approves the request and conducts legal risk assessment to provide directives/guidelines to the assigned personnel for the drafting of contract/agreement, and/or endorsement to the OGCC as may be applicable.	None	3 Days	<i>Legal Manager</i> LD
	1.3 Drafts the contract/ agreement and/or endorsement letter to the OGCC, as may be assigned	None	7 Days	<i>Legal Research and Investigation Specialist</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	by the Legal Manager.			Or <i>Assistant Legal Manager</i> LD
	1.4 Reviews and finalizes the contract/ agreement and/or endorsement letter to the OGCC.	None	6 Days	<i>Legal Manager</i> LD
	<p>1.5 Prints the contract/ agreement and coordinates with the Client and OPCEO for the execution.</p> <p>For procurement-related contracts, temporarily files the draft contract/ agreement, awaiting the award to the winning bidder or the Board Resolution approving the contract.</p> <p>For the contract/ agreement to be endorsed to the OGCC, transmits the endorsement letter to the OGCC with attached draft contract/ agreement to the Office of the President and CEO (OPCEO) for approval and signature.</p> <p>Note: The supporting documents for</p>	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transmittal to the OGCC shall be provided to the Records Management Section (RMS) upon the approval of the PCEO.			
	1.6 Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	4 Hours	<i>Legal Research and Investigation Specialist LD</i> or <i>Assistant Legal Manager LD</i>
	1.7 Receives and logs the document and forwards it to the PCEO for review, approval, and signature.	None	4 Hours	<i>Executive Assistant to the President and Chief Executive Officer</i> <i>Office of the President and Chief Executive Officer (OPCEO)</i>
	1.8 Reviews, approves and affixes signature if found in order then returns to the EA to the PCEO.	None	1 Day	<i>President and Chief Executive Officer</i> <i>OPCEO</i>
	1.9 Transmits to the Records Management Section (RMS) for the Document Tracking System (DTS) and routing purposes, furnishing a copy to the LD.	None	4 Hours	<i>Executive Assistant to the President and Chief Executive Officer</i> <i>OPCEO</i>
2. Acknowledges the HIS and accomplishes the Client Satisfaction	None	None	None	None

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement (CSM) Form. *Make sure to accomplish the CSM in the HIS portal after the completed task as requested.				
TOTAL:		0.00	20 Days	

6. REQUEST FOR PREPARATION/ REVIEW OF VARIOUS LEGAL DOCUMENTS

This service is availed of by JHMC personnel for the preparation/review of various legal documents, reports, papers such as affidavits, demand letters, position papers, reports to government agencies and other related legal documents (e.g. Special Power of Attorney, Certification, etc.).

Department/Division/Unit	: LD
Classification	: Highly Technical
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed Helpdesk Information System (HIS) request.	JHMC HIS portal jhmc.acctechology.ph
Duly signed Internal Memorandum stating the factual circumstances/ background/chronology including background of negotiation and exchange of correspondences/ communications with the other contracting party/parties or concerned individual/agency.	Provided by Client

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a request through HIS and submits the complete documentary requirements via official email (scanned clear copies) to the Legal Research and Investigation Specialist. Note: Cut-off time of filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.	1.1 Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/ submitted to LD. If there are no supporting documents emailed/submitted, returns the request with remarks.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
	1.2 Approves the request and	None	3 Days	<i>Legal Manager</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	conducts legal risk assessment to provide directives/guidelines to the assigned personnel for the conduct of legal research or the drafting of an appropriate legal document, as may be applicable.			
	1.3 Conducts legal research or drafts the legal document, as may be assigned by the Legal Manager.	None	9 Days	<i>Legal Research and Investigation Specialist or Assistant Legal Manager LD</i>
	1.4 Reviews and finalizes the legal document.	None	6 Days	<i>Legal Manager LD</i>
	1.5 Transmits the legal document to the Client for their appropriate action. Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	1 Day	<i>Legal Research and Investigation Specialist or Assistant Legal Manager LD</i>
2. Acknowledges the HIS and accomplishes the Client Satisfaction Measurement (CSM) Form. *Make sure to accomplish the CSM in the HIS portal after the completed task as requested.	None	None	None	None
TOTAL:		0.00	20 Days	0.00

7. REQUEST FOR PREPARATION/ REVIEW OF LETTERS AND CORRESPONDENCES

This service is availed of by JHMC personnel for the preparation/review of letters/correspondences and certifications that have legal implications (i.e. any matter related to JHSEZ locator/lessee, LGU-Baguio City, JHMC contractors/consultants/service providers, etc.) or may pose legal risks to JHMC (i.e. related to an existing contract/agreement).

Department/Division/Unit	: LD
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: All JHMC employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed Helpdesk Information System (HIS) request.	JHMC HIS portal jhmc.acctechnology.ph
Letter subject of the correspondence, if applicable (via email)	Provided by Client
E-copy of the draft letter or document, if applicable	Provided by Client

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a request through HIS and submits the complete documentary requirements via official email (scanned clear copies) to the Legal Research and Investigation Specialist. Note: Cut-off time of filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed the following working day.	1.1 Checks the HIS portal, evaluates and receives the request if the complete supporting documents were emailed/ submitted to LD. If there are no supporting documents emailed/submitted, returns the request with remarks.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluates the request and assigns to the Assistant Legal Manager or Legal Research and Investigation Specialist.	None	1 Day	<i>Legal Manager</i> LD
	1.3 Prepares the letter/correspondence /certification and submits the draft letter/correspondence /certification to the Legal Manager.	None	3 Days	<i>Assistant Legal Manager</i> or <i>Legal Research and Investigation Specialist</i> LD
	1.4 Reviews and finalizes the letter/ correspondence/ certification.	None	2 Days	<i>Legal Manager</i> LD
	1.5 Transmits the legal document to the Client for their appropriate action. Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD
2. Acknowledges the HIS and accomplishes the Client Satisfaction Measurement (CSM) Form. *Make sure to accomplish the CSM in the HIS portal after the completed task as requested.	None	None	None	
TOTAL:		0.00	7 Days	

OFFICE OF THE BUILDING OFFICIAL EXTERNAL SERVICES

1. APPLICATION FOR A BUILDING PERMIT FOR LOCATORS WITH CONTRACT BETWEEN BCDA AND/OR JHMC

This service shall apply only to locators with contract between BCDA and /or JHMC and may be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

Enforcement of Rule III, Section 301 of the National Building Code and its IRR, as well as circulars, memoranda, opinions, and decisions/orders.

SECTION 301. Building Permits

No person, firm, or corporation, including any agency or instrumentality of the government, shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

National Building Code of the Philippines, Section 212(c)(i):

“For constructing, installing, repairing, altering or causing any change in the occupancy/use of any building/structure or part thereof or appurtenances thereto without any permit, there shall be imposed a surcharge of up to 100% of the building fees.”

Note: The technical requirements shall conform to Rule III, Section 302 (4-12) of P.D. 1096 otherwise known as the National Building Code of the Philippines (NBCP), as applicable, and its referral codes, the Accessibility Law (BP 344), the Comprehensive Fire Code of the Philippines, and other related laws.

Pursuant to Section 7 of R.A. 11032, this office is implementing the “Zero-Contact Policy”.

Department/Division/Unit	:	Office of the Building Official (OBO)
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business Entity; G2G – Government to Government
Who may avail	:	Business and Government Agencies located with contracts with BCDA and/or JHMC.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Client or its duly authorized representative
Valid PCAB License, if work is done by contract in compliance with the Contractors License Law (R.A. 4566) (1 photocopy)	Client's Contractor
Technical Requirements; a. Notarized Building Permit Application Form (1 original)	NBC Form No. B-01A is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>b. Duly accomplished, signed and sealed Architectural Permit Form; (1 original)</p> <p>b.1. Architectural Documents:</p> <ul style="list-style-type: none"> • Vicinity Map/Location Plan within a two (2) km radius of commercial, industrial, and institutional complexes and within a half-kilometer radius of residential buildings, at any convenient scale showing prominent landmarks or major thoroughfares for easy reference. (1 original) • Site Development Plan showing technical description, boundaries, orientation, and position of proposed building/structure in relation to the lot, existing or proposed access road and driveways, and existing public utilities/services. Existing buildings within and adjoining the lot shall be hatched and distances between the proposed and existing buildings shall be indicated. (1 original) • Perspective drawn at a convenient scale and taken from a vantage point (bird's eye or eye level) (1 original) • Floor Plans drawn to scale of not less than one to one hundred (1:100) showing gridlines, and complete identification of rooms or functional places. (1 original) 	<p>NBC Form No. A-01 is downloadable from JHMC's website and is to be accompanied by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a licensed and registered Architect.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Elevations, at least four (4), same scale as floor plans showing gridlines, natural ground-to-finish grade elevations, floor- to - floor heights, door and window marks, type of material and exterior finishes, adjoining existing structure(s), if any shown in single hatch lines. (1 original) • Sections, at least two (2), showing gridlines, natural ground, and finish levels; outline of cut and visible structural parts, doors, and windows properly labeled reflecting the direction of opening; partitions, built-in cabinets, etc.; identification of rooms and functional spaces cut by section lines. (1 original) • Ceiling Plans showing its design, materials, and finish to be used, location of lighting fixtures; location of diffusers, air exhausts/return grilles, and nozzles, if any. (1 original) • Plans and specific locations of all accessibility facilities of scale of at least 1:100. (1original) • Detailed design of all such accessibility facilities outside and around buildings/structures including parking areas, and their safety requirements all at a scale of 1:50 or any convenient scale. (1 original) • Details, in the form of plans, elevations/sections: (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> i. Accessible ramps ii. Accessible stairs iii. Accessible lifts/elevators iv. Accessible entrances, corridors, and walkways v. Accessible functional areas/comfort rooms vi. Accessible switches, controls vii. Accessible drinking fountains viii. Accessible public telephone booths ix. Accessible audio-visual and automatic alarm system x. Accessible access symbols and directional signs xi. Reserved parking for disabled persons xii. Typical wall/bay sections from ground to roof xiii. Stairs, interior and exterior xiv. Fire escapes/exits xv. Built-in cabinets, counters, and fixed furniture xvi. All types of partitions • Schedule of Doors and Windows showing their types, designations/marks, dimensions, materials, and number of sets. (1 original) • Schedule of finishes showing in graphic form surface finishes specified for floors, ceilings, walls, and baseboard trims for all building spaces per floor level. (1 original) • Details of other major Elements. (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Technical specifications (1 original) • Detailed Cost Estimates. (1 original) • Clear copy of the valid PRC and PTR of the design professional. (1 photocopy) 	
<p>c. Interior Design Documents:</p> <ul style="list-style-type: none"> • Space Plan/s or layout/s of architectural interior/s (1 original); • Architectural interior perspective/s (1 original); • Furniture/furnishing/equipment /process layout/s (1 original); • Access plan/s, parking plan/s and the like (1 original); • Detail design of major architectural interior elements (1 original); • Plan and layout of interior, wall partitions, furnishing, furniture, equipment/appliances at a scale of at least 1:100 (1 original); • Interior wall elevations showing: finishes, switches, doors and convenience outlets, cross window sections with interior perspective as viewed from the main entrance at a scale of at least 1:100 (1 original); • Floor/ceiling/wall patterns and finishing details (1 original); • List of materials used (1 original); and • Cost Estimates (1 original). • Clear copy of the valid PRC and PTR of the design professional. (1 photocopy) 	<p>Prepared, signed, and sealed by a licensed Interior Designer.</p>
<p>d. Fire Safety Documents</p>	<p>Prepared, signed, and sealed by a licensed and registered Architect.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Layout plan of each floor indicating the fire evacuation route to safe dispersal areas, standpipes with a fire hose, fire extinguishers, first aid kits/cabinets, fire alarm, fire operations room, emergency lights, signs, etc.(1 original); • Details of windows, fire exits with grilled windows and ladders (1 original); • Details of fire-resistive construction of enclosures for vertical openings (1 original); and • Details of fire-resistive construction materials and interior decorative materials with fire-resistive/fire-retardant/fire-spread ratings (1 original). • Clear copy of the valid PRC and PTR of the design professional (1 photocopy). • Other Related Documents 	
<p>e. Duly accomplished, signed and sealed Civil/Structural Permit Form (1 original);</p> <p>e.1. Civil/Structural Documents:</p> <ul style="list-style-type: none"> • Foundation Plans and Details at a scale of not less than one to one hundred (1:100) (1 original); • Floor/Roof Framing Plans and Details at a scale of not less than one to one hundred (1:100) (1 original); • Details and Schedules of structural and civil works elements (1 original); 	<p>NBC Form No. A-02 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared signed, and sealed by a registered Civil Engineer</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Structural Analysis and Design shall be submitted for all buildings/structures except for single detached buildings/structures with a total floor area of up to twenty (20) square meters (1 original): <ul style="list-style-type: none"> i. For three (3) stories and above, Boring tests and, if necessary, Load Tests shall be required in accordance with the applicable latest approved provisions of the National Structural Code of the Philippines (NSCP). However, adequate soil exploration (including boring and load tests) shall also be required for lower buildings/structures in areas with potential geological/geotechnical hazards. Boring test or load test shall also be done according to the applicable provisions of the NSCP which set forth requirements governing excavation, grading, and earthwork construction, including fills and embankments for any building/structure and for foundation and retaining structures. • The soil classification and design bearing capacity shall be shown on the plans. Original written report signed and sealed by the 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Civil/Geotechnical Engineer shall include the following:</p> <ol style="list-style-type: none"> i. A plot showing the location of all test borings and/or excavations. ii. Description and classification of the materials encountered. iii. Elevation of the groundwater table, if encountered. iv. Recommendation for foundation type and design criteria including bearing capacity, and provisions to minimize the effects of adjacent loads. v. Expected total and differential settlements. vi. Assessment of soil erosion, soil liquefaction, soil creep, slope instability, and other potential geological or geotechnical settlements. <ul style="list-style-type: none"> • Seismic Analysis. Pursuant to applicable provisions on Earthquake Forces of the latest approved edition of NSCP (Volume 1), every building/structure and every portion thereof shall be designed and constructed to resist stresses produced by seismic forces. (1 original) • Technical Specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>f. Duly accomplished, signed and sealed Electrical Permit Form (1 original);</p> <p>f.1. Electrical Documents:</p> <ul style="list-style-type: none"> • Location and Site Plans (1 original) • Legend of Symbols (1 original) • General Notes and/or Specifications (1 original) • Electrical Layout (1 original) • Schedule of Loads, Transformers, Generators/UPS Units (Total KVA for each of the preceding items shall be indicated in the schedule) (1 original) • Design Analysis (1 original) • One Line Diagram (1 original) • Technical Specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) <p>Note: Refer to Article 1.3 on Electrical Plans and Specifications as listed in the latest edition of the Philippine Electrical Code (PEC).</p>	<p>NBC Form No. A-03 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a licensed and registered Professional Electrical Engineer.</p>
<p>g. Duly accomplished, signed and sealed Mechanical Permit Form (1 original);</p> <p>g.1. Mechanical Documents.</p> <ul style="list-style-type: none"> • Location Plan and Key Plan (1 original) • General Layout Plan for each floor, drawn to a scale of not less than 1:100, indicating the equipment in heavier lines than the building outline with names of machinery and corresponding brake 	<p>NBC Form No. A-04 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a registered Professional Mechanical Engineer;</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>horsepower shall be indicated. (1 original)</p> <ul style="list-style-type: none"> • Longitudinal and Transverse Sections of building and equipment based on the section lines drawn to a scale of at least 1:100 showing inter-floor relations and defining the manner of support of machines/equipment. Sections shall run longitudinally and transversely through the building length or width other than the particularly detailed section for each machinery/equipment (fired and unfired pressure vessel, elevator, escalator, dumbwaiter, etc.). (1 original) • Isometric drawing of gas, fuel, and oil system showing the assembly of pipes on racks and supports, Legend and General Notes, Capacity per outlet, and Complete individual piping system. (1 original) • Plans are drawn to a scale of 1:100 indicating the location of storerooms, fuel tanks, fire extinguishing systems, fire doors, fire escape ladders, and other protective facilities. (1 original) • Detailed drawings of all ductwork installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation. (1 original) • Detailed Plans of machinery foundations and supports drawn to a scale of at least 1:50. (1 original) • Detailed Plans of boilers and pressure vessels with a 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>working pressure of above 70 kPa regardless of kilowatt rating. (1 original)</p> <ul style="list-style-type: none"> • Design Computations and Detailed Plans of elevators, escalators, and the like drawn to a scale of 1:50. (1 original) • For all installations, additions, or alterations involving machinery of at most 14.9 kW, the signature of a duly licensed Mechanical Engineer shall be sufficient except for fired and unfired pressure vessels, elevators, escalators, dumbwaiters, central/split/packaged type air conditioners and piping systems of steam, gas or fuels. (1 original) • Detailed plans of fire suppression systems, location of automatic and smoke detectors and alarm and initiating devices used to monitor the conditions that are essential for the proper operation including switches for the position of gate valves as well as alert and evacuation signals; the detailed layout of the entire safe area to be protected and the heat/smoke ventilation system. (1 original) • Design Analysis and Technical Specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	
<p>h. Duly accomplished, signed and sealed Sanitary Permit Form (1 original);</p>	<p>NBC Form No. A-05 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>h.1. Sanitary Documents.</p> <p>h.1.1. For deep wells, water purification plants, water collection and distribution systems, reservoirs, drainage and sewer systems, sewage treatment plants, malaria control structures, and sewage disposal systems:</p> <ul style="list-style-type: none"> • Location Plan and Site Plan (1 original) • Detailed Plan and layout drawings of minimum scale 1:100 (1 original) • Design Analysis and Technical Specifications (1 original) • Cost Estimates (1 original) <p>h.1.2. For pest and vermin control, sanitation, and pollution control facilities:</p> <ul style="list-style-type: none"> • Detailed plan, layout, and drawing of abatement and control device of minimum scale 1:100 (1 original) • Design analysis and technical specification (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	<p>Prepared, signed, and sealed by a registered Sanitary Engineer.</p>
<p>i. Duly accomplished, signed and sealed Plumbing Permit Form (1 original);</p> <p>i.1. For all plumbing installations, additions, and/or alterations involving hot and cold water supply, fixtures, sewage drainage and vent system, storm drainage, and sewerage</p>	<p>NBC Form No. A-06 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Plumbing Documents. Prepared, signed, and sealed by a registered Master Plumber.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>system within or adjacent to the building:</p> <ul style="list-style-type: none"> • Location Plan and Site Plan of minimum scale 1:2000 (1 original) • Plumbing Plans, Layouts, and Details, of minimum scale 1:50 (1 original) • Legend and General Notes (1 original) • Isometric drawings of the systems (1 original) • Design analysis and technical specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	
<p>j. Duly accomplished, signed and sealed Electronics Permit Form (1 original);</p> <p>j.1. Electronic documents (1 original).</p> <p>Electronic plans and technical specifications for wired or wireless telecommunications systems, broadcasting systems, including radio and TV broadcast equipment for commercial and training purposes, cable or wireless television systems, information technology (IT) systems, security and alarm systems, electronic fire alarm systems, sound-reinforcement systems, navigational aids and controls, indoor and outdoor signages, electronically-controlled conveyance systems, electronic/computerized process controls, automation systems,</p>	<p>NBC Form No. A-07 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a registered Electronics Engineer;</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
building automation, management and control systems, including, but not limited to the following: <ul style="list-style-type: none"> • General layout plans with legends (1 original) • Single line diagram (1 original) • Riser diagram (1 original) • Isometry of the system (1 original) • Equipment specifications (1 original) • Design analysis, as applicable (1 original) • Cost Estimate (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	
Environmental Protection Documents a. Construction Environmental Management Plan (CEMP) (1 original)	Form 064 & Form 065 are downloadable from JHMC's website and are to be accomplished by the client and its design professional.
Fire Safety Evaluation Certificate (FSEC) (1 photocopy)	Bureau of Fire (BFP)-City of Baguio
Construction Safety and Health Program (CSHP) (1 photocopy)	Department of Labor and Employment (DOLE) – CAR
Duly accomplished, signed, and sealed Sign Permit Form (1 original)	NBC Form No. B-07 is downloadable from JHMC's website and is to be accomplished by the Client and its design professionals.
Duly accomplished, signed, and sealed Notice of Construction (1 original)	NBC Form No. B-20 is downloadable from JHMC's website and is to be accomplished by the client, contractor, and design professionals.

