



SUBIC BAY METROPOLITAN AUTHORITY

CITIZEN'S CHARTER

2025, 1st Edition



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I. MANDATE

On March 13, 1992, the Philippine Congress passed Republic Act 7227, known as the Bases Conversion and Development Act of 1992, in anticipation of the pull-out of the US military bases in the country. Section 13 of RA 7227 created the Subic Bay Metropolitan Authority to:

- To develop the Subic Special Economic Zone into a self-sustaining, industrial, commercial, financial and investment center to generate employment opportunities in and around the zone, and to attract and promote productive foreign investments;
- To operate and manage the Subic Special Economic Zone as a separate customs territory ensuring free flow or movement of goods and capital within, into and exported out of Subic Special Economic Zone, as well as provide incentives such as tax and duty free importation of raw materials, capital and equipment;
- To coordinate with the National Government in the defense of the zone and security of its perimeters; and
- To provide and establish its own internal security and firefighting forces.

II. VISION

“It is our shared aspiration to be a green port city, driven by collaborative growth in business and investments as we provide the best quality of life for all our stakeholders.”

III. MISSION

“The SBMA will lead and serve its stakeholders by creating economic and employment opportunities that contribute to the nation’s progress and development.”

IV. SERVICE CREDO

We are individually and collectively responsible for maintaining and continuously improving the quality of our products and services.

We are dedicated to enhancing the quality of our own operations in order to achieve new levels of efficiency, customer satisfaction and value. We constantly seek new and innovative ways to serve our internal and external customers better each time.

We are committed to providing services that anticipated and fulfill the stated or implied needs of our customers and stakeholders, even as we constantly strive to exceed their expectations.

We serve with enthusiasm, courtesy and integrity. We believe that working together at all times is essential to the delivery of total customer service and satisfaction.

Everything we do is directed toward the achievement of service excellence as civil servants and as a public institution.

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ACCREDITATION OFFICE

External Services

1. Issuance of Accreditation Permit (New/Renewal)

This procedure defines the roles and responsibilities of Accreditation Office in the processing of Accreditation Permit for all service providers, suppliers and contractor's (except for manpower, janitorial, security and port related services) from receipt of application to the issuance of Accreditation Permit (New/Renewal).

Office or Department:	Accreditation Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	All Service Providers (except for manpower, janitorial, security and port related services) whose businesses are located outside the Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for Accreditation	Accreditation Office-Room 205, 2/F Regulatory Group Building, Labitan Street, corner Rizal Highway, SBFZ/Downloadable Forms at http://www.mysubicbay.com.ph/about-us/departments/ accreditationoffice
2. Mayor's Permit/Business Registration	To be secured at Business Permit Licensing Office at your Local Government Unit (LGU) where company is located
For Sole Proprietorship	To be secured at Department of Trade and Industry
For Cooperative	To be secured at Cooperative Development Authority
For Corporation, Partnership or Association	To be secured at Securities and Exchange Commission
3. Company Profile	To be provided by the Company
List of Company Officers/ Organizational Chart	
List of Employees and vehicles assigned within SBFZ	
Copy of LTO Registration	
Copy of Driver's License	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. License Permit or other issuance ▪ PCAB License (General Engineering/Building Services) ▪ DTI Accreditation (Freight Forwarding) ▪ BOC Certificate of Registration and Accreditation (Customs Brokerage) ▪ HW Transporter Registration Certificate (Hazardous Waste Transporter) ▪ Certificate of Authority (Insurance Provider) ▪ Fertilizer and Pesticide Authority (Pest Control) ▪ FDA/BFAD (Food/Drug/Manufacturer/ Distributor) ▪ National Meat Inspection Services (Meat Distributor) ▪ DOLE Accreditation (Safety Training Organization/Training Organization for Construction Heavy Equipment/OSH Consultancy Organization) ▪ Professional Association of Diving Instructors (Scuba Diving)	To be secured from concern government agency for which authorization to engage in the business activity being applied for is required
5. Clearances	To be secured at concern SBMA Department
Environmental Clearance for Accreditation –(new/renewal)	Ecology Center- G/F, Regulatory Group Building, Labitan Street, corner Rizal Highway, SBFZ
Accreditation Evaluation Clearance- (renewal)	Labor Department-Building 255, Room 210, Barryman Road, SBFZ
Fire Safety Recommendation – (Petroleum hauling- new)	Fire Department-Building 71 Sampson Road, Central Business District, SBFZ
PHSD Sanitary Clearance –(pastries, catering, canteen, water refilling, food delivery services e.g. Food Panda, Grab, Order mo.ph and ready-to-eat Food Delivery) – (new/renewal)	Public Health and Safety Department – 3/Floor, Building 280, Dewey Avenue, Central Business District, SBFZ

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form and complete documentary requirements	1.1. Receipt duly accomplished application form and complete documentary requirements	None	30minutes	Accreditation Officer
	1.2. Log and review complete documentary requirements and SBMA Clearances	None	2hours	Accreditation Officer
2. Receive Billing Assessment	2.1. Prepare and issue Billing Assessment	None	30minutes	Accreditation Officer
3. Proceed to SBMA Cashier for payment of Accreditation Fee	3.1. Accept Payment and issuance of Official Receipt	USD200	30minutes	Cashier, SBMA Treasury Department
4. Submit photocopy of proof of payment	4.1. Receipt photocopy of Proof of Payment/ Official Receipt and advised proponent to follow-up status of application	None	30minutes	Accreditation Officer
	4.2. Prepare Certificate of Accreditation, Deed of Undertaking, List of Registered Vehicles assigned within SBFZ	None	3hours	Accreditation Officer
	4.3. Review and initial approval of Certificate of Accreditation, Deed of Undertaking and List of registered vehicles	None	1day	Officer-In-Charge, Accreditation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4. Final approval of Certificate of Accreditation, Deed of Undertaking and List of registered vehicles	None	1day	Officer-In-Charge, Regulatory Group
5. Receive Deed of Undertaking for signing and notarize; and submit to Accreditation Officer prior to issuance of Accreditation and list of registered vehicles	5.1. Issuance of Accreditation Permit and List of registered vehicles upon receipt of notarized Deed of Undertaking	None	1hours	Accreditation Officer
TOTAL			3 working days	

2. Issuance of Provisional Accreditation

This procedure defines the roles and responsibilities of Accreditation Office in the processing of Provisional Accreditation for Trucking, Freight Forwarding, Customs Brokerage and Other Port Related Services from receipt of application to the issuance of Provisional Accreditation (6months).

Office or Department:	Accreditation Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Trucking, Freight Forwarding, Customs Brokerage and Other Port Related Services whose in the process of meeting the full criteria and is granted a specified period of time to conduct limited business operation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Provisional Accreditation (6months only)	Accreditation Office-Room 205, 2/F Regulatory Group Building, Labitan Street, corner Rizal Highway, SBFZ/Downloadable Forms at http://www.mysubicbay.com.ph/about-us/departments/ accreditationoffice
2. Mayor's Permit/Business Registration	To be secured at Business Permit Licensing Office at your Local Government Unit (LGU) where company is located
For Sole Proprietorship	To be secured at Department of Trade and Industry
For Cooperative	To be secured at Cooperative Development Authority
For Corporation, Partnership or Association	To be secured at Securities and Exchange Commission
3. List of Employees and vehicles going in and out of SBFZ, Copy of Driver's License and LTO Registration	To be provided by the Company

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. License/Permit or other issuance - DTI Accreditation – (Freight Forwarding) - BOC Certificate of Accreditation/Registration – (Customs Brokerage)		To be secured at concern government agencies for which authorization to engage in the business activity being applied for		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form and complete documentary requirements	1.1. Receipt duly accomplished application form and complete documentary requirements	None	30minutes	Accreditation Officer
	1.2. Log and review complete documentary requirements	None	2hours	Accreditation Officer
2. Receive Billing Assessment	2.1. Prepare and issue Billing Assessment	None	30minutes	Accreditation Officer
3. Proceed to SBMA Cashier for payment of Accreditation Fee	3.1. Accept Payment and issuance of Official Receipt	USD200	30minutes	Cashier, SBMA Treasury Department
4. Submit photocopy of proof of payment	4.1. Receipt photocopy of Proof of Payment/ Official Receipt and advised proponent to follow-up status of application	None	30minutes	Accreditation Officer
	4.2. Prepare Certificate of Provisional Accreditation and List of registered vehicles assigned within SBFZ	None	3hours	Accreditation Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Review and initial approval of Certificate of Provisional Accreditation and List of registered vehicles	None	1day	Officer-In-Charge, Accreditation Office
	4.4. Final approval of Certificate of Accreditation, Deed of Undertaking and List of registered vehicles	None	1day	Officer-In-Charge, Regulatory Group
5. Receive copy of Provisional Accreditation and list of registered vehicles	5.1. Issuance of Provisional Accreditation and List of registered vehicles	None	1hours	Accreditation Officer
TOTAL			3 working days	

3. Issuance of Accreditation Permit (New/Renewal) – Online

This procedure defines the roles and responsibilities of Accreditation Office in the processing of Accreditation Permit for all service providers, suppliers and contractor's (except for manpower, janitorial, security and port related services) from receipt of application to the issuance of Accreditation Permit (New/Renewal).

Office or Department:	Accreditation Office
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who May Avail:	All Service Providers (except for manpower, janitorial, security and port related services) whose businesses are located outside the Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for Accreditation	Accreditation Office-Room 205, 2/F Regulatory Group Building, Labitan Street, corner Rizal Highway, SBFZ/Downloadable Forms at http://www.mysubicbay.com.ph/about-us/departments/ accreditationoffice
2. Mayor's Permit/Business Registration	To be secured at Business Permit Licensing Office at your Local Government Unit (LGU) where company is located
For Sole Proprietorship	To be secured at Department of Trade and Industry
For Cooperative	To be secured at Cooperative Development Authority
For Corporation, Partnership or Association	To be secured at Securities and Exchange Commission
3. Company Profile	To be provided by the Company
List of Company Officers/ Organizational Chart	
List of Employees and vehicles assigned within SBFZ	
Copy of LTO Registration	
Copy of Driver's License	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. License Permit or other issuance ▪ PCAB License (General Engineering/Building Services) ▪ DTI Accreditation (Freight Forwarding) ▪ BOC Certificate of Registration and Accreditation (Customs Brokerage) ▪ HW Transporter Registration Certificate (Hazardous Waste Transporter) ▪ Certificate of Authority (Insurance Provider) ▪ Fertilizer and Pesticide Authority (Pest Control) ▪ FDA/BFAD (Food/Drug/Manufacturer/ Distributor) ▪ National Meat Inspection Services (Meat Distributor) ▪ DOLE Accreditation (Safety Training Organization/Training Organization for Construction Heavy Equipment/OSH Consultancy Organization) ▪ Professional Association of Diving Instructors (Scuba Diving)	To be secured from concern government agency for which authorization to engage in the business activity being applied for is required
5. Clearances	To be secured at concern SBMA Department
Environmental Clearance for Accreditation –(new/renewal)	Ecology Center- G/F, Regulatory Group Building, Labitan Street, corner Rizal Highway, SBFZ
Accreditation Evaluation Clearance- (renewal)	Labor Department-Building 255, Room 210, Barryman Road, SBFZ
Fire Safety Recommendation – (Petroleum hauling- new)	Fire Department-Building 71 Sampson Road, Central Business District, SBFZ
PHSD Sanitary Clearance –(pastries, catering, canteen, water refilling, food delivery services e.g. Food Panda, Grab, Order mo.ph and ready-to-eat Food Delivery) – (new/renewal)	Public Health and Safety Department – 3/Floor, Building 280, Dewey Avenue, Central Business District, SBFZ

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Submission of duly accomplished Application Form and complete documentary requirements Email: accreditation@sbma.com	1.1. Receipt duly accomplished application form and complete documentary requirements	None	30minutes	Accreditation Officer
	1.2. Log and review complete documentary requirements and SBMA Clearances	None	2hours	Accreditation Officer
2. Receive Billing Assessment	2.1. Prepare and issue Billing Assessment sent thru applicant's email address provided in their application form	None	1 hour	Accreditation Officer
3. Payment of Accreditation Fee thru online Bank Payment/Transfer	3.1. Accept online Payment thru SBMA authorize Bank Payment/Transfer and Issuance of Official Receipt Account Name: SUBIC BAY METROPOLITAN AUTHORITY Landbank - 15721001-69 (Peso) - 1574002415 (Dollar) DBP-005006205756 UCPB-102390064096	USD200	1day	Cashier, SBMA Treasury Department
4. Submit photo/ scanned copy of validated bank deposit slip thru email: accreditation@sbma.com	4.1. Receipt of copy of validated bank deposit slip and advise proponent to follow-up status of application Note: All Schedule of Receipts are verified thru Integrated Financial Management System (IFMS) prior to processing	None	30minutes	Accreditation Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Prepare Certificate of Accreditation, Deed of Undertaking, List of registered vehicles assign within SBFZ	None	3hours	Accreditation Officer
	4.3. Review and initial approval of Certificate of Accreditation, Deed of Undertaking and List of registered vehicles	None	1day	Officer-In-Charge, Accreditation Office
	4.4. Final approval of Certificate of Accreditation, Deed of Undertaking and List of registered vehicles	None	1day	Officer-In-Charge, Regulatory Group
5. Receive Deed of Undertaking for signing and notarize; and submit to Accreditation Officer prior to issuance of Certificate of Accreditation and list of registered vehicles	5.1. Issuance of Provisional Accreditation and List of registered vehicles	None	1hours	Accreditation Officer
TOTAL			4 working days	

AIRPORT DEPARTMENT

External Services

1. Issuance of One Day Sticker Pass

This procedure defines the roles and responsibilities of Airport Department in the processing of One Day Sticker Pass for individuals from receipt of application to the issuance of One Day Sticker Pass.

Office or Department:	Airport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	SBMA Accredited Contractor or Airport Locators, Vendors for Special Events, Port Users and Visitors of Airport Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SBIA Application Form (downloadable at SBMA Website under Airport Department) http://www.mysubicbay.com.ph/about-us/departments/airportdepartment	Airport Department AVSEC Division Bldg. 8015 Argonaut Highway, Subic Bay Freeport Zone
2. One (1) Photocopy of valid Government Identification Card	Provided by the Client (SSS, LTO, DFA, etc.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete required documents or submit thru the official email address of Airport Department (sbia@sbma.com)	1.1. Acceptance of request, review application and check complete requirements	None	10minutes	Pass Processing Officer, Pass Processing Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Management Services Division to receive Billing Assessment and Pay the required fees at the Field Cashier Counter assigned at the Airport Department	2.1. Issuance of Billing Assessment	None	5minutes	Revenue Officer
	2.2. Receipt of Payment and issuance of Official Receipt Red- Blue- Green- Yellow-	Php200.00 Php150.00 Php100.00 Php50.00		SBMA Treasury Department Field Cashier
3. Proceed to Pass Processing and Control Section to present Official Receipt (OR) and Receive One Day Sticker Pass.	3.1. Release of One Day Sticker Pass and Feedback Form	None	15minutes	Pass Processing Officer
TOTAL			30 minutes	

Note:

- Board Resolution #16-07-5904, Amendments to the Administrative Order No. 1 Series of 2016.
- Administrative Order No. 1 Series of 2016. Airport Fees and Charges
- One Day Sticker Pass valid only for One (1) day.
- Sticker Pass depending on the access code area of visit such as:
 - Red - Aircraft Movement Area (AMA), Perimeter Access Road, Ramp Area & Apron.
 - Blue - Passenger Terminal Building Departure/Arrival Area, VIP Lounge, check-in counter, Immigration Counter, customer Counter, Security Office and Exit/Lobby.
 - Green - Passenger Terminal Building, Parking Area, Landside Area, Operations Center, Administration, Maintenance, Ramp Area, Electrical, PAGASA, CAAP, Medical, AVSEC.
 - Yellow - Concessionaires, Locator Offices, Hangar and Room/Building assigned.
- The requesting company shall submit to SBIA the list of names of its authorized representative/s for the request of sticker pass of its clients, guests and/or students.
- Only the authorized company's representative shall fill out the Sticker Pass Request Form.

2. Issuance of Access Pass (Annual, Seasonal and Temporary)

This procedure defines the roles and responsibilities of Airport Department in the processing of Access Pass for individuals from receipt of application to the issuance of Access Pass.

