



CITIZEN'S CHARTER

2026 (1st 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

To transform Camp John Hay into the leading ecotourism and investment hub in the Philippines.

III. MISSION

JHMC is dedicated to the sustainable development and transformation of Camp John Hay into a vibrant ecotourism and investment hub – promoting economic growth, environmental stewardship, and the empowerment of communities and stakeholders.

CORE VALUES

- Stewardship
- Passion
- 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 (TA)

This service is availed by John Hay Management Corporation (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	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. If travel is for seminar, workshop and/or training - Approved Training and Nomination Form (TNF) (1 original)	Human Resource Division - Human Resource Officer
3. 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 through the JHMC web 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 the remarks on the unavailability of official vehicle and/or Driver and returns the request through the HIS portal.	None	3 Hours	<i>Property Custodian</i> ASD-GSD

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Approves or disapproves the request through HIS portal.	None	1 Hour	<i>General Services Manager ASD-GSD</i>
2. Once the travel request was approved in the HIS portal, submits the required documents to the Supply Assistant.	2.1 Receives the requirements and prepares the TA based on the HIS portal data then forwards to the General Services/ Administrative Services Manager.	None	4 Hours	<i>Supply Assistant ASD-GSD</i>
	2.2 Endorses and signs the TA then forwards to the Office of the Vice-President and Chief Operations Officer (VPCOO)/ Office of the President and Chief Executive Officer (OPCEO).	None	4 Hours	<i>General Services Manager ASD-GSD</i> or <i>Administrative Services Manager ASD</i>
	2.3 Approves or disapproves the TA then forwards back to the Supply Assistant.	None	4 Hours	<i>Vice-President and Chief Operations Officer Office of the Vice President and Chief Operations Officer</i> or <i>President and Chief Executive Officer Office of the President and Chief Executive Officer</i>
	2.4 Receives the signed TA and forwards a copy of TA to the requesting personnel.	None	3 Hours	<i>Supply Assistant ASD-GSD</i>

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Receives the personal copy of the TA from the Supply Assistant and acknowledges the service through the HIS portal.</p> <p>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal after receiving the requested travel authority.</p>	<p>3. Issues the copy of TA to the requesting personnel.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Supply Assistant</i> ASD-GSD</p>
TOTAL:		<p>None</p>	<p>3 Days</p>	

2. Travel Request (within 50 km-radius)

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web 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
	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	2. Fulfills the requested services.	None	2 Days	<i>Driver</i> ASD-GSD

<p>Ticket. Finally, acknowledges the service through the HIS portal.</p> <p>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form in the HIS portal after the official travel.</p>				
	TOTAL:	None	3 Days	

3. Service Request

This service is availed by John Hay Management Corporation (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	: Administrative Services Department – General Services Division (ASD-GSD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the HIS portal through the JHMC web 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 John Hay Management Corporation (JHMC) personnel for Administrative Services Department – General Services Division (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	: Administrative Services Department – General Services Division (ASD-GSD)
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web 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.a 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	<i>General Services Manager</i> ASD-GSD
	1.3 If approved, fulfills the requested job. *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	5 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 job. *Make sure to accomplish the CSM Form in the HIS portal after the completed task as requested.	2. Delivers the accomplished task.	None	4 Hours	<i>Cottage Attendant</i> ASD-GSD or <i>Facilities and Maintenance</i> ASD-GSD or <i>Property Custodian</i> ASD-GSD
TOTAL:		None	7 Days	

5. Property Borrowing

This service is availed by John Hay Management Corporation (JHMC) personnel who intends to borrow property from Administrative Services Department – General Services Division (ASD-GSD) - Property Unit for their official use such as but not limited to equipment, tables, chairs, binder, cutter, recorder etc.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal. *Filing of the 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, indicate 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 (CSM) Form in the HIS portal after receiving the items.	2. If approved, issues the item/s being borrowed.	None	2 Days	<i>Property Custodian</i> ASD-GSD

3. Returns the borrowed item/s.	3. Inspects the borrowed item/s before the receipt of the same. Items returned not in good condition may be subjected to the provisions of the COA Circulars on Property Management/ Code of Discipline and/or other applicable policies, rules and regulations.	None	2 Hours	<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	: Administrative Services Department – General Services Division (ASD-GSD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-GSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal. *Filing of the 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 the 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 John Hay Management Corporation (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
1. JHMC ASD-HRD Request Form 025 (1 original)	JHMC - ASD-HRD Office
2. Accomplished Daily Time Record (DTR) (2 original)	JHMC - ASD-HRD Office
3. Clearance Form (3 original)	JHMC - ASD-HRD Office
4. Affidavit of Undertaking (3 original)	JHMC - ASD-HRD Office
5. Affidavit of Waiver and Quitclaims (2 original)	JHMC - ASD-HRD Office

CLIENT STEPS	ASD-HRD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly approved Clearance Form, together with duly accomplished DTR, duly notarized Affidavit of Undertaking; and Affidavit of Waiver and Quitclaims to the Human Resource 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>Human Resource Assistant</i> ASD-HRD
	1.2 Prepares the Disbursement Voucher (DV) and Budget Utilization Report (BUR) of the Requestor’s last pay then transmits to the Human Resource Manager for review.	None	4 Hours	<i>Human Resource Assistant</i> ASD-HRD

CLIENT STEPS	ASD-HRD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Reviews and signs the DV and BUR.	None	1 Hour	<i>Human Resource Manager ASD-HRD</i>
	1.4 Transmits the signed DV and BUR by the Human Resource Manager, including complete required attachments to the Budget Officer of the FSD for review, processing and release of check payment.	None	10 Minutes	<i>Human Resource Assistant ASD-HRD</i>
	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 Finance Services Department (FSD)</i>
	1.6 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst FSD</i>
	1.7 Checks for the correctness of computation.	None	30 Minutes	<i>Finance Analyst FSD</i>
	1.8 Updates the transaction to affected Subsidiary Ledgers and Schedules.	None	2 Hours	<i>Finance Analyst FSD</i>
	1.9 Registers the transaction in the DV Tracer through the Microsoft excel file and in the ERP Acumatica System	None	2 Hours	<i>Finance Analyst FSD</i>

CLIENT STEPS	ASD-HRD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with its proper Account Codes.			
	1.10 Transmits the documents back to the Budget Officer.	None	10 Minutes	<i>Finance Analyst</i> FSD
	1.11 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.12 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant</i> FSD
	1.13 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant</i> FSD
	1.14 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant</i> FSD
	1.15 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts PHP 500,000.00 and below. The	None	10 Minutes	<i>Accountant</i> FSD

CLIENT STEPS	ASD-HRD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Finance Manager signs for transactions involving amounts above PHP 500,000.00.			
	1.16 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	<i>Accountant FSD</i>
	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 President and Chief Executive Officer or Vice President and Chief Executive Officer 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</i> Office of the President and Chief Executive Officer (OPCEO) or

CLIENT STEPS	ASD-HRD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Vice-President and Chief 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 John Hay Management Corporation (JHMC) Personnel

This service is availed by former employees of JHMC, upon filing a duly accomplished JHMC Administrative Services Department – Human Resource Division (ASD–HRD) Request Form 025 to the ASD–HRD. This involves preparation and issuance of Certificate of Employment and Service Records.

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
1. 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 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 Human Resource Manager for approval.	None	30 Minutes	<i>Human Resource Officer</i> ASD-HRD
	1.2 Reviews and approves or disapproves the said request.	None	30 Minutes	<i>Human Resource Manager</i> ASD-HRD
	1.3 If approved, verifies the employment record of the Requestor.	None	1 Day	<i>Human Resource Officer</i> ASD-HRD
	1.4 Prepares the document being requested.	None	30 Minutes	<i>Human Resource Officer</i> ASD-HRD
	1.5 Reviews and signs the requested document.	None	30 Minutes	<i>Human Resource Manager</i> ASD-HRD

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Informs the Requestor of the availability of the signed document as requested.	None	1 Hour	<i>Human Resource Officer</i> ASD-HRD
2. Claims the requested document at the ASD-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>Human Resource Officer</i> ASD - HRD
TOTAL:		None	1 Day and 4 Hours	

3. Request for Certificate of Appearance (CA) by John Hay Management Corporation (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 :	Administrative Services Department – Human Resource Division (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
1. 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	Human Resource Officer ASD-HRD
	1.2 Approves or disapproves the said request.	None	10 Minutes	Human Resource Manager ASD-HRD
	1.3 If approved, prepares the requested document.	None	20 Minutes	Human Resource Officer ASD-HRD
	1.4 Reviews and signs the document.	None	10 Minutes	Human Resource Manager ASD-HRD
2. Claims the requested document at the ASD-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	Human Resource 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 John Hay Management Corporation Management (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 :	Administrative Services Department – Human Resource Division (ASD–HRD)
Classification :	Simple
Type of Transaction :	G2G - Government to Government
Who may avail :	Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal 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>Human Resource Officer ASD-HRD</i>
	1.2 Prepares the requested document, record or certification.	None	1 Day	<i>Human Resource Officer ASD-HRD</i>
	1.3 Reviews and signs the requested document.	None	2 Hours	<i>Human Resource Manager ASD-HRD</i>
2. Receives the document, record or certification. *Make sure to accomplish the Client Satisfaction Measurement (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	<i>Human Resource Officer ASD-HRD</i>
TOTAL:		None	2 Days	

2. Request for Foreign Travel Authority (FTA) by Current John Hay Management Corporation (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 :	Administrative Services Department – Human Resource Division (ASD–HRD)
Classification :	Simple
Type of Transaction :	G2G – Government to Government
Who may avail :	Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal for the issuance of FTA.	1.1 Accepts the request through the HIS portal.	None	10 Minutes	<i>Human Resource Officer ASD-HRD</i>
	1.2 Reviews and approves or disapproves the request. 1.2.a If approved, prepares the document requested. 1.2.b Reviews and signs the document requested and endorses to OPCEO.	None	20 Minutes	<i>Human Resource Manager ASD-HRD</i>
		None	20 Minutes	<i>Human Resource Officer ASD-HRD</i>
		None	20 Minutes	<i>Human Resource Manager ASD-HRD</i>
	1.3 Signs the document requested as endorsed.	None	30 Minutes	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)</i>
2. Receives the FTA. *Make sure to accomplish the Client Satisfaction	2. Releases the duly signed FTA to the Requesting Personnel.	None	10 Minutes	<i>Human Resource Officer ASD-HRD</i>

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement (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 John Hay Management Corporation (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 :	Administrative Services Department – Human Resource Division (ASD–HRD)
Classification :	Simple
Type of Transaction :	G2G - Government to Government
Who may avail :	Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-HRD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal 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	<i>Human Resource Assistant ASD-HRD</i>
	1.2 Prepares the extra copy or certified copy of the pay slip of the requesting personnel and releases the same.	None	40 Minutes	<i>Human Resource Assistant ASD-HRD</i>
2. Receives the document, record or certification. *Make sure to accomplish the Client Satisfaction Measurement (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	<i>Human Resource Assistant ASD-HRD</i>
TOTAL:		None	1 Hour	

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

1. Request for John Hay Management Corporation (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; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. eFOI Request Form	eFOI Web portal (foi.gov.ph)
2. 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 your Dashboard. The Dashboard contains all the FOI requests of the account owner.	1.1 Receives and reviews requests.	None	5 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	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 President and Chief Executive Officer (PCEO).	None	3 Days	<i>Legal Manager LD</i>
	1.4 Reviews recommendation	None	3 Days	<i>President and Chief Executive Officer</i>

CLIENT STEPS	ASD-ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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>	<p>and responds to the requests.</p> <p>1.5.a If denied, Inform the denial to the requesting party.</p> <p>1.5.b If approved, upload the requested records/ documents.</p>	<p>None</p>	<p>1 Hour</p>	<p>Office of the President and Chief Executive Officer (OPCEO)</p> <p><i>Records Management Specialist ASD-ICTD</i></p>
<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 If the MR is denied, the denial of such a motion may be appealed to the Office of the Department of Justice (DOJ) Secretary within fifteen (15) days.</p>	<p>None</p>	<p>None</p>	<p>None</p>	<p>None</p>
<p>3. If Hard Copy is requested, pays the required fee to the Cashier</p> <p>*Make sure to secure the Sales Invoice (SI) 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</p>	<p>PHP 3.00 per page plus an additional PHP 5.00 per page if the Requesting party</p>	<p>4 Hours</p>	<p><i>Records Management Specialist ASD-ICTD</i></p>

CLIENT STEPS	ASD-ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	External documents	<p>requested for the Certified Copy of the Original</p> <p>* Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates of their preferred courier.</p>		
TOTAL (if electronic file):		None	6 Days, 1 Hour and 10 Minutes	
TOTAL (if hardcopy is requested):		PHP 3.00 per page plus an additional PHP 5.00 per page if the Requesting party requested for the Certified Copy of	6 Days, 5 Hours and 10 Minutes	

CLIENT STEPS	ASD-ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>the Original</p> <p>*Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates of their preferred courier</p>		

1.B STANDARD FOI

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; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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	1.1 Accepts and checks the accomplished Standard FOI Form / Signed	None	5 Minutes	<i>Records Management Specialist ASD-ICTD</i>

CLIENT STEPS	ASD-ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
at the Records Receiving Section.	Letter of Request			
	1.2 Stamps the form with "Received" with date and time received.	None	5 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.3 Encodes and uploads in the FOI Web Portal.	None	30 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.4 Routes to the Legal Department for review and recommendation	None	5 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.5 Reviews request and provides recommendation to the President and Chief Executive Officer (PCEO).	None	3 Days	<i>Legal Manager Legal Department (LD)</i>
	1.6 Reviews recommendation and responds to the requests.	None	3 Days	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)</i>
	1.7.a If denied, Issues/Release Notice of Denial 1.7.b If approved, release/route the requested records/documents to the requesting party * Refer to the Process of Routing of External documents.	None if an electronic file	1 Hour	<i>Records Management Specialist ASD-ICTD</i>

CLIENT STEPS	ASD-ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Receives application 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
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>*Make sure to secure the Sales Invoice (SI) and that will be issued upon payment.</p>	<p>4. 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> <p>* Additional fees for mailing services/ Courier provider</p>	4 Hours	<i>Records Management Specialist ASD-ICTD</i>

CLIENT STEPS	ASD-ICTD / FOI ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		shall be borne by the requesting party at the prevailing 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 additional PHP 5.00 per page if the Requesting party requested for the Certified Copy of the Original * Additional fees for mailing services/ Courier provider shall be borne by the requesting party at the prevailing rates of their preferred courier	6 Days, 6 Hours and 45 Minutes	

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

1. Request for Information and Communications Technology (ICT) Service/s

This service is availed by John Hay Management Corporation (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	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the HIS portal through the JHMC web portal.	<p>1.1 Receives the HIS notification via email, proceeds to the HIS portal and evaluates the request. If the request can be catered, inputs in the “remarks” field and clicks the “receive” button.</p> <p>In cases where the request cannot be catered, inputs the reasons for not accommodating the request in the “remarks” field and clicks the “return” button.</p>	None	4 Hours	<p><i>Information and Communications Technology Officer</i> ASD-ICTD</p> <p>or</p> <p><i>Information and Communications Technology Specialist</i> ASD-ICTD</p>
	1.2 Reviews the request; approves or disapproves the request as endorsed through the HIS portal.	None	20 Minutes	<i>Information and Communications Technology 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>			
	<p>1.3 Fulfills the requested services.</p> <p>*Time of fulfillment of service request are based on the following:</p> <ul style="list-style-type: none"> 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 	None	2 Days	<p><i>Information and Communications Technology Officer ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Specialist ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Manager ASD-ICTD</i></p>
<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</p>	<p>2. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.</p>	None	30 Minutes	<p><i>Information and Communications Technology Officer ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Specialist ASD-ICTD</i></p> <p>or</p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>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>				<p><i>Information and Communications Technology Manager</i> ASD-ICTD</p>
TOTAL:		None	2 Days, 4 Hours and 50 Minutes	

2. Request for Document Scanning

This service is availed by John Hay Management Corporation (JHMC) personnel for digitization of documents.

Department/Division/Unit	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. Documents for scanning	Provided by Client
3. 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 through the JHMC web portal.	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>Information and Communications Technology Officer</i> ASD-ICTD or <i>Information and Communications Technology 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. For approved requests, assigns the	None	2 Hours	<i>Information and Communications Technology Manager</i> ASD-ICTD

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>2. Submits the documents for scanning to the assigned fulfiller.</p>	<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,</p>	<p>None</p>	<p>2 Days</p>	<p><i>Information and Communications Technology Officer ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Specialist ASD-ICTD</i></p> <p>or</p> <p><i>Records Management Specialist ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Manager ASD-ICTD</i></p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. urgency of the request.			ASD-ICTD or <i>Records Management Specialist</i> ASD-ICTD or <i>Information and Communications Technology 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>Information and Communications Technology Officer</i> ASD-ICTD or <i>Information and Communications Technology Specialist</i> ASD-ICTD or <i>Records Management Specialist</i> ASD-ICTD or <i>Information and Communications Technology Manager</i> ASD-ICTD
TOTAL:		None	2 Days, 7 Hours and 30 Minutes	

3. Request for Repairs of Information and Communications Technology (ICT) Equipment

This service is availed by John Hay Management Corporation (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 Administrative Services Division – Information and Communications Technology Department (ASD-ICTD) will be referred to the ASD - General Services Division (GSD) for appropriate action.

Department/Division/Unit	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the HIS portal through the JHMC web portal.	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 portion and clicks the “return” button.	None	4 Hours	<i>Information and Communications Technology Specialist ASD-ICTD</i>
	1.2 Reviews the request; approves or disapproves the	None	2 Hours	<i>Information and Communications</i>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>request as endorsed through the HIS portal. 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><i>Technology Manager</i> ASD-ICTD</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 Post Inspection Report (JHMC-GSD</p>	None	5 Days	<p><i>Information and Communications Technology Specialist</i> ASD-ICTD</p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			
<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 “return to</p>	<p>2. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Information and Communications Technology Specialist ASD-ICTD</i></p>

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

4. Request for Information and Communications Technology (ICT) Equipment Borrowing

This service is availed by John Hay Management Corporation (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	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Simple
Type of Transaction	: G2G - Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the HIS portal through the JHMC web portal. *Filing of the 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>Information and Communications Technology Officer</i> ASD-ICTD or <i>ICT Specialist</i> ASD-ICTD
	1.2 Reviews the request; approves or disapproves the request through HIS portal.	None	2 Hours	<i>Information and Communications Technology 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>			
<p>2. Receives the item/s for borrowing.</p>	<p>2. Issues the item/s being borrowed.</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Information and Communications Technology Specialist ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Officer ASD-ICTD</i></p>
<p>3. Accepts the completed task and accomplishes the Client Satisfaction Measurement (CSM) Form in the HIS portal after completion of the requested services.</p> <p>* Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.</p> <p>*Make sure to return the borrowed item/s</p>	<p>3. Logs in the HIS portal, inputs actions taken in the “remarks” field and clicks the “fulfill” button.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Information and Communications Technology Specialist ASD-ICTD</i></p> <p>or</p> <p><i>Information and Communications Technology Officer ASD-ICTD</i></p>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
within five (5) working days or committed date, whichever comes first.				
TOTAL:		None	1 Day, 2 Hours and 30 Minutes	

5. Request for Web Posting

This service can be availed by John Hay Management Corporation (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 Administrative Order No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems (AO25 IATF)/ Governance Commission for Government-Owned and Controlled Corporation (GCG)/ other oversight bodies) in the JHMC Official website (www.jhmc.com.ph).

Documents for web posting must be submitted to the Administrative Services Department – Information (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	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. 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 through the JHMC web portal.	<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</p>	None	3 Hours and 30 Minutes	<p><i>Information and Communications Technology Officer</i> Officer ASD-ICTD</p> <p>or</p> <p><i>Information and Communications Technology Officer Specialist</i> ASD-ICTD</p>

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

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the CSM in the HIS portal after the completed tasks as requested.				
TOTAL:		None	1 Day and 2 Hours	

6. Request for Routing of Outgoing Communications

This service is available for the processing and routing of all outgoing John Hay Management Corporation (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 John Hay Special Economic Zone (JHSEZ).

Department/Division/Unit	:	Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Records/ Documents (Communications, Memorandum, Requirements, etc.) (2 original for physical routing)	Provided by Client
2. e-mail address of the recipient	Provided by Client
3. Fee for registered mail or courier services	Provided by Client
4. 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 ASD-ICTD</i>
	1.2 Assigns a barcode number.	None	10 minutes	<i>Records Management Specialist ASD-ICTD</i>
	1.3 Requests for vehicles through the Helpdesk Information System (HIS).	None	10 minutes	<i>Records Management Specialist ASD-ICTD</i>

CLIENT STEPS	ASD-ICTD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Processes and assigns a driver and vehicle.	None	3 Hours	<i>Property Custodian ASD-GSD</i>
2. Receives the receiving copy or proof of mailing, if any.	2.1 Routes the records/ documents.	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	2.2 Digitization and storage of received records/ documents.	None	1 Hour and 30 Minutes	<i>Records Management Specialist ASD-ICTD</i>
	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 ASD-ICTD</i>
	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 John Hay Management Corporation (JHMC) personnel who intend to Transfer inactive documents/records to the (Information and Communications Technology Division) ICTD Records Management Section, duly approved by the Department/Office Head.

Department/Division/Unit	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. Records Box	ASD-ICTD Office
3. Physical copies of the records	To be provided by Client
4. 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 using the HIS portal through the JHMC web portal 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 request for archival of records.</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 and 4 Hours	<i>Records Management Specialist ASD-ICTD</i>

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives request result.	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
	2.b Reviews the submitted JHMC-ICTD-Form 011 then approves or disapproves the request in the HIS portal.	None	4 Hours	<i>Information and Communications Technology 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 John Hay Management Corporation (JHMC) personnel which is intended to provide a specific document/s or record/s as requested.