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the duly accomplished Application Forms and their complete supporting requirements to the JHSEZ – OBO’s official email address: jhsezobo@jhmc.com.ph	1.1 Acknowledges receipt of the requirements and establishes email thread.	None	20 Minutes	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).
	1.2 Checks the completeness (in form and content) of emailed requirements. If incomplete submission of documentary requirements and/or information, informs the Client to re-submit the lacking requirements and/or information. If complete, notify the Evaluation Section to evaluate the requirements.	None	1 Day	OBO Secretary OBO
	1.3 Evaluates compliance of submitted requirements with NBCP, BP 334, CIMDP, and other referral codes.	None	7 Days <i>including inspection, if necessary</i>	Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer,

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>In case of non-compliance, each evaluator shall send findings to the OBO Secretary.</p> <p>In case of compliance, Evaluators submit the report and computation of fees. Proceed to Step 2.2</p>			<i>On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO - Evaluation Section
	1.4 Collates and informs the Client of the findings through the established email thread.	None	3 Days	OBO Secretary OBO
2. Sends the compliant requirements through the established email thread.	2.1 Re-evaluates emailed documents. In case of compliance, Evaluators submit the report and computation of fees.	None	2 Days	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
	2.2 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.	None	2 Hours	OBO Secretary OBO
	2.3 Reviews and approves the endorsement letter	None	1 Hour	Building Official OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the City Fire Marshall, BFP-City of Baguio, and send it back to the OBO Secretary.			
	2.4 Sends Endorsement Letter to the Client's Email Address.	None	10 Minutes	<i>OBO Secretary</i> OBO
3. Download the letter and submit it with one(1) set of building plans to the City Fire Marshall, BFP-City of Baguio.	3.1 Transmits the Building Permit form and Ancillary Permit forms requiring the signature of the PCEO.	None	30 Minutes	<i>OBO Secretary</i> OBO
	3.2 Affixes signature in the forms as the Authorized Representative of the Lot Owner. Transmits the signed requirements to the OBO Secretary	None	2 Days	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) <i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
	3.3 Receives the signed Forms. Prepares the Order of Payment, Authority to Accept Payment (ATAP), and accomplishes the signboard/ tarpaulin signage; Submits to the Building Official	None	2 Hours	<i>OBO Secretary</i> OBO
	3.4 Reviews and approves the Building Permit	None	2 Days	<i>Building Official</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Ancillary Permits, accomplished signboard/ "tarpaulin signage", Order of Payment, and ATAP and sends back to the OBO Secretary.			
	3.5 Sends the copy of the approved Order of Payment and the Notice of Construction Form, with the instruction to submit (3) sets of the signed and sealed printed copies of the approved requirements, including the duly accomplished Notice of Construction Form to the Office of the Building Official.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	30 Minutes	OBO Secretary OBO
4. Accomplishes the Notice of Construction Form and submits three (3) sets of signed and sealed printed copies of the approved requirements, together with the copy of the Fire Safety Evaluation Certificate issued by the BFP and printed copies of	4.1 Validates the submitted requirements. Advise the Client to proceed to the Cashier.	None	30 Minutes	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Order of Payment and ATAP.				
	4.2 Affixes signature on all requirements submitted by the client.	None	1 Day	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Evaluation Section</i>
5. Presents a copy of the Order of Payment and ATAP then pays the corresponding fees to the Cashier.	5. Accepts the payment and issues the Official Receipt (OR).	Based on ATAP	10 Minutes	<i>Cashier Finance Services Department</i>
6. Presents the copy of the OR to the Building Official.	6. Approve the Building Permit and revert to the OBO Secretary the Client's copy and the approved signboard/ tarpaulin signage.	None	30 Minutes	<i>Building Official OBO</i>
7. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox.	8. Issues to the Client a copy of the Building Permit, one (1) set of building plans, and signage.	None	20 Minutes	<i>OBO Secretary OBO</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.				
8. Acknowledges receipt of Building Permit, one (1) set of building plans, and signboard/ "tarpaulin signage".	None	None	None	None
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	20 Days	

2. APPLICATION FOR A BUILDING PERMIT FOR LOCATORS WITHOUT CONTRACT BETWEEN BCDA AND/OR JHMC

This service shall apply only to existing business/commercial Clients without contract between BCDA and /or JHMC and may be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

Enforcement of Rule III, Section 301 of the National Building Code and its IRR, as well as circulars, memoranda, opinions, and decisions/orders.

SECTION 301. Building Permits

No person, firm, or corporation, including any agency or instrumentality of the government, shall alter, repair, convert, use, occupy, move, demolish and add any building/structure, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

National Building Code of the Philippines, Section 212(c)(i):

"For constructing, installing, repairing, altering or causing any change in the occupancy/use of any building/structure or part thereof or appurtenances thereto without any permit, there shall be imposed a surcharge of up to 100% of the building fees."

Note: The technical documents shall conform to Rule III, Section 302 (4-12) of P.D. 1096 otherwise known as the National Building Code of the Philippines (NBCP), as applicable, and its referral codes, the Accessibility Law (BP 344), the Comprehensive Fire Code of the Philippines, and other related laws.

Pursuant to Section 7 of R.A. 11032, this office is implementing the "Zero-Contact Policy".

Department/Division/Unit	: OBO
Classification	: Highly Technical
Type of Transaction	: G2B - Government to Business Entity
Who may avail	: Existing Business/Commercial Establishments without contracts with BCDA/JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	From the Client or its duly authorized representative.
Duly accomplished BCDA General Application Form (1 original)	From the Client. Form is downloadable at www.jhmc.com.ph (Downloadable tab).
Contract of Lease or its equivalent (1 photocopy)	From the Client.
Valid PCAB License, if work is done by contract in compliance with the Contractors License Law (R.A. 4566) (1 photocopy)	Client's Contractor
Technical Documents;	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Notarized Building Permit Application Form (1 original)	NBC Form No. B-01B is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.
b. Duly accomplished, signed and sealed Architectural Permit Form (1 original); b.1 Architectural Documents: <ul style="list-style-type: none"> • Vicinity Map/Location Plan within a two (2) km radius of commercial, industrial, and institutional complexes and within a half-kilometer radius of residential buildings, at any convenient scale showing prominent landmarks or major thoroughfares for easy reference. (1 original) • Site Development Plan showing technical description, boundaries, orientation, and position of proposed building/structure in relation to the lot, existing or proposed access road and driveways, and existing public utilities/services. Existing buildings within and adjoining the lot shall be hatched and distances between the proposed and existing buildings shall be indicated. (1 original) • Perspective drawn at a convenient scale and taken from a vantage point (bird's eye or eye level) (1 original) • Floor Plans drawn to scale of not less than one to one hundred (1:100) showing gridlines, and complete 	NBC Form No. A-01 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals. Prepared, signed, and sealed by a licensed and registered Architect.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>identification of rooms or functional places. (1 original)</p> <ul style="list-style-type: none"> • Elevations, at least four (4), same scale as floor plans showing gridlines, natural ground-to-finish grade elevations, floor-to-floor heights, door and window marks, type of material and exterior finishes, adjoining existing structure(s), if any shown in single hatch lines.(1 original) • Sections, at least two (2), showing gridlines, natural ground, and finish levels; outline of cut and visible structural parts, doors, and windows properly labeled reflecting the direction of opening; partitions, built-in cabinets, etc.; identification of rooms and functional spaces cut by section lines. (1 original) • Ceiling Plans showing its design, materials, and finish to be used, location of lighting fixtures; location of diffusers, air exhausts/return grilles, and nozzles, if any. (1 original) • Plans and specific locations of all accessibility facilities of scale of at least 1:100. (1 original) • Detailed design of all such accessibility facilities outside and around buildings/structures including parking areas, and their safety requirements all at a scale of 1:50 or any convenient scale. (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Details, in the form of plans, elevations/sections (1 original): <ul style="list-style-type: none"> xvii. Accessible ramps xviii. Accessible stairs xix. Accessible lifts/elevators xx. Accessible entrances, corridors, and walkways xxi. Accessible functional areas/comfort rooms xxii. Accessible switches, controls xxiii. Accessible drinking fountains xxiv. Accessible public telephone booths xxv. Accessible audio-visual and automatic alarm system xxvi. Accessible access symbols and directional signs xxvii. Reserved parking for disabled persons xxviii. Typical wall/bay sections from ground to roof xxix. Stairs, interior and exterior xxx. Fire escapes/exits xxxi. Built-in cabinets, counters, and fixed furniture xxxii. All types of partitions • Schedule of Doors and Windows showing their types, designations/marks, dimensions, materials, and number of sets. (1 original) • Schedule of finishes showing in graphic form surface finishes specified for floors, ceilings, walls, and baseboard trims for all building spaces per floor level. (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Details of other major Elements. (1 original) • Technical specifications (1 original) • Detailed Cost Estimates. (1 original) • Clear copy of the valid PRC and PTR of the design professional. (1 photocopy) 	
<p>c. Interior Design Documents:</p> <ul style="list-style-type: none"> • Space Plan/s or layout/s of architectural interior/s (1 original); • Architectural interior perspective/s (1 original); • Furniture/furnishing/equipment /process layout/s (1 original); • Access plan/s, parking plan/s and the like (1 original); • Detail design of major architectural interior elements (1 original); • Plan and layout of interior, wall partitions, furnishing, furniture, equipment/appliances at a scale of at least 1:100 (1 original); • Interior wall elevations showing: finishes, switches, doors and convenience outlets, cross window sections with interior perspective as viewed from the main entrance at a scale of at least 1:100 (1 original); • Floor/ceiling/wall patterns and finishing details (1 original); • List of materials used (1 original); and • Cost Estimates (1 original). • Clear copy of the valid PRC and PTR of the design professional (1 photocopy). 	<p>Prepared, signed, and sealed by a licensed Interior Designer.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>d. Fire Safety Documents</p> <ul style="list-style-type: none"> • Layout plan of each floor indicating the fire evacuation route to safe dispersal areas, standpipes with a fire hose, fire extinguishers, first aid kits/cabinets, fire alarm, fire operations room, emergency lights, signs, etc (1 original).; • Details of windows, fire exits with grilled windows and ladders (1 original); • Details of fire-resistive construction of enclosures for vertical openings (1 original); and • Details of fire-resistive construction materials and interior decorative materials with fire-resistive/fire-retardant/fire-spread ratings(1 original). • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) • Other Related Documents 	<p>Prepared, signed, and sealed by a licensed and registered Architect.</p>
<p>e. Duly accomplished, signed and sealed Civil/Structural Permit Form (1 original);</p> <p>e.1 Civil/Structural Documents:</p> <ul style="list-style-type: none"> • Foundation Plans and Details at a scale of not less than one to one hundred (1:100) (1 original); • Floor/Roof Framing Plans and Details at a scale of not less than one to one hundred (1:100) (1 original); • Details and Schedules of structural and civil works elements (1 original); 	<p>NBC Form No. A-02 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a registered Civil Engineer;</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Structural Analysis and Design shall be submitted for all buildings/structures except for single detached buildings/structures with a total floor area of up to twenty (20) square meters (1 original): <ul style="list-style-type: none"> i. For three (3) stories and above, Boring tests and, if necessary, Load Tests shall be required in accordance with the applicable latest approved provisions of the National Structural Code of the Philippines (NSCP). However, adequate soil exploration (including boring and load tests) shall also be required for lower buildings/structures in areas with potential geological/geotechnical hazards. Boring test or load test shall also be done according to the applicable provisions of the NSCP which set forth requirements governing excavation, grading, and earthwork construction, including fills and embankments for any building/structure and for foundation and retaining structures. • The soil classification and design bearing capacity shall be shown on the plans. Original written report signed and sealed by the Civil/Geotechnical Engineer 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>shall include the following (1 original):</p> <ol style="list-style-type: none"> i. A plot showing the location of all test borings and/or excavations. ii. Description and classification of the materials encountered. iii. Elevation of the groundwater table, if encountered. iv. Recommendation for foundation type and design criteria including bearing capacity, and provisions to minimize the effects of adjacent loads. v. Expected total and differential settlements. vi. Assessment of soil erosion, soil liquefaction, soil creep, slope instability, and other potential geological or geotechnical settlements. <ul style="list-style-type: none"> • Seismic Analysis. Pursuant to applicable provisions on Earthquake Forces of the latest approved edition of NSCP (Volume 1), every building/structure and every portion thereof shall be designed and constructed to resist stresses produced by seismic forces. • Technical Specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>f. Duly accomplished, signed and sealed Electrical Permit Form (1 original);</p> <p>f.1 Electrical Documents:</p> <ul style="list-style-type: none"> • Location and Site Plans (1 original) • Legend of Symbols (1 original) • General Notes and/or Specifications (1 original) • Electrical Layout (1 original) • Schedule of Loads, Transformers, Generators/UPS Units (Total KVA for each of the preceding items shall be indicated in the schedule) (1 original) • Design Analysis (1 original) • One Line Diagram (1 original) • Technical Specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) <p>Note: Refer to Article 1.3 on Electrical Plans and Specifications as listed in the latest edition of the Philippine Electrical Code (PEC).</p>	<p>NBC Form No. A-03 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed and sealed by a licensed and registered Professional Electrical Engineer.</p>
<p>g. Duly accomplished, signed and sealed Mechanical Permit Form (1 original);</p> <p>g.1 Mechanical Documents.</p> <ul style="list-style-type: none"> • Location Plan and Key Plan (1 original) • General Layout Plan for each floor, drawn to a scale of not less than 1:100, indicating the equipment in heavier lines than the building outline with names of machinery and 	<p>NBC Form No. A-04 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a registered Professional Mechanical Engineer;</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>corresponding brake horsepower shall be indicated (1 original)</p> <ul style="list-style-type: none"> • Longitudinal and Transverse Sections of building and equipment based on the section lines drawn to a scale of at least 1:100 showing inter-floor relations and defining the manner of support of machines/equipment. Sections shall run longitudinally and transversely through the building length or width other than the particularly detailed section for each machinery/equipment (fired and unfired pressure vessel, elevator, escalator, dumbwaiter, etc.) (1 original) • Isometric drawing of gas, fuel, and oil system showing the assembly of pipes on racks and supports, Legend and General Notes, Capacity per outlet, and Complete individual piping system (1 original) • Plans are drawn to a scale of 1:100 indicating the location of storerooms, fuel tanks, fire extinguishing systems, fire doors, fire escape ladders, and other protective facilities (1 original) • Detailed drawings of all ductwork installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Detailed Plans of machinery foundations and supports drawn to a scale of at least 1:50 (1 original) • Detailed Plans of boilers and pressure vessels with a working pressure of above 70 kPa regardless of kilowatt rating (1 original) • Design Computations and Detailed Plans of elevators, escalators, and the like drawn to a scale of 1:50 (1 original) • For all installations, additions, or alterations involving machinery of at most 14.9 kW, the signature of a duly licensed Mechanical Engineer shall be sufficient except for fired and unfired pressure vessels, elevators, escalators, dumbwaiters, central/split/packaged type air conditioners and piping systems of steam, gas or fuels (1 original) • Detailed plans of fire suppression systems, location of automatic and smoke detectors and alarm and initiating devices used to monitor the conditions that are essential for the proper operation including switches for the position of gate valves as well as alert and evacuation signals; the detailed layout of the entire safe area to be protected and the heat/smoke ventilation system (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Design Analysis and Technical Specifications (1 original) • Cost Estimates (1 original) <p>Clear copy of the valid PRC and PTR of the design professional (1 photocopy)</p>	
<p>h. Duly accomplished, signed and sealed Sanitary Permit Form (1 original);</p> <p>h.1 Sanitary Documents.</p> <p>h.1.1 For deep wells, water purification plants, water collection and distribution systems, reservoirs, drainage and sewer systems, sewage treatment plants, malaria control structures, and sewage disposal systems:</p> <ul style="list-style-type: none"> • Location Plan and Site Plan (1 original) • Detailed Plan and layout drawings of minimum scale 1:100 (1 original) • Design Analysis and Technical Specifications (1 original) • Cost Estimates (1 original) <p>h.1.2 For pest and vermin control, sanitation, and pollution control facilities:</p> <ul style="list-style-type: none"> • Detailed plan, layout, and drawing of abatement and control device of minimum scale 1:100 (1 original) • Design analysis and technical specification (1 original) • Cost Estimates (1 original) 	<p>NBC Form No. A-05 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a registered Sanitary Engineer</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	
<p>i. Duly accomplished, signed and sealed Plumbing Permit Form (1 original);</p> <p>i.1 For all plumbing installations, additions, and/or alterations involving hot and cold water supply, fixtures, sewage drainage and vent system, storm drainage, and sewerage system within or adjacent to the building:</p> <ul style="list-style-type: none"> • Location Plan and Site Plan of minimum scale 1:2000 (1 original) • Plumbing Plans, Layouts, and Details, of minimum scale 1:50 (1 original) • Legend and General Notes (1 original) • Isometric drawings of the systems (1 original) • Design analysis and technical specifications (1 original) • Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	<p>NBC Form No. A-06 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Plumbing Documents. Prepared, signed, and sealed by a registered Master Plumber;</p>
<p>j. Duly accomplished, signed and sealed Electronics Permit Form (1 original);</p> <p>j.1 Electronic documents (1 original). Electronic plans and technical specifications for wired or wireless telecommunications systems, broadcasting systems, including radio and TV broadcast equipment for commercial and training purposes, cable or wireless television systems, information</p>	<p>NBC Form No. A-07 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Prepared, signed, and sealed by a registered Electronics Engineer</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>technology (IT) systems, security and alarm systems, electronic fire alarm systems, sound-reinforcement systems, navigational aids and controls, indoor and outdoor signages, electronically-controlled conveyance systems, electronic/computerized process controls, automation systems, building automation, management and control systems, including, but not limited to the following:</p> <ul style="list-style-type: none"> • General layout plans with legends (1 original) • Single line diagram (1 original) • Riser diagram (1 original) • Isometry of the system (1 original) • Equipment specifications (1 original) • Design analysis, as applicable (1 original) • Cost Estimate (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	
<p>Environmental Protection Documents; a. Construction Environmental Management Plan (CEMP) (1 original)</p>	<p>Form 064 & Form 065 are downloadable from JHMC's website and are to be accomplished by the client and its design professional.</p>
<p>Fire Safety Evaluation Certificate (FSEC) (1 photocopy)</p>	<p>Bureau of Fire (BFP)-City of Baguio</p>
<p>Construction Safety and Health Program (CSHP) (1 photocopy)</p>	<p>Department of Labor and Employment (DOLE) – CAR</p>
<p>Duly accomplished, signed and sealed Sign Permit Form (1 original)</p>	<p>NBC Form No. B-07 is downloadable from JHMC's website and is to be accomplished by the Client and its design professionals.</p>
<p>Duly accomplished, signed and sealed Notice of Construction (1 original)</p>	<p>NBC Form No. B-20 is downloadable from JHMC's website and is to be accomplished by the client, contractor, and design professionals.</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the duly accomplished Application Forms and their complete supporting requirements to the JHSEZ – OBO's official email address: jhsezobo@jhmc.com.ph	1.1 Acknowledges receipt of the requirements and establishes email thread.	None	20 Minutes	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).
	1.2 Checks the completeness (in form and content) of emailed requirements. If incomplete submission of documentary requirements and/or information, inform the Client to re-submit the lacking requirements and/or information. If complete, notify the Evaluation Section to evaluate the requirements.	None	1 Day	OBO Secretary OBO
	1.3 Evaluate compliance of submitted requirements with NBCP, BP 334,	None	7 Days <i>including inspection, if necessary</i>	Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer,