Office or Department:	Airport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Airport Personnel, Airport Locators and Clients, Airport Support Agencies (CAAP, PAG-ASA, PNP-AVSG & CIQ) and SBMA Support Departments/Units (Medical, Fire, K-9 & Security)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SBIA Application Form	Airport Department Airport Pass Processing and Control Bldg. 8015 Argonaut Highway, Subic Bay Freeport Zone
2. One (1) Photocopy of valid SBMA Identification Card	Provided by the Client
3. One (1) Photocopy of valid Company Identification Card	
4. 2pcs 1.5"X1.5" picture	
5. One (1) Photocopy of valid passport (<i>For Foreign National Applicant only</i>)	
6. One (1) Photocopy of valid Agency-Issued Identification Card (<i>For Government Support Agencies</i>)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete required documents, or submit thru the official email address of Airport Department (sbia@sbma.com)	1.1. Acceptance of request/access pass application and check complete requirements.	None	10minutes	Pass Processing Officer, Pass Processing Section
	1.2. Review of Access Pass Application	None	8hours	AVSEC Section, Emergency and Security Services Division
	1.3. Assessment and Processing of Access Pass	None	30minutes	Pass Processing Officer
	1.4. Approval of Access Pass	None		Department Manager
2. Proceed to Management Services Division for Billing Assessment and Pay the required fees at the Field Cashier Counter assigned at the Airport Department	2.1. Issuance of Billing Assessment	None	5 minutes	Airport Billing and Revenue Officer
	2.1.Receipt of Payment and issuance of Official Receipt		5 minutes	Assigned Field Cashier, SBMA Treasury Department
	One (1) Year: Red- Blue- Green- Yellow-	Annual Pass Php1200.00 Php900.00 Php600.00 Php350.00		
	Three (3) Months: Red- Blue- Green- Yellow-	Temporary Pass Php300.00 Php250.00 Php150.00 Php100.00		
	Four (4) Months: Red- Blue- Green- Yellow-	Seasonal Pass Php400.00 Php325.00 Php200.00 Php125.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Five (5) months:			
	Red-	Php500.00		
	Blue-	Php400.00		
	Green-	Php250.00		
	Yellow-	Php150.00		
	Six (6) months:			
	Red-	Php600.00		
	Blue-	Php475.00		
	Green-	Php300.00		
	Yellow-	Php175.00		
	Seven (7) months:			
	Red-	Php700.00		
	Blue-	Php550.00		
	Green-	Php350.00		
	Yellow-	Php200.00		
	Eight (8) months:			
	Red-	Php800.00		
	Blue-	Php625.00		
	Green-	Php400.00		
	Yellow-	Php225.00		
	Nine (9) months:			
	Red-	Php900.00		
	Blue-	Php700.00		
	Green-	Php450.00		
	Yellow-	Php250.00		
	Ten (10) months:			
	Red-	Php1000.00		
	Blue-	Php775.00		
	Green-	Php500.00		
	Yellow-	Php275.00		
	Eleven (11) Months:			
	Red-	Php1100.00		
	Blue-	Php850.00		
	Green-	Php550.00		
	Yellow-	Php300.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to Pass Processing and Control Section to present Official Receipt (OR) and Receive Access Pass	3.0. Release of Access Pass and Feedback Form	None	5 minutes	Pass Processing Officer
TOTAL			8hours and 55minutes	

Note:

1. Board Resolution #16-07-5904, Amendments to the Administrative Order No. 1 Series of 2016.
2. Administrative Order No. 1 Series of 2016. Airport Fees and Charges
3. Access Pass validity:
 - a. Annual Pass – 1 year
 - b. Seasonal Pass – 4 to 11 months
 - c. Temporary pass – 1 to 3 months
4. Access pass depending on the access code area of visit such as:
 - a. Red - Aircraft Movement Area (AMA), Perimeter Access Road, Ramp Area & Apron.
 - b. Blue - Passenger Terminal Building Departure/Arrival Area, VIP Lounge, check-in counter, Immigration Counter, customer Counter, Security Office and Exit/Lobby.
 - c. Green - Passenger Terminal Building, Parking Area, Landside Area, Operations Center, Administration, Maintenance, Ramp Area, Electrical, PAGASA, CAAP, Medical, VSEC.
 - d. Yellow - Concessionaires, Locator Offices, Hangar and Room/Building assigned.
5. The requesting company shall surrender all expired passes to SBIA and also upon claiming of their renewed pass.

3. Issuance of Flight Line Driver's Permit

This procedure defines the roles and responsibilities of Airport Department in the processing of Flight Line Driver's Permit for individuals from receipt of application to the issuance of Flight Line Driver's Permit.

Office or Department:	Airport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who May Avail:	Airport Locators, Any Government Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SBIA Application Form	Airport Department AVSEC Division Bldg. 8015 Argonaut Highway, Subic Bay Freeport Zone
2. One (1) Photocopy of valid Flight Line Certificate	Civil Aviation Authority of the Philippines (CAAP)
3. One (1) Photocopy of Valid LTO Issued Driver's License	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete required documents, or submit thru the official email address of Airport Department sbia@sbma.com	1.1. Acceptance of request, flight line application/review, and check complete requirements.	None	10 minutes	Pass Processing Officer, Pass Processing Section
	1.2. Flight Line Seminar			Civil Aviation Authority of the Philippines (CAAP)
	1.3. Flight Line Examination (actual and written examination)	None	2 hours	Pass Processing Officer, Pass Processing Section Ramp Services, Operations Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Processing of Flight Line Driver's ID/Permit	None	30 minutes	Pass Processing Officer, Pass Processing Section
	1.5. Approval of Flight Line Driver's ID/Permit	None	5 minutes	Department Manager
2. Proceed to Management Services Division for Billing Assessment and Pay the required fees at the Field Cashier Counter assigned at the Airport Department	2.0. Issuance of Billing Assessment	None	5 minutes	Revenue Officer
	2.1. Receipt of Payment and issuance of Official Receipt Green- Yellow-	Php300.00 Php350.00	5 minutes	Assigned Field Cashier, SBMA Treasury Department
3. Proceed to Pass Processing and Control Section to present Official Receipt (OR) and Receive Flight Line Driver's ID/Permit	3.0. Release of Flight Line Driver's ID/Permit and Feedback Form	None	10 minutes	Pass Processing Officer, Pass Processing Section
TOTAL			8hours and 55minutes	

Note:

1. Board Resolution #16-07-5904, Amendments to the Administrative Order No. 1 Series of 2016.
2. Administrative Order No. 1 Series of 2016. Airport Fees and Charges
3. Flight Line driver's permit valid only for One (1) year.
4. Flight Line driver's permit depending on the access code area such as:
 - a. Yellow - Aircraft Movement Area (AMA)3131
 - b. Green – Apron/Ramp Area
5. Memorandum Circular No. 09-001B - Rules and regulations governing the control of vehicles and vehicle operators operating within the Aircraft Movement Area(AMA).
6. The requesting company shall surrender all expired passes to SBIA and also upon claiming of their renewed pass.

4. Issuance of Aircraft Maneuvering Area (AMA) Vehicle Pass

This procedure defines the roles and responsibilities of Airport Department in the processing of Aircraft Maneuvering Area (AMA) Vehicle Pass for SBIA Service Vehicle and SBIA Locator's Service Vehicle from the receipt of application to the issuance of AMA Vehicle Pass.

Office or Department:	Airport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who May Avail:	Airport Locators, Any Government Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SBIA Application Form with ALEB Security Vehicle Inspection	Airport Department AVSEC Division Bldg. 8015 Argonaut Highway, Subic Bay Freeport Zone
2. One (1) Photocopy of OR/CR	Provided by the Client
3. One (1) Photocopy of Insurance	
4. Photocopy of Authorized Drivers with Flight Line Driver's Permit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete required documents, or submit thru the official email address of Airport Department sbia@sbma.com	1.1. Acceptance of request/vehicle application and review/ checking of complete requirements.	None	10 minutes	Pass Processing Officer, Pass Processing Section
2. Proceed to AVSEC Section, Emergency and Security Services Division	2.0. Actual Inspection of Vehicle	None	5 minutes	Assigned AVSEC Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to Pass Processing Division	3.0. Processing of AMA Vehicle Pass	None	8 hours	Pass Processing Officer, Pass Processing Section
	3.1. Approval of AMA Vehicle Pass	None	5 minutes	Department Manager
4. Proceed to Management Services Division for Billing Assessment and Pay the required fees at the Field Cashier Counter assigned at the Airport Department	4.0. Issuance of Billing Assessment	None	5 minutes	Revenue Officer
	4.1. Receipt of Payment and issuance of Official Receipt Annual- Temporary-	Php500.00 Php350.00	5 minutes	Assigned Field Cashier, SBMA Treasury Department
5. Proceed to Pass Processing and Control Section to present Official Receipt (OR) and Receive AMA Vehicle Pass	3.0. Release of AMA Vehicle Pass and Feedback Form	None	10 minutes	Pass Processing Officer, Pass Processing Section
TOTAL			8hours and 35minutes	

Note:

1. Board Resolution #16-07-5904, Amendments to the Administrative Order No. 1 Series of 2016.
2. Administrative Order No. 1 Series of 2016. Airport Fees and Charges
3. AMA vehicle pass validity:
 - a. Annual – 1 year
 - b. Temporary – 1 month
4. The requesting company shall surrender all expired passes to SBIA and also upon claiming of their renewed pass.
5. Authorize driver/s MUST have passed the Flight line Examination and actual AMA Examination prior to approval and issuance of AMA vehicle pass.

BUILDING PERMIT AND SAFETY DEPARTMENT

External Services

1. Issuance of Building Permit

This procedure defines the roles and responsibilities of the Building Permit and Safety Department (BPSD) from receipt of Building Permit Application to the issuance of a Building Permit to a locator or as resident of SBMA Housing units or the SBMA Departments.

Office or Department:	Building Permit and Safety Department (BPSD)
Classification:	Simple (3 Working Days), Complex (6 Working Days), Highly Technical (15 Working Days)
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	SBFZ Locators, Residents, Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Checklist for the Application of Building/Renovation Permit	Office of the Building Permit and Safety Department
2. Checklist for the Application of Demolition Permit	
3. Checklist for the Application of Excavation, Ground Preparation & Soil Investigation Permit	Regulatory Building, Room 206, Labitan St., CBD Area, SBFZ, 2222 Philippines Tel. No.: (047) 252-4015/4723 or check the SBMA Website at http://www.mysubicbay.com.ph/about-us/departments/building-permit-and-safety-department
4. Checklist for the Application of Fencing Permit	
5. Checklist for the Application of Repair/Repainting Permit	
6. Checklist for the Application of Sign & Sign Structure Permit	
7. Checklist for the Application of Electronics Permit	
8. Checklist for the Application of Electrical Service Request	
9. Checklist of the Application of Electrical Permit	
10. Checklist for the Application of Mechanical Permit	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
11. Checklist for the Application of Plumbing Permit				
12. Checklist for the Application of Sanitary Permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements Online email: bpsd@sbma.com	1.1. Acknowledge the application received simultaneously forwarding email application to technical personnel in-charge with notification on the date when the result of submitted application will be issued	None	40 minutes	Clerk III
	1.2. Review/Evaluate plans/documents by concerned Architect/Engineers			Project Evaluation Officer IV/ Engineer III/ Architect III/ Supervising Dev't Communication Officer/ Engineer II/ Engineer I/ Admin Officer II (Safety Officer)/ Driver II (Inspector)
	Simple	None	2 days and 4 hours	
	Complex	None	5 days and 4 hours	
	Hightly Technical	None	14 days and 4 hours	
2. Checks email for the result of application. If approved, Client pays to the Cashier located at the G/F of Regulatory Bldg. or any SBMA Electronic Billing & Payment Portal (eBPS) or through bank payments, (proceed to Step 3).	2.1. Prepare Letter of Approval, Building Permit and Assessment Slip or Letter of Comments/Disapproval and send result to Client via email	For approved permits, please refer to Board Resolution No. 08-09-2604 for the fees	3 hours	Project Evaluation Officer IV (for Locators)/ Engineer I (for SBF Residents) Engineer I (Billing Assessment)

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If disapproved, Client complies with the findings (<i>back to Step 1</i>)	To access the schedule of Fees, please visit the SBMA Website at the following web address: https://www.mysubicbay.com.ph/about-us/departments/building-permit-and-safety-department Access the Regulatory Schedule of Fees for Permits, Clearances and Other Documents	https://www.mysubicbay.com.ph/files/building-permit-safety-department/20230516-053435-1389.pdf No Fees for disapproved applications		Manager/Project Evaluation Officer V – signing of approved or disapproved result of application
3. Present Proof of Payment, submit hard copy through drop box system, fill-out Client Satisfaction Measurement Form and Receive Building Permit	3.1. Print or photocopy Official Receipt, confirm submission of hard copy, and provide Client Satisfaction Measurement Form.	None	10 minutes	Clerk III/ Project Development Officer I
	3.2. Issue/Release Building Permit	None	10 minutes	Clerk III/ Project Development Officer I
TOTAL PROCESSING TIME		Simple Transaction	3 working days	
		Complex Transaction	6 working days	
		Highly Technical Transaction	15 working days	

Note: WD – Working Days

Schedule of Fees as per Board Resolution No. 08-09-2604

- Regulatory Schedule of Fees for Permits, Clearances and Other Documents can be accessed at the following links:

<http://www.mysubicbay.com.ph/files/building-permit-safety-department/20230516-053435-1389.pdf>

Regulatory Fines and Penalties as per Board Resolution No. 08-09-2605

- Regulatory Schedule of Fees for Permits, Clearances and Other Documents can be accessed at the following links:

<http://www.mysubicbay.com.ph/files/building-permit-safety-department/20230516-053435-1388.pdf>

CLASSIFICATION OF BUILDING PERMIT APPLICATIONS

PROJECT CRITERIA	SIMPLE	COMPLEX	HIGHLY TECHNICAL
Application of Accessory Permit such as Repainting Works	✓		
Application of Building Permit for Projects with total floor area not more than 1,500 square meters of the following: 1. Single dwelling residential of not more than Three (3) Storeys; 2. Commercial buildings of not more than Three (3) Storeys; 3. Renovation within a building with issued building permit; 4. Warehouse not more than Three (3) Storeys high and storing non-hazardous substance.		✓	
Application of Building Permit (more than Three (3) Storeys, factories, malls etc.)			✓

Reference: DILG-Guidelines in Streamlining the Processes for the Issuance of Building Permit and Certificates of Occupancy (Joint Memorandum Circular No. 2018-01)

2. Issuance of Occupancy Permit

This procedure defines the roles and responsibilities of the Building Permit & Safety Department (BPSD) from receipt of Occupancy Permit Application requirements to the issuance of the Certificate of Occupancy to a locator (may be a government institution) or a resident of SBMA Housing units.

Office or Department:	Building Permit and Safety Department (BPSD)
Classification:	Simple (3 Working Days), Complex (6 Working Days), Highly Technical (15 Working Days)
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	SBFZ Locators, Residents, Government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Checklist for the Application of Occupancy Permit	Office of the Building Permit and Safety Department Regulatory Building, Room 206, Labitan St., CBD Area, SBFZ, 2222 Philippines Tel. No.: (047) 252-4015/4723 or check the SBMA Website at http://www.mysubicbay.com.ph/about-us/departments/building-permit-and-safety-department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements Online email: bpsd@sbma.com	1.1. Acknowledge application received, simultaneously forward email applications to technical personnel in-charge with notification on the date of when the result of submitted application will be issued	None	40 minutes	Clerk III

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	In addition to the standard reply of the department, when the requirements are complete per evaluation of technical personnel, applicants will be advised to submit the hard copy of the document via drop box prior to scheduling of Occupancy Inspection, otherwise, applicants are immediately advised of their deficiency (back to Step 1 for deficient requirements)			
2. Submit the required as-built plans via dropbox and send an email to the department (photo as proof of submission of hardcopies)	2.1. Upon receipt of hardcopies, inspection schedule is advised via email or phone call, then the conduct inspection of building/structure/ premises is carried out as per schedule (may take in the form of video conferencing)			Inspectorate Team Project Assistant/ Engineer III/ Architect III/ Supervising Communications Dev't Officer/ Engineer II/ Engineer I/ Project Development Officer I/ Admin Officer II (Safety Officer)/
	Simple	None	2 days and 4 hours	
	Complex	None	5 days and 4 hours	
	Highly Technical	None	14 days and 4 hours	
3. Check email for the result of application.	3.1. Prepare Letter of Approval, Occupancy Permit and Assessment Slip or Letter of Comments/Disapproval and send result to Clients via email	For approved permits, please refer to Board Resolution No. 08-09-2604 for the fees	3 hours	Project Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If approved, Client pays to the Cashier located at the G/F of Regulatory Building or any SBMA Cashier or through SBMA Electronic Billing & Payment Portal (eBPS) or through back payments (proceed to Step 4). If disapproved, Client is advised to pick up the marked building plans and complies with the findings (back to Step 1)	To access the schedule of Fees, please visit the SBMA Website at the following web address:https://www.mysubicbay.com.ph/about-us/departments/building-permit-and-safety-department Access the Regulatory Schedule of Fees for Permits, Clearances and Other Documents	https://www.mysubicbay.com.ph/files/building-permit-safety-department/20230516-053435-1389.pdf No Fees for disapproved applications		Manager/Project Evaluation Officer V – signing of approved or disapproved result of applications
4. Present Proof of Payment, fill-out of Client Satisfaction Measurement Form and Receive Occupancy Permit	4.1. Print or Photocopy of Official Receipt, and provide Client Satisfaction Measurement Form	None	10 minutes	Clerk III/ Project Development Officer I
	4.2. Issue/Release of Occupancy Permit	None	10 minutes	
TOTAL PROCESSING TIME		Simple Transaction	3 working days	
		Complex Transaction	6 working days	
		Highly Technical Transaction	15 working days	

Note: WD – Working Days

Schedule of Fees as per Board Resolution No. 08-09-2604

- Regulatory Schedule of Fees for Permits, Clearances and Other Documents can be accessed at the following links:

<http://www.mysubicbay.com.ph/files/building-permit-safety-department/20230516-053435-1389.pdf>

Regulatory Fines and Penalties as per Board Resolution No. 08-09-2605

- Regulatory Schedule of Fees for Permits, Clearances and Other Documents can be accessed at the following links:

<http://www.mysubicbay.com.ph/files/building-permit-safety-department/20230516-053435-1388.pdf>

CLASSIFICATION OF OCCUPANCY PERMIT APPLICATIONS

PROJECT CRITERIA	SIMPLE	COMPLEX	HIGHLY TECHNICAL
Application of Occupancy Permit without Repair/Renovation Works; Change in Name/ Classification; Change in Type of Use	✓		
Application of Occupancy Permit for Projects with total floor area not more than 1,500 square meters of the following: 1. Single dwelling residential of not more than Three (3) Storeys; 2. Commercial buildings of not more than Three (3) Storeys; 3. Renovation within a building with issued occupancy permit; 4. Warehouse not more than Three (3) Storeys high and storing non-hazardous substance.		✓	
Application of Occupancy Permit (more than Three (3) Storeys, factories, malls etc.)			✓

Reference: DILG-Guidelines in Streamlining the Processes for the Issuance of Building Permit and Certificates of Occupancy (Joint Memorandum Circular No. 2018-01)

BUSINESS AND INVESTMENT GROUP
(General Business and Investment Department,
BID-Manufacturing and Maritime, BID-Leisure, BID-
Logistics and BID-ICT)
External Services

Processing of Business Registration, Lease/Sublease Agreements, Assignments of Leasehold Rights & Amendments, and Other Contract-Related Requests

This process defines the roles and responsibilities of Business and Investment Group (BIG) for the processing of Locators request for business registration, new Lease Agreements, consent to Sublease Agreements, Assignment of Leasehold Rights, and other contract-related requests.