Department/Division/Unit	: Administrative Services Division – Information and Communications Technology Department (ASD-ICTD)
Classification	: Simple
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of the JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed request in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the JHMC HIS portal through the JHMC web portal.	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 ASD-ICTD</i>
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 Office of the President and Chief Executive Officer (OPCEO) (For Confidential Documents or Records) or Information and Communications Technology Manager ASD-ICTD</i>

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.	3.1 If approved, fulfills the requested services.	None	4 hours	<i>Records Management Specialist ASD-ICTD</i>
	3.2 Delivers the accomplished task.	None	30 Minutes	<i>Records Management Specialist ASD-ICTD</i>
TOTAL:		None	5 Hours	

BUSINESS DEVELOPMENT DEPARTMENT EXTERNAL SERVICES

1. Eco-Walk and Photoshoot Bookings at the Historical Core

This service is available 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; G2G – Government to Government
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office

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 Office of the President and Chief Executive Officer (OPCEO).	None	5 Minutes	<i>Business Development and Marketing Assistant BDD</i>
	1.2 Fills in or completes the Client Information Sheet (CIS) through the following modes: <ul style="list-style-type: none"> • face-to-face meetings, • electronic mail, • phone call, text messaging or; social media accounts. 			<i>Business Development and Marketing Assistant BDD</i>
	1.3 Computes the total charges based on the number of students.	None	30 Minutes	<i>Business Development and Marketing Assistant BDD</i>

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Pays the necessary charges at the Ticketing Booth or at the Finance Services Department (FSD) at JHMC Office Complex.</p> <p>*Make sure to secure the SI and that will be issued upon payment.</p>	<p>2. Accepts the payment and issues the Sales Invoice (SI).</p>	<p>PHP 1,120.00 for 4 hours during daytime (8:00 AM – 5:00 PM)</p> <p>PHP 2,688.00 for 4 hours during evening (5:00 PM onwards)</p>	<p>10 Minutes</p>	<p><i>Ticketing Clerk</i> Finance Services Department (FSD)</p> <p>or</p> <p><i>Cashier</i> FSD</p> <p>*Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex</p>
TOTAL:		<p>PHP 1,120.00 for 4 hours during daytime (8:00 AM – 5:00 PM)</p> <p>PHP 2,688.00 for 4 hours during evening (5:00 PM onwards)</p>	<p>45 Minutes</p>	

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	:	Business Development Department (BDD)
Classification	:	Complex
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
1. Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
2. Request for Venue Booking (JHMC BDD Form- 002), two (2) copies	JHMC - BDD Office
3. Checklist of Requirements (JHMC BDD Form 3), two (2) copies	JHMC - BDD Office
4. Validation of Requirements (JHMC BDD Form 4), two (2) copies	JHMC - BDD Office
5. If processed by the Principal: Gov't-issued ID Card	Bureau of Internal Revenue (BIR), Post Office, Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS)/ Government Service Insurance System (GSIS), Home Development Mutual Fund Pag-IBIG/HDMF, Philippine Health Insurance Corporation (PhilHealth)
Security Exchange Commission (SEC) Registration, for corporations	SEC
Cooperative Development Authority (CDA) Registration, for cooperatives	CDA
Note: Present the original with one (1) photocopy	
6. If processed by the Representative: Special Power of Attorney (SPA)	Person being represented
Gov't-issued ID card of the person being represented (1 original and 3 photocopies with three (3) original signatures below)	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth
Gov't-issued ID card of the representative	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth

Note: Present the original with one (1) photocopy	
7. Post- Event Clearance Form (PECF) (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 Office of the President and Chief Executive Officer (OPCEO).	None	5 Minutes	<i>Business Development and 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	15 Minutes	<i>Business Development and Marketing Assistant</i> BDD

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>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 1,344.00/ 4 Hours</p> <p>Secret Garden Gazebo – PHP 672.00/ 4 Hours</p> <p>Mini Gazebo – PHP 135.00/ 4 Hours</p> <p>Medium Picnic Table – PHP 95.00/ 4 Hours</p> <p>Small Picnic Table – PHP 68.00/4 Hours</p> <p>Mono Block Chair – PHP 21.00/pc</p>		

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Receives the ATAP and pays for necessary charges (cleanliness bond, facility/ equipment rental)</p> <p>*Make sure to secure SI for the payment made.</p>	<p>2. Accepts the payment and issues Sales Invoice (SI).</p>	<p>Based on the amount indicated in the ATAP.</p>	<p>5 Minutes</p>	<p><i>Ticketing Clerk</i> Finance Services Department (FSD)</p> <p>or</p> <p><i>Cashier</i> FSD</p> <p>*Ticketing Clerk if paid at the Ticketing Booth at the Historical Core *Cashier if paid at the JHMC Office Complex</p>
<p>3. Submits the required documents to the BDD for initial assessment and verification</p>	<p>3.1 Drafts the pro-forma of the Event Details / Activities (purpose, logistics, budget, etc.)</p> <p>*When necessary, a coordination meeting is conducted.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Business Development and Marketing Officer</i> BDD</p>
	<p>3.2 Reviews the event details; and endorses the same for approval by the OPCEO.</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Business Development and Marketing Officer</i> BDD</p>
	<p>3.3 Endorses the event for implementation.</p>			
	<p>3.4 Coordinates with concerned departments for the approved event details.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Business Development and Marketing Officer</i> BDD</p>

CLIENT STEPS	BDD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	*Except for unplanned events, for other requirements - request for assistance from other departments is submitted to HIS.	None	5 Minutes	<i>Business Development and Marketing Officer</i> BDD
	3.5 Conducts validation after completion of the requirements by other departments using JHMC-BDD- Form 4.	None	3 Hours	<i>Business Development and Marketing Officer</i> BDD
	3.6 Oversees the implementation of the event.	None	3 Hours	<i>Business Development and Marketing Officer</i> BDD
	3.7 Prepares and submits the Post-Activity Report (PAR) with duly accomplished PECF to the Business Development Manager.	None	1 Day	<i>Business Development and Marketing Officer</i> BDD
	3.8 Reviews and approves the PAR and PECF.	None	15 Minutes	<i>Business Development Manager</i> BDD
	3.9 Facilitate completion of the PECF with the Environment and Asset Management Department – Environment Division (EAMD-EMD); and endorses the duly accomplished	None	30 Minutes	<i>Business Development and Marketing Officer</i> BDD

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

* The rates are based on the JHMC-BOD approval of Fees and Charges in 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	: Business Development Department (BDD)
Classification	: Complex
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
1. Client Information Sheet (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
2. Request for Venue Booking (JHMC BDD Form- 001), two (2) copies	JHMC - BDD Office
3. If processed by the Principal: Gov't-issued ID Card	Bureau of Internal Revenue (BIR), Post Office, Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS)/ Government Service Insurance System (GSIS), Home Development Mutual Fund Pag-IBIG/HDMF, Philippine Health Insurance Corporation (PhilHealth)
Security Exchange Commission (SEC) Registration, for corporations	SEC
Cooperative Development Authority (CDA) Registration, for cooperatives	CDA
Note: Present the original with one (1) photocopy	
4. If processed by the Representative: a. Special Power of Attorney (SPA)	Person being represented
b. Gov't-issued ID card of the person being represented (1 original and 3 photocopies with three (3) original signatures below)	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth
c. Gov't-issued ID card of the representative	BIR, Post Office, DFA, PSA, SSS/GSIS, Pag-IBIG/HDMF, PhilHealth

Note: Present the original with one (1) photocopy	
5. Post- Event Clearance Form (PECF) (JHMC BDD Form- 006), two (2) copies	JHMC- BDD Office

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

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Reviews and endorses the contract for approval by the President and Chief Executive Officer (PCEO) or any of the authorized signatories	None	4 Hours	<i>Business Development and Marketing Manager BDD</i>
	2.4 Approves the contract.	None	4 Hours	<i>President and Chief Executive Officer Office the President and Chief Executive Officer (OPCEO)</i>
	2.5 Informs the client of the approval of the contract.	None	4 Hours	<i>Business Development and Marketing Assistant BDD</i>
	2.6 Assesses the fees and prepares the authority to accept payment (ATAP) and advices 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>	1 Hour	<i>Business Development and Marketing Assistant BDD</i>

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Picnic Grove – PHP 3,360.00 per hour		
		Amphitheater Gazebo – PHP 1,344.00/ 4 Hours		
		Secret Garden Gazebo – PHP 672.00/ 4 Hours		
		Mini Gazebo – PHP 135.00/ 4 Hours		
		Medium Picnic Table – PHP 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 SI for the payment made.	3.1 Accepts the payment and issues the Sales Invoice (SI).	None		<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
	3.2 Endorses the contract for implementation.	None	10 Minutes	<i>Business Development Manager</i> BDD
	3.3 Monitors the event implementation.	None	2 Days, 1 Hour and 30 Minutes	<i>Business Development and 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 and Marketing Officer</i> BDD
	3.5 Endorses the duly accomplished form to the BDMA.	None	15 Minutes	<i>Business Development and Marketing Officer</i> BDD

CLIENT STEPS	BDD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Processes the refund for the cleanliness bond, if the client did not violate any conditions of the cleanliness bond.	None	1 Day	<i>Business Development and 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	15 Minutes	<i>Business Development and Marketing Assistant</i> BDD
4. Client claims the cleanliness bond from the Cashier at JHMC Office Complex – Finance and Services Department (FSD).	4. Refunds the cleanliness bond.	None	20 Minutes	<i>Cashier</i> FSD
TOTAL:		Total fees = (# of hrs requested x rate/hr per type of facility)	7 Days	

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

4. Handling of Unsolicited Proposal

This service shall apply to unsolicited proposals submitted to John Hay Management Corporation (JHMC).

Department/Division/Unit	: Business Development and Marketing Department (BDD)
Classification	: Highly Technical
Type of Transaction	: G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
Who may avail	: All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dully filled out form: Application for Lease Within Camp John Hay	Client *The form is downloadable at the JHMC website (www.jhmc.com.ph) or BDD Office – JHMC Office Complex, JHSEZ, Camp John Hay, Baguio City
2. Company Profile	To be provided by the Client

CLIENT STEPS	BDD/ ASD-ICTD/ EAMD-LAMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out completely all the fields in the Application Form for Lease Within Camp John Hay. The forms are downloadable at the JHMC website (www.jhmc.com.ph).	None	None	None	None
2. Submits the accomplished Form and the Company Profile via email through the mgmt@jhmc.com.ph or physical submission to the JHMC Records Unit - JHMC Office Complex, John Hay Special Economic Zone, Camp	2.1 Accepts the document	None	3 Minutes	<i>Records Management Specialist Administrative Services Department – Information and Communications Technology Division (ASD-ICTD)</i>

CLIENT STEPS	BDD/ ASD-ICTD/ EAMD-LAMD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
John Hay, Baguio City. *NOTE: Incomplete requirements will not be entertained.	2.2 Records, digitizes and routes the document to the BDD and the Office of the President and Chief Executive Officer (OPCEO)	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	2.3 Checks the completeness of the submitted requirements. If not in order, contact the client via letter or email to inform them of the missing requirement/s and the process ends. If in order, drafts and endorses the Acknowledgement Letter to the Interested Proponent for the review and signature of the President and Chief Executive Officer (PCEO).	None	1 Day	<i>Business Development and Marketing Officer BDD</i>
	2.4 Reviews the draft Acknowledgement Letter. Provides inputs and/or affixes signature to the Acknowledgement Letter.	None	1 Day	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)</i>
	2.5 Receives and logs the document. Forwards the signed	None	4 Hours	<i>Executive Assistant to the President and</i>

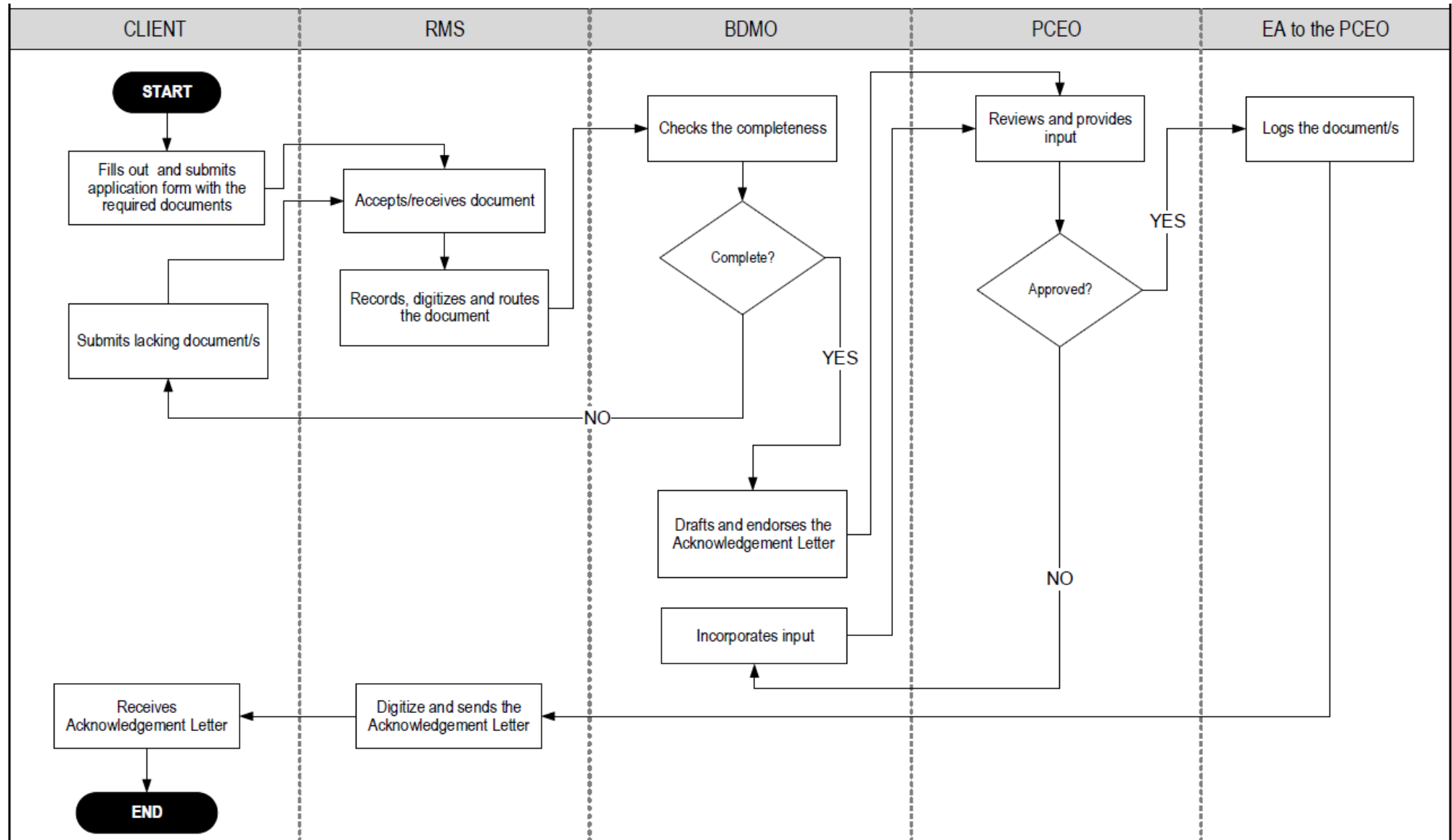
CLIENT STEPS	BDD/ ASD-ICTD/ EAMD-LAMD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Acknowledgment Letter to the Records Management Section (RMS) for routing. If disapproved, returns the documents to the originating Office.			<i>Chief Executive Officer</i> OPCEO
	2.6 Digitization and storage of received records/ documents.	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD-ICTD
3. Receives a copy of the Acknowledgement Letter	3. Sends the Acknowledgement Letter to the Interested Proponent.	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD-ICTD
None	4. Requests for technical review, depending on the specific requirements of the proposal, to the Environment and Asset Management Department - Land and Asset Management Division (EAMD-LAMD) through the Helpdesk Information System (HIS), if necessary.	None	1 day	<i>Business Development and Marketing Specialist</i> BDD
None	5. Reviews the provided documents and provides technical assistance and/or guidance based on the type of industry, land area requirement, and preferred facility/	None	3 Days	<i>Land and Asset Development Manager</i> Environment and Asset Management Department – Land and Asset Management

CLIENT STEPS	BDD/ ASD-ICTD/ EAMD-LAMD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	area within Camp John Hay.			Division (EAMD-LAMD)
None	6. Prepares Evaluation Report, drafts Certificate of Land Availability (CLA) and submits to Environment and Asset Management Manager.	None		<i>Land and Asset Development Manager</i> EAMD-LAMD
None	7. Reviews, signs, and emails the CLA to the BDD. If not in order, returns to the Land and Asset Development Manager.	None	1 Day	<i>Environment and Asset Management Manager</i> EAMD
None	8. Review the documents from EAMD-LAMD, if any. Drafts the Endorsement Letter to the Bases Conversion and Development Authority (BCDA) for the evaluation of the Joint Asset Disposition Program Committee (JADPC). Forwards the draft Endorsement Letter to the OPCEO.	None	1 Day	<i>Business Development and Marketing Officer</i> BDD
None	9. Reviews the draft Endorsement Letter.	None	1 Day	<i>President and Chief Executive Officer</i> OPCEO

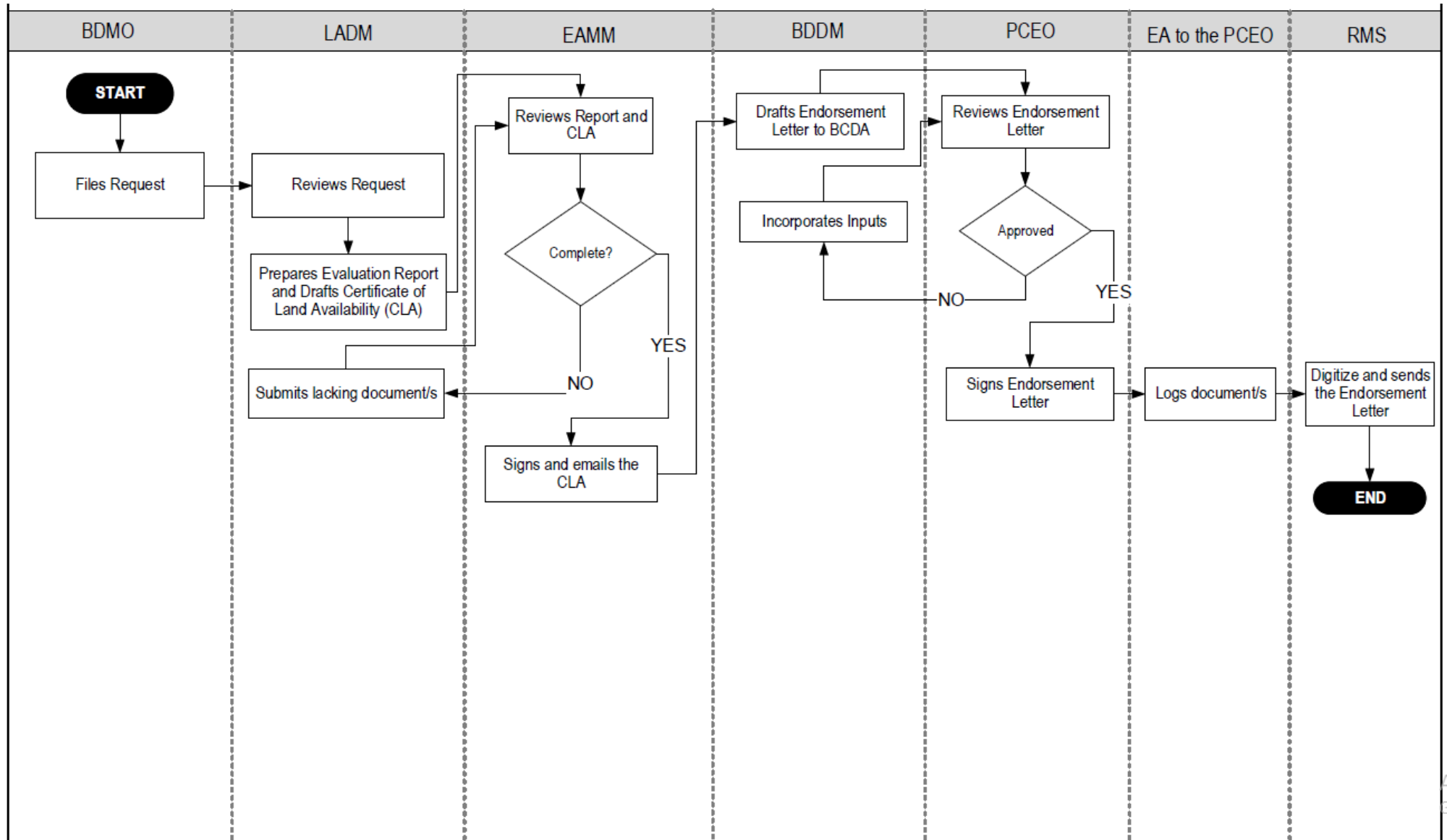
CLIENT STEPS	BDD/ ASD-ICTD/ EAMD-LAMD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Provides inputs and/or approves the Endorsement Letter.			
None	10. Receives and logs the document. If approved, forwards the Endorsement Letter and its attachments to the Records Management Section (RMS). If disapproved, returns the documents to the originating Office.	None	1 Day	<i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO
None	11. Digitization and storage of received records/ documents.	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD-ICTD
None	12. Send the Endorsement Letter to the BCDA	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD-ICTD
TOTAL:		None	11 Days, 6 Hours and 3 Minutes	

Note: Please see the Flow Chart below.

PROCESS FOR UNSOLICITED PROPOSAL (NON-TECHNICAL)



PROCESS FOR UNOLICITED PROPOSAL (TECHNICAL)



5. Process for Request for Residential-Guest Pass Slip

John Hay Management Corporation (JHMC), as the implementing arm of Bases Conversion and Authority Development (BCDA), is responsible for overseeing the monitoring and documentation of individuals entering and exiting the John Hay Special Economic Zone (JHSEZ) to uphold security and regulatory compliance.

As part of its mandate, the JHMC implements a system for issuing Residential-Guest Pass Slips within the JHSEZ-designated residential areas. This measure ensures that only authorized individuals have access, thereby safeguarding the well-being of residents and maintaining order within the residential areas.

The issuance of residential-guest pass slips serves as a critical security protocol, enabling effective tracking of visitors while promoting a safe and controlled environment for all occupants.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dully filled out Form: Application for the Residential-Guest Pass Slip	Client *The form is downloadable at the JHMC website (www.jhmc.com.ph) or BDD Office – JHMC Office Complex, JHSEZ, Camp John Hay, Baguio City

CLIENT STEPS	BDD/ ASD-ICTD/ BC/ SSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out completely all the fields in the Application Form for Residential-Guest Pass Slip	None	None	None	
2. Submits the accomplished Form and the Company Profile via email through the mgmt@jhmc.com.ph / businesscenter@jhmc.com.ph .	2.1 Accepts the document	None	30 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and

CLIENT STEPS	BDD/ ASD-ICTD/ BC/ SSD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>com.ph or physical submission to the JHMC Records Management Section - JHMC Office Complex, Camp John Hay, Baguio City or application via designated google form</p> <p>*NOTE: Incomplete requirements will not be entertained.</p>				<p>Communications Technology Division (ASD-ICTD)</p> <p>or</p> <p><i>Business Development and Marketing Officer</i> BDD</p> <p>or</p> <p><i>Business Center Assistant</i> Business Center</p>
	2.2 Records, digitizes and routes the document to the BDD (if received via JHMC email or physical submission)	None	1 Hour	<i>Records Management Specialist</i> ASD-ICTD
	2.3 Checks the completeness of the submitted requirements. If not in order, contact the client via mobile or email to inform them of the missing requirement/s and the process ends.	None	1 Hour and 30 Minutes	<i>Business Development and Marketing Officer</i> BDD or <i>Business Center Assistant</i> Business Center
	2.4 Approves release of Residential-Guest Pass Slip	None	30 Minutes	<i>Business Department Manager</i> BDD
	2.5 Provides approved copy of the Residential - Guest pass slip to JHMC SSD	None	30 Minutes	<i>Business Center Assistant</i> BDD
	2.6 Receives the approved	None	15 Minutes	<i>Safety and Security Manager</i>

CLIENT STEPS	BDD/ ASD-ICTD/ BC/ SSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Residential-Guest Pass Slip, logs in the logbook/logsheets, and forwards it to the Security Provider or Guard-on-Duty			Safety and Security Department (SSD)
3. Receives a copy of the approved resident/guest pass slip	3. Send approved Residential-Guest Pass Slip	None	30 Minutes	<i>Business Center Assistant</i> Business Center
TOTAL:		None	4 Hours and 45 Minutes	

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

1. Endorsement to the Department of Environment and Natural Resources (DENR) – Cordillera Administrative Region (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 Asset Management Department - Environment Management Division (EAMD-EMD)
Classification	: Highly Technical
Type of Transaction	: G2B – Government to Businesses
Who may avail	: Applicants for tree cutting/pruning/earthballing permits within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 original copy)	Provided by Client
2. Site Development Plan showing the position of trees affected by the development. (1 original copy)	Provided by Client
3. 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 receipt of the request.	None	15 Minutes	<i>Environment Officer</i> EAMD-EMD

CLIENT STEPS	ASD-ICTD & EAMD-EMD ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>* If complete, proceed to Step 2.1</p> <p>* If incomplete, notifies the client thru SMS/Telephone to submit the lacking document</p>			
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 – Provincial Environment and Natural Resources Office (PENRO), Community Environment and Natural Resources Office (CENRO) - Baguio, DENR – Watershed and Water Resources	None	15 Minutes	<i>Environment Officer</i> EAMD-EMD

CLIENT STEPS	ASD-ICTD & EAMD-EMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Research, Development and Extension Center (WWRDEC), Conservation and Environmental Protection Management (CEPMO), Barangay representative and Indigenous Peoples (IP) representative			
	2.6 Approves letter to the Inspectorate Team	None	5 Minutes	<i>Environment Manager</i> EAMD-EMD
3. Acknowledges receipt of the letter.	3. Issues letter to the 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				

CLIENT STEPS	ASD-ICTD & EAMD-EMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Client secures permit from the CENRO-Baguio 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
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 (NTP) 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	:	Environment and Asset Management Department - Environment Management Division (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
1. Letter Request with a contact number of Requestor (1 original copy)	Client
2. Certification from the Punong Barangay endorsing the emergency cutting/pruning/retrieval operation (For John Hay Reservation Area (JHRA) only) (1 original copy)	Concerned Barangay

CLIENT STEPS	EAMD-EMD AND ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits letter request and certification	1.1 Accepts the document.	None	3 Minutes	Records Management Specialist Administrative Services Department – Information and Communications Technology Division (ASD–ICTD)
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	Records Management Specialist ASD-ICTD
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request. * If complete, proceed to Step 2.1	None	5 Minutes	Environment Officer EAMD-EMD

CLIENT STEPS	EAMD-EMD AND ASD-ICTD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* If incomplete, notifies the client thru SMS/ Telephone to submit the lacking document			
2. Joins on-site validation	2.1 Conducts on-site validation of trees applied for cutting/ pruning/ retrieval.	None	2 Hours	<i>Environment Officer</i> EAMD-EMD
	2.2 Prepares and submits report.	None	3 Hours	<i>Environment Officer</i> EAMD-EMD
	2.3 Prepares endorsement letter to Community Environment and Natural Resources Office (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	:	Environment and Asset Management Department - Environment Management Division (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
1. Letter Request with a contact number of Requestor (1 original copy)	Provided by Client
2. 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 Community Environment and Natural Resources Office (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	None	5 Minutes	<i>Environment Manager</i> EAMD-EMD

CLIENT STEPS	EAMD-EMD AND ASD-ICTD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Team as applicable.			
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 Baguio and/or the Inspectorate Team. Courtesy copy issued to the client	None	15 Minutes	<i>Environment Officer</i> 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 John Hay Management Corporation’s (JHMC’s) Corporate Social Responsibility.