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>CIMDP, and other referral codes.</p> <p>In case of non-compliance, each evaluator shall send findings to the OBO Secretary.</p> <p>In case of compliance, Evaluators submit the report and computation of fees. Proceed to Step 2.2</p>			<p><i>On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i></p> <p>OBO - Evaluation Section</p>
	1.4 Collates and informs the Client of the findings through the established email thread.	None	3 Days	OBO Secretary OBO
2. Sends compliant requirements through the established email thread.	<p>2.1 Re-evaluates emailed documents.</p> <p>In case of compliance, Evaluators submit the report and computation of fees.</p>	None	2 Days	<p><i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i></p> <p>OBO – Evaluation Section</p>
	2.2 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.	None	2 Hours	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Reviews and approves the endorsement letter to the City Fire Marshall, BFP-City of Baguio, and send it back to the OBO Secretary.	None	1 Hour	<i>Building Official</i> OBO
	2.4 Sends Endorsement Letter to the Client's Email Address.	None	10 Minutes	<i>OBO Secretary</i> OBO
3. Download the letter and submit it with one(1) set of building plans to the City Fire Marshall, BFP-City of Baguio.	3.1 Transmits the Building Permit form and Ancillary Permit forms requiring the signature of the PCEO.	None	30 Minutes	<i>OBO Secretary</i> OBO
	3.2 Affixes signature in the forms as the Authorized Representative of the Lot Owner. Transmits the signed requirements to the OBO Secretary	None	2 Days	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) <i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
	3.3 Receives the signed Forms. Prepares the Order of Payment, Authority to Accept Payment (ATAP), and accomplishes the signboard/ tarpaulin signage; Submits to the Building Official	None	2 Hours	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Reviews and approves the Building Permit and Ancillary Permits, accomplished signboard/ "tarpaulin signage", Order of Payment, and ATAP and sends back to the OBO Secretary.	None	2 Days	<i>Building Official</i> OBO
	3.5 Sends the copy of the approved Order of Payment and the Notice of Construction Form, with the instruction to submit (3) sets of the signed and sealed printed copies of the approved requirements, including the duly accomplished Notice of Construction Form to the Office of the Building Official.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	30 Minutes	<i>OBO Secretary</i> OBO
4. Accomplishes the Notice of Construction Form and submits three (3) sets of signed and sealed printed copies of the approved requirements, together with the copy of the Fire	4.1 Validates the submitted requirements. Advise the Client to proceed to the Cashier.	None	30 Minutes	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Safety Evaluation Certificate issued by the BFP and printed copies of the Order of Payment and ATAP.				
	4.2 Affixes signature on all requirements submitted by the client.	None	1 Day	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Evaluation Section</i>
5. Presents a copy of the Order of Payment and ATAP then pays the corresponding fees to the Cashier.	5. Accepts the payment and issues the Official Receipt (OR).	Based on ATAP	10 Minutes	<i>Cashier Finance Services Department</i>
6. Presents the copy of the OR to the Building Official.	6. Approve the Building Permit and revert to the OBO Secretary the Client's copy and the approved signboard/ tarpaulin signage.	None	30 Minutes	<i>Building Official OBO</i>
7. Accomplishes the Client Satisfaction Form (CSM) Form and drops it in the designated dropbox.	7. Issues to the Client a copy of the Building Permit, one (1) set of building plans, and signage.	None	20 Minutes	<i>OBO Secretary OBO</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.				
8. Acknowledges receipt of Building Permit, one (1) set of building plans, and signboard/ "tarpaulin signage".	None	None	None	None
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	20 Days	

3. APPLICATION FOR REPAIR AND MAINTENANCE OF A RESIDENTIAL BUILDING

Enforcement of Rule III, Section 301 of the National Building Code and its IRR, as well as circulars, memoranda, opinions, and decisions/orders. This service shall be applicable to repairs and maintenance of residential buildings and shall be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

SECTION 301. Building Permits

No person, firm, or corporation, including any agency or instrumentality of the government, shall conduct repair without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

National Building Code of the Philippines, Section 212(c)(i):

“For constructing, installing, repairing, altering or causing any change in the occupancy/use of any building/structure or part thereof or appurtenances thereto without any permit, there shall be imposed a surcharge of up to 100% of the building fees.”

Note: The technical documents shall conform to Rule III, Section 302 (4-12) of P.D. 1096 otherwise known as the National Building Code of the Philippines (NBCP), as applicable, and its referral codes, the Accessibility Law (BP 344), the Comprehensive Fire Code of the Philippines, and other related laws.

REPAIR – Remedial work done on any damaged or deteriorated portion/s of the building/structure to restore to its original condition.

Allowed Repair and Maintenance Works:

- i. Repair works not affecting or involving any structural member, such as replacement of deteriorated roofing sheets or tiles, gutters, downspouts, fascias, ceilings, and/or sidings.
- ii. Repair and/or replacement of non-load-bearing partition walls.
- iii. Repair and/or replacement of any interior portion or a house not involving addition or alteration.
- iv. Repair and/or replacement work of doors and windows.
- v. Repair and/or replacement work of flooring.
- vi. Repair of perimeter fence and walls.
- vii. Repair and/or replacement of plumbing fixtures, fittings, or pipings, such as toilet bowls, sinks, lavatories, urinals, bidets, pipes, faucets, and valves for single detached dwellings and duplexes.

Pursuant to Section 7 of R.A. 11032, this office is implementing the “Zero-Contact Policy”.

Department/Division/Unit	:	OBO
Classification	:	Highly Technical
Type of Transaction	:	G2G – Government to Government
Who may avail	:	Residents located within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	Client or its duly authorized representative
Duly accomplished Bases Conversion and Development Authority (BCDA) General Application Form (1 original)	From the Client. Form is downloadable at www.jhmc.com.ph (Downloadable tab).
Contract of Lease or its equivalent (1 photocopy)	From the Client
Valid PCAB License, if work is done by contract in compliance with the Contractors License Law (R.A. 4566) (1 photocopy)	Client's Contractor
Technical Requirements; a. Notarized Building Permit Application Form (1 original)	NBC Form No. B-01C is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.
b. Duly accomplished, signed and sealed Architectural Permit Form (1 original); b.1 Architectural Documents: <ul style="list-style-type: none"> • Vicinity Map/Location Plan within a two (2) km radius of commercial, industrial, and institutional complexes and within a half-kilometer radius of residential buildings, at any convenient scale showing prominent landmarks or major thoroughfares for easy reference. (1 original) • Site Development Plan showing technical description, boundaries, orientation, and position of proposed building/structure in relation to the lot, existing or proposed access road and driveways, and existing public utilities/services. Existing buildings within and adjoining the lot shall be hatched and distances between the proposed and existing buildings shall be indicated. (1 original) 	NBC Form No. A-01 is downloadable from JHMC's website and is to be accompanied by the client and its design professionals. Prepared, signed, and sealed by a licensed and registered Architect.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Perspective drawn at a convenient scale and taken from a vantage point (bird's eye or eye level) (1 original) • Floor Plans drawn to scale of not less than one to one hundred (1:100) showing gridlines, and complete identification of rooms or functional places. (1 original) • Elevations, at least four (4), same scale as floor plans showing gridlines, natural ground-to-finish grade elevations, floor-to-floor heights, door and window marks, type of material and exterior finishes, adjoining existing structure(s), if any shown in single hatch lines. (1 original) • Sections, at least two (2), showing gridlines, natural ground, and finish levels; outline of cut and visible structural parts, doors, and windows properly labeled reflecting the direction of opening; partitions, built-in cabinets, etc.; identification of rooms and functional spaces cut by section lines. (1 original) • Ceiling Plans showing its design, materials, and finish to be used, location of lighting fixtures; location of diffusers, air exhausts/return grilles, and nozzles, if any. (1 original) • Plans and specific locations of all accessibility facilities of scale of at least 1:100. • Detailed design of all such accessibility facilities outside and around buildings/structures 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>including parking areas, and their safety requirements all at a scale of 1:50 or any convenient scale. (1 original)</p> <ul style="list-style-type: none"> • Details, in the form of plans, elevations/sections (1 original): <ul style="list-style-type: none"> i. Accessible ramps ii. Accessible stairs iii. Accessible lifts/elevators iv. Accessible entrances, corridors, and walkways v. Accessible functional areas/comfort rooms vi. Accessible switches, controls vii. Accessible drinking fountains viii. Accessible public telephone booths ix. Accessible audio-visual and automatic alarm system x. Accessible access symbols and directional signs xi. Reserved parking for disabled persons xii. Typical wall/bay sections from ground to roof xiii. Stairs, interior and exterior xiv. Fire escapes/exits xv. Built-in cabinets, counters, and fixed furniture xvi. All types of partitions • Schedule of Doors and Windows showing their types, designations/marks, dimensions, materials, and number of sets. 1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Schedule of finishes showing in graphic form surface finishes specified for floors, ceilings, walls, and baseboard trims for all building spaces per floor level. (1 original) • Details of other major Elements (1 original) • Technical specifications (1 original) • Detailed Cost Estimates (1 original) • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) 	
<p>c. Fire Safety Documents</p> <ul style="list-style-type: none"> • Layout plan of each floor indicating the fire evacuation route to safe dispersal areas, standpipes with a fire hose, fire extinguishers, first aid kits/cabinets, fire alarm, fire operations room, emergency lights, signs, etc (1 original).; • Details of windows, fire exits with grilled windows and ladders (1 original); • Details of fire-resistive construction of enclosures for vertical openings (1 original); and • Details of fire-resistive construction materials and interior decorative materials with fire-resistive/fire-retardant/fire-spread ratings (1 original). • Clear copy of the valid PRC and PTR of the design professional (1 photocopy) • Other Related Documents 	<p>Prepared, signed, and sealed by a licensed and registered Architect.</p>
<p>Construction Safety and Health Program (CSHP) (1 photocopy)</p>	<p>Department of Labor and Employment (DOLE) – CAR</p>
<p>Fire Safety Evaluation Certificate (FSEC) (1 photocopy)</p>	<p>Bureau of Fire (BFP)-City of Baguio</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notice of Construction (1 original)	NBC Form No. B-20 is downloadable from JHMC's website and is to be accomplished by the Client, contractor, and design professionals.