Office or Department:	➤ Business and Investment Departments (BIDs) ▪ General Business ▪ ICT, ▪ Logistics ▪ Leisure ▪ Manufacturing and Maritime) ➤ Office of the Deputy Administrator for the Business Group (ODABG) ➤ Office of the Senior Deputy Administrator for Business and Investment (OSDABI) ➤ Office of the Chairman and Administrator (OCHAD)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who May Avail:	Investors / Locators

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

A. New Business Proposals/Requests

IMPORTANT: Land and Asset Development Department (LADD), Planning and Development Office (PDO), and Ecology Center Clearances are pre-requisites for all requests.

1. Securities and Exchange Commission (SEC) Registration with Articles of Incorporation or Partnership and By-laws/ Department of Trade and Industry (DTI) valid Registration/ Cooperative Development Authority Registration with Articles of Cooperation (as applicable)	To be provided by the Client
2. Bureau of Internal Revenue (BIR) Certificate of Registration Form No. 2303	To be provided by the Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Duly signed SBF Registration Application Form	Downloadable from www.mysubicbay.com.ph and also available at Bldg. 225, Dewey Avenue, and Bldg. 662 Taft Street, CBD, Subic Bay Freeport Zone
4. Secretary's Certificate (for corporations)/ Partnership Certificate/ Authorization Letter (for partnerships) of the Authorized Signatory/ Special Power of Attorney and/or Authorization Letter (for Sole Proprietorship) as applicable.	To be provided by the Client
5. Payment of Fees: a. Filing Fee of \$50.00 b. Registration Fee of ₱2,000.00 per year c. Business Plate Fee of \$20.00	Order of Payment to be issued by the concerned BID
6. Registration at the Subic Bay Freeport Business Registration System	Register at the Subic Bay Freeport Business Registration System (SBFBRS) at http://www.e-subicbay.com/
7. For Direct Leases and Assignment of Leasehold Rights: a. Letter of Intent addressed to the Manager of concerned Business and Investment Department b. Signed Letter of Advice	To be provided by the Client To be provided by Concerned BID
For Sublease/Assignment Arrangement: a. Three (3) original copies of duly signed and notarized SBMA Standard Sublease/Assignment Agreement/ Certificate and/or Offer Sheet for Harbor Point Mall Merchant b. Layout Plan (For Issuance of LADD Clearance) c. Consent to Sublease from SBDMC, Inc. (for tenants at the Subic Bay Gateway Park)	To be provided by the Client Pro-forma contract is downloadable from SBMA Website: http://www.mysubicbay.com.ph/about-us/departments/legal-department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. For Proponent with development commitments: a. Site Development and Perspective Plan b. Proof of funding	To be provided by the Client
B. Lease / Sublease Renewal Application	
IMPORTANT: Accounting and Land and Asset Development Department Clearance are pre-requisites for all request for renewal:	
For Direct Leases: a. Letter of Intent addressed to the Manager of concerned Business and Investment Department b. Letter of Advice	To be provided by the Client To be provided By concerned BID
For Sublease Arrangements: a. Three (3) original copies of duly signed and notarized SBMA Standard Sublease/Certification and/or Offer Sheet for Harbor Point Mall Merchant b. Layout Plan c. Consent to Sublease from SBDMC, Inc. (for tenants at the Subic Bay Gateway Parks)	To be provided by the Client Pro-forma contract is downloadable from SBMA Website: http://www.mysubicbay.com.ph/about-us/departments/legal-department
C. Amendments of Lease Agreements (Las)/Sublease Agreements (SLAs)	
IMPORTANT: Land and Asset Development Department and Accounting Department Clearances are pre-requisite for all requests.	
1. Adjustment of lease/subleased area based on approved survey plan, which may be subject to penalties on encroachment a. Letter of Intent (for Las) b. Duly signed and notarized amended SLA/Certification and/or Offer Sheet for Harbor Point Mall Merchants with Lay-out Plan (for SLAs)	To be provided by the Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Expansion on adjacent area/ facility a. Conformed Letter of Advice (for LAs) b. Duly signed and notarized SLA/Certification and/or Offer Sheet for Harbor Point Mall Merchants	To be provided by the Client
3. Change of commencement date a. Letter of Intent/Request b. Duly signed and notarized Amended SLA/Certification and/or Offer Sheet for Harbor Point Mall Merchants	To be provided by the Client
4. Change of approved SBF Business name a. Letter of Intent b. Amended SEC AOI	To be provided by the Client
5. Request for reduction of registered business activity a. Letter of Intent	To be provided by the Client
6. Additional business activity For issuance of Registration Certificate) a. Letter of Intent b. Amended SEC AOI c. BIR Form 2303 d. Planning and Development Office and Ecology Center Clearances	To be provided by the Client To be requested by concerned BID to concerned SBMA Department/ Office
7. Change of facility within the same Sublessor's facility a. Letter of Intent b. Duly signed and notarized Amended SLA/Certification and/or Offer Sheet for Harbor Point Mall Merchant	To be provided by the Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Correction of address of subleased property a. Letter of Intent b. Duly signed and notarized Amended SLA/Certification and/or Offer Sheet for Harbor Point Mall Merchant	To be provided by the Client
9. Amendment of Contracts other than those stated above entered by SBDMC, Inc./Subic Technopark to include Assignment of Leasehold Rights/Industrial Lease Agreement/ Lease Agreement a. Duly signed and notarized Amended Contracts	To be provided by the Client
10. Extension of Sublease Term (a) the contract was approved under the MAP Policy; (b) term of extension is within MAP standards; and (c) request of extension of term is more than six (6) months prior to the expiration of the contract. a. Letter of Intent b. Duly signed and notarized Amended SLA	To be provided by the Client
Other Contract Related Requests IMPORTANT: Accounting Department and Land and Asset Development Department Clearances are pre-requisites for all requests.	
1. Reconfirmation of Management and Board Approved proposals with the same terms and conditions, that were not converted into contracts after the lapse of six (6) months from the date of approval a. Justification of the Locator (if needed)	To be provided by the Client

	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	2. Transfer of address/facility a. Letter of Advice (for LAs) b. Duly signed and notarized SLA/ Certification and/or Offer Sheet for Harbor Point Mall Merchants (for SLAs) c. Planning and Development Office and Ecology Center Clearances		To be provided by the Client		
	3. Downgrade of business permit (as requested by the Locator) a. Letter of Intent		To be requested by concerned BID to concerned SBMA Department/ Office		
	4. New, renewals, amendments of Co-Location Agreements (SBMA Property) or Memorandum of Agreement (MOA on subleased properties) of authorized cellular mobile telecommunications services (CMT) companies a. Letter of Advice		To be provided by the Client		
	4. New, renewals, amendments of Co-Location Agreements (SBMA Property) or Memorandum of Agreement (MOA on subleased properties) of authorized cellular mobile telecommunications services (CMT) companies a. Letter of Advice		To be provided by the concerned Business and Investment Department		
Note: ➤ For all proposals/request (A to D) covered by specific SBMA Policy/ies, additional requirements may be requested. ➤ All other Locator's requests outside of the Policy shall be submitted to the SBMA Board of Directors for proper disposition.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit complete and correct documentary requirements	1.1. Check completeness and accuracy of documentary requirements	Filing Fee of USD50.00 and	2 days	Concerned BID Staff and Manager/Officer-In Charge	
2. Receive Notice of Action	2.1. Prepare and issue Notice of Action	Registration Fee of ₱2,000.00 per year			
	2.2. Evaluate proposal, prepare Term Sheet and forward to the Office of the Senior Deputy Administrator for Business and Investment (OSDABI)	Business Plate of USD20.00			

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Evaluate and review Term Sheet submitted by the concerned BID	None	2.5 days	OSDABI Staff and Deputy Administrator for the Business Group
	2.4. For new Application: The Term Sheet shall be forwarded to the Office of the Deputy Administrator for the Business Group to Prepare the print the Registration Certificate (RC). The ODABG will submit the Termsheet and Permit to the Office of the Chairman and Administrator for final evaluation and approval (for SLAs)	None	Note: Additional One (1) Days is given to the ODABG for the processing and printing of the Business Permit	OSDABI and Deputy Administrator for the Business Group
	2.5. Review and evaluate Term Sheet and Registration Certificate (for New SLAs) submitted by the ODABG/OSDABI	None	2 days	Staff of the Office of the Chairman and Administrator; Chairman and Administrator
	2.6. Approve the proposal and sign the Registration Certificate (for New SLAs)	None		
	2.7. Forward Approved Term Sheet through Document Management System (DMS) to the BID, Accounting Department and Treasury Department. Forward hard copy of the approved Term Sheet to the OSDABI.	None		

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive Registration Certificate (for SLAs)	3.1. For New Application: Issue Registration Certificate (for SLAs) <i>In case of disapproved proposals, the Term Sheets shall be returned to the concerned BID with written justification</i>			
	3.2. Prepare Certified True Copy (CTC) of the approved Term sheet and forward to concerned BID	None	0.25 days	Staff of the OSDABI
4. Receive Notice of Action	4.1. Issue appropriate Notice of Action upon receipt of the CTC of the Term Sheet	None	0.25 days	Staff of the Concerned BID
TOTAL PROCESSING TIME			7 days	

Processing of Renewal of Business Permit: Registration Certificate and Pre-CREATE Certificate of Registration and Tax Exemption

This process defines the roles and responsibilities of Business and Investment Group (BIG) in the processing of Locators request for the renewal of Business Permit, Registration Certificate (RC) and Pre-CREATE Certificate of Registration and Tax Exemption (Pre-CREATE CRTE).

Office or Department:	➤ Business and Investment Departments (BIDs) ▪ General Business ▪ ICT, ▪ Logistics ▪ Leisure ▪ Manufacturing and Maritime) ➤ Office of the Deputy Administrator for the Business Group (ODABG)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Investors / Locators

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

IMPORTANT: Client must have an SBMA approved/consented and valid contract prior to its application for the renewal of business permit.

1. Copy of the Cash Invoice from SBMA Treasury Department: a. Registration Fee of ₱2,000.00 per year (payment should be made within Ten (10) days prior to the expiration of the Business Permit, otherwise penalty of 12% will be imposed) b. Business License Sticker of ₱200.00 per year	Concerned Business and Investment Department (BID)
2. Copy of the updated SEC General Information Sheet (GIS)	To be provided by the Client
3. Updated Fire Inspection Report	To be provided by the Fire Department
4. Occupational Safety and Health (OSH) Clearance (for Leisure related establishments)	To be provided by the Public Health and Safety Department to the concerned BID
5. Updated record in the Subic Bay Freeport Business Registration System (SBFBRs)	To update information in the SBFBRs visit: https://www.e-subicbay.com/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete and correct documentary requirements	1.1. Check completeness and accuracy of documentary requirements Note: During the evaluation process, the BID should ensure that the Locator has no Outstanding Obligation with the SBMA.	Registration Fee of ₱2,000.00 per year Business License Sticker Fee ₱200.00 per year	3.5 hours	Business and Investment Department Receiving Officer and Account Officer
2. Update Locator Information at the Subic Bay Freeport Business Registration System (SBFBRS) http://www.e-subicbay.com/	2.1. Evaluate/Approve request for renewal at the SBFBRs	None		Business and Investment Department Manager/ Account Officer
	2.2. Endorse documentary requirements to the ODABG	None		Account Officer
	2.3. Review the documentary requirements and prepare the Business Permit and endorsement memo	None	11.5 hours	ODABG Staff, Registration Officer
	2.4. Sign memo and affix initials on the Business Permit and endorse to the Office of the Chairman and Administrator	None		Deputy Administrator for Business Group, ODABG Staff
TOTAL PROCESSING TIME			15 hours	

ECOLOGY CENTER

External Services

1. Issuance of Subic Bay Freeport Zone Certificate of Non-coverage

For projects that are outside the purview of the PEIS System (PEISS), a Subic Bay Freeport Zone Certificate of Non- Coverage may be secured by Project Proponent at the SBMA EC, e.g. for small offices and storage facilities containing non-toxic/non-hazardous materials, etc.

Office or Department:	Ecology Center
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who May Avail:	SBMA Employees and External Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Subic Bay Freeport Zone Certificate of Non- Coverage Application Form	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Photographs of site/facility, in all views	Concerned Client
3. Proof of Ownership over the area:	Business and Investment Department
a.) Copy of Lease/Sublease Agreement	
b.) Copy of CR or CRTE	
c.) SEC/DTI Registration	Security Exchange Commission Department of Trade and Industry
4. Locational Clearance	Planning and Development Office
5. Vicinity Map or Location Map	Land and Asset Development Authority
6. Site Development Plan or Floor Plan	Concerned Client
7. Drainage plans and septic tank details	
8. In case of construction activity Project Description Report	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the RPD Document Log.	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief.	None	2 days	Casehandler
	1.3. Review of prepared permit	None	4 hours	Division Chief
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issues Billing Assessment	None	5 minutes	Casehandler
2. Receives Billing Assessment and proceed to the Cashier Located at Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt	₱400.00	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 minutes	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The Company's authorized representative signs the "Conforme" part of the permit/ clearance and claims the clearance	4.1. Issuance of the Subic Bay Freeport Zone Certificate of Non-Coverage and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

2. Issuance of Permit to Conduct Environmental Activity in Terrestrial and/ or Marine Ecosystem (Including Research Permit)

Researchers, students, bird enthusiasts are required to secure environmental permit prior to the start of their activity in the Freeport's terrestrial and/ or marine ecosystems.

Office or Department: Ecology Center

Classification: Simple

Type of Transaction:
G2B – Government to Business
G2G – Government to Government
G2C – Government to Citizen

Who May Avail: Academe, Other Government Agencies, Locators/ Business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Permit to Conduct Environmental Activity in Terrestrial and/ or Marine Ecosystem.	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Research proposal, if applicable	Concerned Client
3. Endorsement of School for Students; Letter of Request for businesses	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the RPD Document Log.	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 Hours	Department Manager
	1.5. Issues Billing Assessment	None	5 mins	Casehandler
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Permit Fee Environmental Fee	₱200 ₱100 / person	15 mins	Cashier Treasury Dept
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 mins	Casehandler
4. The Company's authorized representative signs the "Conforme" part of the permit/clearance and claims the clearance.	4.1. Issuance of the Permit to Conduct Environmental Activity in Terrestrial and/ or Marine Ecosystem and logs the released date on the Document log sheet	None	10 mins	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

3. Issuance of Amendment to Subic Bay Freeport Zone Certificate of Non Coverage

Amendment to existing Subic Bay Freeport Zone Certificate of Non-Coverage (SBFZCNC) is issued for projects that have previously been issued an SBFZCNC and which now necessitates a change of name or additional business activity or expansion activities that are still within the threshold limits for Certificate of Non Coverage (CNC) as specified by the DENR.

Office or Department:	Ecology Center
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who May Avail:	Existing Investors, SBMA Departments and Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-request for amendment of Subic Bay Freeport Zone Certificate of Non Coverage (SBFZCNC)	Concerned Client
3. Required attachment may differ based on the amendment needed	Provided by the Client
<i>a.) For Change in Name/Ownership</i>	
a.1. Copy of SEC/DTI Registration, Lease/Sublease Agreement showing change in name/ownership	
<i>b. For Change in property size or Production Capacity</i>	
b.1. CR/CRTE showing change in property size, production capacity	
<i>c. For increase in auxiliary components of existing facilities</i>	
c.1. Process flow showing the changes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with complete attachments to Regulatory Permitting Division receiving clerk	1.1. Receives and logs application in the RPD Document Log.	None	10 minutes	Receiving Clerk
	1.2. Evaluates and processes permit then submit the same to Division Chief	None	2 days	Casehandler
	1.3. Review of prepared permit	None	4 Hours	Division Chief
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 Hours	Department Manager
	1.5. Issues Billing Assessment	None	5 mins	Casehandler
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Permit Fee	 ₱400.00	15 mins	Cashier Treasury Dept
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 mins	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The Company's authorized representative signs the "Conforme" part of the permit/ clearance and claims the clearance.	4.1. Issuance of the Amendment to Subic Bay Freeport Zone Certificate of Non Coverage and logs the released date on the Document log sheet	None	10 mins	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

4. Issuance of Notice to Proceed

Notice to Proceed is issued by the SBMA Ecology Center, specifically for an Environmental Compliance Certificate (ECC) applications filed with the DENR which had already lapsed the DENR's 20-working day Processing and issuance's timeframe.

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: Potential Investors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Environmental Compliance Certificate Application and requirements submitted to DENR Office listed as follows:	DENR Regional Office or Online Application Website
a. Print screen copy of every page of application accepted by the DENR	DENR online application website
b. Original Receipt	DENR Regional Office
2. Notarized Proforma Sworn statement requesting the issuance of Notice to Proceed (NTP).	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the RPD Document Log.	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 Hours	Department Manager
	1.5. Issues Billing Assessment	None	5 mins	Casehandler
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Permit Fee	 ₱400.00	15 mins	Cashier Treasury Dept
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 mins	Casehandler
4. The Company's authorized representative signs the "Conforme" part of the permit/clearance and claims the clearance.	4.1. Issuance of the Notice to Proceed and logs the released date on the Document log sheet	None	10 mins	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

5. Issuance of Environmental Clearance for Processing of Admission of Imported Raw Materials

Environmental clearance is issued to locators who import raw materials such as wood, chemicals and other supplies

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Environmental Clearance for Processing of Admission of Imported Raw Materials and Recyclable Scraps	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Bill of Lading or Air Waybill	Shipper
3. Commercial or Proforma Invoice	Shipper
4. Packing List	Shipper
5. Safety Data Sheet (SDS)	Supplier
6. PCL Compliance Certificate	Department of Environmental and Natural Resources
7. SQI Clearance	Department of Environmental and Natural Resources
For Imported Woods:	
8. Phytosanitary Certificate from country of origin, for wood importation	Concerned Government Agency at the Port of Origin
9. SPS Import Clearance	DA Bureau of Plant Industry
10. Plant Quarantine Service Certificate	DA Bureau of Plant Industry

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief.	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	1 day	Division Chief
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	4 hours	Department Manager
	1.5. Issue Billing Assessment	None	5 minutes	Casehandler
2. Pay the required fees at Cashier Located at Regulatory Building or other SBMA Cashiers	2.1. Accept Payment and Issuance of Official Receipt	₱500.00	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 minutes	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The Company's authorized representative signs the "Conforme" part of the permit/ clearance and claims the clearance.	4.1. Issuance of the Environmental Clearance For Admission or Locator's Raw Materials and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			3 days, 4 hours and 50 minutes	

6. Issuance of Environmental Clearance for Processing of Admission of Imported Recyclable Materials

Environmental clearance is issued to locators so they can process the admission of their imported recyclable materials like plastic, scrap metals, used computers, etc.