Department/Division/Unit	: Environment and Asset Management Department - Environment Management Division (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
1. Letter Request	Client
2. 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 Specialist Administrative Services Department – Information and Communications Technology Division (ASD-ICTD)</i>
	1.2 Records, digitize and routes the document to EAMD-EMD.	None	4 Hours	<i>Records Management Specialist ASD-ICTD</i>
	1.3 Checks completeness of submitted documents and acknowledges receipt of the request.	None	5 Minutes	<i>Environment Officer EAMD-EMD</i>

CLIENT STEPS	EAMD-EMD, ASD-ICTD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>* If complete, proceed to Step 1.4.</p> <p>**If incomplete, notifies the client thru SMS/Telephone to submit the lacking document</p>	None	5 Minutes	<i>Environment Officer</i> EAMD-EMD
	1.4 Checks availability of firewood on stock	None	30 Minutes	<i>Environment Officer</i> EAMD-EMD
	1.5 Accomplishes the PBO-Forest Products Form. Prepares and issue ATAP	None	1 Hour	<i>Environment Officer</i> EAMD-EMD
2. Submits ATAP and supporting document (if any) to the Cashier	<p>2. Accepts and inspects ATAP and:</p> <p>* If transaction is under SEZRIS, Cashier logs on to the website to verify amount and item to be paid by client;</p>	<p>a) PHP 500.00/ cubic meter</p> <p>* No PBO fee for firewood to be used during wake /burial</p>	5 Minutes	<i>Cashier</i> Finance Services Department (FSD)
<p>3. Pays the assessed fees / billed amount / amount due in full</p> <p>*Make sure to secure the Sales Invoices (SI) for the payment made.</p>	<p>3.1 Confirms amount of payment;</p> <p>3.2 SI is prepared Manually</p> <p>3.3 Original Copy is issued to the client</p>	None	5 Minutes	<i>Cashier</i> FSD

CLIENT STEPS	EAMD-EMD, ASD-ICTD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.4 Duplicate copy is to be submitted to COA</p> <p>3.5 ATAP is attached to the Triplicate Copy (Cashier's Copy)</p> <p>*Since transaction is under SEZRIS, payment details are encoded in the SEZRIS portal.</p>			
<p>4. Acknowledges receipt of the approved PBO-Forest products</p> <p>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.</p>	<p>4. Approves and issues PBO-Forest Products</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Environment Manager</i> EAMD-EMD</p>
TOTAL:		<p>Total Fees = (PHP 500.00 x # of cubic meter/s)</p> <p>* No PBO fee for firewood to be used during wake /burial</p>	<p>5 Hours and 58 Minutes</p>	

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	:	Environment and Asset Management Department - Environment Management Division (EAMD-EMD)
Classification	:	Simple
Type of Transaction	:	G2B – Government to Business
Who may avail	:	Locators within the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fireworks safety Clearance (1 certified true copy)	Bureau of Fire Protection (BFP)
2. Fireworks display permit (1 certified true copy)	Local Government Unit (LGU) - Baguio City
3. 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> 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. *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. ** 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: PHP 2,000.00, or ten percent of the total cost of the fireworks and other pyrotechnic devices used for the fireworks display, whichever is higher, b) safety bond deposit amounting to 50% of the manifested total cost of the fireworks /pyrotechnic materials	5 Minutes	<i>Cashier</i> Finance Services Department (FSD)
3. Pays the assessed fees / billed amount / amount due in full	3.1 Confirms amount of payment; 3.2 SI is prepared Manually	None	5 Minutes	<i>Cashier</i> FSD

CLIENT STEPS	EAMD-EMD, ASD-ICTD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to secure the Sales Invoice (SI) for the payment made.	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)			
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	<i>Environment Manager</i> EAMD-EMD
TOTAL:		Total Fee = (PHP 2,000.00 or 10% x total cost of the fireworks and other pyrotechnic devices used for the fireworks display, whichever is higher) + (50% x manifested total cost of the fireworks /pyrotechnic materials)	5 Hours and 8 Minutes	

6. Issuance of Certificate of Environment Compliance (CEC) 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 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 Authority to Operate (ATO) within the John Hay Special Economic Zone (JHSEZ).

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

Department/Division/Unit	: Environment and Asset Management Department - Environment Management Division (EAMD-EMD)
Classification	: Highly Technical
Type of Transaction	: G2B – Government to Businesses
Who may avail	: Locators of the JHSEZ

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

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.	1.1 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	1.2 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. *Make sure to secure the Sales Invoice (SI) for the payment made.	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 audit will be conducted)	CEC Application and Registration - PHP 2,000.00 Inspection Fee - PHP 500.00	1 hour	<i>Cashier</i> Finance Services Department (FSD)

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

7. Issuance of Certificate of Environment Compliance (CEC) 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 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 Authority to Operate (ATO) within the John Hay Special Economic Zone (JHSEZ). 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 ATO.

Department/Division/Unit	:	Environment and Asset Management Department - Environment Management Division (EAMD-EMD)
Classification	:	Highly Technical
Type of Transaction	:	G2B – Government to Businesses
Who may avail	:	Locators of the JHSEZ

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

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.	1.1 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	1.2 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.				
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 Authority To Accept Payment (ATAP) from EAMD-EMD	2.a Issues the ATAP	None	20 Minutes	<i>Environment Officer</i> EAMD-EMD
3. Pays the fees to the JHMC Cashier. *Make sure to secure the Sales Invoice (SI) for the payment made.	3.1 Accepts the ATAP and payment and enters the payment details in the sezris.jhmc.com.ph Note: 1 working Day from payment, the environment and sanitation inspection	CEC Renewal Fee – PHP 500.00 Inspection Fee - PHP 500.00	1 Hour	<i>Cashier</i> Finance Services Department (FSD)

CLIENT STEPS	EAMD-EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and 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 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 for Approval to the Environment Manager	None	1 Day	<i>Environment Officer</i> EAMD-EMD

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

8. Issuance of Certificate of Environment Compliance (CEC) 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 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 Authority to Operate (ATO) within the John Hay Special Economic Zone (JHSEZ).

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

Department/Division/Unit	:	Environment and Asset Management Department - Environment Management Division (EAMD-EMD)
Classification	:	Highly Technical
Type of Transaction	:	G2B - Government to Business
Who may avail	:	Locators of the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Upload electronic files in pdf or jpeg format in the least readable resolution possible for easy uploading of the following:	
2. ATO - Air Pollution Source Equipment or Installation, if applicable (standby generator set, boiler, fuel tank)	Environmental Management Bureau (EMB) - CAR, Baguio City
3. Discharge Permit, if applicable (for wastewater facilities like Sewage Treatment Plant , Septic tanks, etc.), if applicable	EMB-CAR, Baguio City
4. Official Receipt (OR)/ Certificate of Registration (CR) of official vehicles being used in operations, if applicable	Land Transportation Office (LTO)
5. Hazardous Waste Generator's ID and / or Chemical Control Order Registration, if applicable	EMB-CAR, Baguio City
6. Fertilizer and Pesticide Authority (FPA) License / Equivalent Accreditation of Philippine Federation of Professional Pest Management Organizations and Associations (PFPMOA) / Chemical Safety Handling Training Certificate, for pest control – related operations	PFPMOA or Accredited Training Center

7. Environmental Sanitation Clearance (ESC) for Septage Management Services	Department of Health (DOH)
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CLIENT STEPS	EAMD-EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs on to sezris.jhmc.com.ph using the Special Economic Zone Administration Department (SEZAD) - designated user name and password for the locator.	1.1 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	1.2 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 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 Sales Invoice (SI) for the payment made.	3.1 Accepts the ATAP and payment then enters the payment details in the sezris.jhmc.com.ph	CEC Application and Registration – PHP 2,000.00 Inspection Fee -	1 Hour	<i>Cashier</i> Finance Services Department (FSD)

CLIENT STEPS	EAMD-EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: 1 working day from payment, the environment and sanitation inspection and audit will be conducted.</p>	PHP 500.00		
	<p>3.2 Conducts an environment and sanitation inspection and audit within 7 working days from acceptance and input of payment in the SEZSIS.</p>	None	1 Day	<p><i>Environment Officer</i> EAMD-EMD</p>
	<p>3.3 Accomplishes the Environment and Sanitation Report</p> <p>Note: The Environment and Sanitation Audit must establish that the locator is compliant with applicable standards, hence reflecting their environmental performance.</p>	None	2 Days	<p><i>Environment Officer</i> EAMD-EMD</p>
	<p>3.4 Recommends the CEC for Approval to the Environment Manager</p>	None	1 Day	<p><i>Environment Officer</i> EAMD-EMD</p>
	<p>3.5 Reviews the Environment and Sanitation Report</p>	None	2 Days, 10 Minutes	<p><i>Environment Manager</i> EAMD-EMD</p>

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

9. Issuance of Certificate of Environment Compliance (CEC) 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 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 Authority to Operate (ATO) within the John Hay Special Economic Zone (JHSEZ). 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 ATO.

Department/Division/Unit	: Environment and Asset Management Department - Environment Management Division (EAMD-EMD)
Classification	: Highly Technical
Type of Transaction	: G2B – Government to Business
Who may avail	: Locators of the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Upload electronic files in pdf or jpeg format in the least readable resolution possible for easy uploading of the following:	
2. Previous / latest Certificate of Environmental Compliance	JHMC – EAMD-EMD Office
3. ATO - Air Pollution Source Equipment or Installation, if applicable (standby generator set, boiler, fuel tank)	Environmental Management Bureau (EMB) - CAR, Baguio City
4. Discharge Permit, if applicable (for wastewater facilities like Sewage Treatment Plant , Septic tanks, etc.), if applicable	EMB-CAR, Baguio City
5. Official Receipt (OR)/ Certificate of Registration (CR) of official vehicles being used in operations, if applicable	Land Transportation Office (LTO)
6. Hazardous Waste Generator's ID and / or Chemical Control Order Registration, if applicable	EMB-CAR
7. Fertilizer and Pesticide Authority (FPA) License / Equivalent Accreditation of Philippine Federation of Professional Pest Management Organizations and	PFPMOA or

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Associations (PFPMOA) / Chemical Safety Handling Training Certificate, for pest control – related operations	Accredited Training Center
8. Environmental Sanitation Clearance (ESC) for Septage Management Services	Department of Health (DOH)

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.	1.1 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	1.2 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 Sales Invoice (SI) for the payment made.	3.1 Enters the payment details in the sezris.jhmc.com.ph Note:1 working day from	CEC Renewal- PHP 500.00 Inspection Fee -	1 Hour	<i>Cashier</i> FSD

CLIENT STEPS	EAMD-EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment, the environment and sanitation inspection and audit will be conducted.	PHP 500.00		
	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	<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	None	2 Days	<i>Environment Officer</i> EAMD-EMD

CLIENT STEPS	EAMD-EMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	performance will be analyzed and noted.			
	3.4 Recommends the CEC Approval to the Environment Manager	None	1 Day	<i>Environment Officer</i> EAMD-EMD
	<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 SEZSIS 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 COC 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 (NGAs) and instrumentalities, Government-Owned and Controlled Corporations (GOCCs), State Universities and Colleges (SUCs) and Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from the applicant clearly stating the purpose of the request. (1 original)	Applicant
Attachment(s): 1. Approved survey plan (1 photocopy)	Department of Natural Resources (DENR)/ National Commission on Indigenous Peoples (NCIP)/ Department of Agrarian Reform (DAR)
or	
Sketch Plan of land claims (1 photocopy)	Applicants' private surveyor
or	
Locational Plan (in the absence of the above-stated documents) (1 photocopy)	Applicant
2. For Informal Settlers within CJHR:	Concerned Barangay Unit
<ul style="list-style-type: none"> • Barangay certification attesting residency of the applicant (1 original copy) • Current Assessment of Real Property (Building) (1 certified true copy) • History of Real Property (Building) (1 certified true copy) 	Assessor's Office who has jurisdiction where claim is located.
	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.

	documents and information. (Proceed to Step 4)			
	1.5 Reviews and signs COC (Proceed to Step 2)	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD-LAMD
	1.6 Reviews and signs letter (Proceed to Step 3)			
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. Reviews and signs COC	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD-LAMD
	5.1 Issues the COC	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD-LAMD
TOTAL:		None	6 Days 1 Hour 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	:	Environment and Asset Management Department - Land and Asset Management Division (EAMD-LAMD)
Classification	:	Complex
Type of Transaction	:	G2C – Government to Citizen
Who may avail	:	John Hay Management Corporation (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
1. Duly accomplished Request Form clearly stating the purpose of the request. (1 original)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
Attachment(s): 1. Approved survey plan (1 photocopy) or	Department of Natural Resources (DENR)/ National Commission on Indigenous Peoples (NCIP)/ Department of Agrarian Reform (DAR)
2. Sketch Plan of land claims (1 photocopy) or	Applicants' private surveyor
3. Locational Plan (in the absence of the above-stated documents) (1 photocopy)	Applicant

CLIENT STEPS	EAMD-LAMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal.	1.1 Acknowledges receipt of documents from RMS and checks substantial amount of information through the submitted requirements.	None	1 Day	<i>Land and Asset Development Officer</i> EAMD-LAMD

CLIENT STEPS	EAMD-LAMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2.a If substantial in information, verifies geographical location of request and prepares draft COC (Proceed to Step 1.3)</p> <p>or</p> <p>1.2.b If not substantial and significant in information, prepares draft letter requesting additional documents and information. (Proceed to Step 4)</p>	None	<p>1 Day (with or without inspection)</p> <p>4 Hours</p>	<p><i>Land and Asset Development Officer</i> EAMD-LAMD</p> <p><i>Land and Asset Development Officer</i> EAMD-LAMD</p>
	<p>1.3 Reviews and signs COC (Proceed to Step 2)</p> <p>1.4 Reviews and signs letter (Proceed to client Step 3)</p>	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 document(s) from RMS, revalidates 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
	information and prepares COC			
5. Acknowledges receipt of COC	5.1 Reviews and signs the COC.	None	4 Hours	<i>Land and Asset Development Manager</i> EAMD-LAMD
*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	5.2 Issues the COC.	None	2 Hours	<i>Land and Asset Development Officer</i> EAMD - LAMD
TOTAL:		None	6 Days and 1 Hour	

**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 John Hay Management (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 (NBCP), and pertinent rules and regulations, proposed by EAMD-PMD, 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; and, G2G – Government to Government
Who may avail	:	Qualified Infra Services Providers

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

CLIENT STEPS	EAMD-PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the EAMD-PMD.	1.1 Prepare documents for Advance Payments, Progress Billing, upon the request of the contractor: a. Endorsement for Billing b. Disbursement Voucher (DV) c. Budget Utilization Request (BUR) d. Validated Statement of Work Accomplished (SWA) Inspection Reports signed by JHMC	None	3 Days	Senior Quantity Surveyor EAMD-PMD

CLIENT STEPS	EAMD-PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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)
	1.5 Receives the validated and certified documents	None	1 Hour	<i>Finance Analyst</i> FSD

CLIENT STEPS	EAMD-PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	set from the Budget Officer, checks completeness 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 PHP 500,000.00 and below. The Finance Manager signs for transactions involving amounts above PHP 500,000.00.	None	10 Minutes	<i>Accountant FSD</i>
	1.15 Transmits the DV with complete attachments to the Treasury and Investment Officer (TIO) for check preparation.	None	10 Minutes	<i>Accountant FSD</i>
	1.16 Double-checks the DV and its attachments	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>

CLIENT STEPS	EAMD-PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	then updates the Cash-in-Bank Record to record the disbursement.			
	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 President and Chief Executive Officer (PCEO) or Vice President and Chief Operating Officer (VPCOO) or Administrative Services Manager (ASM) 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 Treasury and Investment Officer.	None	4 Hours	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)</i> <i>or</i> <i>Vice President and Chief Operations Officer Office of the Vice President and Chief Operations Officer (OVPCOO)</i> <i>or</i>

CLIENT STEPS	EAMD-PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Services Manager Administrative Services Department (ASD)</i>
	1.21 Receives the DVs and its signed check and endorse to the Cashier for payment.	None	5 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.22 Informs the Payee of the availability of the check payment.	None	5 Minutes	<i>Cashier FSD</i>
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 Minutes	<i>Cashier FSD</i>
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 John Hay Management Corporation (JHMC) projects with completed project.

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; and, G2G – Government to Government
Who may avail	:	Qualified Infra Services Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	To be provided by Client
2. Statement of Work Accomplished (SWA)	To be provided by Client
3. 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	<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)
	1.5 Receives the validated and certified documents set from the Budget Officer, checks Completeness and	None	1 Hour	<i>Finance Analyst</i> FSD

CLIENT STEPS	EAMD-PMD AND FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 PHP 500,000.00 and below. The Finance Manager signs for transactions involving amounts above PHP 500,000.00.	None	10 Minutes	<i>Accountant FSD</i>
	1.15 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.			
	1.16 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 Office of the President and Chief Executive Officer (OPCEO)</i> or <i>Vice President and Chief Operations Officer 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)
	1.21 Receives the DVs and its signed check and endorse to the Cashier for payment.	None	5 minutes	Treasury and Investment Officer FSD
	1.22 Informs the Payee of the availability of the check payment.	None	5 minutes	Cashier FSD
2. Claims the check at the Cashier.	2. Releases the check to the Payee.	None	5 minutes	Cashier FSD
TOTAL:		None	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 John Hay Management Corporation (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	: Environment and Asset Management Department – Project Management Division (EAMD-PMD)
Classification	: Highly Technical
Type of Transaction	: G2C – Government to Citizen
Who may avail	: Employees of the JHMC

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

INTERNAL CLIENT STEPS	EADM-PMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Completed Staff Work (CSW) including concept plans, approved site location, approved budget according to the Annual Procurement Plan, for the proposed infrastructure project	1.1 Conduct of site verification and validation with the concerned JHMC Department/ Division, together with End-User	None	1 Day	<i>Project Manager</i> EAMD-PMD
	1.2 Prepare Technical documents in accordance with approved CSW of End User unit, concept plans, and approved budget:	None	15 Days	<i>Senior Quantity Surveyor</i> EAMD-PMD
	Program of works: 1.3 Detailed Layout drawings, 1.4 Detailed Estimates, 1.5 Project specifications, 1.6 Scope of Works,			

INTERNAL CLIENT STEPS	EADM-PMD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Project Schedule Note: Number of days to complete depends on the magnitude of the project.			
2. Receives the technical documents from EAMD-PMD *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop in the designated box.	2. Issues the technical documents to End-User Department/ Unit	None	4 Hours	<i>Senior Quantity Surveyor</i> EAMD-PMD or <i>Civil/ Structural Engineer</i> EAMD-PMD
TOTAL:		None	16 Days and 4 Hours	

FINANCE SERVICES DEPARTMENT EXTERNAL SERVICES

1. Collection of Entrance Fees at the Historical Core

This service is provided to allow availment of the facilities within the Historical Core, in accordance to the approved appropriate fees by the John Hay Management Corporation (JHMC) Board of Directors (BODs). 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
1. For Standard tourists - cash payment only	Not Applicable
2. For Baguio, La Trinidad, Itogon, Sablan, Tuba, Tublay (BLISTT) residents - presentation of one (1) valid government-issued ID Card or other proof of residency within the BLISTT area	Secure from government agencies, such as but not limited to: <ul style="list-style-type: none"> • Bureau of Internal Revenue (BIR) • Local Post Office • Department of Foreign Affairs (DFA) • Philippine Statistics Authority (PSA) • Safety and Security System (SSS) • Government Service Insurance System (GSIS) • Health Development Management Fund (HDMF)/Pag-IBIG • Philippine Health Insurance Corporation (PhilHealth) • Land Transportation Office (LTO) Driver's License
3. For Persons with Disabilities (PWD) - presentation of PWD ID	Secure from the Department of Social Welfare and Development (DSWD) or the Office of the City Mayor
4. For Student - presentation of Student ID; or proof of enrollment through the school Student Portal; or school Registration/Enrollment Form	Secure from the school where student is enrolled at
5. For Senior Citizen (SC)- presentation of SC ID or other valid ID showing the tourist's birth date	Secure from Local Government Unit (LGU) of tourist's locality; or other government agency such as but not limited to: <ul style="list-style-type: none"> • BIR • DFA • SSS • GSIS

	<ul style="list-style-type: none"> • PhilHealth • LTO Driver's License
6. For children who are four (4) feet and below in height	Verification of height is at the Ticketing Booth
7. For photoshoot - Walk-in - cash payment only Reservation - Endorsement by the Business Development Department (BDD)	Walk in - pay at Ticketing Booth For Reservation - Proceed to BDD office and pay at Ticketing Booth

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requirement/s (if any, in accordance with above table) to the Ticketing Clerk	1. Verifies requirements as stated above to identify amount due from tourist/s.	None	5 Minutes	<i>Ticketing Clerk</i> FSD
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 – PHP 0.00 Photoshoot 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> FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*If Sales Invoice (SI) is needed, make sure to request to the Ticketing Clerk upon payment.	2.2 For SI issuance, informs the Cashier of the request	None	5 Minutes	<i>Ticketing Clerk</i> FSD
	2.3 Prepares the SI then transmits to Ticketing Clerk	None	30 Minutes	<i>Cashier</i> FSD
3. Receives the POS Receipt / entrance stub.	3. Issues POS Receipt / entrance stub or the SI.	None	5 Minutes	<i>Ticketing Clerk</i> FSD
TOTAL:		Outside Tourist /Standard - PHP 85.00 BLISTT - PHP 55.00 SC/PWD/ Student - PHP 40.00 Children below four (4) feet – PHP 0.00 Photoshoot 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)	20 Minutes (w/o SI) 55 Minutes (w/ SI)	

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: National Building Code (NBC) fees, Environment and Asset Management Department – Environment Management Division (EAMD-EMD) fees, EAMD – Project Management Division (PMD) fees, Special Economic Zone Administration Department (SEZAD) fees, rental and Common Use Service Area (CUSA) payments, Adopt-a-Tree Project receipts, billed dues and other similar receipts.