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the duly accomplished Application Forms and their complete supporting requirements to the JHSEZ – OBO's official email address: jhsezobo@jhmc.com.ph	1.1 Acknowledges receipt of the requirements and establishes email thread.	None	20 Minutes	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).
	1.2 Checks the completeness (in form and content) of emailed requirements. If incomplete submission of documentary requirements and/or information, inform the Client to re-submit the lacking requirements and/or information. If complete, notify the Evaluation Section to evaluate the requirements.	None	1 Day	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Evaluates compliance of submitted requirements with NBCP, BP 334, CIMDP, and other referral codes.</p> <p>In case of non-compliance, each evaluator shall send findings to the OBO Secretary.</p> <p>In case of compliance, Evaluators submit the report and computation of fees. Proceed to Step 2.2</p>	None	<p>7 Days</p> <p><i>including inspection, if necessary</i></p>	<p>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</p> <p>OBO - Evaluation Section</p>
	1.2 Collates and informs the Client of the findings through the established email thread.	None	2 Days	OBO Secretary OBO
2. Sends compliant requirements through the established email thread.	<p>2.1 Re-evaluates emailed documents.</p> <p>In case of compliance, Evaluators submit the report and computation of fees.</p>	None	2 Days	<p>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</p> <p>OBO – Evaluation Section</p>
	2.2 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.	None	2 Hours	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Review and approve the endorsement letter to the City Fire Marshall, BFP-City of Baguio, and send it back to the OBO Secretary.	None	1 Hour	<i>Building Official</i> OBO
	2.4 Sends Endorsement Letter to the Client's Email Address.	None	10 Minutes	<i>OBO Secretary</i> OBO
3. Download the letter and submit it with one(1) set of building plans to the City Fire Marshall, BFP-City of Baguio.	3.1 Transmits the Building Permit form and Ancillary Permit forms requiring the signature of the PCEO.	None	30 Minutes	<i>OBO Secretary</i> OBO
	3.2 Affixes signature in the forms as the Authorized Representative of the Lot Owner. Transmits the signed requirements to the OBO Secretary	None	2 Days	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) <i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
	3.3 Receives the signed Forms. Prepares the Order of Payment, Authority to Accept Payment (ATAP), and accomplishes the signboard/ tarpaulin signage; Submits to the Building Official	None	2 Hours	<i>OBO Secretary</i> OBO
	3.4 Reviews and	None	2 Days	<i>Building Official</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approves the Building Permit and Ancillary Permits, accomplished signboard/ "tarpaulin signage", Order of Payment, and ATAP and sends back to the OBO Secretary.			OBO
	3.5 Sends the copy of the approved Order of Payment and the Notice of Construction Form, with the instruction to submit (3) sets of the signed and sealed printed copies of the approved requirements, including the duly accomplished Notice of Construction Form to the Office of the Building Official.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	30 Minutes	OBO Secretary OBO
4. Accomplishes the Notice of Construction Form and submits three (3) sets of signed and sealed printed copies of the approved requirements, together with the copy of the Fire Safety Evaluation Certificate issued by the BFP and printed copies of the Order of Payment and ATAP.	4.1 Validates the submitted requirements. Advise the Client to proceed to the Cashier.	None	30 Minutes	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Affixes signature on all requirements submitted by the client.	None	1 Day	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
5. Presents a copy of the Order of Payment and ATAP then pays the corresponding fees to the Cashier.	5. Accepts the payment and issues the Official Receipt (OR).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
6. Presents the copy of the OR to the Building Official.	6. Approve the Building Permit and revert to the OBO Secretary the Client's copy and the approved signboard/ tarpaulin signage.	None	30 Minutes	<i>Building Official</i> OBO
7. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	7. Issues to the Client a copy of the Building Permit, one (1) set of building plans, and signage.	None	20 Minutes	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Acknowledges receipt of Building Permit, one (1) set of building plans, and signboard/ "tarpaulin signage".	None	None	None	None
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	20 Days	

4. APPLICATION FOR AN ACCESSORY PERMIT

SECTION 301. Building Permits

No person, firm, or corporation, including any agency or instrumentality of the government, shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

Enforcement of Rule III Section 301(2b): Accessory Permits are issued by the Building Official for accessory parts of the project with very special functions or uses which are indicated in the plans and specifications that accompany the building permit application.

This service shall apply to locators, concessionaires, and event organizers who are desirous of erecting a **simple and temporary booth, kiosks, and stages only**. The request may be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

National Building Code of the Philippines, Section 212(c)(i):
“For constructing, installing, repairing, altering or causing any change in the occupancy/use of any building/structure or part thereof or appurtenances thereto without any permit, there shall be imposed a surcharge of up to 100% of the building fees.”

Pursuant to Section 7 of R.A. 11032, this office is implementing the “Zero-Contact Policy”.

Department/Division/Unit	:	Office of the Building Official (OBO)
Classification	:	Complex
Type of Transaction	:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government
Who may avail	:	All Locators and/or Event Organizers Concessionaires within the JHSEZ.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	From the Client or its duly authorized representative.
Contract of Lease or its equivalent (1 photocopy)	From the Client
Duly accomplished BCDA General Application Form (1 original)	From the Client. The form is downloadable at www.jhmc.com.ph (Downloadable tab).
Technical Documents; a. Notarized Building Permit Application (1 original)	NBC Form No. B-01D is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>b. Layout Plan prepared and signed by the client or its authorized representative (1 original)</p> <p>c. Electrical Documents (If with an electrical system such as but not limited to lights and outlets). Prepared, signed, and sealed by a registered Professional Electrical Engineer (1 original)</p> <p>d. Plumbing Documents (If with a plumbing system such as but not limited to lavatories and wash area). Prepared, signed, and sealed by a registered Master Plumber (1 original)</p> <p>Note: Other documents may be required after the inspection and evaluation by the JHSEZ-OBO.</p>	<p>Prepared and signed by the client or its authorized representative.</p> <p>NBC Form No. A-03 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-06 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the OBO Secretary through jhsezobo@jhmc.com.ph .	1.1 Acknowledges receipt of requirements. Establishes email thread.	None	20 minutes	OBO Secretary OBO
	1.2 Review the completeness of the requirements attached to the email of the Client.	None	15 minutes	OBO Secretary OBO
	1.3 If incomplete, notify the Client of the lacking requirements. If complete, send an email to the evaluation section	None	30 Minutes	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for the latter's review.			
	1.4 Evaluates the documents. If non-compliant, send findings to the OBO Secretary. If compliant, accomplish and sign corresponding forms.	None	3 Days Including inspection, if necessary	<i>Architect, On-Call Electrical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
2. Submit the compliant requirements to the OBO Secretary through jhsezobo@jhmc.com.ph	2.1 Acknowledges receipt of compliant requirements and notifies the Evaluation Section to re-evaluate requirements.	None	30 minutes	OBO Secretary OBO
	2.2 Re-evaluates the requirements. Accomplish and sign corresponding forms.	None	1 Day	<i>Architect, On-Call Electrical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
	2.3 Computes and sends fees to the OBO Secretary.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	3 Hours	<i>Architect, On-Call Electrical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO - Evaluation
	2.4 Submits the Building Permit form and Ancillary Permit forms requiring the signature of the PCEO.	None	30 Minutes	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Affixes signature in the forms as the Authorized Representative of the Lot Owner. Transmits the signed documents to the OBO Secretary.	None	2 Days	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) <i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
	2.6 Accomplishes Order of Payment and ATAP then sends to Building Official.	None	30 minutes	OBO Secretary OBO
	2.7 Reviews and approves Order of Payment and ATAP. Sends signed documents to OBO Secretary.	None	10 Minutes	<i>Building Official</i> OBO
	2.8 Sends the Order of Payment, and ATAP to the Client	None	20 minutes	OBO Secretary OBO
3. Prints and presents a copy of the Order of Payment and ATAP then pays the corresponding fees to the Cashier.	3. Accepts the payment and issues the Official Receipt (OR).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
4. Presents the OR to the OBO Secretary.	4.1 Validates the presented Official Receipt (O.R.).	None	5 minutes	OBO Secretary OBO
	4.2 Review and approve the permit and return the signed forms to the OBO Secretary.	None	10 minutes	<i>Building Official</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	5. Issue the approved permit and copy of the approved layout plan to the Client.	None	10 minutes	OBO Secretary OBO
6. Acknowledges receipt of the approved permit and approved layout plan.	None	None	None	None
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381_	7 Days	

5. APPLICATION FOR A CERTIFICATE OF OCCUPANCY

Enforcement of Rule III, Section 301 of the National Building Code and its IRR, as well as circulars, memoranda, opinions, and decisions/orders.

SECTION 304(d).

No building/structure shall be used until the Building Official has issued a Certificate of Occupancy therefor as provided in the Code. However, a partial Certificate of Occupancy may be issued for the Use/Occupancy of a portion or portions of a building/structure prior to the completion of the entire building/structure.

This service shall apply only to locators who are about to complete the construction of its new unit/structure/building. Applications for a Certificate of Occupancy may be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Certificate of Completion (1 original)	NBC Form No. B-10 is downloadable from the JHMC website (www.jhmc.com.ph) and is to be accomplished by the client, its full-time inspector/supervisor, and the design professional.
Application for Certificate of Occupancy (1 original)	NBC Form No. B-11 is downloadable from the JHMC website (www.jhmc.com.ph) and is to be accomplished by the Client or his duly Authorized Representative.
Construction Log Book/Sheet (1 original)	NBC Form No. B-15 is downloadable from the JHMC website (www.jhmc.com.ph) and is to be accomplished by the Client's duly licensed Architect or Civil Engineer who undertook the full-time inspection and supervision of the construction works.
An undertaking stating that the structure was constructed in conformity with the approved building plans submitted for the Building Permit (1 original)	Client's contractor and licensed Architect or Civil Engineer who undertook the full-time inspection and supervision of the construction works.
As-Built Technical Documents. Note: <i>The As-Built plans, estimates, and specifications are entirely new sets of</i>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><i>plans, estimates, and specifications accurately describing and/or reflecting therein the building/structure as actually built. Plans and Specifications shall reflect faithfully all changes, modifications, and alterations made on the originally submitted Plans and Specifications on file with the OBO which are the basis of the issuance of the original building permit. In case the building/structure actually built conforms to the approved technical documents submitted for the Building Permit, said documents shall be used during the inspection.</i></p> <p>a. Architectural as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a registered Architect (1 original);</p> <p>b. Civil/structural as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a registered Civil Engineer, in case of civil/structural documents (1 original);</p> <p>c. Electrical as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a Professional Electrical Engineer, in case of electrical documents (1 original);</p> <p>d. Mechanical as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a Professional Mechanical Engineer, in case of mechanical documents (1 original);</p> <p>e. Sanitary as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a registered Sanitary Engineer, in case of sanitary documents (1 original);</p> <p>f. Plumbing as-built plans, specifications, and a detailed estimate prepared, signed,</p>	<p>Client and its design professional</p> <p>Client and its design professional</p> <p>Client and its design professional</p> <p>Client and its design professional</p> <p>Client and its design professional</p> <p>Client and its design professional</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
and sealed by a registered Master Plumber, in case of plumbing documents (1 original); g. Electronics as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a registered Electronics Engineer, in case of electronic documents (1 original); and	Client and its design professional
Construction Environmental Plan (CEMP)-Demobilization (1 original).	JHMC-PMD-Form 066 is downloadable from the JHMC website (www.jhmc.com.ph) and is to be accomplished by the Client or his duly authorized representative
Fire Safety Inspection Certificate (FSIC) (1 photocopy)	Bureau of Fire – Baguio City Fire Marshall

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the duly accomplished Application Form and its complete supporting documentary requirements to the JHSEZ- OBO's official email address (jhsezobo@jhmc.com.ph). <i>Note: The FSIC shall be submitted prior to payment of applicable fees.</i>	1.1 Acknowledges receipt of the requirements and establishes email thread.	None	20 Minutes	OBO Secretary OBO
	1.2 Checks the completeness (in form and content) of the emailed requirements. If incomplete submission of requirements and/or	None	3 Days	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information, advise the client through its email address to resubmit the Application Form and its complete supporting documents.			
	<p>1.3 Evaluates compliance of submitted documents with NBCP, BP 334, CIMDP, and other referral codes.</p> <p>In case of non-compliance, each evaluator shall send findings to the OBO Secretary.</p> <p>In case of compliance, submit the Report and the computation of fees to the OBO Secretary.</p>	None	7 Days including inspection.	<p>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Evaluation Section</p>
	1.4 Collates and informs the client of the findings through its email address.	None	2 Days, 4 Hours	OBO Secretary OBO
2. Sends the compliant requirements to the established email thread.	2.1. Re-evaluates the emailed requirements.	None	3 Days	<p>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Evaluation Section</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Evaluators affix their signatures to the requirements submitted by the Client.	None	1 Day	Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Evaluation Section
	2.3 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.	None	30 Minutes	OBO Secretary OBO
	2.4 Reviews and approves the endorsement letter to the City Fire Marshall, BFP-City of Baguio, and send it back to the OBO Secretary.	None	10 Minutes	Building Official OBO
	2.5 Sends said letter through the client's email address.	None	10 Minutes	OBO Secretary OBO
3. Download the letter and submit it with one(1) set of the As-built plans to the City Fire Marshall, BFP-City of Baguio.	3.1 Transmits the forms requiring the signature of the PCEO.	None	30 Minutes	OBO Secretary OBO
	3.2. Affixes signature in the forms as the Authorized Representative of the Lot Owner.	None	2 Days	President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transmits the signed documents to the OBO Secretary.			<i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
	3.3 Receives the signed forms, prepares the Order of Payment, Authority to Accept Payment (ATAP) then submits to the Building Official.	None	4 Hours	OBO Secretary OBO
	3.4 Reviews and approves the Order of Payment, ATAP, and sends it back to the OBO Secretary.	None	2 Hours	<i>Building Official</i> OBO
	3.5 Sends to the client a copy of the approved Order of Payment and ATAP, with the instruction to submit (3) sets of the accomplished and approved requirements.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	30 minutes	OBO Secretary OBO
4. Acknowledges receipt of the Order of Payment and ATAP. Submits three (3) sets of signed and sealed printed copies of the approved requirements, including the copy of the Fire Safety Inspection Certificate (FSIC) issued by the BFP.	4. Validates the submitted requirements and issues Order of Payment and ATAP to the Client.	None	3 Hours	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Prints and presents a copy of the Order of Payment and ATAP then pays the corresponding fees to the Cashier.	5. Accepts the payment and issues the Official Receipt (OR).	Based on ATAP	10 Minutes	Cashier Finance Services Department
6. Presents the OR to the OBO Secretary.	6. Validates presented O.R. and will request the Client to fill out the Client Satisfaction Measurement (CSM) Form.	None	20 Minutes	OBO Secretary OBO
7. Accomplishes the CSM Form and drops it in the designated dropbox. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	7.1 Approve the Certificate of Occupancy and affix signature on the As-Built plans.	None	20 Minutes	Building Official OBO
	7.2 Issues to the client a copy of the Certificate of Occupancy and As-Built plans.	None	20 Minutes	OBO Secretary OBO
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	20 Days	

6. APPLICATION FOR REPAIR OF BUILDING OR STRUCTURE

Enforcement of Rule III, Section 301 of the National Building Code and its IRR, as well as circulars, memoranda, opinions, and decisions/orders. This service shall be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

SECTION 301. Building Permits

No person, firm, or corporation, including any agency or instrumentality of the government, shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

REPAIR – Remedial work done on any damaged or deteriorated portion/s of the building/structure to restore to its original condition.

Pursuant to Section 7 of R.A. 11032, this office is implementing the “Zero-Contact Policy”.

Pursuant to Section 212.c.i. of the National Building Code of the Philippines, to wit:

“For constructing, installing, repairing, altering or causing any change in the occupancy/use of any building/structure or part thereof or appurtenances thereto without any permit, there shall be imposed a surcharge of up to 100% of the building fees.”

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application Form for Repair of Building or Structure sent via email to jhsezobo@jhmc.com.ph (1 original)	www.jhmc.com.ph (Downloadable tab)
Valid PCAB License, if work is done by contract in compliance with the Contractors License Law (R.A. 4566) (1 photocopy)	Client’s Contractor
Technical Documents; a. Notarized Building Permit Application (1 original); b. Architectural Documents. Prepared, signed, and	NBC Form No. B-01C is downloadable from JHMC’s website and is to be accomplished by the client and its design professionals.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>sealed by a registered Architect (1 original);</p> <p>c. Civil/Structural Documents. Prepared, signed, and sealed by a registered Civil Engineer (1 original);</p> <p>d. Electrical Documents. Prepared, signed, and sealed by a registered Professional Electrical Engineer (1 original);</p> <p>e. Mechanical Documents. Prepared, signed, and sealed by a registered Professional Mechanical Engineer (1 original);</p> <p>f. Sanitary Documents. Prepared, signed, and sealed by a registered Sanitary Engineer (1 original);</p> <p>g. Plumbing Documents. Prepared, signed, and sealed by a registered Master Plumber (1 original);</p> <p>h. Electronic documents. Prepared, signed, and sealed by a registered Electronics Engineer (1 original); and,</p> <p>i. Interior Design Documents. Prepared, signed, and sealed by a registered Interior Designer (1 original).</p>	<p>NBC Form No. A-01 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-02 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-03 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-04 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-05 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-06 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>NBC Form No. A-07 is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p> <p>Client and its design professional.</p>
<p><i>Note: The technical documents shall conform to Rule III, Section 302 (4-12) of P.D. 1096 otherwise known as the National Building Code of the</i></p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Philippines (NBCP), as applicable, and its referral codes, the Accessibility Law (BP 344), the Comprehensive Fire Code of the Philippines, and other related laws.</i>	
Fire Safety Evaluation Certificate (FSEC) (1 photocopy)	Bureau of Fire (BFP)-City of Baguio
Construction Safety and Health Program (CSHP) (1 photocopy)	Department of Labor and Employment (DOLE) – CAR
Notice of Construction (1 original)	NBC Form No. B-20 is downloadable from SEZRIS and is to be accomplished by the client, contractor, and design professionals.