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Environmental Clearance for Processing of Admission of Imported Raw Materials and Recyclable Scraps	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Bill of Lading or Air Waybill	Shipper
3. Commercial or Proforma Invoice	Shipper
4. Packing List	Shipper
5. Environmental Compliance Certificate	Supplier
6. Hazardous Waste Generator ID Number	Department of Environmental and Natural Resources
7. Importer Registry Number	Department of Environmental and Natural Resources
8. Importation Clearance	Department of Environmental and Natural Resources

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief.	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issue Billing Assessment	None	5 minutes	Casehandler
2. Pay the required fees at Cashier Located at Regulatory Building or other SBMA Cashiers	2.1. Accept Payment and Issuance of Official Receipt Clearance Fee	 ₱500.00/shipment	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk	3.1. Explains to Proponent the conditions on the permit/clearance	None	10 minutes	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The Company's authorized representative signs the "Conforme" part of the permit/ clearance and claims the clearance.	4.1. Issuance of the Environmental Clearance for Admission of Locator's Recyclable (Scrap) Materials and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

7. Issuance of Subic Bay Freeport Zone Permit to Transport Effluent, Sewage, and/or Septage

Permit to transport effluent is issued to ship agents who will haul effluent from ships to a treatment facility inside the Zone.

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Issuance of Permit to transport effluent, septage and sewage	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Hazardous Waste Transporter's Permit	DENR Regional Office, 4th Floor Melvi Building, San Fernando, Pampanga and/or any DENR Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issues Billing Assessment	None	5 minutes	Casehandler
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Permit Fee	 ₱500.00	15 minutes	Cashier Treasury Dept
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 minutes	Casehandler
4. The Company's authorized representative signs the "Conforme" part of the permit/clearance and claims the clearance.	4.1. Issuance of the Subic Bay Freeport Zone Permit to Transport Effluent, Sewage, and/ Or Septage and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

8. Issuance of Environmental Clearance for Accreditation of Service Providers

The Environmental Clearance for Accreditation is issued as part of the requirements for the final accreditation process for service contractors

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: All Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Environmental Clearance for Accreditation	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Company Profile or Curriculum Vitae for individuals	Concerned Client
2.1. Old/Previous Accreditation (Renewal)	Concerned Client
3. Emission Test Result of all vehicles that will be used inside the Subic Bay Freeport Zone	Any Accredited Emission Testing Centers by LTFRB/ DENR
4. Other attachments depending on nature of business:	
a. For Petroleum Hauling	Concerned Client
a.1. Oil Spill Contingency Plan	
b. For HazWaste Haulers	
b.1. DENR Permits & accreditations	DENR Regional Office, 4th Floor Melvi Building, San Fernando, Pampanga

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief.	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issue Billing Assessment	None	5 minutes	Casehandler
2. Pay the required fees at Cashier Located at Regulatory Building or other SBMA Cashiers	2.1. Accept Payment and Issuance of Official Receipt Clearance Fee	 ₱100.00	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk	3.1. Explains to Proponent the conditions on the permit/clearance	None	10 minutes	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The Company's authorized representative signs the "Conforme" part of the permit/ clearance and claims the clearance.	4.1. Issuance of the Environmental Clearance for Accreditation and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

9. Issuance of Permit to Operate Air Pollution Source and Control Installations (APSCI)

Permit is issued for small generator sets used by establishments during power outage

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Environmental Management Bureau Application form	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Installation drawings	Provided by the Client
3. Copy of SBFZ ECC or CNC	Ecology Center
4. Emission Test result from DENR-accredited testing firm (Note: Brand new generators 300 kW and below are exempted from emission test as per DENR-EMB Memorandum Circular No. 2007-003)	DENR-accredited testing firm

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issues Billing Assessment	None	5 minutes	Casehandler
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Permit Fee	₱2,500.00/ APSCI	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 minutes	Casehandler
4. The Company's authorized representative signs the "Conforme" part of the permit/clearance and claims the clearance.	4.1. Issuance of the Subic Bay Freeport Zone Permit to Transport Effluent, Sewage, and/ Or Septage and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

10. Issuance of Tree Cutting/Tree Trimming Permit (for trees that are hazard to Life and Property)

Tree cutting/trimming permit is issued to Freeport stakeholders whose tree/s pose hazard to life and property

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business
G2C – Government to Citizen

Who May Avail: Locators, Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Tree Cutting/Tree Trimming Permit	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. Photograph of the tree/s	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief	None	2 days	Casehandler
	1.3. Review of prepared permit.	None	4 hours	Division Chief
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issues Billing Assessment	None	5 minutes	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Permit Fee Trimming Cutting (dead/hazard)	₱100.00 ₱200.00	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 minutes	Casehandler
4. The Company's authorized representative signs the "Conforme" part of the permit/clearance and claims the clearance.	4.1. Issuance of the Subic Bay Freeport Zone Permit to Transport Effluent, Sewage, and/ Or Septage and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

11. Issuance of Environmental Clearance for Various Activities (ECVA)

Environmental Clearance for Various Activities (ECVA) is issued to Freeport stakeholders who intends to engage in any activity within the Freeport and as part of the requirements for the application for a Building Permit from BPSD. Various Activities include, but are not limited to the following activities:

Seaport Requirement : Bunkering, Discharging, Deballasting, Garbage Collection, Berthing, Hauling of Oily Wastewater, Loading of Sand, Delivery of Paints, Lube Oil, etc., Underwater Survey, Painting/Repair of Ship, Hull Cleaning, etc.

Building Permit Requirement : Construction, Renovation, Repair, Painting, Road Rehabilitation, Installation of Signage/Fiber Optic Cables, etc., Fit-out Works, Soil Boring, Fetching/Hauling of Spring Water, Sewer Line Connection, Soil Boring/Investigation

LADD Requirement : Land Survey, etc.

Office or Department: Ecology Center

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for ECVA	Ecology Center, Regulatory Bldg., Labitan St. cor. Rizal Highway, Subic Bay Freeport Zone
2. ECC/CNC/SBMA Accreditation	Provided by the Client
3. Site Development Plan/Technical Plan	Ecology Center
4. Location Map with GPS Coordinates	DENR-accredited testing firm
5. Photo	
6. Clearance/Proof of Coordination from other SBMA Departments (e.g. LADD, Seaport, Engineering, MTD-SWMOG)	Other SBMA Departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	7. Other supporting documents for specific activities			
	7.1. Bunkering/Discharging - BOC Bunkering Clearance	Bureau of Customs Seaport Department		
	7.2. Deballasting - Ballast Water Report	Provided by the Client		
	7.3. Garbage Disposal - Certificate of Disinfection			
	7.4. Underwater Survey - List of Personnel			
	7.5. Loading of Sand - Vessel Entry Clearance - Quarry Transport Permit			
	7.6. Hauling of Oily Wastewater - List of Personnel			
	7.7. Underwater Survey, Painting/Repair of Ship, Hull Cleaning - Scope of Work - Safety Data Sheet of Paint			
	7.8. Soil Boring/Soil Investigation - List of Bore Holes with coordinates (plotted on map) - Methodology			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with the complete attachments to Regulatory Permitting Division receiving clerk.	1.1. Receives and logs application in the Regulatory Permitting Division Document Log	None	10 minutes	Receiving Clerk
	1.2. Evaluates and Processes permit then submit the same to Division Chief	None	2 days	Casehandler

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Review of prepared permit.	None	4 hours	Department Manager
	1.4. Reviews, approves and affixes signature on the permit/clearance	None	3 hours	Department Manager
	1.5. Issues Billing Assessment	None	5 minutes	Casehandler
2. Receives Billing Assessment and proceeds to the Cashier Located at the Regulatory Building or other SBMA Cashiers for payment	2.1. Accept Payment and Issuance of Official Receipt Clearance Fee	₱100.00/ month	15 minutes	Cashier, Treasury Department
3. Present Official Receipt to Issuance Clerk.	3.1. Explains to Proponent the conditions on the permit/clearance.	None	10 minutes	Casehandler
4. The Company's authorized representative signs the "Conforme" part of the permit/ clearance and claims the clearance.	4.1. Issuance of the Subic Bay Freeport Zone Permit to Transport Effluent, Sewage, and/ Or Septage and logs the released date on the Document log sheet	None	10 minutes	Clerk
TOTAL			2 days, 7 hours and 50 minutes	

FIRE DEPARTMENT

External Services

1. Fire Safety Inspection

This process defines the role of Fire Prevention Division in ensuring full compliance of all Locators and Government Offices inside the SBFZ with the Fire Code of the Philippines.

Office or Department:	Fire Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who May Avail:	SBMA Locators, Government Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Regular Inspection	
1. Unified Service Application Form	SBMA Website: http://www.mysubicbay.com.ph/about-us/departments/fire-department
2. Latest CRTE/Lease Agreement	SBMA Business Group, Bldg. 225 Barryman Road, CBD Area, Subic Bay Freeport Zone, 2222
3. Updated Annual Preventive Maintenance Records (Fire Protection System and Life Safety Devices)	Provided by the Client
4. Updated Building / Fire Insurance	Provided by the Client
B. For Occupancy Permit	
1. Checklist for Application of Occupancy Permit	SBMA Building Permit and Safety Department, 2/F, Regulatory Building, Labitan St., corner Rizal Highway, SBFZ 2222

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and Submit/Send via email (fire@sbma.com) duly accomplished Unified Service Application Form with complete requirements.	1.1. Receive request and check validity of requirements presented.	None	10 minutes	Safety Specialist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Schedule Fire Inspection activity and inform client via email /phone call.	None	5 minutes	Safety Specialist
	1.3. Conduct Site Inspection and accomplish the Fire Safety Inspection Checklist with appropriate findings for recommendation of issuance or otherwise as the case may be.	None	4 hours/facility (inclusive of travel time)	Safety Specialist
	1.4. Prepare, Review, and Sign Fire Safety Inspection Report and Fire Safety Inspection Certificate.	None	1 hour	Safety Specialist, Admin Staff, Division Chief/ Dept. Manager
2. Receive scanned copy of Fire Safety Inspection Certificate via email.	2.1. Scan and send the Fire Safety Inspection Certificate via email/DMS.	None	5 minutes	Admin Staff
TOTAL			5 hours and 20 minutes	

2. Issuance of Hot Work/Hazardous Operation Permit

This process defines the role of Fire Prevention Division in ensuring Fire Code compliance of operators or accredited contractors/service providers in order to mitigate hazards resulting from any temporary operation involving open flame or hot work and/or spark, which includes, but is not limited to: brazing, cutting, grinding, soldering, thawing pipes, torch applied roofing, welding, bonfire and fireworks display.

Office or Department:	Fire Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who May Avail:	SBMA Locators and Accredited Contractors SBMA Housing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Service Application Form	SBMA Website: http://www.mysubicbay.com.ph/about-us/departments/fire-department
2. For Fireworks Permit, Approval from SBMA Airport Department is an additional requirement	SBMA Business Group, Bldg. 225 Barryman Road, CBD Area, SBFZ 2222

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and Submit/Send via email (fire@sbma.com) duly accomplished Unified Service Application Form with complete requirements.	1.1. Receive request and check validity of the requirements presented.	None	10 minutes	Safety Specialist Admin Staff
	1.2. Call Client for the schedule and Conduct ocular inspection at the Hot Work/Hazardous Operation Site and accomplish the Hot Work Fire Safety Checklist with appropriate findings for recommendation of issuance or otherwise as the case may be.	None	2 hours/area (inclusive of travel time)	Safety Specialist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to FD Admin for Billing Assessment	2.1. Prepare the Billing Assessment.	None	5 minutes	Admin Staff
3. Pay the required fees at the Treasury office or at any SBMA Payment Channels	3.1. Accept Payment from applicant and issue Official Receipt.	PhP 500 per area *PhP 1,500 per hour *(Fire Truck Standby is required for more than 5 minutes of Fireworks Display)	10 minutes	Cashier, Treasury Department
4. Send scanned copy of the Official Receipt via email: fire@sbma.com	4.1. Print proof of payment and prepare Hot Work Permit.	None	15 minutes	Safety Specialist Admin Staff
5. Receive Hot Work Permit	5.1. Send the Hot Work Permit via email.	None	5 minutes	Admin Staff
TOTAL			2 hours and 45 minutes	

3. Conduct of Fire Brigade and Rescue Training

This process defines the role of Fire Training Team in raising fire safety awareness and developing basic firefighting skills that will enable participants to identify the conditions capable of causing fire, know how to use a fire extinguisher, respond appropriately to fire and earthquake emergencies, follow the evacuation plan and adequately implement search and rescue emergency procedures.

Office or Department:	Fire Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who May Avail:	SBMA Locators and Accredited Contractors SBMA Housing Government Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Service Application Form	SBMA Website: http://www.mysubicbay.com.ph/about-us/departments/fire-department
*Request Letter is required for Specialized Training	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and Submit/Send via email (fire@sbma.com) duly accomplished Unified Service Application Form with complete requirements.	1.1. Receive and evaluate request	None	10 minutes	Training Specialist
	1.2. Endorse for approval and confirm schedule of Training with Applicant via email or phone call.	None	10 minutes	Training Specialist
	1.3. Conduct of Fire Brigade Training or Rescue Training (WSAR/USAR)	None	Basic Course: 4 hours Specialized: 3 days	Training Specialist Fire Marshal and Firefighters

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to FD Admin for Billing Assessment	2.1. Prepare the Billing Assessment.	None	5 minutes	Admin Staff
3. Pay the required fees at the Treasury office or at any SBMA Payment Channels	3.1. Accept Payment from applicant and issue Official Receipt.	Php 300/ participant; Php 750/ instructor *Two (2) instructors if above 10 participants	10 minutes	Cashier, Treasury Department
4. Send scanned copy of the Official Receipt via email: fire@sbma.com	4.1. Print proof of payment and prepare Training Certificates.	None	15 minutes	Admin Staff/ Training Specialist
5. Claim/Receive Training Certificates	5.1. Release the Training Certificates	None	10 minutes	Training Specialist
TOTAL			5 hours	Basic
			3days and 1 hour	Specialized

LABOR DEPARTMENT

External Services

1. Endorsement for Issuance of Alien Employment Permit (AEP)/ AEP Certificate of Exclusion or Exemption

This procedure defines the roles and responsibilities of the Labor Department Manpower Services Division from the receipt of request of Subic Bay Freeport Zone (SBFZ) locator/investor's accomplished forms and documents for Endorsement for Issuance of Alien Employment Permit (AEP)/AEP Certificate of Exemption or Exclusion.

Office or Department:	Manpower Services Division, Labor Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	All SBFZ Locators/Investors who shall engage the services of a Foreign National

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

A. Application for Endorsement for Issuance of Alien Employment Permit (AEP)

1. For New:

Proof of publication of the job vacancy/ies in a newspaper of general circulation in accordance with D.O. No. 221 together with a duly notarized affidavit stating no applications were received or no Filipino applicant was considered for the position

Publisher of the newspaper of general circulation/SBFZ locators/investors

For Renewal:

Copy of Alien Employment Permit (AEP) card (For renewal and/or previously issued AEP from other company) and
Copy of SCWV/SCIV/ACR/I card (For renewal and/or previously issued SCWV/SCIV/ACR/I card from other company)

SBFZ Locator/ concerned Foreign National

2. Duly accomplished AEP Endorsement Request Form (notarized)

Labor Department at Room 125, Building 225, Barryman Road, SBFZ/ Downloadable form at <http://www.mysubicbay.com.ph/about-us/departments/labor-department>