Department/Division/Unit	:	Finance Services Department (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 (BCDA)

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

CLIENT STEPS	FSD ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ATAP and supporting document (if any, as stated above) to the Cashier	1. Accepts and inspects ATAP and: 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.b Otherwise, Cashier also inspects and verifies the other			

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements (if any, based on the above table).			
2. Pays the assessed fees / billed amount / amount due in full	2.1 Confirms amount of payment 2.2 Sales Invoice (SI) is prepared manually 2.3 Original Copy is issued to the client 2.4 Duplicate copy is to be submitted to the Commission on Audit (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	<i>Cashier</i> FSD
TOTAL:		As indicated in the ATAP	10 Minutes	

FINANCE SERVICES DEPARTMENT INTERNAL SERVICES

1. Reimbursement by Employees for Official Disbursement Through Check Payment

This service is availed by John Hay Management Corporation (JHMC) personnel who advanced payments for official transactions in behalf of the Corporation.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. JHMC-FD-Form 001: Disbursement Voucher (DV) Rev1 (2 original copies)	FSD Internal Forms in JHMC Intranet
2. JHMC-FD-Form 002: Budget Utilization Request and Status (BURS) Rev3 (2 original copies)	FSD Internal Forms in JHMC Intranet
3. Supporting documents depending on the type of transaction per COA Circular No. 2012-001 dated 14 June 2012 Revised Documentary Requirements for Common Government Transactions and other governmental policies and guidelines, such as GPPB. (1 original and 1 photocopy):	Internal and external sources as applicable
a. JHMC-FD-Form 010: Authorization for Cash Advance for payments of cash advance for official travel or for special purposes.	FSD 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 Sales Invoice (SI)s.	FSD 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 Republic Act (RA) 12009, or the New Government Procurement Act (NGPA).	FSD Internal Forms in JHMC Intranet
4. JHMC-FD-Form 013: Reimbursement Expense Receipt (RER) for reimbursement of expenses paid to establishments not required by BIR to issue OR.	FSD Internal Forms in JHMC Intranet
5. For travelling expenses, use of internally registered QMS forms:	FSD Internal Forms in JHMC Intranet

<ul style="list-style-type: none"> 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. 	
6. Contract Payment Monitoring Report	Formatted by the end-user and input historical disbursements

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits reimbursement documents, including complete documentary requirements as attachments, to the Budget Officer.	1.1 Receives the DV and BUR, checks purpose of utilization as indicated therein and certifies as to budget availability then transmits to the Finance Analyst.	None	2 Hours	<i>Budget Officer</i> FSD
	1.2 Receives the validated and certified documents set from the Budget Officer, checks completeness and propriety of the attachments.	None	1 Hour	<i>Finance Analyst</i> FSD
	1.3 Checks for the correctness of computation including proper withholding taxes.	None	30 Minutes	<i>Finance Analyst</i> FSD
	1.4 Prepares and prints the Withholding Tax Certificates and include them in the attachments	None	30 Minutes	<i>Finance Analyst</i> FSD
	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</i> FSD
	1.8 Assigns in the ERP Acumatica System the proper Sub-Account with its corresponding budget amount and transmits to the Accountant.	None	30 Minutes	<i>Budget Officer</i> FSD
	1.9 Validates the propriety and completeness of supporting documents based on applicable laws, rules and regulations for each type of transactions.	None	2 Hours	<i>Accountant</i> FSD
	1.10 Checks computations and amounts in relation to all documents attached.	None	30 Minutes	<i>Accountant</i> FSD
	1.11 Checks for affected ledgers and schedules to verify correctness of journal entries in the ERP System and “release” the transaction.	None	30 Minutes	<i>Accountant</i> FSD
	1.12 Signs DV Box B to certify as to cash availability, completeness of supporting documents and for propriety of the amount being claimed for amounts PHP 500,000.00 and below. The Finance Manager signs for transactions involving amounts	None	10 Minutes	<i>Accountant</i> FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	above PHP 500,000.00.			
	1.13 Reviews and signs the Certificate of Withholding Taxes, if applicable; Bureau of Internal Revenue (BIR) Forms 2306 and/or 2307	None	10 Minutes	<i>Accountant FSD</i>
	1.14 Transmits the DV with complete attachments to the Treasury and Investment Officer for check preparation.	None	10 Minutes	<i>Accountant FSD</i>
	1.15 Double-checks the DV and its attachments then updates the Cash-in-Bank Record to record the disbursement.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.16 Process the DV through the ERP Acumatica System by batch processing.	None	2 Hours	<i>Treasury and Investment Officer FSD</i>
	1.17 Prepares and signs the Side B of the check.	None	5 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.18 Forwards it to the President and Chief Executive Officer (PCEO) or Vice President and Chief Executive Officer (VPCOO) or Administrative Services Manager (ASM) for Side A signature.	None	15 Minutes	<i>Treasury and Investment Officer FSD</i>
	1.19 Receives the documents and signs the Side A of the check as endorsed then returns to the Treasury	None	4 Hours	<i>President and Chief Executive Officer Office of the President and</i>

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Investment Officer.			Chief Executive Officer (OPCEO) or <i>Vice President and Chief Operations Officer</i> Office of the President and Chief Operations Officer (OVPCOO) or <i>AS Manager Administrative Services Department (ASD)</i>
	1.20 Receives the DVs and its signed check and endorses to the Cashier for payment.	None	30 Minutes	<i>Treasury and Investment Officer</i> FSD
	1.21 Informs the Payee of the availability of the check payment.	None	5 Minutes	<i>Cashier</i> FSD
2. Claims the check at the Cashier. *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, 3 Hours and 25 Minutes	

2. Reimbursement by Employees for Official Disbursement Through the Petty Cash Fund

This service is availed by John Hay Management Corporation (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	: Finance Services Department (FSD)
Classification	: Simple
Type of Transaction	: G2C - Government to Citizen
Who may avail	: Employees of JHMC

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

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly filled out and approved Petty Cash Voucher, including complete documentary requirements as attachments, to the Treasury and Investment Officer.	1.1 Receives the Petty Cash Voucher and its attachments and reviews all documentary requirements as to validity, propriety and completeness.	None	5 minutes	Treasury and Investment Officer FSD
	1.2 Inputs data and signs the Petty Cash Fund Voucher.	None	30 minutes	Treasury and Investment Officer FSD
2. Receives the amount being reimbursed in cash and signs the Petty Cash Voucher form as a proof of receipt.	2. Releases the cash to the Payee.	None	15 minutes	Treasury and Investment Officer FSD

CLIENT STEPS	FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*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 John Hay Management Corporation (JHMC) Offices/Units who request for the Internal Audit Office (IAO) for support activities.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request in the Help Desk Information System (HIS); or	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph) or Through email
2. 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 through the JHMC web 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
	1.4.a If approved, checks the	None		<i>Internal Audit Assistant</i> IAO

CLIENT STEPS	IAO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	availability of personnel who will attend and inform the requestor.			
	1.4.b 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:		None	1 Day	

LEGAL DEPARTMENT EXTERNAL SERVICE

1. Handling of Whistleblowing Reports from Governance Commission for Government Owned and Controlled Corporation (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 (BODs), Officers and Employees, that are considered illegal, unethical, violates good governance principles, against public policy and morals, promote unsound and unhealthy business practices and grossly disadvantageous to the JHMC and/or the government.

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
1. Whistleblowing Report (WBR)	To be provided by the client through either of the following: <ol style="list-style-type: none"> GCG Whistleblowing Web Portal (www.whistleblowing.gcg.gov.ph) Meetings Email: mgmt@jhmc.com.ph Courier/ Mail: The President and CEO John Hay Management Corporation (JHMC), John Hay Special Economic Zone (JSEZ), Camp John Hay, Baguio City 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	FEE 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 John Hay Management Corporation (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 – Legal Services Department (LSD) or OGCC for appropriate action, or ii) for LD to handle the case.

Department/Division/Unit	: Legal Department (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
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. Additional requirements (depending on the type of requested case/s to handle)</p> <p>a. Labor Case 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> <ul style="list-style-type: none"> i) Survey Plan ii) Survey Map iii) Transfer Certificate of Title iv) Tax Declaration <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 request using the HIS portal through the JHMC web portal and submits the complete	1.1 Checks the HIS portal, evaluates and receives the request if the complete supporting documents were	None	1 Day	<i>Legal Research and Investigation Specialist</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	emailed/submitted to LD. 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-LSD 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:		None	7 Days	

2. Request for Filing/Handling of City Buildings and Architecture Officer (CBAO) Cases

This service is availed of by John Hay Management Corporation (JHMC) personnel for cases involving violation of Presidential Decree (PD) NO. 1096 (National Building Code of the Philippines including its Implementing Rules and Regulations) by informal settlers within the John Hay Reservation Area (JHRA) and violation of the JHMC Conditional Permit by JHRA structure owners which are handled by JHMC-Legal Department.

Note: For Violation of PD 1096 by informal settlers within the John Hay Special Economic Zone (JHSEZ), the JHMC-Building Official is the one in charge of resolving the case.

Department/Division/Unit	: Legal Department (LD)
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Any JHMC personnel from the Safety and Security Department (SSD) and Environment and Asset Management Department – Project Management Division (EAMD-PMD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. Additional requirements a. Internal Memorandum (IM) with attached: <ul style="list-style-type: none"> i) Notice of Violation (NOV)/ Spot Report, if applicable ii) Geotagged Photos (in separate papers) iii) Certification from the concerned Barangay stating: <ul style="list-style-type: none"> • That the respondent is the owner of the structure subject of the complaint and/or a resident of the barangay where the structure subject of the complaint is located to establish the identity and address of the respondent. • Estimated year of the structure subject of the complaint was built/erected. 	Provided by Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Validation Report c. Colored Locational Map 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-LAMD EAMD-LAMD EAMD-PMD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request using the HIS portal through the JHMC web portal 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.	1.1 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 endorses to the Legal	None	1 Day	<i>Assistant Legal Manager</i> LD

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

3. Request for Contract Preparation for Extension/Renewal

This service is availed of by John Hay Management Corporation (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	: Legal Department (LD)
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. Approved Completed Staff Work (CSW), addressed to the President and Chief Executive Officer (PCEO) and bearing the stamp “Approved” from the Office of the President and OPCEO For renewal and extension of procurement related contract:	Provided by Client
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	BAC Secretariat
b. Certification of Availability of Funds (CAF)	Accountant
c. Annual Performance Evaluation with at least a “Satisfactory” rating	Provided by Client

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Files request using the HIS portal through the JHMC web portal 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	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 <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	None	4 Hours	<i>Legal Research and Investigation Specialist</i>

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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.</p>			LD
<p>2. Acknowledges the email and accomplishes the Client Satisfaction Measurement (CSM) Form</p> <p>*Make sure to accomplish the CSM in the HIS portal after the completed task as requested.</p>	None	None	None	None
TOTAL:		None	7 Days	

4. Request for Legal Opinion and Contract Review

This service is availed of by John Hay Management Corporation (JHMC) personnel for legal opinion concerning issues/matters in connection with the implementation of JHMC's mandates and the performance of employees' official functions. This service is also availed of for the review of contracts and other forms of agreements.

Department/Division/Unit	: Legal Department (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
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. Additional requirement	
<p>a. For Legal Opinion Approved IM/CSW stating the following (via email):</p> <ul style="list-style-type: none"> a.1 factual circumstances/ background/chronology or other matters which the LD needs to be apprised of a.2 statement of issue/s sought to be resolved a.3 supporting documents stated in the approved IM/CSW. 	Provided by Client
<p>b. For Contract Review Approved IM/CSW stating the following (via email):</p> <ul style="list-style-type: none"> b.1 factual circumstances/ background/chronology including exchange of correspondences/ communications with the other contracting party/parties b.2 e-copy of the contract to be reviewed. 	Provided by Client

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Files request using the HIS portal through the JHMC web portal 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> LD
	<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> LD or <i>Assistant Legal Manager</i> LD
	<p>1.4 Reviews and finalizes the legal opinion or contract review, and/or endorsement letter to the OGCC or BCDA as may be necessary.</p>	None	7 Days	<i>Legal Manager</i> LD

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

5. Request for Preparation of Contract/Agreement

This service is availed of by John Hay Management Corporation (JHMC) personnel for the preparation of contracts and other forms of agreements. This service is availed upon approval of the Completed Staff Work (CSW) or Internal Memorandum (IM), whichever is applicable.

Department/Division/Unit	: Legal Department (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
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. 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;	Provided by Client
b.2 Terms of Reference (for Consulting Services);	Provided by Client
b.3 Scope of Works/ Scope of Services (for Goods and Services);	Provided by Client
b.4 Specifications (for Goods);	Provided by Client
b.5 Program of Works and Project Specifications (for Infrastructure Projects);	Provided by Client
c. Other Contracts	
c.1 Approved CSW or IM stating the following:	Provided by Client
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. contract term, payment	

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

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Files request using the HIS portal through the JHMC web portal 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 drafting of contract/agreement, and/or endorsement to the Office of the Government Corporate Council (OGCC) as may be applicable.</p>	None	3 Days	<i>Legal Manager</i> LD
	<p>1.3 Drafts the contract/ agreement and/or endorsement letter to the OGCC, as may be assigned by the Legal Manager.</p>	None	7 Days	<i>Legal Research and Investigation Specialist</i> LD or <i>Assistant Legal Manager</i> LD
	<p>1.4 Reviews and finalizes the contract/ agreement and/or endorsement letter to the OGCC.</p>	None	6 Days	<i>Legal Manager</i> LD
	<p>1.5 Prints the contract/ agreement and coordinates with the</p>	None	4 Hours	<i>Legal Research and Investigation Specialist</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Client and Office of the President and Chief Executive Officer (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 OPCEO for approval and signature.</p> <p>Note: The supporting documents for transmittal to the OGCC shall be provided to the Records Management Section (RMS) upon the approval of the PCEO.</p>			
	<p>1.6 Logs in to the HIS portal and inputs the LD's action in the "remarks" portion. Clicks the "fulfill" button.</p>	None	4 Hours	<p><i>Legal Research and Investigation Specialist LD</i></p> <p>or</p> <p><i>Assistant Legal Manager LD</i></p>
	<p>1.7 Receives and logs the document and forwards it to the PCEO</p>	None	4 Hours	<p><i>Executive Assistant to the President and</i></p>

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for review, approval, and signature.			<i>Chief Executive Officer 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 Executive Assistant (EA) to the PCEO.	None	1 Day	<i>President and Chief Executive Officer 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 OPCEO</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:		None	20 Days	

6. Request for Preparation/ Review of Various Legal Documents

This service is availed of by John Hay Management Corporation (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	: Legal Department (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
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. 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 request using the HIS portal through the JHMC web portal 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	1 Day	<i>Legal Research and Investigation Specialist</i> LD
	1.2 Approves the request and conducts legal risk	None	3 Days	<i>Legal Manager</i> LD

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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:		None	20 Days	0.00

7. Request for Preparation/ Review of Letters and Correspondences

This service is availed of by John Hay Management Corporation (JHMC) personnel for the preparation/review of letters/correspondences and certifications that have legal implications (i.e. any matter related to John Hay Economic Zone (JHSEZ) locator/lessee, Local Government Unit (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	: Legal Department (LD)
Classification	: Complex
Type of Transaction	: G2G – Government to Government
Who may avail	: Employees of JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filed Helpdesk Information System (HIS) request.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)
2. Letter subject of the correspondence, if applicable (via email)	Provided by Client
3. 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 using the HIS portal through the JHMC web portal and submits the complete documentary requirements via official email (scanned clear copies) to the Legal Research and Investigation Specialist.	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
Note: Cut-off time of filing of request is until 3:00 PM. Beyond the cut-off time, the request will be processed	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

CLIENT STEPS	LD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>the following working day.</p>	<p>1.3 Prepares the letter/correspondence /certification and submits the draft letter/correspondence /certification to the Legal Manager.</p>	<p>None</p>	<p>3 Days</p>	<p><i>Assistant Legal Manager</i> LD or <i>Legal Research and Investigation Specialist</i> LD</p>
	<p>1.4 Reviews and finalizes the letter/ correspondence/ certification.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Legal Manager</i> LD</p>
	<p>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.</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Legal Research and Investigation Specialist</i> LD</p>
<p>2. Acknowledges the HIS and accomplishes the Client Satisfaction Measurement (CSM) Form.</p> <p>*Make sure to accomplish the CSM in the HIS portal after the completed task as requested.</p>	<p>None</p>	<p>None</p>	<p>None</p>	
TOTAL:		<p>None</p>	<p>7 Days</p>	

OFFICE OF THE BUILDING OFFICIAL EXTERNAL SERVICES

1. Application for a Building Permit for Locators with Contract Between Bases Conversion and Development Authority (BCDA) and/or John Hay Management Corporation (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 (NBC) and its Implementing Rules and Regulations (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 (NBCP) 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; 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
1. Letter of Intent	Client or its duly authorized representative
2. Valid Philippine Contractors Accreditation Board (PCAB) License, if work is done by contract in compliance with the Contractors License Law (R.A. 4566) (1 photocopy)	Client's Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Technical Requirements;</p> <p>a. Notarized Building Permit Application Form (1 original)</p>	<p>NBC Form No. B-01A is downloadable from JHMC's website and is to be accomplished by the client and its design professionals.</p>
<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- t o - 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) <ul style="list-style-type: none"> i. Accessible ramps 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 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) • Technical specifications (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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> <ul style="list-style-type: none"> • Layout plan of each floor indicating the fire evacuation route to safe dispersal areas, 	<p>Prepared, signed, and sealed by a licensed and registered Architect.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>standpipes with a fire hose, fire extinguishers, first aid kits/cabinets, fire alarm, fire operations room, emergency lights, signs, etc. (1 original);</p> <ul style="list-style-type: none"> • 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); • Structural Analysis and Design shall be submitted for all buildings/structures except for single detached buildings/structures with a total 	<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
<p>floor area of up to twenty (20) square meters (1 original):</p> <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. <ul style="list-style-type: none"> • The soil classification and design bearing capacity shall be shown on the plans. Original written report signed and sealed by the Civil/Geotechnical Engineer shall include the following: <ul style="list-style-type: none"> i. A plot showing the location of all test borings and/or excavations. 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 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. • 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) 	
<ul style="list-style-type: none"> f. Duly accomplished, signed and sealed Electrical Permit Form (1 original); f.1. Electrical Documents: <ul style="list-style-type: none"> • Location and Site Plans (1 original) 	<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>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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>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 horsepower shall be indicated. (1 original) • 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 	<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>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)</p> <ul style="list-style-type: none"> • 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 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) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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/package 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>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</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>Prepared, signed, and sealed by a registered Sanitary Engineer.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>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>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) 	<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
<ul style="list-style-type: none"> • 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). 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, 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) 	<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
<ul style="list-style-type: none"> • 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) 	
4. 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.
5. Fire Safety Evaluation Certificate (FSEC) (1 photocopy)	Bureau of Fire (BFP)-City of Baguio
6. Construction Safety and Health Program (CSHP) (1 photocopy)	Department of Labor and Employment (DOLE) – CAR
7. 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.
8. 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:	1.1 Acknowledges receipt of the requirements and establishes an email thread.	None	20 Minutes	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure per NBC.

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>jhsezobo@jhmc.com.ph</p>	<p>1.2 Checks the completeness (in form and content) of emailed requirements.</p> <p>If incomplete submission of documentary requirements and/or information, informs the Client to re-submit the lacking requirements and/or information.</p> <p>If complete, notify the Evaluation Section to evaluate the requirements.</p>	<p>None</p>	<p>1 Day</p>	<p>OBO Secretary OBO</p>
	<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 2.3</p>	<p>None</p>	<p>7 Days <i>including inspection, if necessary</i></p>	<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> OBO - Evaluation Section</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Collates and informs the Client of the findings through the established email thread.	None	3 Days	<i>OBO Secretary</i> 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	3 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	<i>OBO Secretary</i> OBO
	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 President and Chief Executive Officer (PCEO).	None	30 Minutes	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.2 Affixes signature in the forms as the Authorized Representative of the Lot Owner.</p> <p>Transmits the signed requirements to the OBO Secretary</p>	None	2 Days	<p><i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO)</p> <p><i>Executive Assistant to the President and Chief Executive Officer</i> OPCEO</p>
	<p>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</p>	None	2 Hours	<p><i>OBO Secretary</i> OBO</p>
	<p>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.</p>	None	2 Days	<p><i>Building Official</i> OBO</p>
	<p>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</p>	<p>Based on NBC Fees</p> <p>*Please refer to annex "A" on pages 370-383</p>	30 Minutes	<p><i>OBO Secretary</i> OBO</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approved requirements, including the duly accomplished Notice of Construction Form to the 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
	4.2 Affixes signature on all 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
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 Sales Invoice (SI).	Based on ATAP	10 Minutes	Cashier Finance Services Department (FSD)
6. Presents the copy of the SI to the Building Official.	6. Approve the Building Permit and revert to the OBO Secretary the Client's copy and the approved	None	30 Minutes	Building Official OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signboard/ tarpaulin signage.			
7. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox. *Make sure to accomplish the 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
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 370-383	20 Days	

2. Application for a Building Permit for Locators without Contract Between Bases Conversion and Development Authority (BCDA) and/or John Hay Management Corporation (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 (NBC) and its Implementing Rules and Regulations (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 (NBCP), 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	: Office of the Building Official (OBO)
Classification	: Highly Technical
Type of Transaction	: G2B - Government to Business
Who may avail	: Existing Business/Commercial Establishments without contracts with BCDA/JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 original)	From the Client or it's duly authorized representative.
2. Duly accomplished BCDA General Application Form (1 original)	From the Client. Form is downloadable at www.jhmc.com.ph (Downloadable tab).
3. Contract of Lease or its equivalent (1 photocopy)	From the Client
4. Valid Philippine Contractors Accreditation Board (PCAB) License, if work is done by contract in compliance	Client's Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
with the Contractors License Law (R.A. 4566) (1 photocopy)	
5. Technical Documents; 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 	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>gridlines, and complete 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) • 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> <ul style="list-style-type: none"> • Layout plan of each floor indicating the fire evacuation 	<p>Prepared, signed, and sealed by a licensed and registered Architect.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>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).;</p> <ul style="list-style-type: none"> • 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); • Structural Analysis and Design shall be submitted for all buildings/structures except for single detached 	<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
<p>buildings/structures with a total floor area of up to twenty (20) square meters (1 original):</p> <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. <ul style="list-style-type: none"> • The soil classification and design bearing capacity shall be shown on the plans. Original written report signed and sealed by the Civil/Geotechnical Engineer shall include the following (1 original): <ul style="list-style-type: none"> i. A plot showing the location of all test borings and/or excavations. 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 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. • 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) 	
<ul style="list-style-type: none"> f. Duly accomplished, signed and sealed Electrical Permit Form (1 original); f.1 Electrical Documents: <ul style="list-style-type: none"> • Location and Site Plans (1 original) 	<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>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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>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 horsepower shall be indicated (1 original) • Longitudinal and Transverse Sections of building and equipment based on the section lines drawn to a scale of at least 1:100 showing 	<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>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)</p> <ul style="list-style-type: none"> • 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 working pressure of above 70 kPa regardless of kilowatt rating (1 original) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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/package 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,</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>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>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 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>	<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
<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>6. Environmental Protection Documents;</p> <p>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>7. Fire Safety Evaluation Certificate (FSEC) (1 photocopy)</p>	<p>Bureau of Fire (BFP)-City of Baguio</p>
<p>8. Construction Safety and Health Program (CSHP) (1 photocopy)</p>	<p>Department of Labor and Employment (DOLE) – CAR</p>
<p>9. 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>10. 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
<p>1. Sends the duly accomplished Application Forms and their complete supporting requirements to the JHSEZ – OBO’s official email address: jhsezobo@jhmc.com.ph</p>	<p>1.1 Acknowledges receipt of the requirements and establishes email thread.</p>	<p>None</p>	<p>20 Minutes</p>	<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>
	<p>1.2 Checks the completeness (in form and content) of emailed requirements.</p> <p>If incomplete submission of documentary requirements and/or information, inform the Client to re-submit the lacking requirements and/or information.</p> <p>If complete, notify the Evaluation Section to evaluate the requirements.</p>	<p>None</p>	<p>1 Day</p>	<p>OBO Secretary OBO</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Evaluate 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 2.3</p>	None	<p>7 Days</p> <p><i>including inspection, if necessary</i></p>	<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>
	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	3 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	None	2 Hours	OBO Secretary