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the duly accomplished Application Forms and their complete supporting requirements to the JHSEZ – OBO's official email address: jhsezobo@jhmc.com.ph	1.1 Acknowledges receipt of the requirements and establishes email thread.	None	20 Minutes	OBO Secretary OBO *Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).
2. Acknowledges receipt of email and sends requirements through its email address.	2.1 Checks the completeness (in form and content) of emailed documents. If incomplete submission of documents and/or information, advise the Client through its email address to resubmit the Application Form and its complete	None	2 Days	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supporting documents. If complete, notify the Evaluation Section through their official email addresses.			
	2.2 Evaluates compliance of submitted documents with NBCP, BP 334, CIMDP, and other referral codes. In case of non-compliance, each evaluator shall send findings to the OBO Secretary. In case of compliance, Evaluators submit the report and computation of fees.	None	7 Days <i>including inspection, if necessary</i>	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
	2.3 Collates and informs the Client of the findings through its email address for noncompliance, if any.	None	2 Days	OBO Secretary OBO
3. Sends the compliant documents to the established email thread, if any.	3.1 Re-evaluates the emailed documents.	None	3 Days	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer,</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
	3.2 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.	None	2 Hours	OBO Secretary OBO
	3.3 Reviews and approves endorsement letter to the City Fire Marshall, BFP-City of Baguio. Sends said letter through the Client's email address.	None	1 Hour	<i>Building Official</i> OBO
4. Downloads the letter and submit it with one(1) set of building plans to the City Fire Marshall, BFP-City of Baguio.	4.1 Transmits the Building Permit form and Ancillary Permit forms requiring the signature of the PCEO.	None	30 Minutes	OBO Secretary OBO
	4.2 Affixes signature in the forms as the Authorized Representative of the Lot Owner. Transmits the signed documents to the OBO Secretary.	None	2 Days	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO) <i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Receives the signed Forms. Prepares the Order of Payment, Authority to Accept Payment (ATAP), and accomplishes the signboard/ tarpaulin signage; Submits to the Building Official.	None	2 Hours	<i>OBO Secretary</i> OBO
	4.4 Reviews and approves the Building Permit and Ancillary Permits, accomplished signboard/ "tarpaulin signage", Order of Payment, and ATAP and sends back to the OBO Secretary.	None	2 Days	<i>Building Official</i> OBO
	4.5 Sends the copy of the approved Order of Payment and the Notice of Construction Form, with the instruction to submit (3) sets of the signed and sealed printed copies of the approved documents, including the duly accomplished Notice of Construction	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	30 minutes	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Form to the Office of the Building Official.			
5. Accomplishes the Notice of Construction Form and submits three (3) sets of signed and sealed printed copies of the approved documents, together with the copy of the Fire Safety Evaluation Certificate issued by the BFP.	5.1 Validates the submitted documents and issues ATAP to the Client and will request the Client to accomplish the Client Satisfaction Measurement (CSM) Form.	None	30 Minutes	<i>OBO Secretary</i> OBO
	5.2 Affixes signature in all documents submitted by the client.	None	1 Day	<i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Evaluation Section
6. Pays the corresponding fees to the Cashier	6. Accepts the payment and issues the Official Receipt (OR).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
7. Presents the copy of the OR to the Building Official.	7. Approves the Building Permit and reverts to the OBO Secretary the Client's copy and the approved signboard/ tarpaulin signage.	None	30 Minutes	<i>Building Official</i> OBO
8. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops in	8. Issues to the Client a copy of the Building Permit, one (1)	None	20 Minutes	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated dropbox. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	set of building plans, and signage.			
9. Acknowledges receipt of Building Permit, one (1) set of building plans, and signboard/ "tarpaulin signage".	None	None	None	None
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	20 Days	

7. APPLICATION FOR A TEMPORARY SIGN PERMIT

This service shall apply only to Businesses, Concessionaires, and Event Organizers who intend to display business/advertising, or informative signs. This application shall be filed through the office's official electronic mail address: jhsezobo@jhmc.com.ph

Pursuant to Section 7 of R.A. 11032, this office is implementing the “Zero-Contact Policy”.

Department/Division/Unit	: OBO
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen; G2B - Government to Business Entity
Who may avail	: All Locators and/or Event Organizers/Concessionaires within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Contract of Lease or its equivalent (photocopy)	From the Client
Duly accomplished BCDA General Application Form (1 original)	From the Client. Form is downloadable at www.jhmc.com.ph (Downloadable tab).
Duly accomplished Temporary Sign Permit Application Form sent via email to jhsezobo@jhmc.com.ph (1 original)	From the Client. Form is downloadable at www.jhmc.com.ph (Downloadable tab).
Layout of the signage to be installed including size, content, and number of set/s (1 original)	Provided by client

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the duly accomplished Application Forms and their complete supporting requirements to the JHSEZ – OBO’s official email address: jhsezobo@jhmc.com.ph	1.1 Acknowledges receipt of the requirements and establishes email thread.	None	20 Minutes	<p>OBO Secretary OBO</p> <p>*Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2. Checks the completeness (in form and content) of emailed documents.</p> <p>If incomplete submission of documentary requirements and/or information, inform the Client to re-submit the lacking documentary requirements and/or information through the established email thread.</p>	None	30 Minutes	<p>OBO Secretary OBO</p>
	<p>1.3 Evaluates the proposed location and availability of posting areas. Asses and prepare Order of Payment and ATAP and sends it to the Building Official.</p> <p>If no available posting areas, prepare a Letter of Denial and send it to the Building Official.</p>	<p>Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i></p>	50 Minutes	<p>OBO Secretary OBO</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Reviews and approves the Letter of Denial and sends it back to the OBO Secretary.	None	10 Minutes	<i>Building Official</i> OBO
	1.5 Sends the approved Letter of Denial to the Client's Email Address.	None	30 Minutes	<i>OBO Secretary</i> OBO
	1.6 Reviews and approves the temporary sign permit form, order of payment, and ATAP then send it back to OBO Secretary.	None	10 Minutes	<i>Building Official</i> OBO
	1.7 Sends Order of Payment and ATAP to Client's email address	None	10 Minutes	<i>OBO Secretary</i> OBO
2. Downloads and print a copy of the ATAP and Order of Payment and proceed to the cashier.	2.1 Accepts the payment and issues the Official Receipt (OR).	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	10 Minutes	<i>Cashier</i> Finance Services Department
3. Presents the OR and Signage to the OBO Secretary.	3.1 Submits signage for approval by the Building Official.	None	5 Minutes	<i>OBO Secretary</i> OBO
	3.2 Affixes signature on the signage/s and return it to the OBO Secretary.	None	5 Minutes	<i>Building Official</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	4.1 Releases the signed signage/s.	None	5 Minutes	<i>OBO Secretary</i> OBO
5. Acknowledges receipt of the signed signage.	None	None	None	None
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	3 Hours	

8. ISSUANCE OF A CERTIFICATE OF ANNUAL INSPECTION

Annual inspection is conducted to ensure that all business establishments conform with the National Building Code and its Implementing Rules and Regulations, allied codes as well as circulars, memoranda, opinions, and decisions/orders. This process shall apply to locators who are operating within a leased or owned structure/building.

The conduct of the Annual Inspection is in compliance with DPWH-NBCDO Memorandum Circular No. 03 series 2011.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Fire Safety Inspection Certificate (FSIC) (1 photocopy)	BFP-Baguio City Fire Marshall
Note: Other documents may be required after the inspection and evaluation by the JHSEZ-OBO.	Client and its Design Professionals

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares a draft Notice of Inspection to the Client notifying the latter of the intended date and time of the annual inspection scheduled not later than 30 days in advance from the intended date of inspection. Likewise, the Client will be informed to	None	1 Hour	<p>OBO Secretary OBO</p> <p>*Position is a project-based employee and is based on the OBO Structure per National Building Code (NBC).</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>present the valid FSIC on the inspection date.</p> <p>Notice of Inspection shall be reckoned from the date of the Client's current Certificate Annual Inspection or its equivalent. In the absence of both documents, the Building Official shall determine a reasonable date for inspection.</p>			
2. None	2. Reviews and approves the Notice of Inspection and sends the signed notice to the OBO Secretary.	None	30 minutes	<i>Building Official</i> OBO
3. Acknowledges receipt of the Notice of Inspection. If no valid FSIC, secure said certificate from the Bureau of Fire Protection (BFP)-City of Baguio then send it to jhsezobo@jhmc.com.ph before the scheduled inspection.	<p>3.1 Sends Notice of Inspection through the Client's email.</p> <p>In the absence of the Client's email address, the OBO Secretary shall physically send the Notice of Inspection to the business establishment. The OBO Secretary shall obtain the email address of the establishment.</p>	None	3 Hours	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Establishes an email thread and sends instructions to the Inspection Section notifying them of the intended date of the inspection. The Client shall be included in the email thread.	None	4 Hours	OBO Secretary OBO
	3.3 Inspects the Client's area of operations.	None	5 Days	Architect, Civil/Structural Engineer, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Inspection Section
	3.4 Prepares and submits the Inspection Report to the OBO Secretary. If compliant, proceed to step 15.	None	1 Day	Architect, Civil/Structural Engineer, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Inspection Section
	3.5 If with a violation(s), the OBO Secretary will prepare the Notice of Violation (NOV) enumerating the violation(s) noted	None	1 day	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	during the inspection.			
	3.6 Reviews and approves NOV and sends it to the OBO Secretary.	None	30 minutes	<i>Building Official OBO</i>
4. Acknowledges receipt of the NOV. Implements rectification(s) within 30 days from receipt of the NOV. Note: Failure by the Client to comply with the NOV within 30 days, a Closure Order shall be issued by the Building Official pursuant to DPWH-NBCDO Memorandum Circular No. 03 series 2011.	4.1 Sends NOV to the Client's email address.	None	2 Hours	<i>OBO Secretary OBO</i>
5. Inform the OBO Secretary of the completion of the rectification(s) through jhsezobo@jhmc.com.ph	5.1 Informs the Inspection Section to conduct a re-inspection of the establishment through the established email thread.	None	4 Hours	<i>OBO Secretary OBO</i>
	5.2 Re-inspects/checks rectification(s). The concerned inspector shall prepare and submit its Inspection Report to the OBO Secretary.	None	5 Days	<i>Architect, Civil/Structural Engineer, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OBO – Inspection Section
	5.3 Prepares Certificate of Annual Inspection and sends to Inspection Section for signing.	None	4 Hours	OBO Secretary OBO
	5.4 Affixes signature on the Inspection Report using NBC Form No. B-19 and computes applicable fees. Send the signed form and computed fees to the OBO Secretary.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	3 Days	Architect, Civil/Structural Engineer, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Inspection Section
	5.5 Prepares the Order of Payment, Authority to Accept Payment (ATAP) then submits to the Building Official.	Based on NBC Fees <i>*Please refer to annex "A" on pages 368-381</i>	4 Hours	OBO Secretary OBO
	5.6 Reviews Inspection Report, Order of Payment, and ATAP. If in order, approve said documents and send them back to the OBO Secretary.	None	2 Days	Building Official OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.7 Sends to the client a copy of the approved Order of Payment and ATAP.	None	30 Minutes	<i>OBO Secretary</i> OBO
6. Download and print a copy of the Order of Payment and ATAP. Proceeds and presents the Order of Payment and ATAP to the Cashier for the payment of fees.	6. Accepts the payment and issues the Official Receipt (O.R.).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
7. Presents the O.R. to the OBO Secretary.	7.1 Validates presented O.R.	None	5 minutes	<i>OBO Secretary</i> OBO
	7.2 Review and approve the Certificate of Annual Inspection and return the signed certificate to the OBO Secretary.	None	10 minutes	<i>Building Official</i> OBO
8. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	8. Issues the Certificate of Annual Inspection to the Client.	None	5 minutes	<i>OBO Secretary</i> OBO
9. Acknowledges receipt of the Certificate of Annual	None	None	None	None

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inspection by signing in the Logbook. Note: The Client shall post the Certificate of Annual Inspection on the designated posting area within the business establishment.				
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 368-381	20 Days	

OFFICE OF THE CORPORATE SECRETARY INTERNAL SERVICE

1. REQUEST FOR ISSUANCE OF SECRETARY'S CERTIFICATE

This process pertains to the issuance of Secretary's Certificate of Board Resolutions to JHMC employees.

Department/Division/Unit	:	Office of the Corporate Secretary (OCS)
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	JHMC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Form filed in the Helpdesk Information System (HIS)	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	OCS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request through the HIS by accomplishing all the required fields in the Request Form.	<p>1.1 Receives and evaluates the completeness of the Request Form.</p> <p>If complete, inputs "remarks" and clicks the "receive" button.</p> <p>If incomplete, inputs "remarks" indicating the reason for not receiving the request and clicks the "return" button.</p>	None	1 Hour	<p><i>Assistant Board Secretary</i> OCS</p> <p>OR</p> <p><i>Board Secretary</i> OCS</p>
	1.2 Receives and evaluates the endorsed request through the HIS.	None	1 Hour	<i>Board Secretary</i> OCS

CLIENT STEPS	OCS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If in order, inputs “remarks” and clicks the “approve” button. If not in order, inputs “remarks” indicating the reason for disapproval and clicks the “return” button.			
	1.3 Retrieves the Secretary’s Certificate being requested from the file.	None	2 Days	<i>Assistant Board Secretary</i> OCS
	1.4 If not on file, prepares the Secretary’s Certificate, prints, and sends it to the Corporate Secretary for review and signature, and awaits the signed copy.			<i>Board Secretary</i> OCS
	1.5 If the Secretary’s Certificate being requested needs to be notarized, causes the Secretary’s Certificate to be notarized.	None	6 Hours	<i>Assistant Board Secretary</i> OCS OR <i>Board Secretary</i> OCS
	1.6 Logs the Secretary’s Certificate, transmits it to the requestor, and fulfills the Request Form in the HIS.			

CLIENT STEPS	OCS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives the Secretary's Certificate. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS after receiving the requested document.	None	None	None	None
TOTAL:		None	3 Days	

**OFFICE OF THE PRESIDENT AND CEO –
CORPORATE PLANNING UNIT
INTERNAL SERVICE**

1. REQUEST FOR ASSISTANCE

This service is availed by any JHMC personnel who wish to seek assistance from the Corporate Planning Unit.