3. Duly accomplished DOLE AEP Application Form with 2x2 picture with white background

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Copy of passport (bio-page) with latest arrival date/valid visa extension	Concern Foreign National
5. Copy of Notarized Employment Contract/Consultancy Agreement (for no-elective positions); Corporate Secretary's Certificate/Board Resolution on the election/ appointment (for elective positions) & SEC Articles of Incorporation and General Information Sheet (latest/ Certified True Copy by SEC)	SBFZ Locator/ Investors
6. Proof of Tax Identification Number	Bureau of Internal Revenue
7. Copy of valid SBMA Business Licenses (CRTE/CR) (Certified True Copy by SBMA Business Group. For POGO-related operations, CTC of POGO License, accreditation or appointment issued by PAGCOR)	SBFZ Locator/PAGCOR
8. Organizational Structure	SBFZ locator
9. Board Resolution/Corporate Secretary Certificate (Partnership/ Corporation) or Special Power of Attorney (for Sole Proprietorship)/ Authorization of Processor with Specimen Signatures of Authorized Signatories of the company (Notarized)	SBFZ Locator/Any Notary Public
10. Copy of Clearance Certificate from Bureau of Immigration that foreign national is cleared from Hold Departure, Blacklist, Watch list and/or intelligence Derogatory Records or Affidavit of Undertaking (to submit BI Clearance when already available)	Bureau of Immigration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Accreditation Certificate from DOLE RO3 for Agents/Supplemental Authority to transact; photocopy of Agent/Employer's Authorized Representative Registration IDs	DOLE RO3
<i>B. Application for Endorsement for Issuance of Alien Employment Permit (AEP) Certificate of Exclusion / Exemption</i>	
1. Duly accomplished Endorsement Request Form FOR Certificate of Exclusion/Exemption (notarized)	Labor Department at Room 125, Building 225, Barryman Road, SBFZ / Downloadable form at http://www.mysubicbay.com.ph/about-us/departments/labor-departmen
2. Letter of request addressed to DOLE Regional Director	SBFZ Locator
3. Duly accomplished DOLE Request Form for Certificate of Exemption/ or Request Form for Certificate of Exclusion	DOLE RO3/Labor Department at Room 125, Bldg. 225 Barryman Road, SBFZ/ http://www.mysubicbay.com.ph
4. Copy of passport (bio-page) with latest arrival date/valid visa extension	SBFZ locator/concerned Foreign National
5. Proof of Tax Identification Number	Bureau of Internal Revenue
6. Copy of Valid SBMA Business Licenses (CRTE/CR) (Certified True Copy by SBMA	SBFZ Locator
7. Organizational Structure	SBFZ locator
8. Board Resolution/Corporate Secretary Certificate (Partnership/ Corporation) or Special Power of Attorney (for Sole Proprietorship)/ Authorization of Processor with Specimen Signatures of Authorized Signatories of the company (Notarized)	SBFZ Locator/Any Notary Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Copy of Clearance Certificate from Bureau of Immigration that foreign national is cleared from Hold Departure, Blacklist, Watch list and/or intelligence Derogatory Records or Affidavit of Undertaking (to submit BI Clearance when available)	Bureau of Immigration
10. Accreditation Certificate from DOLE RO3 for Agents/Supplemental Authority to transact; photocopy of Agent's/Employer's Authorized Representative registration IDs	DOLE RO3
11. For Exclusion positions:	SBFZ locator
11.1. For President, Treasurer, and Members of Governing Boards (excluding those listed in the Foreign Investment Negative List): Copy of Certified true copy of updated GIS, Certification that the requesting foreign national is a member of the governing board with voting rights only, will not in any manner intervene in the management/operation of the enterprise and with no intention to obtain gainful employment, Board Secretary's Certificate of Election	
11.2. For Intra-corporate Transferee: Copy of Contract of employment from the Origin Company including proof of salary and secondment agreement	
11.3. For Contractual Supplier: Copy of Contract of Employment from the Origin company including proof of salary and service contract between the Philippine based company and the foreign company	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	11.4. For representatives accredited/registered foreign principals/employers, who participate in all recruitment activities of its duly licensed recruitment/manning agency by the POEA: CTC of Special Recruitment Authority (SRA); and Letter of Acknowledgement	SBFZ Locator		
	12. For Exemption positions, please refer to DOLE Department Order No. 221 series of 2021 or the “Revised Rules and Regulations for the Issuance of Employment Permits to Foreign Nationals” for the specific requirements	SBFZ locator / appropriate Government Agency		
	13. For Renewal of Certificate of Exclusion or Exemption, aside from the requirements above, copy of previous DOLE AEP Certificate of Exclusion/Exemption	SBFZ locator / DOLE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out Alien Employment Permit (AEP) Endorsement Request form / Endorsement Request form for AEP Certificate of Exclusion/ Exemption with documentary requirements For online application: email to aep.labor@sbma.com	1.1. Check the completeness of the Endorsement for Issuance of Alien Employment Permit (AEP)/AEP Certificate of Exclusion or Exemption Application Form and all documentary requirements. Receive and evaluate submitted complete documents	None	4 hours	AEP Endorsement Processor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For walk-in application: Manpower Services Division, Room125/138, Bldg. 255, Barryman Road, SBFZ	1.2. Counter-check application and thereafter endorse to the Office of the Department Manager for scheduling of interview	None	30 minutes	MSD Chief or authorized alternate
2. AEP applicants or Authorized company processors shall coordinate with the Office of the Department Manager for the Schedule of Interview of AEP or AEP Certificate of Exclusion/Exemption applicant via telephone numbers 047.252.4254 or 4074 or via labor@sbma.com	2.1. AEP applicants shall be scheduled for interview (online and/or personal appearance if warranted)	None	5 minutes	EA /Secretary, Office of the Department Manager
	2.1.1. assignment of interviewer for interview			Department Manager
	2.1.2. Set the schedule both with interviewer and interviewee or with authorized company processor on their availability	None	10 minutes (Note: Date of interview shall depend on the availability of interviewer and/or interviewee)	EA/Secretary, Office of the Department Manager
3. Interview of AEP/AEP Certificate Exclusion/Exemption applicant via Google meet or Zoom or any available online platform. Personal appearance may be required, if warranted	3.1. Conduct interview with the AEP/AEP Certificate of Exclusion/Exemption applicant	None	1 hour	Department Manager/or Authorized Representative Interviewer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receipt of Billing Assessment/ Statement via email or hand-received at MSD, Room 125/138, Bldg. 255, Barryman Rd., SBFZ	4.1. Prepare and issue Billing Statement	None	20 minutes	AEP Endorsement Processor
	4.2. Prepare Endorsement for Alien Employment Permit (AEP)/AEP Certificate of Exclusion/Exemption	None	30 minutes	AEP Endorsement Processor
	4.3. Review/validate accuracy of information in the Endorsement for Issuance of AEP / AEP Certificate of Exclusion/ Exemption	None	2 hours	Division Chief MSD or Authorized Alternate
	4.4. Approval/Signing of Endorsement for Issuance of Alien Employment Permit (AEP) / AEP Certificate of Exclusion/Exemption	None	20 minutes	Department Manager/or Authorized Signatory
5. Payment of processing fee at the SBMA Treasury Department	5.1. Accept payment and Issuance of Official Receipt:		10 minutes	Cahier, Treasury Department
	AEP Certificate of Exclusion/Exemption	USD20		
	AEP New/Renewal	USD20		
6. Receipt of the approved Endorsement for Issuance of Alien Employment Permit (AEP)/AEP Certificate of Exclusion/ Exemption (validity of Endorsement is five (5) days from date of release)	6.1. Approval/Signing of Endorsement for Issuance of Alien Employment Permit (AEP)/AEP Certificate of Exclusion/Exemption	None	20 minutes	Department Manager/or Authorized Signatory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Note: Original documents submitted online shall be required for verification purposes before the release of the Endorsement for Issuance of AEP / AEP Certificate of Exclusion / Exemption)	6.2. Release and record of Endorsement for Issuance of Alien Employment Permit (AEP) / AEP Certificate of Exclusion/Exemption (Please see Note 1-3 below)	None	30 minutes	AEP Endorsement Processor
TOTAL			1 day, 1 hour and 25 minutes	

Note 1. Foreign Applicant or authorized representative shall submit the complete package to the Department of Labor and Employment Office in San Fernando, City of Pampanga; DOLE shall issue AEP/AEP Certificate of Exclusion/Exemption to Foreign Applicant or Representative.

Note 2. Date of interview shall depend on the availability of the interviewer and/or interviewee.

Note 3. The payment of the processing fee shall be at the SBMA Treasury Department by the Client. The Client shall present the proof of payment before the Endorsement is released.

2. Endorsement for Issuance of Provisional Work Permit (PWP) and Special Work Permit (SWP)

This procedure defines the roles and responsibilities of the SBMA Labor Department - Manpower Services Division from the receipt of the request of Subic Bay Freeport Zone (SBFZ) locator/investor's accomplished forms and documents for Endorsement for Issuance of PWP and SWP.

Office or Department:	Manpower Services Division, Labor Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	All SBFZ Locators/Investors who shall engage the service of a Foreign National not to exceed six (6) months

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

A. Application for Special Work Permit (SWP) and Provisional Work Permit (PWP))

1. Duly accomplished SWP/PWP Endorsement Request Form (Notarized)	Labor Department at Room 125 / 138, Building 225, Barryman Road, SBFZ / Downloadable form at http://www.mysubicbay.com.ph/about-us/departments/labor-department
2. Duly accomplished BI Form/ Consolidated General Application Form with 2x2 colored photograph with white background taken within the last three (3) months from the date of application	Bureau of Immigration
3. Copy of passport with latest arrival date / valid visa extension	Concerned Foreign National
4. Proof of Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)
5. Copy of valid SBMA Business Licenses (CRTE/CR), Certified True Copy by SBMA Business Group [If operations is POGO-related, CTC of POGO license, accreditation or appointment issued by PAGCOR	SBFZ Locator /SBMA Business Group / PAGCOR
6. Organizational Structure	SBFZ locator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Copy of Clearance Certificate from the Bureau of Immigration that foreign national is cleared from Hold Departure, Blacklist, Watch list and/or Intelligence Derogatory Records or Affidavit of Undertaking (notarized) to submit BI Clearance when available.	Bureau of immigration
8. Copy of Special Power of Attorney (SPA) / Authorization Letter of Processor with Specimen Signatures of Authorized Signatories of the company (Notarized)	Any Notary Public
9. Letter request addressed to the Commissioner from the petitioning company	SBFZ locator
10. Copy of the petitioner's latest Income Tax Return (ITR)	SBFZ locator
11. Copy of AEP or Official Receipt for payment of AEP issued by DOLE RO3	SBFZ locator
12. For PWP: Copy of Notarized Employment Contract (for non-elective positions), Board Resolution on the election or Corporate Secretary's Certificate on the appointment (for elective positions), SEC Articles of Incorporation and General Information Sheet (latest GIS) (Certified True Copy by SEC); For SWP: Notarized Agreement or Assignment, positions must be included in the Joint Guidelines No. 1, Series of 2019; assignment must not exceed six (6) months	SBFZ locator
B. Renewal Application for Special Work Permit (SWP) / Provisional Work Permit (PWP)	
1. Duly accomplished SWP/PWP Endorsement Request Form (Notarized)	Labor Department at Room 125, Building 225, Barryman Road, SBFZ / Downloadable form at http://www.mysubicbay.com.ph/about-us/departments/labor-department

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	2. Copy of Duly accomplished BI Form/Consolidated General Application Form with 2x2 colored photograph with white background taken within the last three (3) months from the date of application	Bureau of immigration		
	3. Copy of passport with latest arrival date / valid visa extension	SBFZ locator / Concerned Foreign applicant		
	4. Copy of previous SWP/PWP that will expire	SBFZ locator		
	5. Letter request addressed to Department Manager for SWP/PWP renewal indicating the date of latest conducted interview	SBFZ locator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out Special Work Permit (SWP) / Provisional Work Permit (PWP) Endorsement Request Form with documentary requirements For online application: email to aep.labor@sbma.com For walk-in application: Manpower Services Division, Room125/ 138, Bldg. 255, Barryman Road, SBFZ	1.1. Check the completeness of the application for Endorsement for Issuance of Provisional Work Permit (PWP)/ Special Work Permit (SWP) with required documents. Receive and evaluate submitted complete documents	None	4 hours	PWP/SWP Endorsement Processor
	1.2. Counter-check application and thereafter endorse to the Office of the Department Manager for scheduling of interview	None	30 minutes	MSD Chief or Authorized Alternate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. PWP/SWP applicants or Authorized company processors shall coordinate with the Office of the Department Manager for the Schedule of Interview of applicant via telephone numbers 047.252.4254 or 4074 or via labor@sbma.com	2.1. PWP/SWP applicants with complete documentary requirements shall be scheduled for interview (online and/or personal appearance if warranted)			
	2.1.1. Assignment of the Interviewer	None	5 minutes	Department Manager
	2.1.2. Set the schedule both with interviewer and interviewee or with authorized company processor on their availability	None	10 minutes (Note: Date of interview shall depend on the availability of interviewer and/or interviewee)	EA/Secretary – Office of the Department Manager
3. Interview of PWP/SWP applicant via Google meet or Zoom or any available online platform (PWP/ SWP) applicants may request via a letter to waive online interview if applicant already underwent said procedure during his/her initial application for SWP or during the AEP application, and is subject to the approval of the SBMA Labor Department Manager)	3.1. Conduct of online interview with the Foreign Employee	None	1 hour	Department Manager/or Authorized Interviewer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receipt of Billing Assessment/ Statement via email or hand-received at MSD, Room 125/ 138, Bldg. 255, Barryman Road, SBFZ and proceed to SBMA Treasury Department located at Bldg. 229 for payment of fees	4.1. Prepare and issue Billing Statement PWP Endorsement Fee- USD30.00 SWP Endorsement Fee- USD30.00	None	20 minutes	PWP/SWP Endorsement Processor
	4.2. Prepare Endorsement for PWP/SWP	None	30 minutes	PWP/SWP Endorsement Processor
	4.2.1. Review/validate accuracy of information in the Endorsement for Issuance of PWP/SWP	None	2 hours	Division Chief, MSD or Authorized Alternate
	4.3. Approval/Signing of Endorsement for Issuance of PWP/SWP	None	20 minutes	Department Manager or Authorized Signatory
5. Receipt of the approved Endorsement for Issuance of Provisional Work Permit (PWP)/ Special Work Permit (SWP) (Validity of Endorsement of is Five (5) days from date of release	5.1. Encoding of PWP/ SWP application and relevant information of foreign applicant at the Bureau of Immigration (BI) system at the One-Stop-Shop, Regulatory Building	None	2 hours	PWP/SWP Endorsement Processor
	5.2. Printing of Bar Code of PWP/SWP application at the BI-OSS (Barcode shall be attached on the Endorsement for PWP/SWP)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Foreign applicant or authorized representative shall submit the application package to the Bureau of Immigration (BI) at One-Stop-Shop, Regulatory Bldg.; Bureau of Immigration (BI) shall issue PWP/ SWP to Foreign applicant or representative	5.3. Release of Endorsement for Issuance of PWP/SWP (Original documents shall be required from applicant for verification purposes) (Please see Note 1-3 below)	None	30 minutes	PWP/SWP Endorsement Processor
TOTAL			1 day, 2 hours and 25 minutes	

Note 1. Encoding requires transportation: Labor Department is located at Bldg. 255 while BI-OSS is located at the Regulatory Building/ depends on availability of Service Vehicle going to BI-OSS and Computer Unit at BI-OSS.

Note 2. Date of interview shall depends on the availability of the interviewer and/or interviewee.

Note 3. The payment of the processing fee shall be at the SBMA Treasury Department by the Client.

3. Endorsement for Issuance of Entry/Exit Gatepass (New/Renewal)

This procedure defines the roles and responsibilities of the SBMA Labor Department in the processing of Endorsement for Issuance of entry/exit gatepass/ID of Subic Bay Freeport Zone (SBFZ) locator/investor and contractor/ subcontractor's employees to the Office Services Department (OSD)- Pass Issuance and Control Division (PICD).

Office or Department:	Labor Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	All SBFZ Locators/Contractors/Subcontractors

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

A. New Application / B. Renewal of Application

1. Duly Filled-out and signed Endorsement for Issuance of Gatepass/ID Request Form	Labor Department at Room 125 / 138, Building 225, Barryman Road, SBFZ / Downloadable form at http://www.mysubicbay.com.ph/about-us/departments/labor-department
2. Copy of NBI or Police Clearance. For Direct Hires, justification letter addressed to Labor Department Manager	NBI or PNP Offices; SBFZ Locator
(For Renewal Application) Copy of Previous/Expired SBMA ID	SBMA ID Holders
3. Copy of valid SBMA Business Registration:	Business Group, Bldg. 255, Dewey Avenue, SBFZ
For SBMA Locators/Investors, Certificate of Registration and Tax Exemption (CRTE)/Certificate of Registration (CR)	Business Group, Bldg. 255, Dewey Avenue, SBFZ
For SBMA Accredited Contractors/Subcontractors, Certificate of Accreditation	Labor Department at Room 210, 2 nd Floor Building 255, Barryman Road, SBFZ Accreditation Office, 2F Regulatory Bldg., Labitan St., SBFZ

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. <i>(For Renewal Application)</i> For Expired SBMA ID with penalty, copy of Proof of Payment/Official Receipt issued by the SBMA Treasury Department	Treasury Department Bldg. 229, Waterfront Road, Subic Bay Freeport Zone
5. For SBFZ Locators/Investors with expired or on process CR or CRTE, Clearance/Approval from the Office of the Senior Deputy Administrator for Support Services to process SBMA ID of employees	Office of the Senior Deputy Administrator for Support Services (osda.ssg@sbma.com)
C. Lost SBMA Gatepass/ID <i>(Aside from the requirements mentioned in items A or B, whichever is applicable to SBMA ID Applicant):</i>	
1. Copy of Notarized Affidavit of Loss	Any Notary Public
2. Copy of Investigation Office (IO) Clearance	Intelligence and Investigation Office Bldg. 657
D. Foreign Workers or Nationals <i>(Aside from the requirements mentioned in items A or B, whichever is applicable to SBMA ID Applicant):</i>	
1. Copy of Valid Alien Employment Permit (AEP) Card (if excluded/ exempted from AEP, photocopy of Certificate of Exclusion/Exemption from DOLE)	Concerned Subic Bay Freeport Zone Company
2. Copy of valid Subic Clark Working Visa (SCWV) or Subic Clark Investor's Visa (SCIV) (If permanent/ temporary resident visa holder or other relevant Visa, photocopy of 13A Visa/relevant Visa and Visa Exemption from the SBMA Visa Processing Office)	Concerned Subic Bay Freeport Zone Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out and signed Endorsement for Issuance of Gatepass/ID Request Form with documentary requirements. For online application: email to msd@sbma.com for SBFZ Locators/ Investors or to scd@sbma.com for SBMA Accredited Companies For walk-in application: Room 125/138, 1F, Bldg. 255 – for SBFZ Locators/ Investors Room 210, 2F, Bldg. 255 – for SBMA Accredited Companies	1.1. Receipt and evaluation of Gatepass Endorsement for Issuance of Gatepass/ID Request Form with documentary requirements (See additional details below) Note: For bulk application, i.e. with 20 or more SBMA ID applicants/employees in the request, evaluation may take longer than 3 minutes.	None	3 minutes	Gatepass Processor
	1.1.1. For Request with Expired Gatepass/ID: Prepare and Encode Billing Assessment using the IFMS Issuance of Billing Statement for Penalty for Late Renewal of SBMA ID Note: For bulk application, i.e. with 20 or more SBMA ID applicants/employees in the request, preparation of Billing Assessment may take longer than 10 minutes.	USD5.00 per month (fraction of a month is considered as a whole month expired) per schedule of Fines and Penalties on Labor Violations, SBMA Board Resolution No. 17-12-0524	10 minutes	Gatepass Processor/ Clerk III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Billing Statement for penalty for late renewal of SBMA ID may be sent via email. Payment of Fees shall be made at the SBMA Treasury Department at Bldg. 229. Requestor must provide Proof of Payment to MSD or SCO via email or at their Offices.	1.2. Encoding and assignment of control number and duration of gatepass	None	4 minutes	Gatepass Processor
	1.3. Approval of Gatepass Endorsement	None	4 minutes	Department Manager or Authorized Representative/s
2. Receiving of approved Endorsement for Issuance of Gatepass/ID Request via email or on site for walk-in application	2.1. Release of approved Endorsement for Issuance of Gatepass/ ID Request shall be sent via email to osd@sbma.com carbon copied the requesting company For walk-in applications, approved Endorsement for Issuance of Gatepass/ID shall be released on site.	None	4 minutes	Gatepass Processor
TOTAL PROCESSING TIME			25 minutes	

4. Labor Standards Inspection (Locator)

This procedure of the CEWD monitors compliance of SBF Locators with the Labor Standards requirements in connection with its aim to promote/maintain industrial peace within the Subic Bay Freeport Zone.