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to City Fire Marshall, BFP-City of Baguio.			OBO
	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 President and Chief Executive Officer (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	None	2 Hours	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the signboard/ tarpaulin signage; Submits to the Building Official			
	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 OBO.	Based on NBC Fees *Please refer to annex "A" on pages 370-383	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,	4.1 Validates the submitted requirements. Advise the Client to proceed to the Cashier.	None	30 Minutes	<i>OBO Secretary</i> OBO
	4.2 Affixes signature on all requirements	None	1 Day	<i>Architect,</i> <i>Civil/Structural</i> <i>Engineer,</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
together with the copy of the Fire Safety Evaluation Certificate issued by the BFP and printed copies of the Order of Payment and ATAP.	submitted by the client.			<i>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 Sales Invoice (SI).	Based on ATAP	10 Minutes	<i>Cashier Finance Services Department (FSD)</i>
6. Presents the copy of the SI 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. *Make sure to accomplish the 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 OBO</i>
8. Acknowledges receipt of Building Permit, one (1) set of building plans,	None	None	None	None

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and signboard/ "tarpaulin signage".				
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 370-383	20 Days	

3. Application for Repair and Maintenance of a Residential Building

Enforcement of Rule III, Section 301 of the National Building Code (NBC) and its Implementing Rules and Regulations (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 (NBCP), 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	: Office of the Building Official (OBO)
Classification	: Highly Technical
Type of Transaction	: G2G – Government to Government
Who may avail	: Residents located within the John Hay Special Economic Zone (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 original)	Client or its duly authorized representative
2. 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).
3. Contract of Lease or its equivalent (1 photocopy)	From the Client
4. Valid PCAB License, if work is done by contract in compliance with the Contractors License Law (R.A. 4566) (1 photocopy)	Client's Contractor
5. 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 	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
<p>distances between the proposed and existing buildings shall be indicated. (1 original)</p> <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- t o - 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. 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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): <ol 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) <p>• Other Related Documents</p>	<p>Prepared, signed, and sealed by a licensed and registered Architect.</p>
<p>6. Construction Safety and Health Program (CSHP) (1 photocopy)</p>	<p>Department of Labor and Employment (DOLE) – CAR</p>
<p>7. Fire Safety Evaluation Certificate (FSEC) (1 photocopy)</p>	<p>Bureau of Fire (BFP)-City of Baguio</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. 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	<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>
	<p>1.2 Checks the completeness (in form and content) of emailed requirements.</p> <p>If incomplete submission of documentary requirements and/or information, inform the Client to re-submit the lacking requirements and/or information.</p> <p>If complete, notify the Evaluation Section to evaluate the requirements.</p>	None	1 Day	<p>OBO Secretary OBO</p>

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 2.3</p>	None	<p>7 Days</p> <p><i>including inspection, if necessary</i></p>	<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>
	<p>1.4 Collates and informs the Client of the findings through the established email thread.</p>	None	3 Days	OBO Secretary OBO
<p>2. Sends compliant requirements through the established email thread.</p>	<p>2.1 Re-evaluates emailed documents.</p> <p>In case of compliance, Evaluators submit the report and computation of fees.</p>	None	3 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>
	<p>2.2 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.</p>	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 President and Chief Executive Officer (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 *Please refer to annex "A" on pages 370-383	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
	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

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Sales Invoice (SI).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
6. Presents the copy of the SI 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 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
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 370-383	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 (NBCP), 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; G2G – Government to Government
Who may avail	: All Locators and/or Event Organizers Concessionaires within the JHSEZ.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 original)	From the Client or it’s duly authorized representative.
2. Contract of Lease or its equivalent (1 photocopy)	From the Client
3. Duly accomplished Bases Conversion and Development Authority (BCDA) General Application Form (1 original)	From the Client. The form is downloadable at www.jhmc.com.ph (Downloadable tab).
4. 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>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>
<p>Note: Other documents may be required after the inspection and evaluation by the JHSEZ-OBO.</p>	

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the requirements to the OBO Secretary through jhsezobo@jhmc.com.ph.</p>	<p>1.1 Acknowledges receipt of requirements. Establishes email thread.</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>OBO Secretary</i> OBO</p> <p>*Position is a project-based employee and is based on the OBO Structure per NBC.</p>
	<p>1.2 Review the completeness of the requirements attached to the email of the Client.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>OBO Secretary</i> OBO</p>
	<p>1.3 If incomplete, notify the Client of the lacking requirements.</p> <p>If complete, send an email to the evaluation</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>OBO Secretary</i> OBO</p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	section 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 *Please refer to annex "A" on pages 370-383	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	None	30 Minutes	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forms requiring the signature of the President and Chief Executive Officer (PCEO).			
	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	<i>OBO Secretary</i> OBO
	2.7 Reviews and approves Order of Payment and ATAP. Sends signed documents to OBO Secretary.	None	30 Minutes	<i>Building Official</i> OBO
	2.8 Sends the Order of Payment, and ATAP to the Client	None	20 Minutes	<i>OBO Secretary</i> 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 Sales Invoice (SI).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
4. Presents the SI to the OBO Secretary.	4.1 Validates the presented SI.	None	15 Minutes	<i>OBO Secretary</i> OBO
	4.2 Review and approve the	None	15 Minutes	<i>Building Official</i> OBO

CLIENT STEPS	OBO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	permit and return the signed forms to the OBO Secretary.			
5. Accomplishes the Client Satisfaction Measurement (CSM) Form and drops it in the designated dropbox. *Make sure to accomplish the 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	<i>OBO Secretary</i> 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 370-383_	7 Days	

5. Application for a Certificate of Occupancy

Enforcement of Rule III, Section 301 of the National Building Code (NBC) and its Implementing Rules and Regulations (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	:	Office of the Building Official (OBO)
Classification	:	Highly Technical
Type of Transaction	:	G2C – Government to Citizen; G2B - Government to Business; G2G – Government to Government
Who may avail	:	Government Institutions, Residences, and Business within the John Hay Special Economic Zone (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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.
2. 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.
3. 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.
4. 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.
5. As-Built Technical Documents.	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Note: The As-Built plans, estimates, and specifications are entirely new sets of plans, estimates, and specifications accurately describing and/or reflecting therein the building/structure as actually built. 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.</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>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
f. Plumbing as-built plans, specifications, and a detailed estimate prepared, signed, and sealed by a registered Master Plumber, in case of plumbing documents (1 original);	Client and its design professional
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
6. 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
7. 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). Note: The FSIC shall be submitted prior to payment of applicable fees.	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 information, advise the client through its email address to resubmit the Application Form and its complete supporting documents.	None	3 Days	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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><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></p>
	1.4 Collates and informs the client of the findings through its email address.	None	2 Days and 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><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></p>
	2.2 Evaluators affix their signatures to the requirements submitted by the Client.	None	1 Day	<p><i>Architect, Civil/Structural Engineer, LAM Manager, On-Call Electrical Engineer, On-Call Mechanical Engineer,</i></p>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>On-Call Sanitary Engineer, and On-Call Master Plumber. OBO – Evaluation Section</i>
	2.3 Drafts endorsement letter to City Fire Marshall, BFP-City of Baguio.	None	30 Minutes	<i>OBO Secretary OBO</i>
	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	<i>Building Official OBO</i>
	2.5 Sends said letter through the client's email address.	None	10 Minutes	<i>OBO Secretary OBO</i>
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 President and Chief Executive Officer (PCEO).	None	30 Minutes	<i>OBO Secretary OBO</i>
	3.2 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 Office of the President and Chief Executive Officer (OPCEO) Executive Assistant to the President and Chief Executive Officer OPCEO</i>
	3.3 Receives the signed forms, prepares the Order of Payment, Authority to Accept Payment (ATAP) then	None	4 Hours	<i>OBO Secretary OBO</i>

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submits to the Building Official.			
	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 *Please refer to annex "A" on pages 370-383	30 minutes	<i>OBO Secretary</i> 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	<i>OBO Secretary</i> OBO
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 Sales Invoice (SI).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department (FSD)

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Presents the SI to the OBO Secretary.	6. Validates presented SI and will request the Client to fill out the Client Satisfaction Measurement (CSM) Form.	None	15 Minutes	<i>OBO Secretary</i> OBO
7. Accomplishes the CSM Form and drops it in the designated dropbox. *Make sure to CSM Form and drop in the designated box.	7.1 Approve the Certificate of Occupancy and affix signature on the As-Built plans.	None	15 Minutes	<i>Building Official</i> OBO
	7.2 Issues to the client a copy of the Certificate of Occupancy and As-Built plans.	None	10 Minutes	<i>OBO Secretary</i> OBO
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 370-383	20 Days	

6. 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	:	Office of Building Official (OBO)
Classification	:	Simple
Type of Transaction	:	G2C – Government to Citizen; G2B - Government to Business
Who may avail	:	All Locators and/or Event Organizers/Concessionaires within the John Hay Special Economic Zone (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contract of Lease or its equivalent (photocopy)	From the Client
2. Duly accomplished BCDA General Application Form (1 original)	From the Client. Form is downloadable at www.jhmc.com.ph (Downloadable tab).
3. 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).
4. 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	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure per NBC.

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 Authority to Accept Payment (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</p> <p>*Please refer to annex "A" on pages 370-383</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	15 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. Accepts the payment and issues the Sales Invoice.	Based on NBC Fees *Please refer to annex "A" on pages 370-383	10 Minutes	<i>Cashier</i> Finance Services Department (FSD)
3. Presents the SI 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 CSM Form and drop in the designated box.	4. 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 370-383	3 Hours	

7. Issuance of a Certificate of Annual Inspection

Annual inspection is conducted to ensure that all business establishments conform with the National Building Code (NBC) and its Implementing Rules and Regulations (IRR), 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 Department of Public Works and Highways – National Building Code Development Office (DPWH-NBCDO) Memorandum Circular No. 03 series 2011.

Department/Division/Unit	:	Office of the Building Official (OBO)
Classification	:	Highly Technical
Type of Transaction	:	G2C – Government to Citizen; G2B - Government to Business; G2G – Government to Government
Who may avail	:	All business enterprise owners within the John Hay Special Economic (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Fire Safety Inspection Certificate (FSIC) (1 photocopy) Note: Other documents may be required after the inspection and evaluation by the JHSEZ-OBO.	Bureau of Fire Protection (BFP) - Baguio City Fire Marshall 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	None	1 Hour	OBO Secretary* OBO *Position is a project-based employee and is based on the OBO Structure NBC.

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>informed to 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 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</p>	None	3 Hours	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	address of the establishment.			
	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	<i>OBO Secretary</i> OBO
	3.3 Inspects the Client's area of operations.	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> OBO – Inspection Section
	3.4 Prepares and submits the Inspection Report to the OBO Secretary. If compliant, proceed to step 15.	None	1 Day	<i>Architect, Civil/Structural Engineer, On-Call Electrical Engineer, On-Call Mechanical Engineer, On-Call Sanitary Engineer, and On-Call Master Plumber.</i> OBO – Inspection Section
	3.5 If with a violation(s), the OBO Secretary will prepare the Notice of Violation (NOV)	None	1 day	<i>OBO Secretary</i> OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	enumerating the violation(s) noted 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. 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 *Please refer to annex “A” on pages 370-383	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 *Please refer to annex “A” on pages 370-383	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
	5.7 Sends to the client a copy of	None	30 Minutes	OBO Secretary OBO

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the approved Order of Payment and ATAP.			
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 Sales Invoice (SI).	Based on ATAP	10 Minutes	<i>Cashier</i> Finance Services Department
7. Presents the SI to the OBO Secretary.	7.1 Validates presented SI	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 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 Inspection by signing in the Logbook. Note: The Client shall post the Certificate of Annual Inspection on the designated	None	None	None	None

CLIENT STEPS	OBO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
posting area within the business establishment.				
TOTAL:		Based on NBC Fees *Please refer to annex "A" on pages 370-383	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 John Hay Management Corporation (JHMC) employees.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Request Form filed in the Helpdesk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	OCS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the JHMC HIS portal through the JHMC web portal.	1.1 Receives and evaluates the completeness of the Request Form. If complete, inputs "remarks" and clicks the "receive" button. If incomplete, inputs "remarks" indicating the reason for not receiving the request and clicks the "return" button.	None	1 Hour	<i>Assistant Board Secretary OCS</i> or <i>Board Secretary OCS</i>
	1.2 Receives and evaluates the endorsed request through the HIS.	None	1 Hour	<i>Board Secretary OCS</i>
	If in order, inputs "remarks" and clicks the "approve" button. If not in order, inputs "remarks" indicating the			

CLIENT STEPS	OCS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 OCS</i>
	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 OCS</i>
	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 OCS</i> or <i>Board Secretary OCS</i>
	1.6 Logs the Secretary’s Certificate, transmits it to the requestor, and fulfills the Request Form in the HIS.			
2. Receives the Secretary’s Certificate. *Make sure to accomplish the Client Satisfaction	None	None	None	None

CLIENT STEPS	OCS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement (CSM) Form in the HIS after receiving the requested document.				
TOTAL:		None	3 Days	

**OFFICE OF THE PRESIDENT AND CEO –
COMMUNITY RELATIONS OFFICE
EXTERNAL SERVICES**

1. Request for Relief Response in Accordance with the Approved Relief Response Operations Guidelines

Disasters such as typhoons, floods, and landslides often strike without warning, leaving behind loss of life, damage to property, and hardship for families and communities.

In these difficult times, the John Hay Management Corporation (JHMC), through its management, employees, and volunteers, demonstrates social responsibility by extending help to those in need. Guided by the principles of transparency and accountability, JHMC does not provide cash assistance but instead offers in-kind donations. These include food, clothing, medicine, school supplies, personal toiletries, and, when necessary, services or manpower.

As a responsible government-owned and controlled corporation (GOCC), JHMC prioritizes assistance to its stakeholders, fostering stronger relationships and camaraderie. At the same time, it recognizes the importance of supporting communities beyond its immediate area of responsibility, subject to budget availability and management approval.

Department/Division/Unit	:	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification	:	Simple
Type of Transaction	:	G2B – Government to Business; G2C - Government to Citizen
Who may avail	:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A request for assistance must be made through a formal letter containing complete contact information, including the name of the contact person, address, mobile number, and email. Preferably, the letter should clearly specify the number of beneficiaries, the type of services or manpower required, and/or provide a detailed list of items being requested to ensure proper evaluation and transparent allocation of support. (1 Original Copy)	Provided by Client

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Letter Request, with complete contact details, to the JHMC Records	1.1 Receives and digitizes the received records/documents to the OPCEO-CRO.	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> Administrative and Services Department –

Management Section or via official email through mgmt@jhmc.com.ph				Information and Communications Technology Department (ASD-ICTD)
	1.2 Uploads the file/s and sends them to the designated personnel through the Document Tracking System (DTS).	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD-ICTD
	1.3 Evaluates and assesses the request based on the Relief Response Operations Guidelines, including logistics and supplies (JHMC surplus or those to be procured) needed.	None	1 Day	<i>Community Relations Officer</i> OPCEO-CRO
	1.4 Reviews, Assesses request/s and approves or disapproves recommendations provides instruction/s, if any through the DTS.	None	1 Day	<i>President and Chief Executive Officer</i> OPCEO
	1.4a. If the request is approved, inform the requesting party/Client and implement the relief response as per the approved Internal Memorandum (IM)/ Completed Staff Work (CSW). 1.4b. If the	None	5 Hours	<i>Community Relations Officer</i> OPCEO-CRO

	request is denied, inform the requesting party/Client of the denial through any available mode of communication.			
2. Receives the information on the request and accomplishes the Client Satisfaction Measurement (CSM) Form found in the "Downloadables" tab on the JHMC official website or available at the Public Assistance and Complaints Desk (PACD) at the JHMC Office, after completion of the requested services. *Make sure to accomplish the CSM Form and email it to mgmt@jhmc.com.ph or drop it at the designated box, after the completed task as requested.	None	None	None	None
TOTAL:		None	3 Days	

2. Request for Advertisement from Media

Advertising is a vital component of John Hay Management Corporation’s (JHMC’s) public relations strategy, serving as a channel to communicate the corporation’s vision, mission, core values, and services to its target audience. Through effective advertising, JHMC strengthens credibility, fosters trust, and enhances its reputation among stakeholders, including clients, partners, employees, and the broader community.

Accordingly, all advertisements must adhere to applicable rules, regulations, and the corporation’s objectives, goals, and code of ethics. Beyond promotion, the purpose of advertising is to engage the public meaningfully, add value, and reinforce JHMC’s commitment to responsible and ethical communication.

Department/Division/Unit	:	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification	:	Simple
Type of Transaction	:	G2B - Government to Business, G2G - Government to Government
Who may avail	:	Media

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Advertisement, including rates, complete contact information (1 Original Copy)	Provided by Client

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Letter Request, with complete contact details and advertisement rates to the JHMC Records Management Section or via official email through mgmt@jhmc.com.ph .	1.1 Receives and digitizes the received records/ documents to the OPCEO-CRO.	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD-ICTD)
	1.2 Uploads the file/s and sends them to the designated personnel through the Document Tracking System (DTS).	None	1 Hour and 30 Minutes	<i>Records Management Specialist</i> ASD-ICTD
	1.3 Drafts the Internal Memorandum (IM) With the	None	1 Day	<i>Community Relations Officer</i> OPCEO-CRO

	recommendation to the President and Chief Executive Officer (PCEO) for consideration/approval attaching the draft layout of the advertisement.			
	1.4 Reviews, assesses the request/s and approves or disapproves recommendations; provides instruction/s, if any through the DTS.	None	1 Day	<i>President and Chief Executive Officer</i> OPCEO
	1.4a If the IM is with revision, OPCEO -CRO will resubmit the same to the OPCEO, incorporating the revisions for approval.	None	None	None
	1.4b If the request is approved, inform the requesting party/ Client and furnish a copy of the approved layout to the requesting party/ Client. 1.4c If the request is denied, inform the requesting party/Client of the denial through a Reply Letter.	None	5 Hours	<i>Community Relations Officer</i> OPCEO-CRO
2. Receives the information on the request and accomplishes the Client Satisfaction Measurement (CSM) Form found in the "Downloadables" tab on the JHMC official website or available at the Public	None	None	None	None

<p>Assistance and Complaints Desk (PACD) at the JHMC Office, after completion of the requested services.</p> <p>*Make sure to accomplish the CSM Form and email it to mgmt@jhmc.com.ph or drop it at the designated box, after the completed task as requested.</p>				
	TOTAL:	None	3 Days	

**OFFICE OF THE PRESIDENT AND CEO –
COMMUNITY RELATIONS OFFICE
INTERNAL SERVICES**

1. Request for Drafting of Write-Ups for John Hay Management Corporation (JHMC) Activities

To ensure continuity and avoid disruption of public service, requests for drafting write-ups may also be coursed through the prescribed manual process. This process is designed to support JHMC’s public relations activities, ensuring that all communications advance the corporation’s strategic objectives.

The service is accessible to all JHMC offices and units, with the recommendation that their initiatives align with and strengthen JHMC’s public relations efforts. Through this unified approach, the organization sustains an integrated and consistent message, reinforces its image, and contributes meaningfully to the achievement of its communication goals.

By utilizing this service, JHMC can more effectively articulate its mission, engage stakeholders, and maintain a strong and positive public presence.

Department/Division/Unit :	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification :	Simple
Type of Transaction :	G2G - Government to Government
Who may avail :	Department / Office Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the Help Desk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the JHMC HIS portal through the JHMC web portal. Include basic details: - Date - Time - Venue - Summary of activity - Photos, if available	1.1 Receives the request through the HIS portal.	None	2 Hours	Community Relations Officer OPCEO-CRO
	1.2 Evaluates and assesses the request based on the completeness of the details.			
	1.3 Draft the write up/ article based on the information provided.	None	1 Day	Community Relations Officer OPCEO-CRO
	1.4 Sends the draft write-up/ article via email to the President and Chief Executive Officer (PCEO)			

	for review and approval.			
	1.5 Reviews, approves, or disapproves the submitted write-up/ article and provides instructions, if any.	None	1 Day	<i>President and Chief Executive Officer OPCEO</i>
	1.6 Once approved, logs in to the HIS portal and approves the request. Otherwise, disapproves the request with inputs in the “remarks” section.			<i>Executive Assistant to the President and Chief Executive Officer OPCEO</i>
	1.7 Receives the approved write-up and publishes.	None	5 Hours	<i>Community Relations Officer OPCEO-CRO</i>
	1.8 Inform the client of the posting through email (include the link).	None	1 Hour	<i>Community Relations Officer OPCEO-CRO</i>
2. Receives the information 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.	None	None	None	None
TOTAL:		None	3 Days	

2. Manual Request for Drafting of Write-Ups for John Hay Management Corporation (JHMC) Activities

The service offered in drafting the write-up is specially designed for public relations activities. All communications are specifically designed to advance the strategic objectives of JHMC. It is available to all offices and units of JHMC, with the recommendation that their respective activities support JHMC's public relations efforts. This unified action helps maintain an integrated and focused message that leads the way to reinforce the image of the organization and contributes significantly to achieving its communication objectives. With this service, JHMC can more effectively articulate its mission, engage with the audience, and maintain a positive public presence.

Department/Division/Unit :	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification :	Simple
Type of Transaction :	G2G - Government to Government G2C
Who may avail :	Department / Office Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Emailed information with the complete information	JHMC Official Email

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request through official email address containing the following basic details: <ul style="list-style-type: none"> • Date • Time • Summary of activity • Photos, if available 	1.1 Receives the request through email	None	2 Hours	Community Relations Officer OPCEO-CRO
	1.2 Evaluates and assesses the request based on the completeness of the details.			
	1.3 Draft the write up/ article based on the information provided.	None	1 Day	Community Relations Officer OPCEO-CRO
	1.4 Sends the draft write-up/ article via email to the President and Chief Executive Officer (PCEO) for review and approval.			

	1.5 Reviews, approves, or disapproves the submitted write-up/ article and provides instructions, if any.	None	1 Day	<i>President and Chief Executive Officer</i> OPCEO
	1.6 Receives the approved write-up and publishes.	None	5 Hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.7 Inform the client of the posting through email (include the link).	None	1 Hour	<i>Community Relations Officer</i> OPCEO-CRO
2. Receives the information and accomplishes the Client Satisfaction Measurement (CSM) Form after completion of the requested services. *Make sure to accomplish the CSM Form and drop it in the designated box after the completed task as requested.	None	None	None	None
TOTAL:		None	3 Days	

3. Request for Media Documentation for John Hay Management Corporation (JHMC) Activities

The media documentation service for JHMC activities provides professional and comprehensive coverage of events through photography, videography, articles, and caption preparation. It ensures the preservation of institutional records, supports the development of publicity materials, and enhances stakeholder engagement by delivering clear, dignified, and purposeful documentation for advocacy, reporting, and promotion.