Department/Division/Unit	:	Office of the President and CEO - Corporate Planning Unit (OPCEO – CPU)
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	All JHMC Employees, regardless of status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed request in the Help Desk Information System (HIS) portal.	JHMC HIS portal jhmc.acctechnology.ph

CLIENT STEPS	OPCEO - CPU ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides complete information by filing the request through the HIS portal.	1.1 Receives the request through the HIS portal.	None	4 Hours	<i>Corporate Planning Clerk</i> OPCEO - CPU
	1.2 Evaluates the request. If in order, provides inputs in the “remarks” section of the HIS then forwards to the Corporate Planning Manager. If not in order, provides inputs in the “remarks” section then clicks the “return” button for the appropriate action of the Requesting Party, if any.	None	4 Hours	<i>Corporate Planning Clerk</i> OPCEO - CPU
	1.3 Reviews the request and inputs of the Corporate Planning Clerk. If in order,	None	4 Hours	<i>Corporate Planning Manager</i> OPCEO - CPU

CLIENT STEPS	OPCEO - CPU ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	provides inputs in the “remarks” section and clicks the “approved” button. If not in order, provides inputs in the “remarks” section and clicks on the “reject” button for the appropriate action of the Requesting Party, if any.			
2. Receives the information for appropriate action, if any. After the provision of the assistance requested, logs in to the HIS account and accomplishes the Client Satisfaction Measurement (CSM) Form. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS after receiving the requested document.	None	None	None	None
TOTAL:		None	1 Day, 4 Hours	

SAFETY AND SECURITY DEPARTMENT EXTERNAL SERVICE

1. ASSISTANCE TO EXTERNAL PERSONNEL/AGENCIES

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Letter from the PCEO with the following contents (1 original): 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. * For Emergency assistance involving life & limbs, immediate actions are implemented in the fastest	1.1 Receives documents.	None	3 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)

means available.				
	1.2 Records, digitizes and routes documents to SSD.	None	4 Hours	<i>Records Management Specialist</i> ASD - ICTD
	1.3 Evaluates documents and approves or disapproves request.	None	10 Minutes	<i>Safety and Security Manager</i> SSD
	1.4 Informs requesting party of the approval/disapproval of the request. If approved, determines the necessary actions/plans. *Implementation of the actions/plans depends on the requested assistance.	None	10 Minutes	<i>Safety and Security Officer</i> SSD
2. Accomplishes the Client Satisfaction Measurement (CSM) Form. *Make sure to drop the accomplished Form in designated boxes at the JHMC Office Complex.	2. Records the assistance.	None	10 Minutes	<i>Safety and Security Officer</i> SSD
TOTAL:		None	4 Hours, 30 Minutes	

SAFETY AND SECURITY DEPARTMENT INTERNAL SERVICE

1. ASSISTANCE TO JHMC EMPLOYEES/OTHER DEPARTMENTS

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

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

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

CLIENT STEPS	SSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Request for Assistance Form at the HIS portal.	1.1 Receives and makes initial assessment of the request then endorses for approval.	None	3 Minutes	<i>Safety and Security Manager</i> SSD OR <i>Safety and Security Officer</i> SSD
	1.2 Approves or disapproves the request as endorsed.	None	10 Minutes	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer
	1.2.a If approved, determines necessary action plan for the implementation. <i>*Implementation timeline depends on the requested assistance.</i>	None	30 Minutes	<i>Safety and Security Manager</i> SSD OR <i>Safety and Security Officer</i> SSD
2. Receives the assistance as requested.	3. Records the assistance.	None	10 Minutes	<i>Safety and Security Officer</i> SSD

CLIENT STEPS	SSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal after the assistance has been sought.				
TOTAL		None	53 Minutes	

**SPECIAL ECONOMIC ZONE ADMINISTRATION
DEPARTMENT
EXTERNAL SERVICES**

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
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 (1 photocopy)	To be verified by Labor Center Processor if accomplished.

<u>Additional Requirements for Specific Industries (1 photocopy):</u> 1. Security Service Provider 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	National Headquarters, PNP (Action Officer) 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) (sezris.jhmc.com.ph) If SEZRIS is unavailable, submits complete requirements to the Labor Center Processor Designated as Registration and Accreditation Officer	1.1 Reviews and verifies the requirements uploaded in SEZRIS.	None	4 Hours	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	1.2 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZRIS.	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.a If SEZRIS is unavailable, issues printed assessment of fees			
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to pay within the day of assessment and secure the OR for the payment made.	2.1 Accepts the payment	New: Certificate of Accreditation: USD 72 Permit to Operate : USD 72 Processing Fee: 15	10 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	2.2 Issues the Official Receipt	None	10 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	2.3 Updates status in SEZRIS. 2.3.a If SEZRIS is unavailable, endorses the payment details to the Labor Center Processor designated as Registration and Accreditation Officer	None	10 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Prints the Certificate of Accreditation and Permit To Operate then endorses them to SEZAD Manager			<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	2.5 Reviews and endorses for approval 2.5.1 If SEZRIS is unavailable, endorses the CA, PTO and attachments to the EA to the VPCOO	None	3 Hours and 10 Minutes	<i>Special Economic Zone/One-Stop Action Center Manager SEZAD</i> <i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	2.6 Recommends for approval of the President and Chief Executive Officer upon receipt of endorsement of SEZAD Manager 2.6.1 If SEZRIS is unavailable, endorses to EA to the PCEO	None	1 Day	<i>Vice President and Chief Operations Office of the Vice President and Chief Executive Officer (OVPCOO)</i> <i>Executive Assistant to the Vice President and Chief Operations Officer OVPCOO</i>
	2.7 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer 2.8 If SEZRIS is unavailable, transmits the	None	1 Day	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)</i> <i>Executive Assistant to the President and Chief Executive Officer OPCEO</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>signed CA and PTO including the attachments Labor Center Processor Designated as Registration and Accreditation Officer</p> <p>2.9 If SEZRIS is unavailable, notifies the locator that their CA and PTO are available for release</p>			<p>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</p>
<p>3.Receives Accreditation and PTO</p> <p>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.</p>	<p>3. Issues Accreditation and PTO</p>	<p>None</p>	<p>10 Minutes</p>	<p>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</p>
<p>TOTAL IF PROCESSED ON SEZRIS:</p>		<p>New: Certificate of Accreditation: USD 72 Permit to Operate: USD 72 Processing Fee: 15</p>	<p>3 Days</p>	
<p>TOTAL IF PROCESSED MANUALLY:</p>			<p>3 Days</p>	

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

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

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

This service is availed for the 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
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 (1 photocopy):</u> 1. Security Service Provider a. License to Operate issued by PNP 2. Shuttle Service Provider	National Headquarters, PNP (Action Officer) LTO (Action Officer)

a. Updated Certificate of Registration of all vehicles b. Franchise form LTRFB 3. Health Care Services a. Clearance from DOH	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). 1.a 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	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	1.2 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZRIS. 1.2.1 If SEZRIS is unavailable, issues printed assessment of fees	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>

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. *Make sure to secure the OR for the payment made.	2.1 Accepts the Payment	Renewal: Certificate of Accreditation: USD 36 Permit to Operate: USD 72 Processing Fee: 15	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.2 Issues the Official Receipt	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.3 Updates status on SEZRIS. 2.3.1 If SEZRIS is unavailable, endorses the payment details to the Labor Center Processor designated as Registration and Accreditation Officer	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.4 Prints the Certificate of Accreditation and Permit To Operate then endorses them to SEZAD Manager			<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Reviews and endorses for approval 2.5.1 If SEZRIS is unavailable, endorses the CA, PTO and attachments to the EA to the VPCOO	None	3 Hours 10 Minutes	<i>Special Economic Zone/One-Stop Action Center Manager</i> SEZAD <i>Labor Center Processor Designated as Registration and Accreditation Officer</i> SEZAD
	2.6 Recommends for approval of the President and Chief Executive Officer upon receipt of endorsement of SEZAD Manager 2.6.1 If SEZRIS is unavailable, endorses to EA to the PCEO	None	1 Day	<i>Vice President and Chief Operations</i> OVPCOO <i>Executive Assistant to the Vice President and Chief Operations Officer</i> OVPCOO
	2.7 Approves Accreditation as per recommendation of Vice President and Chief Operations Officer 2.7.1 If SEZRIS is unavailable, transmits the signed CA and PTO including the attachments to the Labor Center Processor	None	1 Day	<i>President and Chief Executive Officer</i> OPCEO <i>Executive Assistant to the President and Chief Executive Officer</i> OVPCOO

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Designated as Registration and Accreditation Officer 2.7.2 If SEZRIS is unavailable, notifies the locator that their CA and PTO are available for release			<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
3. Receives PTO and Certification of Accreditation. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	3. Issues the approved PTO and Certificate of Accreditation	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Additional Requirement for New Locator:	
Occupancy Permit (1 photocopy)	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.a If SEZRIS is unavailable, complete requirements are submitted to the Labor Center Processor Designated as Registration and Accreditation Officer	1.1 Reviews and approves the application on SEZRIS.	None	30 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZRIS. 2.1 If SEZRIS is unavailable, issues printed assessment of fees	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made.	2.1 Accepts Payment	PHP 720.00	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.2 Issues the Official Receipt	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.3 Updates status in SEZRIS. 2.3.a If SEZRIS is unavailable, endorses the payment details to the Labor Center Processor	None	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	designated as Registration and Accreditation Officer			
	2.4 Prints the Temporary Permit To Operate then endorses it to SEZAD Manager for approval	None	30 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	2.5 Approves the TPTO	None	40 Minutes	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
3. Receives the TPTO. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	3. Issues the TPTO	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
TOTAL IF PROCESSED IN SEZARIS:		PHP 720.00	2 Hours	
TOTAL IF PROCESSED MANUALLY:		PHP 720.00	2 Hours and 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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Contract (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 (1 photocopy)	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	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	1.2 Endorses to the SEZAD Manager for approval	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>
	1.3 Reviews and approves	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Manager SEZAD</i>
	1.4 Makes assessment of Fees	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer SEZAD</i>

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. *Make sure to secure the OR for the payment made.	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	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	2.4 Issues the TPTO	None	10 Minutes	<i>Labor Center Processor Designated as Registration and Accreditation Officer</i> SEZAD
3. Receives the TPTO. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	None	None	None	
TOTAL:		PHP 720.00	3 Hours 10 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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PTO/TPTO (1 photocopy)	To be verified by the OSAC Processor with LCP
Copy of the Delivery Receipt/ Purchase Order/ Sales Invoice/ Official Receipt/ Transfer Order/ Item List (1 original)	To be provided by Client.
Additional Requirements for the entry of construction materials: Building Permit (1 photocopy) Bill of Materials/ Bill of Quantities (1 original)	To be provided by Client. 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 1.1.1 If SEZRIS is unavailable,	None	5 Minutes 3 Minutes	One Stop Action Center Processor SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	endorses the application to the SEZAD Manager			
	1.2 Approves Request	None	3 Minutes	<i>Special Economic Zone/ One-Stop Action Manager SEZAD</i>
	1.3 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZRIS.	None	2 Minutes	<i>One Stop Action Center Processor SEZAD</i>
	1.3.1 If SEZRIS is unavailable, issues printed assessment of fees	None	2 Minutes	<i>One Stop Action Center Processor SEZAD</i>
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made. *Make sure to print permit if payment is made.	2. Accepts the payment and Enters Payment Details in SEZRIS	LPF: PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	3 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the OR. LPF/Gate Pass/ PBI may be printed from the locator's account in SEZRIS	3. Issues the OR.	None	2 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor	None	5 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	4 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	3.c If SEZRIS is unavailable, signs permit	None	3 Minutes	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
4. If SEZRIS is unavailable, receives LPF/Gate Pass/ PBI *Make sure to accomplish the Client Satisfaction Measurement	4. Issues LPF/Gate Pass/ PBI		2 Minutes	<i>One Stop Action Center Processor</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(CSM) Form and drop in the designated box.				
TOTAL IF PROCESSED IN SEZRIS :		LPF:	15 Minutes	
TOTAL IF PROCESSED MANUALLY :		PHP	30 Minutes	
		36.00		
		GP:		
		PHP		
		216.00		
		PBI:		
		PHP		
		360.00		

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.

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.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: 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 (1 photocopy)	To be provided by Client.
Additional Requirements: For Exhibitors or Bazaars: Temporary Permit to Operate (1 photocopy) For the entry of construction materials: Building Permit (1 photocopy) Bill of Materials/ Bill of Quantities (1 photocopy)	 To be verified by the OSAC Processor with LCP To be provided by Client. To be provided by Client.

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates account in SEZRIS then uploads requirements. (sezris.jhmc.com.ph) *If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1. Checks and Validates Submitted Requirements in SEZRIS	None	5 Minutes	One Stop Action Center Processor SEZAD
	1.a If SEZRIS is unavailable, endorses the application to the SEZAD Manager		5 Minutes	One Stop Action Center Processor SEZAD
	1.2 Reviews and Approves Request	None	4 Minutes	Special Economic Zone/ One-Stop Action Center 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
	1.3.a If SEZRIS is unavailable, issues printed assessment of fees		2 Minutes	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 for the payment made.	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 Customs Compliance Assistant SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the OR or the LPF/Gate Pass/PBI whichever is applicable *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box. *LPF/Gate Pass/PBI may be printed from the stakeholder's account in SEZRIS	3.1 Issues the OR or the Permit whichever is applicable	None	2 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	3.1.a If SEZRIS is unavailable, endorses payment details to OSAC Processor		5 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
	3.1.b f SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature		7 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	3.1.c If SEZRIS is unavailable, signs permit		5 Minutes	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
TOTAL IF PROCESSED IN SEZRIS:		LPF:	15 Minutes	
TOTAL IF PROCESSED MANUALLY:		PHP 36.00 GP: PHP 216.00 PBI: PHP 360.00	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 performance of the department's function.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by the Locator
Document Number of previously issued Type A Permits to the Locator	To be provided by the Locator
OR	
Notarized Certificate of Ownership (1 original)	

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads requirements on SEZAD Information System (SEZRIS) *If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1 Checks and Validates Submitted Requirements.	None	5 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	1.1.a If SEZRIS is unavailable, endorses the application to the SEZAD Manager		3 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	1.2 Reviews and approves Request	None	3 Minutes	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Makes assessment of Fees - Locator is notified through email and view the assessment in SEZRIS	None	3 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	1.3.a If SEZRIS is unavailable, issues printed assessment of fees	None	4 Minutes	<i>One Stop Action Center Processor</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made. *Make sure to print permit if the payment is made.	2. Accepts the payment and Enter Payment Details in SEZRIS	PHP 432.00	3 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
3. Receives Official Receipt or the PBO whichever is applicable *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form	3. Issues the Official Receipt or the PBO whichever is applicable 3.a If SEZRIS is unavailable,	None	2 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD <i>Customs Compliance Officer</i> SEZAD

[illegible]

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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by the Locator

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads requirements on SEZAD Information System (SEZRIS) * 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		3 Minutes	
	1.2 Reviews and approves Request	None	3 Minutes	Special Economic Zone/ One-Stop Action Center 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
	1.3.a If SEZRIS is unavailable, issues printed	None	2 Minutes	One Stop Action Center Processor SEZAD

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. *Make sure to secure the OR for the payment made. *Make sure to print permit if the payment is made.	2. Accepts the payment and Enter Payment Details in SEZRIS	PHP 432.00	3 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
3. Receives the OR or PBO whichever is applicable *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box. PBO 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 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	2 Minutes 5 Minutes 3 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD <i>One Stop Action Center Processor</i> SEZAD <i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*If SEZRIS is unavailable, receives PBO	5. 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.

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.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: 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 (1 original)	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	1.1 Checks and Validates Submitted Requirements.	None	5 Minutes	<i>One Stop Action Center Processor</i> SEZAD
*If SEZRIS is unavailable, complete requirements are submitted to the OSAC Processor	1.1.a If SEZRIS is unavailable, endorses the application to the SEZAD Manager		3 Minutes	<i>One Stop Action Center Processor</i> SEZAD
	1.2 Reviews and approves Request	None	4 Minutes	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Makes assessment of Fees- Locator is notified through email and view the assessment in SEZAD Information System (SEZRIS)	None	2 Minutes	<i>One Stop Action Center Processor SEZAD</i>
	1.3.a If SEZRIS is unavailable, issues printed assessment of fees	None	2 Minutes	<i>One Stop Action Center Processor SEZAD</i>
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made.	2. Accepts payment and issues OR	PHP 432.00	2 Minutes	<i>Customs Compliance Officer SEZAD</i>
3. Receives the OR. PBO may be printed from the stakeholder's account in SEZRIS	3. Issues the OR and enters payment details in SEZRIS 3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor	None	2 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to	None	5 Minutes	<i>One Stop Action Center Processor SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SEZAD Manager for signature 3.c If SEZRIS is unavailable, signs permit	None	3 Minutes	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
4. If SEZRIS is unavailable, receives PBO *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	4. Issues PBO	None	2 Minutes	<i>One Stop Action Center Processor</i> 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 performance of the department's function.