Office or Department:	Labor Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who May Avail:	Locators and Locators' employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Rooster or Masterlist of workers with address, date hired, designation, salary (per day or per month) and their status of employment (regular, probationary, temporary, casual, piece rate, contractual etc.) 3 copies	Concerned Locator
2. Payroll from the start of operation to present date or from the last date of inspection to present.	
3. Daily Time Record corresponding to the payroll from the start of operation to present or from the last date of inspection to present.	
4. Proof of Service Charge Distribution if any.	
5. Maternity, Paternity and Sick Leave benefits records	
6. Proof of 13 th month pay.	
7. Proof of payment of Service Incentive Leave (SIL)	
8. Proof of SSS, Pag-ibig Fund and Philhealth Remittances (latest)	
9. Photocopy of the previous Certificate of Registration/Certificate of Registration and Tax Exemption	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide all requirements for Labor Standard Inspection	1.1. Ask for photocopy of the Required Documents for Inspection	None	10 minutes	Labor Affairs Officer or Sr. Labor Affairs Officer or Supervising Labor Affairs Officer or Division Chief
	1.2. Inspection proper. Examine and evaluate all documents. Randomly select, provide questionnaire and interview employees.	None	3 hours	Labor Affairs Officer or Sr. Labor Affairs Officer or Supervising Labor Affairs Officer or Division Chief
2. Provides Rank and File Employee for Interview	2.1. Check information provided in the questionnaire	None	12 minutes	Labor Affairs Officer or Sr. Labor Affairs Officer or Supervising Labor Affairs Officer or Division Chief
3. Receives result upon completion of the inspection	3.1. Explain and issue result of inspection. (advise company to comply with the deficiencies, if there is/are any. Inform or remind the locator of the implementing fines and penalties on labor violations)			
TOTAL PROCESSING TIME			3 hours and 22 minutes	

5. Endorsement for the Issuance of Entry/Exit Gate Pass (Students)

This process defines the role and responsibility of the Labor Department in the processing and issuance of Endorsement of Gatepass of On the Job Trainees (OJT)/SHS Learners /Trainees under DTS to Office Services Department (OSD) Pass Processing Control Division (PPCD).

Office or Department:	Labor Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	On the Job Trainee(s) /SHS Learner(s) /Trainee(s) under Dual Training System (DTS)

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

A. New Application for Gate Pass (OJT/SHS Learner(s) /Trainee(s) under DTS)

1. Company's acceptance/request letter (Original copy)	Concerned locator where the OJT/ SHS Learner(s)/Trainee(s) will undergo his on the job training/internship/ immersion program.
2. School Endorsement Letter	Concerned school where the OJT/SHS Learner(s) and Trainee(s) are currently enrolled or requesting for an OJT/ immersion and DTS program
3. . Endorsement Request Form for Issuance of Gatepass/ID	WDD, Labor Department, Bldg. 662, 2nd Floor Left Wing Taft St., SBFZ./downloadable form at http://www.mysubicbay.com.ph/aboutus/departments/labordepartment
4. Photocopy of parents/guardian's ID	Concerned student
5. Duly accomplished Waiver form	WDD, Labor Department, Bldg. 662, 2nd Floor Left Wing Taft St., SBFZ./downloadable form at http://www.mysubicbay.com.ph/aboutus/departments/labordepartment
6. Notarized Memorandum of Agreement/Understanding	Concerned School and Company

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
B. Renewal of Application of Gate Pass				
1. Company Request Letter		Concerned Locator where the OJT/SHS Learner(s)/Trainee(s) will undergo his on the job training/ internship/immersion program		
2. School Endorsement Letter				
3. Photocopy of DTR of Student				
C. Other Requirements for New/Renewal (if needed)				
1. Photocopy of Certificate of Dual Training System Accreditation (DTS) (for Trainee/s under DTS only)		TESDA		
2. Photocopy of Certificate of TVET Program Registration (for Trainee/s under DTS only)		TESDA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Endorsement for Issuance of Gatepass/ID request form with all the required document or send scanned copy to wdd@sbma.com	1.1. Receives/reviews/ evaluates documents for application of endorsement of SBMA gatepass	None	5 minutes	Workforce Development Division Staff
2. Attend on site or online orientation thru google meet https://meet.google.com/muhgsnt-one	2.1. Conducts Orientation	None	10 minutes	Workforce Development Division Staff
3. Proceed to SBMA Treasury Department at Bldg. 229 for payment of processing fee	3.1. Encodes and issue Billing Statement Note: Preparation and issuance of Billing Statement may take longer than 10 minutes for bulk application i.e. 20 or more than SBMA ID applicant/student	None	10 minutes	Workforce Development Division Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present Official Receipt or send scanned copy to wdd@sbma.com	4.1. Accept payment and issuance of Official Receipt		10 minutes	Cashier, Treasury Department
	OJT Not more than 400 hrs More than 401-1000 hrs 1001 hrs and above	₱50.00 ₱100.00 ₱150.00		
	SHS Learners 80 hrs	₱50.00		
	DTS 3 months 9 months 12 months	₱100.00 ₱200.00 ₱300.00		
5. Receipt endorsement for issuance of gate pass onsite or via email	5.1. Encodes and assigns control number and duration of gatepass			
	5.2. Approves and signs endorsement for issuance of gatepass			
	5.3. Records and releases approved endorsement for issuance of gatepass or by forwarding the same to osd@sbma.com carbon copied to the email add of requesting student/OJT			
TOTAL PROCESSING TIME			55 minutes	

6. Labor Standard Inspection (Contractor/Subcontractor)

This procedure defines the roles and responsibilities of Labor Department in the conduct of Labor Standards Inspection from the submission of documentary requirements to release of Evaluation Clearance.

Office or Department:	Labor Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Contractors / Subcontractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of latest Certificate of Accreditation issued by the Regulatory Group	Accreditation Office- 2nd Floor Regulatory Building, Labitan Street cor. Rizal Hiway, Subic Bay Freeport Zone
2. List of employees deployed/making transaction inside the Freeport (indicating address and status of employment)	Concerned Applicant/Service Contractor
3. Photocopy of payroll of employees deployed/making transaction inside the Freeport for the last six (6) months of operation with daily time records (DTR)/logbooks	
4. Proof of payment of 13th Month pay and Service Incentive Leave	
5. Photocopy of Latest SSS, Philhealth, Pg-ibig Fund Remittances (Paternity & Maternity Benefit, if applicable)	Concerned government agency/ies
6. Photocopy of Employment Contract of employees	Concerned Applicant/Service Contractor
7. Photocopy of Certificate of Endorsement from client inside the Freeport	Concerned Locator/Investor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1.1. Receive and check submitted requirements for the renewal of Accreditation	None	5 minutes	Service Contracting Office Staff
	1.2. Evaluate/Inspect payroll and corresponding remittances and other pertinent documents	None	20 minutes	Service Contracting Office Staff/ Service Contracting Office – Officer-In-Charge
	1.3. Prepare evaluation clearance	None	5 minutes	Service Contracting Office Staff
	1.4. Review and sign evaluation clearance for Accreditation	None	2 days	Department Manager
2. Receive the approved evaluation clearance for Accreditation	2.1. Release approved evaluation clearance for Accreditation	None	2 minutes	Service Contracting Office Staff
TOTAL PROCESSING TIME			2 days and 32 minutes	

7. Issuance of Certificate of Accreditation

This procedure defines the roles and responsibilities of Labor Department in the processing of Certificate of Accreditation from receipt of application to the issuance of the certificate.

Office or Department:	Labor Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Manpower /Janitorial / Messengerial Services, Security Services and other Port-related Services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent address to the Department Manager	Concerned Applicant/ Service Contractor
2. Company Profile with list of company Officers including appropriate Registration/Permit/ License from concerned Government Agencies (SEC/DTI/CDA, SSS, PhilHealth, HDMF, PNP-SOSIA License, DOLE D.O. 174, Marina Certificate	Concerned Applicant/Service Contractor
3. Clearance from Concerned SBMA Departments	
a. Ecology Center	Ecology Center, Ground Floor, Regulatory Building, Labitan St. corner Rizal Highway, Subic Bay Freeport Zone Tel No. 252-4059
b. Seaport Department (Port-related Services Only)	Seaport Department, Seaport Bldg. Waterfront Rd, Subic Bay Freeport Zone
c. Law Enforcement Department (Security Services Only)	Law Enforcement Department, 1st Floor Bldg. 657, Raymundo St., Subic Bay Freeport Zone
4. Surety Bond/Performance Bond (Security & Chandling Services Only)	Concerned Financial Institution/ Insurance Company

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Additional Requirements: (For Renewal Only)				
a. Payroll for the last 6 months of operation with corresponding daily time records (DTR), Proof of 13 th month pay and/or SIL Payment		Concerned Applicant/Service Contractor		
b. Latest SSS, Pag-Ibig, PhilHealth Remittances		Concerned Government Agency		
c. Masterlist of Personnel		Concerned Applicant/Service Contractor		
d. Intelligence Office Clearance		Intelligence Office, 2 nd Floor Bldg. 657, Raymundo St., Subic Bay Freeport Zone		
Note: Filled-out Application Form (for New and Renewal)		Labor Department, Room 210, Bldg. 255, Barryman Road, Subic Bay Freeport Zone/ Downloadable at http://www.mysubicbay.com.ph/about-us/departments/labor-department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents or send online via email at scd@sbma.com	1.1. Receive application and attached documents for Accreditation	None	3 minutes	Service Contracting Office Staff
	1.2. Forward the same to the Department Manager for notation/ instruction	None	2 minutes	Department Manager
	1.3. Receive and Evaluate application for Accreditation and attached documents from the Office of Department Manager and conduct Labor Standards Inspection, if for renewal	None	20 minutes	Service Contracting Office Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the Accreditation Fee at SBMA Cashier at Bldg. 229 or coordinate with the Treasury Department for the bank details if payment is made online	2.1. Issue billing assessment/order of payment	Please see schedule of payment below	5 minutes	Service Contracting Office Staff/ Service Contracting Office Officer-In Charge
3. Submit the copy of the Official Receipt or send the scanned copy to scd@sbma.com	3.1. Receive the copy of the Official Receipt, assign Control Number, Recommends approval & prepare Certificate of Accreditation	None	25 minutes	Service Contracting Office Staff/ Service Contracting Office Officer-In Charge
	3.2. Countersign Certificate of Accreditation	None	30 minutes	Department Manager
	3.3. Sign Certificate of Accreditation	None	1 day	Senior Deputy Administrator for Support Services
4. Receive Certificate of Accreditation or check email if softcopy is requested	4.1. Issuance/Release of Certificate of Accreditation	None	5 minutes	Department Manager's Staff
TOTAL PROCESSING TIME			1 day, 1 hour and 30 minutes	

**Schedule of Payment for Accreditation Fee per Board Resolution No. 17-01-0002
Series of 2017**

One (1) year Accreditation	USD200.00
Two (2) years Accreditation	USD400.00
Three (3) years Accreditation	USD600.00

For late renewal of Accreditation, additional \$20 per month until date of compliance per Board Resolution No. 17-12-0524 Series of 2017.

LAND AND ASSET DEVELOPMENT DEPARTMENT

External Services

1. Processing of Residential Lease Proposal and Other Residential Contract-Related Request

This procedure defines the roles and responsibilities of the Land and Asset Development Department in the processing of term sheets, lease proposals and other residential contract-related requests.

Office or Department:	Land and Asset Development Department
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Subic Bay Freeport (SBF) Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Resident
2. Notarized/Draft Sublease Contract/Deed of Assignment	
3. Accomplished Lessee Information Sheet	Land and Asset Development Department Bldg. 332, Burgos Street, Subic Bay Freeport Zone
4. Photocopy of two (2) valid IDs	Resident
5. Insurance Policy of the Housing Unit	Government Service Insurance System (GSIS)
6. Certification of No Outstanding Obligation from the Accounting Department	Accounting Department Rm. 214, Bldg. 229, Waterfront Road, Subic Bay Freeport Zone
7. For Corporation, copy of SEC Registration and Secretary Certificate	Resident
8. Copy of Building Permit/ Occupancy Permit issued by SBMA for the repair/renovation/construction of the housing unit has no existing violation	Building Permit and Safety Department 2/F, Regulatory Building Labitan Street, corner Rizal Highway, Subic Bay Freeport Zone
9. Current photos of the housing unit (interior and exterior)	Resident

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/proposal and proceed to Accounting Department to secure a Certificate of No Outstanding Obligation	1.1. Preliminary evaluation of request/proposal	None	1 hour and 40 minutes	Estate Management Specialist/ Estate Management Chief/ Department Manager
	1.2. Acknowledge request and require to submit duly accomplished clearance form and other pertinent requirements			
2. Submit Clearance Form together with all pertinent requirements	2.1. Receipt Clearance form and all pertinent requirements	None		Estate Management Specialist
	2.2. Endorse clearance to Legal Department	None	1 day	Estate Management Specialist
	2.3. Prepare Term Sheet for endorsement to ODABG, OSDABI and OCHAD for signature and approval	None	3 days	Estate Management Specialist/ Estate Management Chief/ Manager
	2.4. Receipt of approved Term Sheet/Board Resolution and Preparation of contract	None	2 days	Estate Management Specialist/ Estate Management Chief/
	2.5. Endorse Draft Contract to Legal department for review and initial	None	4 hours	Estate Management Specialist/ Estate Management Chief/ Manager
	2.6. Receipt of final draft of contract for signature of the Lessee	None	4 hours	Estate Management Specialist

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign the Contract	3.1. Endorse signed contract to OCHAD, through ODABG, and OSDABI for signature	None	1 hour	Estate Management Specialist
	3.2. Receipt from OCHAD signed contract for Notary	None	4 hours	Estate Management Specialist
4. Facilitate notary contract	4.1. Receipt of notarized copy of contracts for endorsement to Accounting for Billing	None	1 day	Estate Management Specialist
TOTAL			10 days	

2. Issuance of Technical Clearance / Repainting Permit

This procedure defines the roles and responsibilities of the Land and Asset Development Department in ensuring that developments of Subic Bay Freeport Zone residents and locators are in compliance with the SBMA Construction Guidelines and within the required limits of the leased property.

Office or Department:	Land and Asset Development Department
Classification:	Simple Complex Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Subic Bay Freeport (SBF) Residents/Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Form	Land and Asset Development Department Bldg. 332, Burgos Street, Subic Bay Freeport Zone
2. Lease Agreement/Sublease/Memorandum of Agreement	Provided by the Requestor
3. CRTE/CR	
4. Lot Plan/Lot Boundary Survey	
5. Plan (Architectural/Civil/Electrical/Mechanical/Plumbing/Electronic), signed and sealed 1 set	
6. Bill of Materials and Scope of Works (signed and sealed by a License Architect/Engineer and signed by the lessee)	
7. Duly notarized Certificate of Completion (for occupancy permit application)	
8. Copy of Approved Building Permit (for occupancy permit application)	
9. Authorized Letter signed by the Lessee	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
10. REPAINTING PERMIT – for RESIDENTS: Letter of Request (Estimated Cost and specify color if exterior repainting) with fee of ₱100.00		Residents/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Technical Clearance Form with attached required documents	1.1. Preliminary evaluation of submitted documents	None	15 minutes	Clerk III/Engineer I/ Estate Manger Supervisor B
	1.2. Inspection of the proposed project	None	4 hours	Inspector
	1.3. Review and Evaluation of Request	None		Engineer I/ Estate Manger Supervisor B
	Types of Application Simple Complex Highly Technical		2 days, 2 hours and 30 minutes 5 days, 2 hours and 30 minutes 14 days, 2 hours and 30 minutes	
	Repainting Permit Preparation of Repainting Permit		2 hours 15 minutes	
2. Repainting Permit – for residents only Proceed to Cashier at Building 229 for payment	2.1. Preparation and issuance of Billing Assessment and advice client to pay corresponding fee to the Cashier at Bldg. 229 (per Board Resolution No. 11-08-4056)	₱100.00	15 minutes	Estate Management Specialist/Clerk III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Final Approval of the Technical Clearance Application and/or Repainting Permit	None	1 hour	Estate Management Chief/Division Chief/ Manager
3. Receives approved Technical Clearance/ Repainting Permit	3.1. Logging and issuance of approved clearance/Repainting Permit	None	15 minutes	Secretary/Clerk III/ Estate Management Supervisor B
TOTAL		Simple	3 days	
		Complex	6 days	
		Highly Technical	15 days	
		Repainting – Resident	8 hours	

3. Processing and Evaluation of Property Lot Survey (PLS) Plan for Residents and Locators

This procedure defines the roles and responsibilities of the Land and Asset Development Department in the endorsement of property lot survey plan.