Department/Division/Unit :	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification :	Simple
Type of Transaction :	G2G - Government to Government
Who may avail :	Department / Office Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request in the Help Desk Information System (HIS)	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request using the JHMC HIS portal through the JHMC web portal. Include basic details: <ul style="list-style-type: none"> • Date • Time • Venue • Activity Detail 	1.1 Receives the request through email on the HIS portal.	None	2 Hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.2 Approves or disapproves based on the availability of the CRO staff contingent to JHMC calendar and/or OPCEO schedule.	None	1 Day	<i>Community Relations Officer</i> OPCEO-CRO
2. Receives the information and accomplishes the	None	None	None	None

<p>Client Satisfaction Measurement (CSM) Form in the HIS after completion of the requested services.</p> <p>*Make sure to accomplish the CSM Form in the HIS portal after the completed task as requested.</p>				
TOTAL:		None	1 Day and 2 Hours	

4. Manual Request for Media Documentation for John Hay Management Corporation (JHMC) Activities

To ensure continuity of service and avoid disruption to public service, requests for media documentation may be also be submitted through the manual process. This service provides professional and supportive coverage of JHMC activities and events through photography, videography, articles, and caption preparation. It preserves institutional records, supports the development of publicity materials, and strengthens stakeholder engagement by delivering clear, dignified, and purposeful documentation for advocacy, reporting, and promotion.

Department/Division/Unit :	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification :	Simple
Type of Transaction :	G2G - Government to Government
Who may avail :	Department / Office Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Emailed information with the complete information.	JHMC Official Email

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request through using the official email address containing the following basic details: <ul style="list-style-type: none"> • Date • Time • Venue • Activity Detail: Summary of activity	1.1 Receives the request through email.	None	2 Hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.2. Approves or disapproves based on the availability of the CRO staff contingent on the JHMC calendar and/or OPCEO schedule.	None	1 Day	<i>Community Relations Officer</i> OPCEO-CRO
2. Receives the information and accomplishes the	None	None	None	None

<p>Client Satisfaction Measurement (CSM) Form after completion of the requested services.</p> <p>*Make sure to accomplish the CSM Form and drop it in the designated box after the completed task as requested.</p>				
TOTAL:	None	1 Day and 2 Hours		

5. Request for Posting in the Social Media Pages

Institutional advertising is a strategy geared toward enhancing and/or repairing a corporation's reputation and image. It is an approach that increases the overall public recognition of John Hay Management Corporation (JHMC).

In today's digital landscape, this strategy must be reinforced through consistent and purposeful social media postings from JHMC. Aligned with the directive on digitization and the easy access of information, social media serves as a vital channel for transparency, immediacy, and inclusivity.

By leveraging these platforms, JHMC not only strengthens its institutional image but also ensures that its messages, programs, and advocacies reach a wider audience in real time. This digital presence underscores the corporation's commitment to accessibility, accountability, and community engagement, thereby amplifying its role as a steward of heritage and public trust.

Department/Division/Unit :	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification :	Simple
Type of Transaction :	G2G - Government to Government
Who may avail :	Department / Office Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filed Request through the HIS portal	JHMC HIS portal

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request through using HIS containing the complete details for posting.	1.1 Receives the request through HIS.	None	2 Hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.2 Create a layout based on the submitted complete details provided		1 Day and 6 Hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.3 Posting on social media and informing the client of the posting through email (include link).	None	1 Day	<i>Community Relations Officer</i> OPCEO-CRO
2. Receives the information and accomplishes the Client	None	None	None	None

<p>Satisfaction Measurement (CSM) Form in the HIS after completion of the requested services.</p> <p>*Make sure to accomplish the CSM Form in the HIS portal after the completed task as requested.</p>				
TOTAL:		None	3 Days	

6. Manual Request for Posting on the Social Media Pages

The manual process of requesting a social media posting remains significant in preserving continuity and ensuring non-disruption of public service.

Institutional advertising is a strategy geared toward enhancing and/or repairing a corporation’s reputation and image, ultimately increasing the overall public recognition of John Hay Management Corporation (JHMC).

In today’s digital landscape, this strategy must be reinforced through consistent and purposeful social media postings from the government office. Aligned with the directive on digitization and the easy access of information, social media serves as a vital channel for transparency, immediacy, and inclusivity.

By leveraging these platforms, JHMC not only strengthens its institutional image but also ensures that its messages, programs, and advocacies reach a wider audience in real time. This dual approach—manual and digital—underscores the corporation’s commitment to accessibility, accountability, and community engagement, thereby amplifying its role as a steward of heritage and public trust.

Department/Division/Unit	:	Office of the President and Chief Executive Officer - Community Relations Office (OPCEO-CRO)
Classification	:	Simple
Type of Transaction	:	G2G - Government to Government
Who may avail	:	Department / Office Heads

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request	JHMC official email

CLIENT STEPS	OPCEO-CRO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request through using the official email address containing the complete details for posting.	1.1 Receives the request through email.	None	2 hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.2 Create a layout based on the submitted complete details provided.	None	1 Day and 6 Hours	<i>Community Relations Officer</i> OPCEO-CRO
	1.3 Posting on social media and informing the client of the posting through email (include link).	None	1 Day	<i>Community Relations Officer</i> OPCEO-CRO

<p>2. Receives the information and accomplishes the Client Satisfaction Measurement (CSM) Form after completion of the requested services.</p> <p>*Make sure to accomplish the CSM Form and drop it in the designated after the completed task as requested.</p>	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 John Hay Management Corporation (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
1. Filed request in the Help Desk Information System (HIS) portal.	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

CLIENT STEPS	OPCEO - CPU ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the Request using the JHMC HIS portal through the JHMC web 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, provides inputs in the “remarks” section and clicks	None	4 Hours	<i>Corporate Planning Manager</i> OPCEO - CPU

CLIENT STEPS	OPCEO - CPU ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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.</p>			
<p>2. Receives the information for appropriate action, if any.</p> <p>After the provision of the assistance requested, logs in to the HIS account and accomplishes the Client Satisfaction Measurement (CSM) Form.</p> <p>*Make sure to accomplish the CSM Form in the HIS after receiving the requested document.</p>	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, Very Important Persons (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
1. Approved Letter from the PCEO with the following contents (1 original): <ul style="list-style-type: none"> 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 the intended day of assistance. * For Emergency assistance involving life & limbs, immediate actions are implemented in the fastest means available.	1.1 Receives documents.	None	3 Minutes	<i>Records Management Specialist</i> Administrative Services Department – Information and Communications Technology Division (ASD – ICTD)
	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/dis-approval of the	None	7 Minutes	<i>Safety and Security Officer</i> SSD

	<p>request. If approved, determines the necessary actions/plans.</p> <p>*Implementation of the actions/plans depends on the requested assistance.</p>			
<p>2. Accomplishes the Client Satisfaction Measurement (CSM) Form.</p> <p>*Make sure to drop the accomplished CSM form in designated boxes at the JHMC Office Complex.</p>	<p>2. Records the assistance.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Safety and Security Officer SSD</i></p>
TOTAL:		<p>None</p>	<p>4 Hours, 30 Minutes</p>	

SAFETY AND SECURITY DEPARTMENT INTERNAL SERVICE

1. Assistance to JHMC Employees/Other Departments

This service is availed for employees or other departments of John Hay Management Corporation (JHMC) who wish to seek JHMC Safety and Security Department (SSD) assistance.

Department/Division/Unit	: Safety and Security Department (SSD)
Classification	: Simple
Type of Transaction	: G2G –Government to Government
Who may avail	: Employees of JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request for assistance	JHMC web portal (webportal.jhmc.com.ph) – HIS portal (his.jhmc.com.ph)

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

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 Authority to Operate (ATO) (New and Renewal) – Business Enterprises and Resident Accommodation Providers

All non – Philippine Economic Zone Authority (PEZA) registered business enterprises intending to do business activity inside the John Hay Special Economic Zone (JHSEZ), as a business enterprise or a resident accommodation provider shall apply for an ATO at least 30 calendar days before the start of commercial activity.

The certification required to be provided by the applicant must outline the Department of Trade and Industry (DTI) - registered trade name/s and nature of the service/supply to be provided by their service provider/supplier.

Non-compliance to the terms and conditions outlined in the ATO and any other act or omission that works against the interests of the JHMC shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. A maximum period of three (3) days shall be given for the enterprise to comply.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a base penalty of PHP 10,000.00 and an additional fine of PHP 1,000.00 per day of non-compliance. A maximum period of five (5) days shall be given for the enterprise to comply.
- c. 3rd violation - Issuance of a Notice of Cancellation of the ATO, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Enterprises conducting their business/ commercial operations before the issuance of an ATO shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities until the application for ATO is issued.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance, imposition of a penalty of PHP 10,000.00, and an additional fine of PHP 1,000.00 per day of non-compliance. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities until the application for ATO is issued.
- c. 3rd violation - Denial of the request for ATO, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: 1. Business enterprise; or 2. Resident accommodation provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Valid contract with the Bases Conversion and Development Authority (BCDA)/JHMC for the lessee or sub-lease contract for the sub-lessee (1 photocopy)	Provided by Applicant
3. Certification enumerating the service providers/suppliers of the business enterprise applicant (1 original copy)	Provided by Applicant
4. Certificate of Registration (COR) of the business enterprise or resident accommodation provider applicant (1 photocopy)	Bureau of Internal Revenue (BIR)

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the new and renewal applications for the issuance of an Authority to Operate:

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents and the compliance of the applicant to the initial requirements.	None	2 Hours	<i>Designated Registration and Accreditation Officer</i> SEZAD
	1.2 Reviews the application and evaluation results Applications with negative evaluation results shall be returned to the applicant	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	20 Minutes	<i>Designated Registration and Accreditation Officer</i> SEZAD

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Refer to Tables 1-2 and other charges	10 Minutes	<i>Cashier</i> Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.4 Prepares the account of the applicant at the Electronic Business Permits and Licensing System (EBPLS) of Baguio City	None	3 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	2.5 Notifies the application to proceed at the Baguio City Permits and Licensing Office for its business permit application.	None	30 Minutes	<i>Designated Registration and Accreditation Officer</i> SEZAD
	2.6 Receives the applicant's issued business permit and prepares the applicant's ATO.	None	2 Hours	<i>Designated Registration and Accreditation Officer</i> SEZAD

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Recommends the approval of the applicant's ATO.	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
	2.8 Verifies the application. If in order, approves the applicant's ATO.	None	3 Hours and 30 Minutes	<i>President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)</i>
	2.9 Issues the ATO	None	10 Minutes	<i>Designated Registration and Accreditation Officer SEZAD</i>
3. Receives the ATO *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	None	None	None	<i>None</i>
TOTAL:		Refer to Tables 1 & 2	3 Days	

Table of Fees and Charges for Applications for Authority to Operate (ATO)

Table 1: Business Enterprise

Coverage	New Application	Renewal Application
Business enterprises having a leased area of 200 sqm & below	PHP 1,500.00	PHP 1,000.00
Business enterprises having a leased area of 201 sqm to 500 sqm	PHP 2,000.00	PHP 1,500.00
Business enterprises having a leased area of 501 sqm to 1,000 sqm	PHP 2,500.00	PHP 2,000.00
Business enterprises having a leased area of 1,000 sqm & above	PHP 3,000.00	PHP 2,500.00

Table 2: Resident Accommodation Providers

Coverage	New Application	Renewal Application
Residents offering their leased property for accommodation covering 1-5 units/rooms for lodging	PHP 1,500.00	PHP 1,000.00
Residents offering their leased property for accommodation covering 6-10 units/rooms for lodging	PHP 2,000.00	PHP 1,500.00
Residents offering their leased property for accommodation covering more than 10 units/rooms for lodging	PHP 3,000.00	PHP 2,500.00

2. Application for Accreditation and Re-Accreditation – Service Providers/ Suppliers

All non - Philippine Economic Zone Authority (PEZA) registered business enterprises intending to have their service provider/supplier do business activity inside the John Hay Special Economic Zone (JHSEZ) shall apply for the Accreditation/ Re-accreditation of its service provider/supplier at least three (3) working days before the start of their commercial activity.

The certification required to be provided by the applicant must outline the Department of Trade and Industry (DTI) - registered trade name/s and nature of the service/supply to be provided by their service provider/supplier.

Non-compliance to the terms and conditions outlined in the Certificate of Accreditation/ Re-accreditation and any other act or omission that works against the interests of the JHMC shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. A maximum period of three (3) days shall be given for the enterprise to comply.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a base penalty of PHP 10,000.00 and an additional fine of PHP 1,000.00 per day of non-compliance. A maximum period of five (5) days shall be given for the enterprise to comply.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Certificate of Accreditation/ Re-accreditation, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Enterprises conducting their business/ commercial operations before the issuance of a Certificate of Accreditation/ Re-accreditation shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities until the application for Authority to Operate (ATO)/ accreditation/ re-accreditation/ provisional grant is issued.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance, imposition of a penalty of PHP 10,000.00, and an additional fine of PHP 1,000.00 per day of non-compliance. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities until the application for accreditation/ re-accreditation is issued.
- c. 3rd violation - Denial of the request for accreditation/ re-accreditation, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Service Provider/Supplier of Non-registered Business Enterprise

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Certification enumerating the service providers/suppliers of the business enterprise applicant (1 original copy)	Provided by the Applicant
3. Business permit/Department of Trade and Industry (DTI) registration of its service providers/suppliers (1 photocopy)	Local Government Unit (LGU/ DTI)

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Certificate of Accreditation or Re-accreditation.

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents and the compliance of the applicant to the initial requirements.	None	1 Hour	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.2 Reviews the application documents.	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	25 Minutes	<i>Designated Registration and Accreditation Officer SEZAD</i>

CLIENT STEPS	SEZAD/FSD/ OPCEO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Accreditation: PHP 1,000.00 Re- accreditation – PHP 500.00	10 Minutes	<i>Cashier</i> Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.4 Prepares the Certificate of Accreditation/ Re-accreditation	None	2 Hours	<i>Designated Registration and Accreditation Officer</i> SEZAD
	2.5 Recommends the approval of the Certificate of Accreditation/ Re-accreditation	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	2.6 Verifies the application. If in order, approve the certificate	None	2 Hours	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO)

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Issues the Certificate of Accreditation or Re-accreditation	None	5 Minutes	<i>Designated Registration and Accreditation Officer SEZAD</i>
3. Receives the Certificate of Accreditation or Re-accreditation *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	None	None	None	<i>None</i>
TOTAL:		Accreditation: PHP 1,000.00 Re-accreditation – PHP 500.00	1 Day	

3. Application for Accreditation – Commercial Event Operators, Trade Fair Organizers, and its Concessionaire/s

All commercial event operators, trade fair organizers, and their respective concessionaire/s intending to do business activity inside the John Hay Special Economic Zone (JHSEZ) shall apply for its Accreditation at least 10 working days before the start of commercial activity.

The certification required to be provided by the applicant must outline the Department of Trade and Industry (DTI) - registered trade name/s and nature of the service/supply to be provided by their service provider/supplier.

Any enterprise/individual violating the clearance rules and regulations required by John Hay Management Corporation (JHMC) shall, without prejudice to the filing of other cases, be subject to the following penalties:

Unauthorized Movement of Items or Falsification or Misrepresentation in the Clearance Application:

- a. 1st violation - Issuance of a notice of non-compliance and warning and payment of the corresponding clearance fee at double the prescribed rate.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Authority to Operate (ATO)/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Unauthorized Use of Clearance by Other Enterprise/Individual or Overtime Movement Without Proper Clearance

- a. 1st violation - Issuance of a notice of non-compliance, payment of the corresponding clearance fee at double the prescribed rate, and/or confiscation of the clearance.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the ATO/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: 1. Commercial Event Operator/s and its Concessionaire/s; or 2. Trade Fair Organizer/s and its Concessionaires

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Department of Trade and Industry (DTI)/ Securities and Exchange Commission (SEC)/ Bureau of Internal Revenue (BIR) registration of the commercial event or trade fair activity (1 photocopy each)	Local Government Unit (LGU)/ DTI)/SEC/BIR
3. Certification enumerating the concessionaires/s of the commercial event operator or trade fair organizer (1 original copy)	Provided by the Applicant
4. Business permit/s of the commercial event or trade fair concessionaire/s (1 photocopy each)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Certificate of Accreditation

CLIENT STEPS	SEZAD/FSD/ OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents and the compliance of the applicant to the initial requirements.	None	2 Hours	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.2 Reviews the application and evaluation results	None	3 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>

CLIENT STEPS	SEZAD/FSD/ OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	25 Minutes	<i>Designated Registration and Accreditation Officer SEZAD</i>
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Accreditation: PHP 1,000.00 Re- accreditation – PHP 500.00	10 Minutes	<i>Cashier Finance Services Department (FSD) or Authorized Collecting Officer FSD</i>
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier FSD or Authorized Collecting Officer FSD</i>
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier FSD or Authorized Collecting Officer FSD</i>
	2.4 Prepares the Certificate of Accreditation	None	2 Hours	<i>Designated Registration and Accreditation Officer SEZAD</i>
	2.5 Recommends the approval of the Certificate of Accreditation/ Re-accreditation	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Verifies the application. If in order, approve the certificate	None	7 Hours	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO)
	2.7 Issues the Certificate of Accreditation	None	5 Minutes	<i>Designated Registration and Accreditation Officer</i> SEZAD
3. Receives the Certificate of Accreditation *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	None	None	None	None
TOTAL:		Refer to Tables 3 & 4	2 Days	

Table of Fees and Charges for Applications for Accreditation – Commercial Event Operators, Trade Fair Organizers, and its Concessionaire/s

Table 3: Commercial Event Operators and Concessionaires

Coverage	New Application
Commercial event organizer covering a small-scale event with a limited footprint of less than 100 attendees PHP 1,000.00	PHP 1,000.00
Commercial event organizer covering a medium-scale event with a moderate footprint to 101 to 500 attendees	PHP 1,500.00
Commercial event organizer covering a large-scale event with a significant footprint of more than 500 attendees	PHP 2,000.00
Commercial event concessionaires (per concessionaire)	PHP 500.00

Table 4: Trade Fairs, Bazaars, and other

Coverage	New Application
Trade fair, bazaar, or other similar trade activities with a duration of 1 to 30 days	PHP 1,500.00
Trade fair, bazaar, or other similar trade activities with a duration of 1 to 60 days	PHP 2,500.00
Trade fair, bazaar, or other similar trade activities with a duration of 1 to 90 days	PHP 3,500.00
Trade fair concessionaire/s (per concessionaire)	PHP 500.00

4. Application for Accreditation/ Re-Accreditation – Vendors and Micro Entrepreneurs

All vendors and micro entrepreneurs intending to do business activity inside the John Hay Special Economic Zone (JHSEZ) shall apply for the Accreditation or Re-accreditation at least 3 working days before the start of commercial activity.

Non-compliance to the terms and conditions outlined in the Certificate of Accreditation/ Re-accreditation and any other act or omission that works against the interests of the JHMC shall be dealt with in accordance with the following:

- d. 1st violation - Issuance of a notice of non-compliance and warning. A maximum period of three (3) days shall be given for the enterprise to comply.
- e. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a base penalty of PHP 10,000.00 and an additional fine of PHP 1,000.00 per day of non-compliance. A maximum period of five (5) days shall be given for the enterprise to comply.
- f. 3rd violation - Issuance of a Notice of Cancellation of the Certificate of Accreditation/ Re-accreditation, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Enterprises conducting their business/ commercial operations before the issuance of a Certificate of Accreditation/ Re-accreditation shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities and until the application for Authority to Operate (ATO)/ accreditation/ re-accreditation/ provisional grant is issued.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance, imposition of a penalty of PHP 10,000.00, and an additional fine of PHP 1,000.00 per day of non-compliance. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities and until the application for accreditation/ re-accreditation is issued.
- c. 3rd violation - Denial of the request for accreditation/ re-accreditation, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Vendors and Micro Entrepreneurs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Business permit issued by the City Government of Baguio (1 photocopy)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Certificate of Accreditation or Re-accreditation:

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents and the compliance of the applicant to the initial requirements.	None	1 Hour	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.2 Reviews the application documents.	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center SEZAD</i>
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	25 Minutes	<i>Designated Registration and Accreditation Officer SEZAD</i>
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	New: PHP 1,000.00 Renewal – PHP 500.00	10 Minutes	<i>Cashier Finance Services Department (FSD) or Authorized Collecting Officer FSD</i>
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier FSD or Authorized Collecting Officer FSD</i>

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	Cashier FSD or Authorized Collecting Officer FSD
	2.4 Prepares the Certificate of Accreditation/Re-accreditation	None	1 Hour	Designated Registration and Accreditation Officer SEZAD
	2.5 Recommends the approval of the Certificate of Accreditation/ Re-accreditation	None	1 Hour	Special Economic Zone/ One-Stop Action Center Manager SEZAD
	2.6 Verifies the application. If in order, approve the certificate	None	2 Hours	President and Chief Executive Officer Office of the President and Chief Executive Officer (OPCEO)
	2.7 Issues the Certificate of Accreditation	None	5 Minutes	Designated Registration and Accreditation Officer SEZAD
3. Receives the Certificate *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	None	None	None	None
TOTAL:		New: PHP 1,000.00 Renewal – PHP 500.00	1 Days	

5. Application for the Issuance of a Provisional Grant

All enterprises with an existing and valid Authority to Operate (ATO) or Accreditation that intend to continue their business activity inside the John Hay Special Economic Zone (JHSEZ) while awaiting the renewal of their business permit shall be required to apply for a Provisional Grant.

The renewal of business permits with the City Government of Baguio is conducted from January to March. Entities must process their business permit renewal within the period prescribed by the City Government. The issuance of a Provisional Grant shall not prejudice the enterprise's application for an ATO or for re-accreditation.

Non-compliance to the terms and conditions outlined in the Provisional Grant and any other act or omission that works against the interests of the JHMC shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. A maximum period of three (3) days shall be given for the enterprise to comply.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a base penalty of PHP 10,000.00 and an additional fine of PHP 1,000.00 per day of non-compliance. A maximum period of five (5) days shall be given for the enterprise to comply.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Provisional Grant, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Enterprises conducting their business/ commercial operations before the issuance of a Provisional Grant shall be dealt with in accordance with the following:

- a. 1st violation - Issuance of a notice of non-compliance and warning. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities and until the application for provisional grant is issued.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance, imposition of a penalty of PHP 10,000.00, and an additional fine of PHP 1,000.00 per day of non-compliance. The concerned enterprise shall be given a maximum of 24 hours to stop all business-related activities and until the provisional grant is issued.
- c. 3rd violation - Denial of the request for provisional grant, imposition of a base penalty of PHP 20,000.00 and an additional fine of PHP 2,000.00 per day of non-compliance.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Entities awaiting their business permit renewal applications

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Letter of intent addressed to the President and Chief Executive Officer (PCEO) (1 photocopy)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Provisional Grant:

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents and the compliance of the applicant to the initial requirements.	None	1 Hour	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.2 Reviews the application documents.	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	25 Minutes	<i>Designated Registration and Accreditation Officer SEZAD</i>
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Refer to Table 5	10 Minutes	<i>Cashier Finance Services Department (FSD)</i> <i>or</i> <i>Authorized Collecting Officer FSD</i>

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.4 Prepares the Certificate of Provisional Grant	None	1 Hour	<i>Designated Registration and Accreditation Officer</i> SEZAD
	2.5 Recommends the approval of the Provisional Grant	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	2.6 Verifies the application. If in order, approve the certificate.	None	2 Hours	<i>President and Chief Executive Officer</i> Office of the President and Chief Executive Officer (OPCEO)
	2.7 Issues the Certificate of Provisional Grant	None	5 Minutes	<i>Designated Registration and Accreditation Officer</i> SEZAD
3. Receives the Certificate of Provisional Grant *Make sure to accomplish the Client Satisfaction	None	None	None	None

CLIENT STEPS	SEZAD/FSD/OPCEO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement (CSM) Form and drop it in the designated box.				
TOTAL:		Refer to Table 5	1 Days	

Table 5: Provisional Grant

Coverage	Processing Fee
Business Enterprises	PHP 250.00
Regular Service Providers and Suppliers	PHP 150.00
Vendors (i.e., with no or minimal set-up, pushcarts, trays)	PHP 50.00
Micro-entrepreneurs	PHP 100.00
Resident accommodation providers offering 1-5 unit/s for lodging	PHP 250.00
Resident accommodation providers offering 6-10 units for lodging	PHP 300.00
Resident accommodation providers offering more than 10 units for lodging	PHP 350.00

6. Application for Zone Access and Movement Clearances – Gate Clearance

All enterprises intending to move to and/or from the John Hay Special Economic Zone (JHSEZ) any machinery, tool, equipment, furniture, appliance, construction-related vehicles, and similar implements must apply for a gate clearance before the actual ingress and/or egress of the said item/s.