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.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: 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 SEZSIS For Inspection: Permit previously issued by JHMC (1 photocopy)	To be verified by OSAC Processor 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 (SEZSIS) * If SEZSIS 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
	1.1.a Endorsement for Approval	None	inute	Customs Compliance Officer SEZAD
	1.2 Reviews and approves the request.	None	3 Minutes	Special Economic Zone/ One-Stop Action Manager SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assessment of Fees- Locator is notified through email and view the assessment in SEZRIS 1.3.a If SEZRIS is unavailable, issues printed assessment of fees	None	2 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to print the permit if the payment is made.	2.1 Accepts the payment and Enter Payment Details in SEZRIS 2.1.a If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZ /OSAC Manager for signature 2.1.b SEZ/OSAC Manager signs permit	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	2 Minutes 5 Minutes 3 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD <i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Issues the OR or the Overtime Form whichever is applicable	None	2 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
3. Receives OR or Overtime Form whichever is applicable *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box .	None	None	None	None
TOTAL IF PROCESSED IN SEZRI:		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	15 Minutes	

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		10PM-6AM: PHP 197.39/hr		
TOTAL IF PROCESSED MANUALLY:			25 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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form (1 original)	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	<i>Labor Center Processor</i> SEZAD
	1.2 Reviews and approves the request.	None	30 Minutes	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	1.3 Makes assessment of Fees Note: Locator is notified through email and view the assessment in SEZSIS	None	10 Minutes	<i>Labor Center Processor</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA.	4. Accepts the payment and enters payment details in SEZSIS	PHP 120.00	10 Minutes	<i>Customs Compliance Officer</i> SEZAD OR

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>*Make sure to secure the OR for the payment made.</i>				Customs Compliance Assistant SEZAD
3. Receives the OR	5. Issues the OR	None	5 Minutes	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
	6. Prepares, edits/adjusts background color of the photo and prints the ID	None	2 Days	Labor Center Processor SEZAD
	6.1 Notifies the Locator of the availability of the printed IDs.	None	4 Hours	Labor Center Processor SEZAD
4.Receives the ID <i>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.</i>	7. Issues the ID	None	5 Minutes	Labor Center Processor SEZAD
TOTAL:		PHP 120.00	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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form (1 original)	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. Checks and Validates request.	None	1 Hour	Labor Center Processor SEZAD
	1.a Job matching and checks availability of resume/ database	None	2 Days	Labor Center Processor SEZAD
	1.b Endorses for approval.	None	4 Hours	Labor Center Processor SEZAD
	1.c Approval of Endorsement	None	2 Hours	Special Economic Zone/ One-Stop Action Manager SEZAD
2. Receives approved request. * Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	2. Sends request to Locator	None	1 Hour	Labor Center Processor SEZAD
TOTAL:		0.00	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.

13. REQUEST FOR AN ORIENTATION ON CREATE, ACCREDITATION POLICY, LABOR CENTER POLICY, CAO 2-98 AND OSAC MANUAL

The SEZAD conducts orientation to new Business Enterprises, Bazaars and/or anybody who requests for the service. This is to give familiarization on the policies of JHMC relative registration and accreditation including all SEZAD processes.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2B, G2G and G2C
Who may avail	: 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 (1 original) 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. Receives requirement	None	10 Minutes	<i>Labor Center Processor SEZAD</i>
	2. Conducts the Orientation	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Manager, Customs Compliance Officer, and Labor Center Processor SEZAD</i>
2. Receives Certificate of Participation <i>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.</i>	2. Issues the Certificate of Participation	None	10 Minutes	<i>Labor Center Processor SEZAD</i>
TOTAL:		None	1 Hour 20 Minutes	

14. REQUEST FOR CREATION OF ACCOUNT IN SEZ RIS

This is to enroll all Business Enterprises within JHSEZ in the Special Economic Zone Regulatory Information System for purposes of processing all permits.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by Locator
Letter of Authorization, if applicable (1 original)	To be provided by Locator
Application Form (1 original)	SEZAD (Labor Center Processor)
Contract (1 photocopy)	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	<i>Labor Center Processor SEZAD</i>
	1.2 Creates Account in Special Economic Zone Information System (SEZRIS)	None	30 Minutes	<i>Labor center Processor SEZAD</i>
2. Receives Account Details	2. Issues the Account Details	None	10 Minutes	<i>Labor Center Processor SEZAD</i>
<i>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.</i>				
TOTAL:		None	1 Hour	

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application Forms (Digital Form on FIRMS)	DOF-FIRB FIRMS (firms.firb.gov.ph/login)
JHMC Application Form (1 Original Copy)	SEZAD-Registration and Accreditation Center, CCA
Board Resolution of Duly Authorized Signatories and their Profile (1 Original Copy)	Provided by the Business Enterprise
Endorsement Letter from Principal Locator (As Applicable) (1 Original Copy)	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. 1.1.a If incomplete, notifies the applicant through email to submit complete requirements.	None	1 Day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.2 Issues the Assessment for Registration Fee	None	4 Hours	Labor Center Processor designated as Registration and

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Accreditation Officer SEZAD</i>
2. Payment of fees at CCA	2.1 Accepts the Payment	USD 288 (non-refundable)	1 Hour	<i>Cashier Finance Services Department</i> OR <i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.2 Issues the Official Receipt	None		<i>Cashier FSD</i> OR <i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.3 Conducts an initial impact evaluation and ex-ante cost benefit analysis 2.3.a If incomplete, notifies the applicant through email to submit	None	5 Days	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	additional requirements to Registration Officer. 2.3.b Submits requirements and ex-ante CBA to SEZAD Manager for review and verification			
	2.4 Reviews requirements and ex-ante CBA Summary and prepares CSW *May require applicant through email to submit additional requirements to Registration Officer. *If capital investment of applicant is above 1B, prepares endorsement to FIRB for BOD approval. Note: Other documents or information may be required under the SIPP, the IPA or by FIRB	None	5 Days	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	2.5 Presents the CSW to the ManCom for endorsement to the BOD	None	1 Day	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5.a Notifies the Labor Center Processor of the action of the ManCom			
	2.6 Notifies the applicant of the status of application		1 Day	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>
	2.7 Presents the CSW to BOD for the approval of the following: a. COR b. Registration Agreement c. Authority of PCEO to Sign COR, Registration Agreement d. Authority of SEZ/OSAC Manager to sign CETI or Letter of Denial OR a. Notice of Denial b. Authority to sign Notice of Denial OR a. Endorsement to FIRB for capital investment above 1B	None	1 Day	<i>Vice President and Chief Executive Officer</i> <i>Office the Vice President and Chief Operations Officer</i> OR <i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	2.8 Notifies the Labor Center Processor of the action of the BOD		1 Day	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.9 Notifies the applicant of the status of application		1 day	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>
	2.10 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	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
	2.11 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	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
	2.12 Reviews and signs, either:	None	1 Day	<i>President and Chief Executive Officer</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	COR and Registration Agreement OR Notice of Denial OR Endorsement Letter to FIRB for capital investment of more than 1B			Office of the President and Chief Executive Officer (OPCEO)
	2.13 Receives the signed documents: For COR and Registration Agreement, returns to LCP OR 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		<i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
	2.14 For approved COR and registration Agreement, notifies Applicant for the notarization of Registration Agreement	None	1 Hour	<i>Labor Center Processor designated as Registration Officer</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	OR 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	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
4. Receives Registration Agreement for Notarization from SEZAD	4. Issues Registration Agreement for Notarization			
5. Submits 1 copy of the notarized Registration Agreement to LCP	5. Receives the Notarized Registration Agreement			
6. Receives COR *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	6. Issues COR			
TOTAL FOR APPROVED COR AND REGISTRATION AGREEMENT:		USD 288	19 Days and 6 Hours	
TOTAL FOR APPROVED NOTICE OF DENIAL:		USD 288	18 Days and 5 Hours	
TOTAL IF INVESTMENT CAPITAL IS MORE THAN 1B:		USD 288	15 Days and 6 Hours	

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

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.

Department/Division/Unit	:	SEZAD – Accreditation Center
Classification	:	Highly Technical
Type of Transaction	:	G2B- Government to Business
Who may avail	:	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 original)	SEZAD- Registration and Accreditation Center, CCA
JHMC Clearance Form (1 original)	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 (firms.firb.gov.ph/login))	1.1 Checks Completeness and reviews the submitted Documents. 1.1.a If complete, proceed to next step. 1.1.b If incomplete, notify applicant through email to submit complete requirements of FIRB (Fiscal Incentives Review Board).	None	1 Day	<i>Labor Center Processor designated as Registration Officer SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Issues the Assessment for Registration Fee	None	4 Hours	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
2.Payment of fees at CCA	2.1 Accepts the Payment	USD 288 (non-refundable)	1 Hour	<i>Cashier Finance Services Department</i> OR <i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.2 Issues the Official Receipt	None		<i>Cashier FSD</i> OR <i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.3 Conducts evaluation on the performance commitment of the RBE 2.3.a Submits evaluation report	None	5 Days	<i>Labor Center Processor designated as Registration Officer SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to SEZAD Manager			
	2.4 Reviews and prepares CSW 2.4.a Notifies the Labor Center Processor of the action of the schedule of ManCom	None	5 Days	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	2.5 Notifies the applicant of the status of application	None		<i>Labor Center Processor designated as Registration Officer</i> SEZAD
	2.6 Presents the CSW to the ManCom for endorsement to the BOD.	None	1 Day	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	2.7 Notifies the Labor Center Processor of the action of the ManCom	None		<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	2.8 Notifies the applicant of the status of application	None	1 Day	<i>Labor Center Processor designated as Registration Officer</i> SEZAD
	2.9 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,	None	1 Day	<i>Vice President and Chief Executive Officer</i> Office of the Vice President and Chief Operations Officer (OVPCOO) OR <i>Special Economic Zone/</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	d. Authority of SEZ/OSAC Manager to sign CETI or Letter of Denial OR a. Notice of Denial b. Authority to sign Notice of Denial			<i>One-Stop Action Manager</i> SEZAD
	2.10 Notifies the Labor Center Processor of the action of the BOD	None	1 Day	<i>Vice President and Chief Executive Officer</i> OVPCOO OR <i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	2.11 Notifies the applicant of the status of application	None	1 day	<i>Labor Center Processor designated as Registration Officer</i> SEZAD
	2.13 Coordinates with OCS for the Board Resolution Number then inputs in COR or Notice of Denial 2.13.a Prints COR (1 copy) and Registration Agreement (3 copies), if applicable or Notice of Denial (2 copies)	None	4 Hours	<i>Labor Center Processor designated as Registration Officer</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.14 Forwards COR and Registration Agreement, if applicable or Notice of Denial to PCEO for signature		4 Hours	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
	2.15 Reviews and signs COR and Registration Agreement, if applicable or Notice of Denial		1 Day	<i>President and Chief Executive Officer Office the President and Chief Executive Officer (OPCEO)</i>
	2.16 Receives the signed documents For COR and Registration Agreement, returns to LCP For Notice of Denial, forwards to Records Management Section for external routing			<i>Executive Assistant to the President and Chief Executive Officer OPCEO</i>
	2.17 For approved COR and registration Agreement, notifies Applicant for the notarization of Registration Agreement,		3 Hours	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
3. Receives Registration Agreement for Notarization from SEZAD	3. Issues Registration Agreement for Notarization	None	1 Day	<i>Labor Center Processor designated as Registration Officer SEZAD</i>
4. Submits 1 copy	4. Receives the			

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the notarized Registration Agreement to LCP	Notarized Registration Agreement, if applicable			
5. Receives COR * Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	5. Issues COR			
TOTAL FOR APPROVED COR AND RA:		None	20 Days	
TOTAL FOR APPROVED NOTICE OF DENIAL:		None	18 Days and 5 Hours	

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

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.

Department/Division/Unit	:	SEZAD
Classification	:	Highly Technical
Type of Transaction	:	G2B
Who may avail	:	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 original)	SEZAD - Registration and Accreditation Center, CCA
Clearance Form (1 photocopy each) Special Economic Zone Administration Department (SEZAD)	SEZAD - Registration and Accreditation Center, CCA OR JHMC Office Building, JHSEZ, Camp John Hay, Baguio City
Office of the Building Official (OBO)	JHMC Office Building, JHSEZ, Camp John Hay, Baguio City
Environmental Management Division (EMD)	JHMC Office Building, JHSEZ, Camp John Hay, Baguio City
Business Development Department (BDD)	JHMC Office Building, JHSEZ, Camp John Hay, Baguio City
General Services Division (GSD)	JHMC Office Building, JHSEZ, Camp John Hay, Baguio City
Finance Services Department (FSD)	JHMC Office Building, JHSEZ, Camp John Hay, Baguio City
Proof of Compliance/ Justification of Non-Compliance (1 original)	RBE
Other Documents or information as may be required under the SIPP, IPA, or FIRB	RBE
For the first year of the project/activity:	RBE

Sworn Statement as to the Actual Start of Commercial Operation (1 original)	
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CLIENT STEPS	SEZAD ACTION	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 completion of requirements. 1.1.a If incomplete, notifies the applicant through email to submit complete requirements.	None	1 day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.2 Conducts evaluation on the compliance to the Terms and Conditions of the Registration Agreement.	None	3 days	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
	1.3 Endorses to SEZAD Manager for Approval			
	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	5 days	Special Economic Zone/ One-Stop Action Manager SEZAD

CLIENT STEPS	SEZAD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Issues assessment of Fees	None	1 Hour	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>
2. Payment of Fees	2.1 Accepts the Payment	PHP 1,728	1 Hour	<i>Cashier Finance Services Department</i> OR <i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	2.2 Issues the Official Receipt	None		
	2.3 Prints CETI or Letter of Denial and Endorses to SEZAD Manager for Signature	None	2 Hours	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i> <i>Special Economic Zone/ One-Stop Action Manager SEZAD</i>
	2.4 Approves CETI or Letter of Denial	None	4 Hours	
3. Accepts CETI or Letter of Denial <u>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and</u>	3. Issues CETI or Letter of Denial	None	1 Day	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>

CLIENT STEPS	SEZAD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
drop in the designated box.				
TOTAL:		1,728	11 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

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form (1 original)	SEZAD Registration and Accreditation Center, CCA
Valid Certificate of Registration (1 photocopy)	To be verified by the Registration and Accreditation Center
List of Importable (1 original)	To be provided by the RBE
For Regulated Articles: Clearance from other Government Agencies (1 photocopy)	To be Provided by the RBE
For Non-Regulated Articles (As Applicable) Sworn Statement that Articles are non-Regulated (1 original)	To be Provided by the RBE
Certificate of Non-Availability (1 photocopy)	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 and Accreditation Officer SEZAD

CLIENT STEPS	ASD-HRSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Reviews and Approves	None	1 Day	<i>Special Economic Zone/ One-Stop Action Manager SEZAD</i>
	1.4 Prints Certificate of Authority to Import	None	1 Hour	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>
2. Receives CAI * Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	2. Issues CAI	None	1 Hour	<i>Labor Center Processor designated as Registration and Accreditation Officer SEZAD</i>
TOTAL:		None	2 Days 6 Hours	

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

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provided by the Locator
Certificate of Registration (1 photocopy)	To be verified by OSAC from Registration and Accreditation Center
Certificate of Authority to Import (1 photocopy)	To be verified by OSAC from Registration and Accreditation Center
Packing List (1 original)	To be provided by the Locator
Import Entry Declaration (IED) (1 photocopy)	To be provided by the Locator
Mission Order (1 original)	To be provided by the Locator
Boat Note (1 original)	To be provided by the Locator
Bill of Lading (1 original)	To be provided by the Locator
Airway Bill (1 original)	To be provided by the Locator
Transshipment Permit (1 original)	To be provided by the Locator
Clearance from other Government Agencies; As Applicable (1 photocopy) (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 SEZRIS * If SEZRIS 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 SEZRIS and recommends approval of the SEZAD Manager.	None	1 Day	<i>One Stop Action Center Processor</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Reviews and Approves Request	None	1 Day	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	1.3 Makes assessment of Fees	None	2 Hours	<i>One Stop Action Center Processor</i> SEZAD
	1.3.a If SEZRIS is unavailable, issues printed assessment of fees		2 Hours 30 Minutes	
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made. *Make sure to print gate pass or permit if the payment is made.	2. Accepts the payment and Enters Payment Details in SEZRIS	Depending on the amount of the articles to be imported.	30 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD
3. Receives the OR or AIP whichever is applicable *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	3. Issues the OR and updates payment details in SEZRIS or issues Permit 3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor	None None	30 Minutes 1 Hour 15 Minutes	<i>Customs Compliance Officer</i> SEZAD OR <i>Customs Compliance Assistant</i> SEZAD OR <i>One Stop Action Center Processor</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*AIP may be printed from the locator's account in SEZ RIS	3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	1 Hour 15 Minutes	<i>Special Economic Zone/ One-Stop Action Manager SEZAD</i>
	3.c If SEZRIS is unavailable, signs permit	None	1 Hour	
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	

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.