Office or Department:	Land and Asset Development Department
Classification:	Complex Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Subic Bay Freeport (SBF) Locators/Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for approval of Property Lot Survey Plan	Provided by the Client
Survey Plan	
1.1. Authority to survey with fee of ₱300.00	
1.2. Survey Envelope	
1.3. Transmittal sheet	
1.4. Originally signed and sealed Property Lot Survey	
Survey	
Plan/s of a Licensed Geodetic Engineer	
1.5. Field Notes Cover (Notarized)	
1.6. Field Notes Inside	
1.7. Lot Data Computation	
1.8. Blue Print of the Original Plan	
2. Lease Agreement	
3. Special Power of Attorney if not the owner of the unit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Survey (ATS)	1.1. Receive, log, verify and prepares ATS	None	20 minutes	Clerk III/Engineer II
2. Proceed to Cashier at Bldg. 229 for payment	2.1. Prepare and issue billing assessment and advice the client to pay corresponding fee to Cashier at Bldg. 229 per Board Resolution No. 11-08-4056	₱300.00	10 minutes	Engineer II/ Estate Management Specialist
3. Received Authority to Survey and start surveying the property	3.1. Release Authority to Survey	None	10 minutes	Engineer II/Clerk III
4. Submits Property Lot Survey Plan for evaluation and approval	4.1. Preliminary verification of requirements	None	10 minutes	Clerk III/Engineer II
	4.2. Endorsement of Property Lot Survey to concerned SBMA Department for comment (<i>for Locators Only</i>)	None	3 hours and 30 minutes	Engineer II/ Manager
	4.3. Projection/validation of Property Lot Survey (PLS) Note: notify Locator/ Surveyor for discrepancies. Encode survey in database if PLS is in order	None	5 days	Engineer II/ LMO III/ Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4. Prepare memorandum endorsing the Property Lot Survey (PLS) to SBMA Chairman and Administrator for approval and signature	None	3 hours and 30 minutes	Engineer II/LMO III/ Manager
5. Received approved Property Lot Survey (PLS)	5.1. Release approved Property Lot Survey (PLS) to Locator and Business and Investment Department/ Residents	None	10 minutes	Engineer II
TOTAL			6 days	

4. Issuance of Certificate of Residency

This procedure defines the roles and responsibilities of the Land and Asset Development Department, Estate Management Division in processing of Certification for importation, application of power, water, transfer of account name, vehicle registration and renewal of visa.

Office or Department:	Land and Asset Development Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Subic Bay Freeport (SBF) Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Provided by the Client
2. Request Form	Land and Asset Development Department
3. Resident Identification	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter from the resident or duly filled out request form to Land and Asset Development Department together with a copy of Resident Identification	1.1. Receive resident request letter or duly filled-out request form and resident identification	None	5 minutes	Clerk III
	1.2. Checking of Contract in Database	None	5 minutes	Clerk III
	1.3. Preparation of Certification	None	20 minutes	Clerk III
	1.4. Signature and approval of the Certification	None	5 minutes	Estate Management Chief / Manager
	1.5. Put dry Seal in the Certification	None	5 minutes	Clerk III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received billing assessment and proceed to Cashier at Building 229 for payment	2.1. Issuance of Billing Assessment and advice the client to pay corresponding fee to the Cashier at Building 229 (per Board Resolution No. 11-08-4056)	₱100.00	25 minutes	Estate Management Specialist / Clerk III
3. Show proof of payment and received Certification	3.1. Release of Certificate of Residency	None	10 minutes	Clerk III
TOTAL			1 hour and 15 minutes	

LAW ENFORCEMENT DEPARTMENT

External Services

1. Issuance of Clearance for Road Works as Prerequisite for the Application of the Permit in Building Permit & Safety Department

This procedure defines the roles and responsibilities of the officers and personnel of the Law Enforcement Department in issuance of Clearance for Road Works to ensure that all works on SBFZ major highways, roads and thoroughfares shall adhere on road and traffic safety during the commencement of the project.

Office or Department:	Law Enforcement Department
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who May Avail:	Engineering and Construction Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to Manager, Law Enforcement Department indicating date and time of work, location and scope of project	To be accomplished by Constructions Company
2. Work Procedure (including type of heavy vehicle and equipment to be utilized)	To be provided by the requestor
3. Location Map / Project plan	To be provided by the requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with complete documents at Bldg. 657 or email at led@sbma.com	1.1. Receive and evaluate the completeness of documents	none	10 mins.	LED Receiving Officer
	1.2. Assessment of projects/plans/road works / route . Subject for comments and recommendations of the Traffic Safety Board (TSB)	None	3 days	OIC, Traffic Branch/ Traffic Safety Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: In case that the project needs the expertise or decision of the TSB, it will be included on the agenda for the next TSB meeting to be scheduled.		After the scheduled meeting	
	1.2. For approval/disapproval	none	20 mins.	Department Manager
	1.3. Notify the client thru mail/ e-mail/ phone call/ text message about the status of request (if it is disapproved or ready for pick-up)	none	10 mins.	OPCC Staff
2. Receive clearance or copy of the approved request letter and adhere on Road Safety Standard	2.1. Issue clearance or provide the copy of the approved request letter and advice to adhere on Road Safety Standard	none	10 mins	OPCC Staff
TOTAL			3 days and 50 minutes	

2. Conduct Seminar on Firearm Safety & Procedure and Training on Familiarization Firing for Security Service Providers

This procedure defines the roles and responsibilities of the officers and personnel of the Law Enforcement Department in conducting Seminar of Firearm Safety & Procedure and Training on Familiarization for Security Service Providers to ensure that all Private Security personnel deployed to all SBMA locators/ establishment are knowledgeable on proper handling and using of firearms.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	Security Service Providers/ Private Security Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to Manager, Law Enforcement Department	Private Security Agency
2. Photo Copy of Company Profile	Private Security Agency
3. Photo Copy of License to Operate	PNP SOSIA
4. Photo Copy of Firearms Licenses	PNP FEO
5. Photo Copy of List of Equipment	Private Security Agency
6. List of Personnel Assigned inside the Subic Bay Freeport with attached valid Security License of SG/SO.	Private Security Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request and submit all required documents to Operations Command Center (OPCC) at Bldg. 657 or email at led@sbma.com .	1.1. Receive and assess the completeness of the submitted documents	none	10 mins	Receiving Officer (OPCC)
	1.2. Review and recommend to Department Manager for approval/disapproval	none	5 mins	OIC, OPCC
	1.3. Review and Approved/Disapproved of request	none	5 mins	Department Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Forward all documents to Law Enforcement Academy, Bldg. 501 Burgos Street, SBFZ	none	5 mins	OPCC Staff
	1.5. Notify the Client	none	3 mins	Law Enforcement Academy Instructors
2. Attend seminar/webinar at Law Enforcement Academy, Bldg. 501.	2.0. Conduct seminar/webinar to Private Security Personnel	none	4 hours	Law Enforcement Academy Instructors
3. Secure Billing Assessment Form at Admin Branch, Ground Floor Bldg. 657. Burgos St. Subic Bay Freeport Zone	3.0. Issue of Billing Assessment Form for payment.	none	5 mins	Admin Branch
4. Pay seminar fee at Cashier, Treasury Department, Rm. 108 Ground Floor Bldg. 229 Waterfront Road, Subic Bay Freeport Zone	4.0. Accept payment and issue proof of payment/receipt Note: Minimum of Twenty (20) Participants, additional One Hundred pesos (100 Php) in excess of 20 per person	Php2000.00 Certification No. 07-008 Series of 2007 Imposition of Security Training Service Fee Resolution no. 05-12-1280	5 mins	Cashier, Treasury Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive Certification at Law Enforcement Academy, Bldg. 501. Burgos St. SBFZ	5.0. Preparation and Issuance of Certification	none	6 hours	Law Enforcement Academy Instructors
TOTAL			10 hours and 38 minutes	

3. Processing of Request for Authority to Travel/Transfer of Motor Vehicles/Equipment within Subic Bay Freeport Zone

This procedure defines the roles and responsibilities of the officers and personnel of the Law Enforcement Department in issuance of Permit to transfer of Motor Vehicles within Subic Bay Freeport Zone (SBFZ) to ensure that all Right-Hand-Drive (RHD) motor vehicles or Heavy Equipment travelling from SBMA Piers to locator's yard shall adhere on traffic and road safety.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	Motor Vehicles Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Transfer of Motor Vehicles addressed to Manager, Law Enforcement Department.	To be accomplished by Motor Vehicle Traders
2. Tally Sheet	Seaport Department
3. Bill of Lading (BL)	Shipping Lines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request to Operations Command Center (OPCC) at Ground Floor Bldg. 657. Burgos St. SBFZ or email at led@sbma.com.	1.1. Receive Letter Request and assess the completeness of the required documents	none	5 mins	Receiving Officer (OPCC)
	1.2. Review and recommend to the Department Manager for approval/ disapproval	None	10 mins	OIC OPCC
	1.3. For approval/ disapproval of request	None	10 mins	Department Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the approved photocopy or digital copy of the request	2.1. Issue photocopy of the approved Letter Request/Authority to Transfer Motor Vehicles within Subic Bay Freeport Zone (SBFZ) and advice to adhere on a traffic road safety and SBMA Traffic Rules and Regulations	none	5 mins	OPCC Staff (outgoing)
TOTAL			30 minutes	

4. Provide Security Escort Outside Subic Bay Freeport Zone

This procedure defines the roles and responsibilities of the officers and personnel of the Law Enforcement Department in underguarding/escorting SBMA locator's transshipment, goods or materials for disposal to ensure safe delivery to its destination outside Subic Bay Freeport Zone.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	SBMA Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Manager, Law Enforcement Department, stating date, destination and details of the transshipment.	To be accomplished by the requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request thru hand carry at LED office at Bldg. 657. or email at led@sbma.com	1.1. Receive and record Letter Request	none	5 mins	Receiving Officer (OPCC Staff)
	1.2. Evaluate and recommend to the Department Manager for approval/ disapproval	none	10 mins	OIC OPCC
	1.3. For signature	none	5 mins	Department Manager
	1.4. Notify client whether the request is approved or disapproved	none	5 mins	OPCC Staff
	1.5. Assigned personnel to underguard and prepare Travel Authorization.	none	15 mins	OPCC Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provide vehicle for LED personnel to be used on underguard from Bldg. 657 Burgos St. SBFZ to destination outside SBFZ.	2.0. Underguard the Transshipment from SBFZ to destination outside SBFZ.	none	1 day <i>*Depends on the distance between point of origin and destination</i>	Port Sentinel Branch/ Traffic Branch
3. Secure Billing Assessment Form at Admin Branch, Ground Floor Bldg. 657. Burgos St. SBFZ	3.0. Issuance of Billing Assessment Form for payment	none	5 mins	Admin Officer
4. Pay required fee for security service at Cashier, Treasury Department, Rm. 108 Ground Floor Bldg. 229 Waterfront Rd. SBFZ	4.0. Accept payment and issue proof of payment/receipt	₱1,125.00 per hour per personnel (Region III) ₱1,500.00 per hour per non-supervisor personnel (NCR) *Based on Resolution No. 22-08-2644 Policy on Adjustment of Security/ Escort Fee	5 mins	Cashier, Treasury Department
TOTAL			1 day and 50 minutes	

5. Provide Security Service within Subic Bay Freeport Zone

This procedure defines the roles and responsibilities of the officers and personnel of the Law Enforcement Department in escorting explosives, VIPs, large equipment and other valuable materials to ensure safety while travelling along Subic Bay Freeport Zone.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2G - Government to Government
Who May Avail:	SBMA Locators

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Letter Request addressed to Manager, Law Enforcement Department indicating date, destination and/or details of security service

To be accomplished by the requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request thru hand carry at Operations Command Center (OPCC) at Bldg. 657 or email at led@sbma.com	1.1. Receive Letter Request	none	5 mins.	Receiving Officer
	1.2. Review and recommend to the Department Manager for approval/ disapproval	none	5 mins.	OIC OPCC
	1.3. For approval/ disapproval	none	5 mins.	Department Manager
	1.4. Provide approved copy to concern branch	none	5 mins.	OPCC Staff
2. Coordinate with Law Enforcement Department regarding time and places of escort	2.1. Provide security service	none	8 hours <i>*escort is based on requested date/time. *Man-Dog team is based on given schedule</i>	Traffic Branch/ K-9 Branch/ Harbor Patrol Branch

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Accomplished Service Requisition Form and hand-over to clients for some fields to be filled-up	none	3 mins.	Traffic Branch/ K-9 Branch/ Harbor Patrol Branch
3. Receive, fill-out the field allotted for client and sign the service requisition form. Submit to Officer who conduct security escort.	3.0. Receive and Submit the accomplished Service Requisition Form to LED Admin Office, Ground Floor Bldg. 657, Burgos St. Subic Bay Freeport Zone	none	2 mins.	Traffic Branch
4. Secure Billing Assessment Form at LED Admin Office, Ground Floor Bldg. 657, Burgos St. SBFZ	4.0. Issuance of Billing Assessment Form for payment	none	5 mins.	Admin Officer
5. Pay security service fee at Cashier, Treasury Department	5.0. Accept payment and issue proof of payment/ receipt Depends on the utilization of one of the following: Supervisor- ₱625.00 Non-Supervisor(Traffic)- ₱375.00 Non-Supervisor(Harbor)- ₱500.00 Divers - ₱875.00	*Based on Resolution No. 22-08-2644 Policy on Adjustment of Security Service/ Escort Fee	5 minutes	Cashier, Treasury Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Man-Dog Team (Dog Handler)- (Working Dog)-	₱750.00 ₱375.00		
	Motorboat-	₱960.00		
	Motorcycle-	₱600.00		
	Motor Vehicle-	₱720.00		
	Bicycle-	₱480.00		
		*Per hour basis		
TOTAL			8 hours and 35 minutes	

6. Conduct Seminar on SBMA Traffic Rules and Regulations for Transport Service Providers

This procedure defines the roles and responsibilities of the officers and personnel of the Law Enforcement Department in conducting Seminar on Subic Bay Metropolitan Authority (SBMA) Traffic Rules and Regulations to ensure that all drivers of SBFZ Transport Service Providers have fully knowledgeable on road safety and traffic rules and regulations of Subic Bay Metropolitan Authority.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2G - Government to Government
Who May Avail:	Drivers of Transport Service Provider of Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Seminar on SBMA Traffic Rules and Regulations.	To be accomplished by Transport Service Providers
2. Photocopy of Driver's License	Land Transportation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Operations Command Center (OPCC) at Bldg. 657 or email at led@sbma.com.	1.1. Receive and review Letter Request and List of Drivers for previous violation	none	30 mins	OPCC Staff
	1.2. Recommendation for Approval. Note: Driver will be recommended to prohibit from driving at SBFZ in case he/she commit multiple unsettled violation for the period of 2 years	none	5 mins	OIC OPCC
	1.3. For Signature	none	5 mins	Department Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinate with Law Enforcement Academy personnel for the schedule of seminar	2.0. Notify Transport Service Provider for the schedule of seminar.	None	5 mins	Law Enforcement Academy Instructors
3. Attend seminar/webinar	3.0. Conduct Seminar/webinar of SBMA Traffic Rules and Regulations.	None	4 hours	Law Enforcement Academy Instructors
4. Secure Billing Assessment Form at Admin Branch, Ground Floor Bldg. 657. Burgos St. Subic Bay Freeport Zone	4.0. Issue Billing Assessment Form for payment.	None	5 mins	Admin Officer
5. Pay seminar fee at Cashier, Treasury Department, Rm. 108 Ground Floor Bldg. 229 Waterfront Rd. Subic Bay Freeport Zone	5.0. Accept payment and issue proof of payment/receipt Note: Minimum of Twenty (20) Participants, additional One Hundred pesos (₱100) in excess of 20 per person	₱2000.00 *Based on Certification No. 07-501 Series of 2007 Traffic Rules and Regulation Seminar and Imposition Rates (Resolution No. 07-09-1761)	5 mins	SBMA Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive Certification at Law Enforcement Academy, Bldg. 501. Burgos St. Subic Bay Freeport Zone	6.0. Preparation and Issuance of Certification	None	6 hours	Law Enforcement Academy Instructors
TOTAL			10 hours and 55 minutes	

7. Releasing of Impounded Vehicles

This procedure defines the roles and responsibilities of the Property/ Evidence Custodian of the Law Enforcement Department in releasing impounded/ apprehended vehicles for verification within Subic Bay Freeport Zone.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who May Avail:	Registered Owner of the vehicle being impounded

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Car/Vehicle with traffic violation	
a. Issued Traffic Citation Ticket (TCT)	LED Traffic Enforcer
b. Original Receipt/Proof of Payment for (a)	Treasury Department
2. Car/ Vehicle under verification of document(s)	
a. Seaport Gate Pass	Seaport Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1. Receive assess and verify the documents presented	None	30 minutes	Evidence Custodian
	1.2. Forward to the Department Manager for final approval of release	None	5 minutes	Evidence Custodian
	1.3. Review and Approved/Disapproved of request	None	5 minutes	Department Manager
	1.4. Endorse the client to Admin Branch, Ground Floor Bldg. 657. Burgos St. SBFZ for the Assessment of Impoundment Fee	None	5 minutes	Evidence Custodian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Admin Branch, Ground Floor Bldg. 657, Burgos St. SBFZ	2.1. Issue Billing Assessment Form for payment.	none	2 mins	Admin Officer
3. Pay the corresponding amount indicated in the Billing Assessment	3.1. Issue Original Receipt as proof of payment.		5 mins	Casher, Treasury Department
	Impoundment Fee 1st three days -	₱500.00		
	Succeeding days - (for vehicle with traffic violation, penalty will be based on Board Approved Traffic Fines and Penalties)	₱50.00 Based on Certification No. 13-187 series of 2013 Proposed Increase of impoundment fee		
4. Submit original Receipt as Proof of Payment	4.0. Release of vehicle	none	5 mins	Evidence Custodian
TOTAL			57 minutes	

8. Release of Confiscated Fishing Paraphernalia

This procedure defines the roles and responsibility of the Evidence Custodian of Law Enforcement Department in releasing fishing paraphernalia seized due to unauthorized fishing.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Citizen apprehended for unauthorized fishing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Citation Ticket	LED Harbor Patrol Office/ Apprehending Officer
2. Barangay/Municipal Certificate	Municipal/Barangay Hall
3. Evidence Custody Receipt	LED General Assignment Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.0. Receive, assess and verify the documents presented.	none	10 mins	LED Custodian
	1.1. Forward to the Department Manager for final approval of release	none	5 mins	Evidence Custodian
	1.2. Review and Approved/Disapproved of request	none	5 mins	Department Manager
	1.3. Endorse client to LED Admin for the corresponding penalty	none	5 mins	LED Custodian
2. Proceed to Admin Branch, Ground Floor Bldg. 657. Burgos St. Subic Bay Freeport Zone	2.0. Issue Billing Assessment Form for payment.	none	5 mins	Admin Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the corresponding amount indicated in the Billing Assessment at Cashier, Treasury Department, Rm. 108 Ground Floor Bldg. 229 Waterfront Rd. SBFZ *Based on Certification No. 02-200 series of 2002 Board Approval on the Proposed Rules and Regulations for the Subic Bay Marine Conservation Areas	3.1. Accept payment and issue proof of payment/receipt		5 mins	SBMA Cashier - Treasury Department
	A. Fines and Penalties Subic Bay Marine Conservative Areas			
	1st Offense - Confiscation of catch	₱5000.00		
	2nd Offense - Confiscation of catch	₱10,000.00		
	3rd Offense - Confiscation of catch and fishing paraphernalia, including boat or vehicle	₱15,000.00		
	B. Municipal fisherman or anybody caught using dynamite, cyanide with other toxic chemical or illegal fishing technique inside the SBFZ secured waters. Immediate impoundment of boat or vehicle, confiscation of fishing net and other paraphernalia and possible jail time. (Illegal Fishing)	₱50,000.00		
4. Submit the original receipt as proof of payment	4.0. Release of requested confiscated item/s.	none	5 mins	LED Custodian
TOTAL			40 minutes	

9. Release of Confiscated Merchandise/Items

This procedure defines the roles and responsibilities of the Evidence Custodian of LED in the releasing of confiscated merchandise for unauthorized vending inside Subic Bay Freeport Zone.