Any enterprise/individual violating the clearance rules and regulations required by John Hay Management Corporation (JHMC) shall, without prejudice to the filing of other cases, be subject to the following penalties:

Unauthorized Movement of Items or Falsification or Misrepresentation in the Clearance Application:

- a. 1st violation - Issuance of a notice of non-compliance and warning and payment of the corresponding clearance fee at double the prescribed rate.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Authority to Operate (ATO)/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Unauthorized Use of Clearance by Other Enterprise/Individual or Overtime Movement Without Proper Clearance

- a. 1st violation - Issuance of a notice of non-compliance, payment of the corresponding clearance fee at double the prescribed rate, and/or confiscation of the clearance.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the ATO/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Entities doing business inside the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Copy of any of the following supporting documents: commercial/sales invoice, official receipt, delivery receipt, bill of lading, airway bill, or pro-forma invoice or quotation (1 photocopy)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Gate Clearance:

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents. Note: Applications requiring prior clearance from the Environment and Asset Management Department (EAMD) will be referred for further checking.	None	1 Hour	<i>One-Stop Action Center Processor</i> SEZAD or <i>Business One-Stop Shop Processor</i> SEZAD
	1.2 Reviews the clearance application	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	30 Minutes	<i>One-Stop Action Center Processor</i> SEZAD or <i>Business One-Stop Shop Processor</i> SEZAD

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Refer to Tables 6-7	10 Minutes	<i>Cashier</i> Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.4 Prepares and issues the applied clearance and its entry/exit pass	None	1 Hour	<i>One-Stop Action Center Processor</i> SEZAD or <i>Business One-Stop Shop Processor</i> SEZAD
3. Receives the applied clearance *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in	None	None	None	None

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated box.				
TOTAL:		Refer to Tables 6-7	4 Hours	

Table 6: Gate Clearance Fees

Category	One-Time Validity	5-Day Validity	20-Day Validity
Small/light items/articles (w/ a declared value of PHP 10,000.00 & below)	PHP 20.00	PHP 80.00	PHP 380.00
Medium items/equipment/items/articles (w/ a declared value of PHP 10,001.00 to PHP 50,000.00)	PHP 35.00	PHP 140.00	PHP 665.00
Heavy items/equipment/ machinery/ articles (w/ a declared value of more than PHP 50,000.00)	PHP 50.00	PHP 200.00	PHP 950.00
Medium construction vehicles - 6 to 10 wheeler dump trucks, flatbed trucks, small cement mixers, water tankers, and/or all other similar vehicles used for transporting construction materials.	PHP 40.00	PHP 160.00	PHP 760.00
Heavy construction vehicles - 10 wheeler and 12 wheeler dump trucks, cement mixers, transit mixers, tractor heads with trailers, fuel tankers, and/or all other similar heavy-duty transport vehicles used in construction projects.	PHP 80.00	PHP 320.00	PHP 1,520.00
Extra-heavy/ Specialized Construction Vehicles - trailers, oversized cargo carriers or trucks, bulk cement carriers, and/or all other vehicles used in construction projects.	PHP 120.00	PHP 480.00	PHP 2,280.00

Table 7: Extended Coverage Fees

These are additional charges imposed on entities who request ingress/egress to/from the JHSEZ beyond the regular working hours prescribed by the JHMC.

Coverage	Fee per Hour
Extended day coverage rate (8:00 AM to 5:00 PM) (w/ a minimum of 2 hours)	PHP 220.00
Extended night coverage rate (5:00 PM to 8:00 AM) (w/ a minimum of 2 hours)	PHP 245.00

7. Application for Zone Access and Movement Clearances – Bring-In Clearance/ Bring-Out Clearance/ Temporary Bring-out Clearance

All enterprises intending to bring-in or bring-out any item/s in to/from the John Hay Special Economic Zone (JHSEZ) shall apply for the appropriate clearance before its actual ingress/egress:

1. Bring-In Clearance shall be for the ingress of ready-made goods or products intended for direct commercial use or consumption inside the JHSEZ.
2. Bring-Out Clearance - shall be for the egress of equipment, tools, materials, and other implements that were covered by a previously issued gate clearance with the intent to permanently remove said items from the JHSEZ.
3. Temporary Bring-Out Clearance shall be for the temporary egress of items, goods, materials, equipment, machineries, and other similar implements with the intent to return the same inside the JHSEZ.

Any enterprise/individual violating the clearance rules and regulations required by John Hay Management Corporation (JHMC) shall, without prejudice to the filing of other cases, be subject to the following penalties:

Unauthorized Movement of Items or Falsification or Misrepresentation in the Clearance Application:

- a. 1st violation - Issuance of a notice of non-compliance and warning and payment of the corresponding clearance fee at double the prescribed rate.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Authority to Operate (ATO)/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Unauthorized Use of Clearance by Other Enterprise/Individual or Overtime Movement Without Proper Clearance

- a. 1st violation - Issuance of a notice of non-compliance, payment of the corresponding clearance fee at double the prescribed rate, and/or confiscation of the clearance.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the ATO/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Entities doing business inside the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Copy of any of the following supporting documents: commercial/sales invoice, official receipt, delivery receipt, bill of lading, airway bill, or pro-forma invoice or quotation (1 photocopy)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Bring-In Clearance/ Bring-Out Clearance/ Temporary Bring-Out Clearance:

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents.	None	1 Hour	<i>One-Stop Action Center Processor SEZAD</i> or <i>Business One-Stop Shop Processor SEZAD</i>
	1.2 Reviews the clearance application	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	30 Minutes	<i>One-Stop Action Center Processor SEZAD</i> or <i>Business One-Stop Shop Processor SEZAD</i>
2. Pays the assessed fees	2.1 Accepts the payment	Refer to Tables 8-10	10 Minutes	<i>Cashier</i>

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
at the JHMC Cashier or its Authorized Collecting Officer				Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Julie-Ann S. Dawagui</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	2.4 Prepares and issues the applied clearance and its entry/exit pass	None	1 Hour	<i>One-Stop Action Center Manager</i> SEZAD or <i>Business One-Stop Shop Processor</i> SEZAD
3. Receives the applied clearance *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in	None	None	None	None

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated box.				
TOTAL:		Refer to Tables 8-10	4 Hours	

Table 8: Bring-In Clearance Fees

Category	One-Time Validity	5-Day Validity	20-Day Validity
Small/light commercial goods/ consumables (w/ a declared value of PHP 10,000.00 & below)	PHP 100.00	PHP 400.00	PHP 1,900.00
Commercial goods/ consumables (w/ a declared value of PHP 10,001.00 to PHP 50,000.00)	PHP 200.00	PHP 800.00	PHP 3,800.00
Commercial goods/ consumables (w/ a declared value of PHP 50,001.00 to PHP 100,000.00)	PHP 300.00	PHP 1,200.00	PHP 5,700.00
Commercial goods/ consumables (w/ a declared value of more than PHP 100,001.00)	PHP 450.00	PHP 1,800.00	PHP 8,550.00

Table 9: Bring-Out Clearance Fees

Coverage	Fee
Any covered item/goods/articles with a declared value of PHP 10,000.00 and below valid for one-day egress only	PHP 300.00
Any covered item/goods/articles with a declared value ranging from PHP 10,001.00 to PHP 50,000.00 valid for one-day egress only	PHP 350.00
Any covered item/goods/articles with a declared value ranging from PHP 50,001.00 to PHP 100,000.00 valid for one-day egress only	PHP 450.00
Any covered item/goods/articles with a declared value of more than PHP 100,000.00 valid for one-day egress only	PHP 500.00

Table 10: Temporary Bring-Out Clearance Fees

Coverage	1-Day Egress/ Ingress Validity	5-Day Egress/ Ingress Validity
Any covered item/goods/articles with a declared value of PHP 10,000.00	PHP 190.00	PHP 760.00
Any covered item/goods/articles with a declared value ranging from PHP 10,001.00 to PHP 50,000.00	PHP 290.00	PHP 1,160.00
Any covered item/goods/articles with a declared value ranging from PHP 50,001.00 to PHP 100,000.00	PHP 390.00	PHP 1,560.00
Any covered item/goods/articles with a declared value of more than PHP 100,000.00	PHP 490.00	PHP 1,960.00

8. Application for Zone Access and Movement Clearances – Local Purchase Clearance

All enterprises intending to move to bring into the John Hay Special Economic Zone (JHSEZ) consumable products, goods, supplies, or items must apply for a local purchase clearance before the actual ingress of the said item/s.

Any enterprise/individual violating the clearance rules and regulations required by John Hay Management Corporation (JHMC) shall, without prejudice to the filing of other cases, be subject to the following penalties:

Unauthorized Movement of Items or Falsification or Misrepresentation in the Clearance Application:

- a. 1st violation - Issuance of a notice of non-compliance and warning and payment of the corresponding clearance fee at double the prescribed rate.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Authority to Operate (ATO)/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Unauthorized Use of Clearance by Other Enterprises/Individual or Overtime Movement Without Proper Clearance

- a. 1st violation - Issuance of a notice of non-compliance, payment of the corresponding clearance fee at double the prescribed rate, and/or confiscation of the clearance.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the ATO/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Entities doing business inside the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Copy of any of the following supporting documents: commercial/sales invoice, official receipt, delivery receipt, bill of lading, airway bill, or pro-forma invoice or quotation (1 photocopy)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Local Purchase Clearance.

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents.	None	1 Hour	<i>One-Stop Action Center Processor</i> SEZAD or <i>Business One-Stop Shop Processor</i> SEZAD
	1.2 Reviews the clearance application	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager</i> SEZAD
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	30 Minutes	<i>One-Stop Action Center Processor</i> SEZAD or <i>Business One-Stop Shop Processor</i> SEZAD
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Refer to Table 11	10 Minutes	<i>Cashier</i> Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD

CLIENT STEPS	SEZAD/FSD ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier FSD</i> or <i>Authorized Collecting Officer FSD</i>
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier FSD</i> or <i>Authorized Collecting Officer FSD</i>
	2.4 Prepares and issues the applied clearance and its entry/exit pass	None	1 Hour	<i>One-Stop Action Center Processor SEZAD</i> or <i>Business One-Stop Shop Processor SEZAD</i>
3. Receives the applied clearance *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	None	None	None	<i>None</i>
TOTAL:		Refer to Table 11	4 Hours	

Table 11: Local Purchase Clearance Fees

Category	One-Time Validity	5-Day Validity	20-Day Validity
Purchases with a declared value of PHP 10,000.00 and below	PHP 30.00	PHP 120.00	PHP 570.00
Purchases with a declared value of PHP 10,001.00 to PHP 50,000.00	PHP 50.00	PHP 200.00	PHP 950.00
Purchases with a declared value of PHP 50,001.00 to PHP 100,000.00	PHP 75.00	PHP 300.00	PHP 1,425.00
Purchases with a declared value of more than PHP 100,000.00	PHP 100.00	PHP 400.00	PHP 1,900.00

9. Application for Zone Access and Movement Clearances – Storage Clearance

All enterprises intending to move to temporarily store their items, articles, or goods at the John Hay Management Corporation (JHMC) - designated storage areas for a given period of time must apply for a storage clearance before actual ingress of the said item/s.

Any enterprise/individual violating the clearance rules and regulations required by JHMC shall, without prejudice to the filing of other cases, be subject to the following penalties:

Unauthorized Movement of Items or Falsification or Misrepresentation in the Clearance Application:

- a. 1st violation - Issuance of a notice of non-compliance and warning and payment of the corresponding clearance fee at double the prescribed rate.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the Authority to Operate (ATO)/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the John Hay Special Economic Zone (JHSEZ).

Unauthorized Use of Clearance by Other Enterprise/Individual or Overtime Movement Without Proper Clearance

- a. 1st violation - Issuance of a notice of non-compliance, payment of the corresponding clearance fee at double the prescribed rate, and/or confiscation of the clearance.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 5,000.00 and suspension/denial of clearance applications/ privileges for up to thirty (30) days.
- c. 3rd violation - Issuance of a Notice of Cancellation of the ATO/ Certificate of Accreditation/ Re-accreditation/ Provisional Grant and imposition of a fine of PHP 20,000.00 and/or blacklisting of the enterprise/individual from doing business inside the JHSEZ.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Entities doing business inside the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Copy of any of the following supporting documents: commercial/sales invoice, official receipt, delivery receipt, bill of lading, airway bill, or pro-forma invoice or quotation (1 photocopy)	Provided by the Applicant

Upon applicant's submission of the complete documents, the following shall be the standard process and timeline for the application for the issuance of a Storage Clearance.

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents.	None	1 Hour	<i>One-Stop Action Center Processor SEZAD</i> or <i>Business One-Stop Shop Processor SEZAD</i>
	1.2 Reviews the clearance application	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	30 Minutes	<i>One-Stop Action Center Processor SEZAD</i> or <i>Business One-Stop Shop Processor SEZAD</i>
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	Refer to Table 12	10 Minutes	<i>Cashier Finance Services Department (FSD)</i> or <i>Authorized Collecting Officer FSD</i>

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Issues the Sales Invoice	None	10 Minutes	Cashier FSD or Authorized Collecting Officer FSD
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	Cashier FSD or Authorized Collecting Officer FSD
	2.4 Prepares and issues the applied clearance and its entry/exit pass	None	1 Hour	Cashier SEZAD or Business One-Stop Shop Processor SEZAD
3. Receives the applied clearance *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	None	None	None	None
TOTAL:		Refer to Table 12	4 Hours	

Table 12: Storage Clearance Fees

Coverage	Fee
Any items, goods, or articles stored for 24 hours	PHP 390.00
Any items, goods, or articles stored per succeeding day after the first 24 hours	PHP 130.00

10. Application for Zone Access and Movement Clearances – Workforce Access Clearance

All enterprises must register their personnel performing work inside the John Hay Special Economic Zone (JHSEZ) by applying for a Workforce Access Clearance within five working days from the date of deployment of their employee/s.

Any enterprise/individual violating the clearance rules and regulations required by JHMC shall, without prejudice to the filing of other cases, be subject to the following penalties:

Non-compliance to the Workforce Access Clearance and Failure to Wear the John Hay Management Corporation (JHMC) issued ID while performing work inside the JHSEZ:

- a. 1st violation - Issuance of a notice of non-compliance and warning.
- b. 2nd violation - Issuance of a 2nd notice of non-compliance and imposition of a fine of PHP 1,000.00 per worker.
- c. 3rd violation - Imposition of a fine of PHP 5,000.00 per worker and/or denial of re-accreditation/provisional grant of the enterprise/individual for the succeeding year.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Entities doing business inside the JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 original)	JHMC – SEZAD Office
2. Copy of any of the following supporting documents: commercial/sales invoice, official receipt, delivery receipt, bill of lading, airway bill, or pro-forma invoice or quotation (1 photocopy)	Provided by the Applicant

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1 Checks the completeness of the submitted documents.	None	2 Hours	<i>Labor Center Processor SEZAD</i>
	1.2 Reviews the clearance application	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Issues the Authority to Accept Payment (ATAP) and notifies the applicant through its official contact details.	None	30 Minutes	<i>Labor Center Processor SEZAD</i>
2. Pays the assessed fees at the JHMC Cashier or its Authorized Collecting Officer	2.1 Accepts the payment	PHP 100.00	10 Minutes	<i>Cashier Finance Services Department (FSD)</i> <i>or</i> <i>Authorized Collecting Officer FSD</i>
	2.2 Issues the Sales Invoice (SI)	None	10 Minutes	<i>Cashier FSD</i> <i>or</i> <i>Authorized Collecting Officer FSD</i>
	2.3 Inputs payment details in the monitoring sheet/database	None	10 Minutes	<i>Cashier FSD</i> <i>or</i> <i>Authorized Collecting Officer FSD</i>
	2.4 Prepares and issues the applied clearance and its entry/exit pass	None	3 Hours	<i>Labor Center Processor SEZAD</i> <i>or</i> <i>Business One-Stop Shop Processor SEZAD</i>
3. Receives the applied clearance	None	None	None	None

CLIENT STEPS	SEZAD/FSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.				
TOTAL:		PHP 100.00	4 Hours	

11. Request for Identification Card (ID) for John Hay Special Economic Zone (JHSEZ) Employees

All employees within the JHSEZ shall apply for a JHSEZ ID to properly account for 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	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All Employees Within JHSEZ

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

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to Labor Center Processor	1.1 checks and validates submitted requirements.	None	3 Hours	Labor Center Processor SEZAD
	1.2 Reviews and approves the request.	None	30 Minutes	Special Economic Zone/ One-Stop Action Center Manager SEZAD
	1.3 Makes assessment of fees Note: The locator is notified through email and views the assessment in SEZTRIS	None	10 Minutes	Labor Center Processor SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer.	2. Accepts the payment and enters payment details in SEZTRIS	PHP 120.00	10 Minutes	Cashier Finance Services Department (FSD) or

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to secure the Sales Invoice (SI) for the payment made.				<i>Authorized Collecting Officer</i> FSD
3. Receives the SI	3.1 Issues the SI	None	5 Minutes	<i>Cashier</i> FSD or <i>Authorized Collecting Officer</i> FSD
	3.2 Prepares, edits/adjusts the background color of the photo, and prints the ID	None	2 Days	<i>Labor Center Processor</i> SEZAD
	3.3 Notifies the Locator of the availability of the printed IDs.	None	4 Hours	<i>Labor Center Processor</i> SEZAD
4. Receives the ID *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	4. Issues the ID	None	5 Minutes	<i>Labor Center Processor</i> SEZAD
TOTAL:		PHP 120.00	3 Days	

12. Request for Manpower from Accredited/ Registered Business Enterprises (RBES)

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

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: All Locators/ accredited Registered Business Enterprises (RBEs) within JHSEZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
JHMC Application Form	JHMC - SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form to Labor Center Processor	1.1 Checks and validates the request.	None	1 Hour	Labor Center Processor SEZAD
	1.2 Job matching and checks availability of resume/ database	None	2 Days	Labor Center Processor SEZAD
	1.3 Endorses for approval.	None	4 Hours	Labor Center Processor SEZAD
	1.4 Approval of endorsement	None	2 Hours	Special Economic Zone/ One-Stop Action Center SEZAD
2. Receives approved request. *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	2. Sends request to Locator	None	1 Hour	Labor Center Processor SEZAD
TOTAL:		None	3 Days	

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

The Special Economic Zone Administration Department (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	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business, G2G – Government to Government, and G2C – Government to Citizen
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
1. Letter of Intent or Verbal Request	To be provided by the applicant

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent	1.1 Receives requirement	None	10 Minutes	<i>Labor Center Processor SEZAD</i>
	1.2 Conducts the orientation	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i> <i>Customs Compliance Officer SEZAD</i> <i>Labor Center Processor SEZAD</i>
2. Receives Certificate of Participation *Make sure to accomplish the Client Satisfaction	2. Issues the Certificate of Participation	None	10 Minutes	<i>Labor Center Processors SEZAD</i>

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement (CSM) Form and drop it in the designated box.				
TOTAL:		None	1 Hour 20 Minutes	

14. Request for Creation of Account in the Special Economic Zone Regulatory Information System (SEZRIS)

This is to enroll all Business Enterprises within John Hay Special Economic Zone (JHSEZ) in the SEZRIS for purposes of processing all permits.