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

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

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

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

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	<i>One Stop Action Center Processor</i> SEZAD
	1.2 Reviews and Approves Request	None	1 Day	<i>Special Economic Zone/ One-Stop Action Manager</i> SEZAD
	1.3 Makes assessment of Fees 1.3.a If SEZRIS is unavailable, issues printed assessment of fees	None None	1 Hour 1 Hour	<i>One Stop Action Center Processor</i> SEZAD

2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made.	2. Accepts the payment and Enters Payment Details in SEZSIS 2.a If SEZSIS is unavailable, endorses payment details to OSAC Processor	PHP 216.00	30 Minutes 1 Hour	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD
3. Receives the OR and Permit or DAA * Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box *DAA may be printed from the locator's account in SEZSIS	3. Issues the OR and Permit and or issues Permit whichever is applicable 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 30 Minutes 2 Hours	Customs Compliance Officer SEZAD OR Customs Compliance Assistant SEZAD One Stop Action Center Processor SEZAD Special Economic Zone/ One-Stop Action Manager SEZAD
TOTAL IF PROCESSED ON SEZSIS:		PHP 216.00	1 Day 6 Hours	
TOTAL IF PROCESSED ON SEZSIS:			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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	To be provider by the Locator
Previously issued AIP (1 photocopy)	To be provider by the Locator
Proof of payment of duties and taxes to BOC (1 photocopy)	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) *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	Special Economic Zone/ One-Stop Action 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
	1.3.a If SEZRIS is unavailable,	None	1 Hour	One Stop Action Center Processor

	issues printed assessment of fees			SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer at the CCA. *Make sure to secure the OR for the payment made.	2. Accepts payment and Enter Payment Details in SEZRIS	Depending on the amount of the articles	30 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
3. Receives Official Receipt or PBO-IA whichever is applicable *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box. PBO-IA may be printed from the locator's account in SEZRIS	3. Issues the Official Receipt and updates payment details in SEZRIS or issues Permit whichever is applicable	None	30 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor	None	1 Hour 15 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
	3.b If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZAD	None	1 Hour 15 Minutes	<i>One Stop Action Center Processor SEZAD</i>

	Manager for signature 3.d If SEZ RIS is unavailable, signs permit	None	1 Hour	Special Economic Zone/ One-Stop Action Manager SEZAD
TOTAL IF PROCESSED IN SEZ RIS:		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.

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent (1 original)	To be provided by the client.
Certificate of Registration (1 photocopy)	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) *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	Special Economic Zone/ One-Stop Action 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	2. Accepts the payment and Enter Payment Details in SEZRIS	Depending on the amount	30 Minutes	Customs Compliance Officer SEZAD

[illegible]

TOTAL IF PROCESSED IN SEZRIS:	None	1 Day and 7 Hours	
TOTAL IF PROCESSED MANUALLY:	None	2 Days and 2 Hours	

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

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 original)	Applicant
Clearance Form (1 photocopy)	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	Special Economic Zone/ One-Stop Action Manager SEZAD
2. Receives Clearance * Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box	2. Issues the Clearance of Cessation of Business Operation within JHSEZ	None	1 Day	Labor Center Processor designated as Registration and Accreditation Officer SEZAD
TOTAL:		None	3 Days	

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.

Department/Division/Unit	: SEZAD
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: 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 For Inspection: Permit previously issued by JHMC	To be verified by OSAC Processor 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	Special Economic Zone/ One-Stop Action Manager SEZAD
	1.4 Makes assessment of Fee	None	5 Minutes	Customs Compliance Officer SEZAD

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. *Make sure to secure the OR for the payment made.	2. Accepts the payment and Enters the Payment Details in SEZRIS	Regular days: 5PM-10PM: PHP 172.55/hr 10PM-6AM: PHP 189.60/hr Weekends and Holidays: Minimum of 4 hours 6AM-10PM: PHP 179.45/hr 10PM-6AM: PHP 197.39/hr	10 Minutes	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
3. Receives the OR *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box	3. Prints and issues the OR and Request for Overtime Form.	None	5 Minute	<i>Customs Compliance Officer SEZAD</i> OR <i>Customs Compliance Assistant SEZAD</i>
TOTAL:		Regular days: 5PM-10PM: PHP 172.55/hr 10PM-6AM:	45 Minutes	

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		PHP 189.60/hr Weekends and Holidays : Minimum of 4 hours 6AM-10PM: PHP 179.45/hr 10PM-6AM: PHP 197.39/hr		

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.

VII. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Citizens/Clients may send their feedbacks by accomplishing the Client Satisfaction Measurement (CSM) Form which will be dropped in the suggestion and complaints boxes available in the respective JHMC Offices or through the “contact us” button in the JHMC Official Website (www.jhmc.com.ph).
How feedback is processed	The feedback will be collated periodically where positive and negative responses are analyzed and reported for Management Action.
How to file a complaint	Citizens/Clients may express their complaints through the JHMC’s 8888 Focal Team and/or 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 of the CSM Forms for Management’s immediate action.
How complaints are processed	The complaints shall be accepted and processed by the JHMC’s 8888 Focal Team and/or 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 @ pcc@malacañang.gov.ph ; service: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila; facsimile thru Telefax No. (02) 87368621; Tel No. (02) 87368645, (02) 87368603; (02) 87368629; (02) 87368621	
Contact Information	<p>JHMC’S 8888 FOCAL TEAM/ PUBLIC ASSISTANCE AND COMPLAINTS DESK: *JHMC Office Complex</p> <p>MS. ZYRELLE A. DEL PRADO Community Relations Officer/ JHMC’s 8888 Technical Officer JHMC Office Complex Tel. (074) 422-4360 / (074) 661-0596 E-mail Address: mgmt@jhmc.com.ph.</p> <p>MR. MARK JASON B. ADVIENTO Records Management Specialist/ JHMC’s 8888 Technical Officer</p> <p>JHMC Office Complex Tel. (074) 422-4360 / (074) 661-0596 E-mail Address: mgmt@jhmc.com.ph</p>

FEEDBACK AND COMPLAINTS MECHANISM	
	<p>*For Special Economic Zone Administration Department (SEZAD) Customs Clearance Area (CCA)</p> <p>MR. ZALDY A. BELLO SEZ/ OSAC Manager Tel. (074) 422-4360 (074) 661-0596 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 @ pcc@malacañg.gov.ph; service: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila; facsimile thru Telefax No. (02) 87368621; Tel No. (02) 87368645, (02) 87368603; (02) 87368629; (02) 87368621</p>

VIII. LIST OF JHMC OFFICES

Office	Address	Contact Information
Office of The President and Chief Executive Officer (OPCEO)	John Hay Special Economic Zone (JHSEZ) P.O. Box 1088, Baguio City Philippines 2600	<p>Atty. MARLO IGNACIO V. QUADRA President and Chief Executive Officer (074) 422-4360 (074) 661-0596 E-mail Address: marlo.quadra@jhmc.com.ph</p> <p>Mr. MARK JASON B. ADVIENTO, MBA OIC, Chief of Staff to the President and Chief Executive Officer/ Records Management Specialist (074) 422-4360 (074) 661-0596 E-mail Address: mark.adviento@jhmc.com.ph</p> <p>Ms. CHARLYNNE M. BUANGAN, MBA Executive Assistant to the President and Chief Executive Officer (074) 422-4360 (074) 661-0596 E-mail Address: charlynnne.buangan@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 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 E-mail Address: febellyn.honnag@jhmc.com.ph</p>
Internal Audit Office (IAO)	JHSEZ, P.O. Box 1088, Baguio City Philippines 2600	<p>Mr. RODEL P. VILLANUEVA, CPA Internal Audit Manager (074) 422-4360 (074) 661-0596</p>

		E-mail Address: rodel.villanueva@jhmc.com.ph
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Annex “A”

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

1. Bases of assessment

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

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

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

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

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

a. Division A-1

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

b. Division A-2

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

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

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

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

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

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

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

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

4. ELECTRICAL FEES

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

. A. Total Connected Load (kVA)

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

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

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

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

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

c. Pole/Attachment Location Plan Permit

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

This applies to designs/installations within the premises

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

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	P 15.00	P 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

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

f. Forfeiture of Fees

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

5 **MECHANICAL FEES**

a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i.	Refrigeration (cold storage), per ton or fraction thereof.....	P	40.00
ii.	Ice Plants, per ton or fraction thereof.....		60.00
iii.	Packaged/Centralized Air Conditioning Systems:		
	Up to 100 tons, per ton.....		90.00
iv.	Every ton or fraction thereof above 100 tons.....		40.00
v.	Window type air conditioners, per unit.....		60.00
vi.	Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent.....		40.00

- vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.
- b. Escalators and Moving Walks, funiculars and the like:
- | | | |
|--------------------------------------------------------------------------------------|---|--------|
| i. Escalator and moving walk, per kW or fraction thereof..... | P | 10.00 |
| ii. Escalator and moving walks up to to 20.00 lineal meters or fraction thereof..... | | 20.00 |
| iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters..... | | 10.00 |
| iv. Funicular, per kW or fraction thereof..... | | 200.00 |
| (a) Per lineal meter travel..... | | 20.00 |
| v. Cable car, per kW or fraction thereof..... | | 40.00 |
| (a) Per lineal meter travel..... | | 5.00 |
- c. Elevators, per unit:
- | | | |
|----------------------------------------------|---|----------|
| i. Motor driven dumbwaiters..... | P | 600.00 |
| ii. Construction elevators for material..... | | 2,000.00 |
| iii. Passenger elevators..... | | 5,000.00 |
| iv. Freight elevators..... | | 5,000.00 |
| v. Car elevators..... | | 5,000.00 |
- d. Boilers, per kW:
- | | | |
|---------------------------------------------------|---|----------|
| i. Up to 7.5 kW..... | P | 500 |
| ii. Above 7.5 kW to 22 kW..... | | 700.00 |
| iii. Above 22 kW to 37 kW..... | | 900.00 |
| iv. Above 37 kW to 52 kW..... | | 1,200.00 |
| v. Above 52 kW to 67 kW..... | | 1,400.00 |
| vi. Above 67 kW to 74 kW..... | | 1,600.00 |
| vi. Every kW or fraction thereof above 74 kW..... | | 5.00 |
- e. Pressurized water heaters, per unit..... P 200.00
- f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof..... 60.00
- g. Automatic fire sprinkler system, per sprinkler head..... 4.00
- h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:
- | | | |
|-----------------------------------|---|-------|
| i. Every kW up to 50 kW..... | P | 25.00 |
| ii. Above 50 kW up to 100 kW..... | | 20.00 |
| iii. Every kW above 100 kW..... | | 3.00 |
- i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet.....P 20.00

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

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

6. **PLUMBING FEES**

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

i.	Each water closet.....	P	7.00
ii.	Each floor drain.....		3.00
iii.	Each sink.....		3.00
iv.	Each lavatory.....		7.00
v.	Each faucet.....		2.00
vi.	Each shower head.....		2.00
- c. Special Plumbing Fixtures:

i.	Each slop sink.....	P	7.00
ii.	Each urinal.....		4.00
iii.	Each bath tub.....		7.00
iv.	Each grease trap.....		7.00
v.	Each garage trap.....		7.00
vi.	Each bidet.....		4.00

vii.	Each dental cuspidor.....	4.00
viii.	Each gas-fired water heater.....	4.00
ix.	Each drinking fountain.....	2.00
x.	Each bar or soda fountain sink.....	4.00
xi.	Each laundry sink.....	4.00
xii.	Each laboratory sink.....	4.00
xiii.	Each fixed-type sterilizer.....	2.00
d.	Each water meter.....P	2.00
i.	12 to 25 mm Ø..... P	8.00
ii.	Above 25 mm Ø.....	10.00
e.	Construction of septic tank, applicable in all Groups	
i.	Up to 5.00 cu. meters of digestion chamber..... P	24.00
ii.	Every cu. meter or fraction thereof	
.	In excess of 5.00 cu. meters.....	70.00

7. **ELECTRONICS FEES**

- a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/ wireless telephone and communication systems, intercommunication system and other types of switching/ routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications..... P 2.40 per port
- b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/ receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operationand/or maintenance centers, call centers, cellsites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, globalpositioning and personnel/vehicle location P 1, 000.00 per location
- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically- controlled apparatus or devices, whether located indoor or outdoors..... P 10.00 per unit
- 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

8. **ACCESSORY FEES**

- a. Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters..... P 24.00
 - i. Every meter or fraction thereof in excess of 10.00 meter..... 2.40

b. Ground Preparation and Excavation Fee

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

(a) Inspection and Verification Fee P 200.00

(b)	Per cu. meters of excavation	3.00
(c)	Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit	50.00
(d)	Per cu. meter of excavation for foundation with basement.....	4.00
(e)	Excavation other than foundation or basement, per cu. meter.....	3.00
(f)	Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment.....	250.00
c. Fencing Fees:		
i.	Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof.....	P3.00
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 lineal meter.....	2.40
d.	Construction of Pavements, up to 20.00 sq. meters.....	P 24.00
e.	In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like	P 3.00
f.	Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month	P 240.00
i.	Every sq. meter or fraction thereof in excess of 20.00 sq. meters	P 12.00
g. Erection of Scaffoldings Occupying Public Areas, per calendar month.		
i.	Up to 10.00 meters in length.....	P 150.00
ii.	Every lineal meter or fraction thereof in excess of 10.00 meters	12.00
h. Sign Fees:		
i.	Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area.....	P 120.00
(a)	Every sq. meter or fraction thereof in excess of 4.00 sq. meters.....	24.00
ii.	Installation Fees, per sq. meter or fraction thereof of display surface:	

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

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

i. Repairs Fees:

- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups..... P 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups P 5.00

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
- ii. The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.

k. Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:

- i. Buildings in all Groups per sq. meter floor area..... P 3.00
- ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences 4.00
- iii. Structures of up to 10.00 meters in height..... 800.00
 - (a) Every meter or portion thereof in excess of 10.00 meters 50.00
- iv. Appendage of up to 3.00 cu. meter/unit..... 50.00
 - (a) Every cu. meter or portion thereof in excess of 3.00 cu. meters..... 50.00
- v. Moving Fee, per sq. meter of area of building/structure to be moved 3.00

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

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

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

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

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

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

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

d. Division J-I Buildings/structures:

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

up to 10,000.00 sq. meters.....	200.00
With floor area above 10,000.00 sq. meters.....	2,400.00

e. Division J-2 Structures:

- i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.
- ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d above
- iii. Towers such as for Radio and TV transmission, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:

First 10.00 meters of height from the ground	P 800.00
Every meter or fraction thereof in excess of 10.00 meters	50.00

- f. Change in Use/Occupancy, per sq. meter or fraction thereof
of area affected P 5.00

10. **ANNUAL INSPECTION FEES**

a. Divisions A-1 and A-2:

- i. Single detached dwelling units and duplexes are not subject to annual inspections.
- ii. If the owner request inspections, the fee for each
of the services enumerated below is P 120.00
 - Land Use Conformity Architectural
 - Presentability Structural Stability
 - Sanitary and Health Requirements Fire-
 - Resistive Requirements

b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/
and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed
area as follows:

i. Appendage of up to 3.00 cu. meters/unit.....	P 50.00
ii. Floor area to 100.00 sq. meters.....	120.00
iii. Above 100.00 sq. meters up to 200.00 sq. meters.....	240.00
iv. Above 200.00 sq. meters up to 350.00 sq. meters.....	80.00
v. Above three hundred 350.00 sq. meters Up to 500.00 sq. meters.....	720.00
vi. Above 500.00 sq. meters up to 750.00 sq. meters.....	960.00
vii. Above 750.00 sq. meters up to 1,000.00 sq. meters.....	1,200.00
viii. Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters.....	1,200.00

- c. Divisions C-1, 2, Amusement Houses, Gymnasia 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, Gymnasia and the like..... | 720.00 |
- d. Annual plumbing inspection fees, each
 plumbing unit P 60.00
- e. Electrical Inspection Fees:
- i. A onetime electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
- ii. Annual Inspection Fees are the same as in Section 4.e.
- f. Annual Mechanical Inspection Fees:
- | | |
|----------------------------------------------------------|----------|
| i. Refrigeration and Ice Plant, per ton: | |
| (a) Up to 100 tons capacity | P 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 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 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 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 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	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 120.00
ix. Automatic Fire Extinguishers, per sprinkler head.....		P 2.00
x. Water, Sump and Sewage pumps for buildings/structures for commercial/ industrial purposes, per kW:		
(a) Up to 5 kW.....	P	55.00
(b) Above 5 kW to 10 kW.....		90.00
(c) Every kW or fraction thereof above 10 kW		2.00
xi. Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
(a) Per kW, up to 50 kW.....	P	15.00
(b) Above 50 kW up to 100 kW.....		10.00
(c) Every kW or fraction thereof above 100 kW.....		2.40
xii. Compressed air, vacuum, commercial/ institutional/industrial gases, per outlet.....		P 10.00
xiii. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher.....		P 2.00
xiv. Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,		
(a) Per unit, up to 10 kW.....	P	100.00
(b) Every kW above 10 kW.....		3.00
xv. Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:		
(a) Up to ½ kW.....	P	8.00
(b) Above ½ kW up to 1 kW.....		23.00
(c) Above 1 kW up to 3 kW.....		39.00
(d) Above 3 kW up to 5 kW.....		55.00

	(e) Above 5 kW up to 10 kW.....	80.00
	(f) Every kW above 10 kW or fraction thereof.....	4.00
xvi.	Pressure Vessels, per cu. Meter or fraction thereof.....	P 40.00
xvii.	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof.....	P 2.40
xviii.	Weighing Scale Structure, per ton or fraction thereof.....	P 30.00
xix.	Testing/Calibration of pressure gauge, per unit.....	P 24.00
	a. Each Gas Meter, tested, proved and sealed, per gas meter.....	30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit.....	P 30.00
g. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.		

11. CERTIFICATIONS

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

NOTE: The specifications of the Gas Meter shall be:

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