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: Locators within JHSEZ

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

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1.1 Reviews and verifies requirements	None	20 Minutes	Labor Center Processor SEZAD
	1.2 Creates an account in the SEZRIS	None	30 Minutes	Labor Center Processor SEZAD
2. Receives Account Details *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	2. Issues the account details	None	10 Minutes	Labor Center Processor SEZAD
TOTAL:		None	1 Hour	

15. Application for Certificate of Entitlement to Tax Incentives (CETI)

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

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Highly Technical
Type of Transaction	: G2B – Government to Business
Who may avail	: All JHMC Registered Business Enterprises within the John Hay Special Economic Zone (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fiscal Incentives Review Board (FIRB) Application Form	Department of Finance (DOF)-FIRB FIRMS (firms.firb.gov.ph/login)
2. JHMC Application Form (1 copy)	JHMC - SEZAD
3. Clearance Form (1 copy) SEZAD	JHMC - SEZAD
Office of the Building Official (OBO)	JHMC – OBO
Environment and Asset Management Department (EAMD) - Environment Management Division (EMD)	JHMC – EAMD-EMD
Business Development Department (BDD)	JHMC – BDD
Administrative Services Department (ASD) - General Services Division (GSD)	JHMC – ASD-GSD
Finance Services Department (FSD)	JHMC – FSD
4. Proof of Compliance/ Justification of Non-Compliance (1 copy)	RBE
5. Other Documents or information as may be required under the SIPP, IPA, or FIRB	RBE
For the first year of the project/activity:	
6. Sworn Statement as to the Actual Start of Commercial Operation (1 copy)	RBE

CLIENT STEPS	SEZAD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up Forms FIRMS (Fiscal Incentives Registration and Monitoring System (firms.firb.gov.ph/login) and simultaneously submits JHMC requirements	1.1 Checks completion of requirements.	None	1 Day	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.1a If incomplete, notifies the applicant through email to submit complete requirements.	None	3 days	
	1.2 Conducts evaluation on the compliance to the Terms and Conditions of the Registration Agreement.	None		
	1.3 Endorses to the Special Economic Zone/ One-Stop Action Center (SEZ/OSAC) Manager for Approval	None		
	1.4 Reviews Endorsement	None	5 Days	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
	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			

CLIENT STEPS	SEZAD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Issues assessment of Fees	None	1 Hour	<i>Designated Registration and Accreditation Officer SEZAD</i>
2. Payment of Fees *Make sure to secure the Sales Invoice (SI) for the payment made	2.1 Accepts the Payment	PHP 1,728.00	1 Hour	<i>Cashier Finance Services Department (FSD)</i>
	2.2 Issues the SI	None		<i>or Authorized Collecting Officer SEZAD</i>
	2.3 Prints CETI or Letter of Denial and Endorses to SEZ/OSAC Manager for Signature	None	2 Hours	<i>Designated Registration and Accreditation Officer SEZAD</i>
	2.4 Approves CETI or Letter of Denial	None	4 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
3. Accepts CETI or Letter of Denial *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	3. Issues CETI or Letter of Denial	None	1 Day	<i>Designated Registration and Accreditation Officer SEZAD</i>
TOTAL:		PHP 1,728.00	11 Days	

16. Application for Certificate of Authority to Import (CAI)

A CAI is issued upon application of a Registered Business Enterprises (RBEs) 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	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: All RBEs of JHMC within the John Hay Special Economic Zone (JHSEZ)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. JHMC Application Form	JHMC - SEZAD
2. Valid Certificate of Registration	To be verified by the Registration and Accreditation Center
3. List of Importable	To be provided by the RBE
For Regulated Articles:	
4. Clearance from other Government Agencies	To be Provided by the RBE
For Non-Regulated Articles (As Applicable)	
5. Sworn Statement that Articles are non-Regulated	To be Provided by the RBE
6. Certificate of Non-Availability	Department of Trade in Industry (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	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.2 Endorses to the Special Economic Zone/ One-Stop Action Center (SEZ/OSAC) Manager	None	4 Hours	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.3 Reviews and approves	None	1 Day	<i>Special Economic Zone/ One-Stop Action Center Manager</i>

CLIENT STEPS	ASD-HRSD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				SEZAD
	1.4 Prints Certificate of Authority to Import	None	1 Hour	<i>Designated Registration and Accreditation Officer</i> SEZAD
2. Receives CAI *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	2. Issues Certificate of Authority to Import	None	1 Hour	<i>Designated Registration and Accreditation Officer</i> SEZAD
TOTAL:			2 Days 6 Hours	

17. Application for Import Permit (AIP)

An AIP is issued to Registered Business Enterprises (RBEs) 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	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2C – Government to Citizen
Who may avail	: RBEs of JHMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	To be provided by the Locator
2. Certificate of Registration	To be verified by John Hay Management Corporation (JHMC) - One-Stop Action Center (OSAC) Processor and by the Registration and Accreditation Officer
3. Certificate of Authority to Import	To be verified by JHMC - OSAC Processor and from Registration and Accreditation Officer
4. Packing List	To be provided by the Locator
5. Import Entry Declaration (IED)	To be provided by the Locator
6. Mission Order	To be provided by the Locator
7. Boat Note	To be provided by the Locator
8. Bill of Lading	To be provided by the Locator
9. Airway Bill	To be provided by the Locator
10. Transshipment Permit	To be provided by the Locator
11. Clearance from other Government Agencies; As Applicable (e.g. DTI-Strategic Management Office for National Strategic Goods List)	To be provided by the Locator

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads requirements in Special Economic Zone Information System (SEZRIS) 1.a If SEZRIS is unavailable, complete requirements are submitted to the	1.1 Checks and validates submitted requirements. If found in order, enters details in the SEZRIS and recommends approval of the Special	None	1 Day	<i>One-Stop Action Center Processor</i> SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One-Stop Action Center (OSAC) Processor	Economic Zone/ One-stop Action Center (SEZ/OSAC) Manager			
	1.2 Reviews and approves request	None	1 Day	<i>Special Economic Zone/ One-Stop Action Center SEZAD</i>
	1.3 Assesses fees If SEZRIS is unavailable, issue a printed assessment of fees	None	2 Hours	<i>One-Stop Action Center Processor SEZAD</i>
2. Pays the assessed fees to the Authorized Collecting Officer. *Make sure to secure the Sales Invoice (SI) for the payment made.	2. Accepts the payment and enters payment details in SEZRIS	Depending on the amount of the articles to be imported.	30 Minutes	<i>Cashier Finance Services Department (FSD)</i> or <i>Authorized Collecting Officer FSD</i>
3. Receives the SI *AIP may be printed from the locator's account in SEZRIS	3. Issues the SI and updates payment details in SEZRIS	None	30 Minutes	<i>Cashier FSD</i> or <i>Authorized Collecting Officer FSD</i>
	3.a If SEZRIS is unavailable, endorses payment details to OSAC Processor If SEZRIS is unavailable, fills-up accountable forms then endorses to SEZ/OSAC	None	30 Minutes	

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Manager for signature 3.b If SEZRIS is unavailable, signs permit	None	1 Hour	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
4. If SEZRIS is unavailable, receives AIP *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	4. Issues Import Permit	None	2 Hours	<i>One-Stop Action Center Processor SEZAD</i>
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	

18. Declaration of Admission of Articles inside JHSEZ (DAA)

This permit is used for the admission of imported articles inside the John Hay Special Economic Zone (JHSEZ).

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
1. JHMC Application Forms	JHMC - SEZAD
2. Surety Bond	To be provided by the Registered Business Enterprise (RBE)
For PEZA RBEs:	To be Provided by the RBE.
3. FORM 8106	

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads requirements on the Special Economic Zone Regulatory Information System (SEZRIS). 1.a If SEZRIS is unavailable, complete requirements are submitted to the One-Stop Action Center (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 Center Manager SEZAD
	1.3 Assesses fees 1.3a If SEZRIS is unavailable, issue a printed assessment of fees	None	1 Hour	One-Stop Action Center Processor SEZAD

<p>2. Pays the assessed fees to the Authorized Collecting Officer.</p> <p>*Make sure to secure the Sales Invoice (SI) for the payment made.</p>	<p>2. Accepts the payment and enters payment details in the SEZRIS</p> <p>2.a If SEZRIS is unavailable, endorses payment details to OSAC Processor</p>	<p>PHP 216.00</p>	<p>30 Minutes</p>	<p><i>Cashier Finance Services Department (FSD)</i></p> <p>or</p> <p><i>Authorized Collecting Officer FSD</i></p>
<p>3. Receives the SI and Permit.</p> <p>*DAA may be printed from the locator's account in SEZRIS</p>	<p>3. Issues the SI and Permit</p> <p>3.a If SEZRIS is unavailable, endorses payment details to the OSAC Processor</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Cashier FSD</i></p> <p>or</p> <p><i>Authorized Collecting Officer FSD</i></p>
	<p>3.b If SEZRIS is unavailable, fills-up accountable forms and then endorses them to the SEZ/OSAC Manager for signature</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>One-Stop Action Center Processor SEZAD</i></p>
	<p>3.c If SEZRIS is unavailable, signs permit</p>	<p>None</p>	<p>2 Hours</p>	<p><i>One-Stop Action Center Processor SEZAD</i></p>
<p>4. If SEZRIS is unavailable, receive DAA</p> <p>*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.</p>	<p>4.1 Issues DAA</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>One-Stop Action Center Processor SEZAD</i></p>
<p>TOTAL IF PROCESSED ON SEZRIS:</p>		<p>PHP 216.00</p>	<p>1 Day and 6 Hours</p>	
<p>TOTAL IF PROCESSED MANUALLY:</p>			<p>2 Days and 1 Hour</p>	

19. Permit to Bring-Out Imported Articles (PBO-LA)

This permit is issued to Registered Business Enterprises (RBEs) who were previously issued an Import Permit to be brought out of the John Hay Special Economic Zone (JHSEZ).

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
1. Letter of Intent	To be provided by the Locator
2. Previously issued AIP	To be provided by the Locator
3. Proof of payment of duties and taxes to BOC.	To be provided by the Locator

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads requirements on SEZAD Information System (SEZRIS) 1.a If SEZRIS is unavailable, complete requirements are submitted to the One-Stop Action Center (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 Center Manager</i> SEZAD
	1.3 Makes assessment of fees - Locator is notified through email and views the assessment in SEZRIS If SEZRIS is unavailable, issues a printed assessment of fees	None	1 Hour	<i>One-Stop Action Center Processor</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer. *Make sure to secure the Sales	2. Accepts payment and enters payment details in the SEZRIS	Depending on the amount of the articles	30 Minutes	<i>Cashier</i> Finance Services Department (FSD) or

Invoice (SI) for the payment made.				<i>Authorized Collecting Officer FSD</i>
3. Receives SI *PBO-LA may be printed from the locator's account in SEZRIS	3. Issues the SI and updates payment details in SEZRIS	None	30 Minutes	<i>Cashier FSD</i> or <i>Authorized Collecting Officer FSD</i>
	3.a If SEZRIS is unavailable, endorses payment details to the OSAC Processor	None	30 Minutes	<i>One-Stop Action Center Processor SEZAD</i>
	3.b If SEZRIS is unavailable, fills-up accountable forms and then endorses them to SEZAD Manager for signature	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
3.c If SEZRIS is unavailable, signs permit				
4.If SEZRIS is unavailable, receives PBO-LA *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	4.1 Issues PBO-LA	None	30 Minutes	<i>One-Stop Action Center Processor SEZAD</i>
TOTAL IF PROCESSED IN SEZRIS:		Depen- ding on the amount of the articles	1 Day 6 Hours	
TOTAL IF PROCESSED MANUALLY:			2 Days and 1 Hour	

20. Permit to Bring-Out Tax Exempt Vehicle (PBO-TEV)

This permit is issued to Registered Business Enterprises (RBEs) who intends to bring-out its Tax exempt vehicles from John Hay Special Economic Zone (JHSEZ) for a maximum of 14 days in a month.

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
1. Letter of intent.	To be provided by the client.
2. Certificate of Registration	To be verified by the One-Stop Action Center (OSAC) Processor from the Registration and Accreditation Center

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads requirements on SEZAD Information System (SEZRIS) 1.a If SEZRIS is unavailable, complete requirements are submitted to the One-Stop Action Center (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 Center Manager</i> SEZAD
	1.3 Makes assessment of fees - Locator is notified through email and views the assessment in SEZRIS	None	1 Hour	<i>One-Stop Action Center Processor</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer. *Make sure to secure the Sales Invoice	2.1 Accepts the payment and enters payment details in SEZRIS	Depending on the amount of the articles	30 Minutes	<i>Cashier</i> Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD

(SI) for the payment made.				
3. Receives SI *PBO-TEV may be printed from the locator's account in SEZSIS	3. Issues the OR and updates details in SEZSIS	None	30 Minutes	<i>Cashier FSD</i> or <i>Authorized Collecting Officer FSD</i>
	3.a If SEZSIS is unavailable, endorses payment details to OSAC Processor	None	30 Minutes	<i>One-Stop Action Center Processor SEZAD</i>
	3.b If SEZSIS is unavailable, fills-up accountable forms then endorses to SEZAD Manager for signature	None	2 Hours	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
4. If SEZSIS is unavailable, receives PBO – TEV *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	4.1 Issues PBO-TEV	None	30 Minutes	<i>One-Stop Action Center Processor SEZAD</i>
	TOTAL IF PROCESSED IN SEZSIS:		None	1 Day and 6 Hours
TOTAL IF PROCESSED MANUALLY:		None	2 Days and 1 Hour	

21. Application for Request for Clearance

A Clearance is issued by the John Hay Management Corporation - Special Economic Zone Administration Department (JHMC - SEZAD) to locators who intend to cease operations within the John Hay Special Economic Zone (JHSEZ).

Department/Division/Unit	: Special Economic Zone Administration Department (SEZAD)
Classification	: Simple
Type of Transaction	: G2B – Government to Business
Who may avail	: All locators who intend to cease operation within JHSEZ.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Applicant
2. Clearance Form	JHMC - SEZAD

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1.1 Reviews requirements	None	1 Day	<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.2 Endorses to the Special Economic Zone/ One-Stop Action Center (SEZ/OSAC) Manager for approval	None		<i>Designated Registration and Accreditation Officer SEZAD</i>
	1.3 Review and approves.	None	1 Day	<i>Special Economic Zone/ One-Stop Action Center Manager SEZAD</i>
2. Receives Clearance *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	2. Issues the Clearance of Cessation of Business Operation within JHSEZ	None	1 Day	<i>Designated Registration and Accreditation Officer SEZAD</i>
TOTAL:		None	3 Days	

22. Request for Overtime from Stakeholders

A Stakeholder may request for overtime to process permits and/or to inspect articles entering or leaving John Hay Special Economic Zone (JHSEZ) beyond the regular working hours.

Department/Division/Unit	: Special Economic Zone Administration Department (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: 1. To create account in SEZSIS and submit application For Inspection: 1. Permit previously issued by JHMC	To be verified by One-Stop Action Center Processor To be verified by Customs Compliance Officer/ Customs Compliance Assistant with One-Stop Action Center Processor

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies at the Customs Clearance Area (CCA)	1.1 Checks and validates submitted requirements. If in order, enters details in the Special Economic Zone Regulatory Information System (SEZSIS) portal.	None	15 Minutes	Customs Compliance Assistant SEZAD
	1.2 Endorses for approval	None	5 Minutes	Compliance Customs Officer SEZAD
	1.3 Reviews and approves the request.	None	5 Minutes	Special Economic Zone/

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>One-Stop Action Center Manager</i> SEZAD
	1.4 Makes assessment of Fee	None	5 Minutes	<i>Compliance Customs Officer</i> SEZAD
2. Pays the assessed fees to the Authorized Collecting Officer. *Make sure to secure the Sales Invoice (SI) 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>Cashier</i> Finance Services Department (FSD) or <i>Authorized Collecting Officer</i> FSD
3. Receives the SI *Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.	3. Prints and issues Request for Overtime Form.	None	5 Minutes	<i>Customs Compliance Officer</i> SEZAD or <i>Customs Compliance Assistant</i> SEZAD
TOTAL:		Regular days: 5PM-10PM: PHP 172.55/hr	45 Minutes	

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

23. Request for Overtime from Locators

A Business Enterprise may request for overtime to process permits and/or to inspect articles entering or leaving John Hay Special Economic Zone (JHSEZ) beyond the regular working hours.

Department/Division/Unit	: Special Economic Zone Administration Department (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:	
1. To submit application in SEZSIS	To be verified by One-Stop Action Center Processor
For Inspection:	
1. Permit previously issued by JHMC	To be verified by the Customs Compliance Officer /Customs Compliance Assistant with One-Stop Action Center Processor

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies request on the Special Economic Zone Regulatory Information System (SEZSIS)	1.1 Checks and validates submitted requirements	None	5 Minutes	Customs Compliance Assistant SEZAD
	1.2 Endorses for approval	None	1 Minute	Customs Compliance Officer SEZAD
1.a If SEZSIS is unavailable, complete requirements are submitted to the Customs Compliance Assistant	1.3 Reviews and approves the request.	None	3 Minutes	Special Economic Zone/ One-Stop Action Center Manager SEZAD
	1.4 Assessment of fees - Locator is notified through email and view the assessment in SEZSIS 1.4a If SEZSIS is unavailable, issues	None	2 Minutes	Customs Compliance Officer SEZAD Or

CLIENT STEPS	SEZAD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to accomplish the Client Satisfaction Measurement (CSM) Form and drop it in the designated box.				
TOTAL IF PROCESSED IN SEZRIS:		Regular days: 5PM-10PM: PHP 172.55/hr 10PM-6AM: PHP 189.60/hr	15 Minutes	
TOTAL IF PROCESSED MANUALLY:		Weekends and Holidays: Minimum of 4 hours 6AM-10PM: PHP 179.45/hr 10PM-6AM: PHP 197.39/hr	25 Minutes	

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?	<p>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 through the “contact us” button of the JHMC official website or the CSM Forms for Management’s immediate action. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Full name and Contact Information of the Complainant - Sex (Male or Female) - Narrative/Details of the complain - Evidence - Name of the person/office being complained <p>For follow-ups or queries, the contact information are as follows: (074) 422-4360 mgmt@jhmc.com.ph</p>
How complaints are processed?	<p>The complaints received will be processed by the JHMC’s 8888 Focal Team and/or Public Assistance and Complaints Officers/Desk and/or JHMC Committee on Anti-Red Tape (ARTA) and shall be acted immediately by the concerned Office Head; and by the President and CEO or Vice-President and COO if necessary.</p> <p>The concerned Complaints Team/Officer will give the feedback to the client.</p> <p>For follow-ups or queries, the contact information are as follows: (074) 422-4360 mgmt@jhmc.com.ph</p>

FEEDBACK AND COMPLAINTS MECHANISM

Contact Information JHMC's
8888 Focal Team, PACD
Officer, ARTA, BCDA, GCG,
PCC

JHMC'S 8888 FOCAL TEAM/ PUBLIC ASSISTANCE
AND COMPLAINTS DESK

JHMC Office Complex

JHMC PUBLIC ASSISTANCE AND COMPLAINTS
DESK OFFICER

JHMC Office Complex

Tel. (074) 422-4360

E-mail Address: mgmt@jhmc.com.ph.

MS. ZYRELLE A. DEL PRADO

Community Relations Officer/ JHMC's 8888 Technical
Officer

JHMC Office Complex

Tel. (074) 422-4360

E-mail Address: mgmt@jhmc.com.ph

MR. MARK JASON B. ADVIENTO

Records Management Specialist/ JHMC's 8888
Technical Officer

JHMC Office Complex

Tel. (074) 422-4360

E-mail Address: mgmt@jhmc.com.ph

ARTA: complaints@arta.gov.ph

1-ARTA (2782)

BCDA: (02) 8575-1700

GCG: (02) 5328-2030, (02) 5318-1000

PCC: pcc@malacañg.gov.ph

Hotline 8888 or (02) 8249-8310 loc. 8175 or 8182

Tel Nos. (02) 8736-8645, (02) 8736-8603, (02)

8736-8606, (02) 8736-8629, (02) 8736-8621

VIII. LIST OF JHMC OFFICES

Office	Address	Contact Information
Office of The President and Chief Executive Officer (OPCEO)	John Hay Special Economic Zone (JHSEZ), Camp John Hay, Baguio City	<p>Mr. MANJIT T. SINGH REANDI President and Chief Executive Officer (074) 422-4360 E-mail Address: manjit.singhreandi@jhmc.com.ph</p> <p>Ms. ELCES LIE C. GOMEZ Chief of Staff to the President and Chief Executive Officer (074) 422-4360 E-mail Address: elces.gomez@jhmc.com.ph</p> <p>Ms. JHESKA A. DE VERA Executive Assistant to the President and Chief Executive Officer (074) 422-4360 E-mail Address: jheska.devera@jhmc.com.ph</p>
Office of the Vice President and Chief Operations Officer (OVPCOO)	JHSEZ, Camp John Hay, Baguio City	<p>Ms. JANE THERESA G. TABALINGCOS Vice-President and Chief Operations Officer (074) 422-4360 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 E-mail Address: febellyn.honnag@jhmc.com.ph</p>
Internal Audit Office (IAO)	JHSEZ, Camp John Hay, Baguio City	<p>Mr. RONALD B. ZAMBRANO, CPA Finance Manager (074) 422-4360 E-mail Address: ronald.zambrano@jhmc.com.ph</p>
Office of the Corporate Secretary (OCS)	JHSEZ, Camp John Hay, Baguio City	<p>Ms. ANNA MARIA G. LOPEZ Board Secretary (074) 422-4360 E-mail Address: anna.lopez@jhmc.com.ph</p>
Business Development	JHSEZ, Camp John Hay, Baguio City	<p>Ms. Rachelle Anne N. Montoya Business Development Manager</p>

Department (BDD)		(074) 422-4360 E-mail Address: rachelle.montoya@jhmc.com.ph
Corporate Planning Unit (CPU)	JHSEZ, Camp John Hay, Baguio City	Ms. BERYL BLANCHE S. BAHATAN Corporate Planning Manager (074) 422-4360 E-mail Address: beryl.bahatan@jhmc.com.ph
Legal Department (LD)	JHSEZ, Camp John Hay, Baguio City	Atty. MARY ELLEN S. CABUHAT Legal Manager (074) 422-4360 E-mail Address: mary.cabuhat@jhmc.com.ph
Safety and Security Department (SSD)	JHSEZ, Camp John Hay, Baguio City	COL. RAYMUND F. ENFESTAN (Ret.) Safety and Security Manager (074) 422-4360 E-mail Address: raymund.enfestan@jhmc.com.ph
Administrative Services Department (ASD)	JHSEZ, Camp John Hay, Baguio City	Mr. EDSEL U. COLCOL Administrative Services Manager (074) 422-4360 E-mail Address: edsel.colcol@jhmc.com.ph
Administrative Services Department – General Services Division (ASD – GSD)	JHSEZ, Camp John Hay, Baguio City	Mr. BENJAMIN P. QUIÑO JR. General Services Manager (074) 422-4360 E-mail Address: benjamin.quiño@jhmc.com.ph
Administrative Services Department – Human Resource Division (ASD – HRD)	JHSEZ, Camp John Hay, Baguio City	Mr. DANNY B. LATAWAN Human Resource Manager (074) 422-4360 E-mail Address: danny.latawan@jhmc.com.ph
Administrative Services Department – Information and Communications Technology (ASD – ICTD)	JHSEZ, Camp John Hay, Baguio City	Mr. DARWIN C. PEREZ Information and Communications Technology Manager (074) 422-4360 E-mail Address: darwin.perez@jhmc.com.ph
Finance Services Department (FSD)	JHSEZ, Camp John Hay, Baguio City	Ms. LEA C. QUISOBEN-MAGUILAO, CPA, REA, REB Corporate Planning Manager

		(074) 422-4360 E-mail Address: lea.quisoben@jhmc.com.ph
Environment and Asset Management Department (EAMD) Office of the Building Official (OBO)	JHSEZ, Camp John Hay, Baguio City	Engr. BOBBY V. AKIA Environment and Asset Management Manager / JHSEZ Building Official (074) 422-4360 E-mail Address: bobby.akia@jhmc.com.ph
Environment and Asset Management Department – Environment Management Division (EAMD – EMD)	JHSEZ, Camp John Hay, Baguio City	Engr. EDITHA M. MEJIA Environment Manager (074) 422-4360 E-mail Address: editha.mejia@jhmc.com.ph
Environment and Asset Management Department – Land and Asset Management Division (EAMD – LAMD)	JHSEZ, Camp John Hay, Baguio City	Engr. FERDINAND L. FIGUERRES Land and Asset Development Manager (074) 422-4360 E-mail Address: ferdinand.figuerrres@jhmc.com.ph
Environment and Asset Management Department – Project Management Division (EAMD – PMD)	JHSEZ, Camp John Hay, Baguio City	Ar. LUZVIMINDA N. PANGANIBAN Project Manager (074) 422-4360 E-mail Address: luzviminda.panganiban@jhmc.com.ph
Special Economic Zone Administration Department (SEZAD)	JHSEZ, Camp John Hay, Baguio City	Mr. GERALD B. DUAGAN SEZ/OSAC Manager (074) 422-4360 E-mail Address: gerald.duagan@jhmc.com.ph

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..... P 60.00			
g. Automatic fire sprinkler system, per sprinkler head..... P 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.....	P	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 \emptyset	P	8.00
ii.	Above 25 mm \emptyset		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 linear meter.....	2.40
d.	Construction of Pavements, up to 20.00 sq. meters.....	P 24.00
e.	In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like	P 3.00
f.	Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month	P 240.00
i.	Every sq. meter or fraction thereof in excess of 20.00 sq. meters	P 12.00
 g. Erection of Scaffoldings Occupying Public Areas, per calendar month.		
i.	Up to 10.00 meters in length.....	P 150.00
ii.	Every lineal meter or fraction thereof in excess of 10.00 meters	12.00
 h. Sign Fees:		
i.	Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area.....	P 120.00
(a)	Every sq. meter or fraction thereof in excess of 4.00 sq. meters.....	24.00
ii.	Installation Fees, per sq. meter or fraction thereof of display surface:	

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

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

i. Repairs Fees:

- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups..... P 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups 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, Gymnasias and the like:	
i. First class cinematographs or theaters.....	P 1,200.00
ii. Second class cinematographs or theaters.....	720.00
iii. Third class cinematographs or theaters.....	520.00
iv. Grandstands/Bleachers, Gymnasias and the like.....	720.00
d. Annual plumbing inspection fees, each plumbing unit	
	P 60.00
e. Electrical Inspection Fees:	
i. A onetime electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.	
ii. Annual Inspection Fees are the same as in Section 4.e.	
f. Annual Mechanical Inspection Fees:	
i. Refrigeration and Ice Plant, per ton:	
(a) Up to 100 tons capacity	P 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 2.00
	(c) Every kW or fraction there above 10 kW	
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.)