Office or Department:	Law Enforcement Department (LED)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who May Avail:	Owner of the merchandise being impounded

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Citation Ticket	General Assignment Section, LED
2. Municipal/Barangay Certificate	Municipal/Barangay Hall
3. Evidence Custody Receipt (ECR)	General Assignment Section, LED *a copy will be given upon apprehension of the owner of the merchandise

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1. Received, assess and verify the documents presented.	none	5 mins	Evidence Custodian
	1.2. Forward to the Department Manager for final approval of release	none	5 mins	Evidence Custodian
	1.3. Review and Approved/Disapproved of request	none	5 mins	Department Manager
	1.4. Endorse the client to Admin. Branch for the billing assessment	none	5 mins	Evidence Custodian
2. Proceed to Admin Branch, Ground Floor Bldg. 657. Burgos St. SBFZ	2.0. Issue Billing Assessment Form for payment.	none	3 mins	Admin Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the corresponding amount indicated in the Billing Assessment at Cashier, Treasury Department, Rm. 108 Ground Floor Bldg. 229 Waterfront Rd. SBFZ *Certification No. 08-042 series of 2008 Imposition of Penalties to all Unaccredited/Accredited Street Vendors Resolution no. 07-12-2011	3.0. Accept payment and issue proof of payment/receipt		5 mins	Casher/ Treasury Department
	Imposition of Penalties to all Unaccredited/ Accredited street Vendors			
	1st Offense - Warning			
	2nd Offense - *Goods will be impounded for One (01) week	₱100.00		
	3rd Offense - *Goods will be impounded for One (01) month	₱500.00		
	4th Offense *Goods will be confiscated and will not be returned to the owner			
4. Submit Original Receipt as Proof of Payment	4.0. Release items/goods/ merchandise	none	5 mins	Evidence Custodian
5. Received items/goods/ merchandise	5.0. Documentation of release	none	5 mins	Evidence Custodian
TOTAL			38 minutes	

**MAINTENANCE AND TRANSPORTATION
DEPARTMENT
External and Internal Services**

1. Tower lights Rental Services

This procedure defines the roles and responsibilities of Maintenance Department in processing of equipment services request.

Office or Department:	Maintenance and Transportation Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2G - Government to Government
Who May Avail:	Locators/SBMA Departments

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Memorandum	SBMA Department
2. Request Letter addressed to the Department Manager of Maintenance and Transportation Department	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1. Receive request.	None	5 minutes	Work Control Assistant
	1.2. Check availability of Tower lights with Generator to conform with the requestor's request	None	5 minutes	Work Control Assistant/ Emergency Power Supply Unit Staff
2. Receives updates	2.1. Prepare Job Order for the Rental Service of the Tower lights.	None	5 minutes	Work Control Assistant
3. Receive Equipment	3.1. Delivery of the Equipment, Monitoring and Assistance on the event.	None	2 Hours	Emergency Power Supply Unit Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive Billing	4.1. Issuance of Billing Assessment and receive the official receipt and log on the Job Order Form and Maintenance Database	(See Fee Table)	7 minutes	Work Control Assistant
TOTAL			2 hours and 22 minutes	

MAINTENANCE RATES FOR RENTAL

ITEM	RATE
Hourly rate of Maintenance Personnel	₱160.00/hour*
Towerlights first 4-Hour Rental	₱4,200.00
Towerlights succeeding hourly rate	₱600.00
* At 5 percent inflation per annum	

2. Issuance of Excavation Clearance

This procedure is in connection with the Building Permit and Safety Department of Building Permit Clearance / Certificate issuance for locators and residents.

Office or Department: Maintenance and Transportation Department

Classification: Simple

Type of Transaction: G2B - Government to Business

Who May Avail: Locators

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Request Letter Provided by the Client

2. Location and Detailed Plan Provided by the Client

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Submit Excavation Request Letter with complete requirements

1.1. Receive request letter.

None

5 minutes

Work Control Assistant

1.2. Forward request to Department Manager.

None

10 minutes

Work Control Assistant

1.3. Department Manager will give remarks and instruction and forward to concern section.

None

10 minutes

Department Manager

1.4. Evaluate request and requirements, site inspection and include recommendation.

None

1 day

Roads and Bridges Section Chief

1.5. Forward to Manager for Approval/ Disapproval.

None

10 minutes

Roads and Bridges Section Chief

1.6. Inform the requestor if the request was approved/ disapproved.

5 minutes

Work Control Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive notification if the request was approved or disapproved. If approved, proceed to Building Permit and Safety Department.	8. Issue Excavation Permit	None	10 minutes	Work Control Assistant
TOTAL			1 day and 50 minutes	

3. Repair/Maintenance of Facilities and Other Services Request

This defines the role and responsibility of Maintenance Division in receiving job orders / issuance / delegating jobs / inspection and evaluation, preparation of materials and determination for the source of fund, execution of works.

Office or Department: Maintenance and Transportation Department

Classification: Simple

Type of Transaction:
G2B - Government to Business
G2C - Government to Business Client
G2G - Government to Government

Who May Avail: Locators/All SBMA Departments/Residents

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Memorandum of Request	Department/Requestor
2. Request Letter	Provided by Client
3. Permit of Cutting/ Trimming of Trees	Ecology Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request a. For SBMA Department : Memorandum of request or phone in request b. For Locator/SBMA Residents: phone in request and recommend to visit Maintenance Office for Assessment c. For Tree Trimming/ Cutting Permit for Cutting / Trimming of Trees from Ecology	1. Receive and evaluate request and fill-out Job Order form with complete details from the requestor.	None	5 minutes	Work Control Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive Billing	2.1. Issuance of Billing Assessment	Php160/ hr per head *	10 minutes	Work Control Assistant
3. Payment to Treasury/ Cashier	3.1. Receive the official Receipt number and log on the Job Order Form	None	2 minutes	Work Control Assistant
TOTAL			17 minutes	

4. Request for Garbage Collection

This procedure defines the roles and responsibilities of Maintenance and Transportation Department, Transportation Division in the processing request for garbage collection within Subic Bay Freeport Zone.

Office or Department:	Maintenance and Transportation Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	All Locators of Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. For Regular Collection: Duly Filled-out Official Form

Maintenance and Transportation Department, Transportation Division

For Special Collection: Duly Filled-out Special Collection Form

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out Official Request Form (for Regular Collection); Special Collection Form (for Special Collection).	1.1. Receive and evaluate duly filled-out Form (Official Request Form/ Special Collection Form)	None	3 minutes	Solid Waste Section Personnel
	1.2. For Regular Collection, schedule date of collection and fill-up Regular Collection Form and give copy to service provider For Special Collection, forward request to service provider	None	5 minutes	Solid Waste Section Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. For Special Collection, If Client will pay immediately, wait for the billing assessment form and proceed to Treasury Department for payment and submit copy of Official Receipt to Solid Waste personnel after paying. If client will not pay immediately, wait for billing notice and proceed to the Treasury Department for payment. For Regular Collection, wait for the billing notice and Proceed to Treasury Department for payment.	2.1. For special collection, Issue Billing assessment Form upon request of the client to clients who will pay immediately. Collect copy of Official Receipt after payment. For Regular Collection and Unpaid Special Collection, prepare and encode billing to Integrated Financial Management System (IFMS) and submit monthly billing report (Monthly Regular Collection Form and Special Collection Form)	For Regular Collection: US\$1.00 per bag for the first 50 bags >50-<100= \$50 >100-<200= \$100 >200-<300=\$150 >300-<500= \$250 >500-<750= \$500 >750-<1000= \$750 >1000-<1500= \$1000 For Special Collection: Php 4,500.00 per Truckload (10 m3)	10 minutes	Solid Waste Section Personnel
TOTAL			18 minutes	

5. Application of Motor Vehicle Operator's Identification Card

This procedure defines the roles and responsibilities of Maintenance and Transportation Department, Transportation Division in the processing of application for Motor Vehicle Operator's ID Card.

Office or Department:	Maintenance and Transportation Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All SBMA Employees

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Duly filled out Application Form for Vehicle Operator's ID.	Maintenance and Transportation Department, Transportation Division
2. For New Vehicle Operator's ID, attach photocopy of LTO Driver's License (Professional)	
For Renewal, attach photocopy of old vehicle operator's ID and LTO Driver's license (Professional)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-up application form with complete requirements. For Renewal: Proceed to step 5	1.1. . Receive and evaluate the application form and attached documents.	None	5 minutes	Licensing Clerk
2. Proceed to licensing clerk for written examination.	2.1. Provide the written examination.	None	50 minutes	Licensing Clerk
3. Wait for the result of written examination.	3. Check the written examination.	None	10 minutes	Licensing Clerk
4. Proceed to actual driving test.	4. Conduct actual driving test.	None	30 minutes	Transport Operations Supervisor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive Motor Vehicle Operator's Identification Card.	5.1. Print and Release Motor Vehicle Operator's Identification Card.	None	15 minutes	Licensing Clerk
TOTAL			1 hour and 50 minutes	

6. Transportation/Equipment Service Request

This procedure defines the roles and responsibilities of Maintenance and Transportation Department, Transportation Division in the processing of request for transportation/equipment services.

Office or Department:	Maintenance and Transportation Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All SBMA Departments and Employees

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Duly filled out and approved Transportation Equipment Service Request Form.

Maintenance and Transportation Department, Transportation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out and approved Transportation Equipment Service Request Form.	1.1. Receive and evaluate duly filled out and approved Transportation Equipment Service Request Form.	None	10 minutes	Duty Dispatcher
2. Receive notification regarding the availability of the vehicle.	2.1. Check availability of Transportation/Equipment and Manpower. Inform the requestor if vehicle/equipment is available. Certificate of non-availability will be issued upon request of the client.	None	10 minutes	Duty Dispatcher
	2.2. Inform Division Chief/Department Manager regarding the availability of vehicle.	None	10 minutes	Duty Dispatcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Log and schedule travel as requested	None	10 minutes	Duty Dispatcher
3. Proceed to travel	3.1. Issue trip ticket and perform Vehicle Inspection (fill-up vehicle inspection report) before travel.	None	15 minutes	Duty Dispatcher and Assigned Driver.
4. Sign Trip Ticket and Certificate of Appearance of Driver.	4.1. Record filled-up trip ticket and dispatch activity report.	None	10 minutes	Duty Dispatcher
TOTAL			1 hour and 50 minutes	

7. Vehicle/Equipment Maintenance/Repair Service Request

This procedure defines the roles and responsibilities of Maintenance Department, Transportation Division in processing request for vehicle/equipment maintenance/repair services.

Office or Department: Maintenance and Transportation Department

Classification: Complex

Type of Transaction: G2G - Government to Government

Who May Avail: All SBMA Departments

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Duly filled out Vehicle/Equipment Request Form.

Maintenance and Transportation Department, Transportation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out Vehicle/Equipment Maintenance Service Request Form.	1.1. Receive and evaluate request and fill-out Job Order form with complete details from the requestor.	None	4 minutes	Work Control Assistant
	1.2. Inspect/Assess the vehicle and assign Mechanic. Receive the Service Request Form and Shop Repair Order Form.	None	1 hour	Mechanical Shop General Foreman
2. . Provide the parts needed for the Repair. Wait for the release of vehicle upon repair. If In-house repair with Parts available, withdraw parts needed from PPMD/ Warehouse	2.1. Receive Parts and perform repair. Take Picture of parts before, during and after repair.	None	3 days	Mechanical Shop General Foreman/Mechanic/ Work Control Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If In-house repair without parts available, proceed to Step 3. If for contract-out, proceed to step 3.	2.2. Perform Quality Inspection	None	10 Minutes	Maintenance/ Shop Supervisor/ MSG Foreman/ Mechanic
	2.3. Prepare waste material Report. Attach picture of the new and replaced parts.	None	30 Minutes	Buyer V
	2.4. Record and Release Vehicle/Equipment with waste material report.	None	10 Minutes	Work Control Assistant
3. Receive the Procurement Documents needed for the purchase of parts.	3.1. Prepare and Submit Technical Evaluation Report.	None	1 hour	Technical Specialist/ MSG Foreman
	3.2. Prepare procurement documents (Technical Evaluation Sheet, Stock Availability Inquiry or Purchase Request (for ₱10,000.00 above) for signature.	None	1 hour	Work Control Assistant
	3.3. Forward signed procurement documents to Supply Section (MTD).	None	10 minutes	Work Control Assistant
	3.4. Prepare requirement for canvass for.	None	10 minutes	Buyer V
	3.5. Solicit canvass (From 3 different suppliers) and submit filled up canvass form. Picture parts for canvass.	None	3 days	Buyer V/ Work Control Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the procurement documents for processing and signature. If in-house repair with amount of ₱10,000.00 below, Prepare Petty Cash Voucher and Abstract of Canvass then proceed to Treasury Department for the Petty Cash, purchase the parts needed then proceed to Step 2. If in-house repair with amount of ₱10,000.00 and above, submit procurement docs to PPMD and wait for the purchase of parts before proceeding to Step 2. If for contract-out, proceed to step 5.	4.1. Record and release procurement document to client.	None	5 minutes	Buyer V
5. Submit the purchase Request to PPMD and wait for the Turn-over of vehicle.	5.1. Turn-over the vehicle to the winning contractor to render the necessary services.	None		Procurement and Property Management Department
	5.2. Perform quality inspection after the contractor rendered the necessary services	None	30 minutes	Maintenance Shop Supervisor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3. Prepare certificate of completion.	None	15 minutes	Buyer V
6. Accept the vehicle	6.1. Record and release vehicle/equipment	None	2 minutes	Work Control Assistant
TOTAL			6 days, 5 hours and 6 minutes	

MOTOR VEHICLE AND REGISTRATION OFFICE

External and Internal Services

1. Issuance of Admission Authority for Duty Free and Tax Exempt Motor Vehicles (Walk-in/Online Request)

To obtain the approval of the SBMA Board of Directors on the request for Admission of Duty Free and Tax Exempt Motor Vehicle of the qualified SBFZ Registered Enterprise after thorough evaluation and compliance with the existing Policy Guidelines on the Admission of Duty Free and Tax Exempt Motor Vehicles.

Office or Department:	Motor Vehicle Registration Office (MVRO)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who May Avail:	Subic Bay Freeport (SBF) Registered Enterprise

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. New Application for Admission of Motor Vehicle	
a. Letter of Intent	Provided by the Client
b. Certified True Copy of Certificate of Registration and Tax Exemption (CRTE)	Business and Investment Department Bldg. 225 Dewey Avenue, and Ground Floor, Bldg. 662 Taft Street, SBFZ
c. Certificate on the amount of amount of investment (Business and Investment Department) or	Business and Investment Department Bldg. 225 Dewey Avenue, and Ground Floor, Bldg. 662 Taft Street, SBFZ
Certificate on the number of regular employee (Labor Department)	Labor Department Bldg. 255 Barryman Road, SBFZ
d. Certificate of No Outstanding Financial Obligation (Accounting Department)	Accounting Department Bldg. 229, Waterfront Road, SBFZ

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of duly filled-out MVRO Application for Admission of Motor Vehicle with the complete required documents Email: mvro@sbma.com	1.1. Receives and evaluates the Application Form and validity of requirements presented by the applicant	None	10 minutes	Document Examiner IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Prepare Term Sheet	None	5 minutes	Document Examiner IV
	1.3. Approved and Sign Termsheet	None	1 day	Department Manager
	1.4. Presentation to the Board (Luxury Vehicle)	None	14 days	Department Manager
	1.5. Preparation of Admission Authority and Undertaking	None	5 minutes	Document Examiner IV
2. Receipt of Admission and Undertaking	2.1. Release of Admission Authority and Undertaking for Duty Free and Tax Exempt Motor Vehicle	None	5 minutes	Document Examiner IV
TOTAL PROCESSING TIME		Non-Luxury	1 day and 25 minutes	
		Luxury	14 days and 25 minutes	

2. Issuance of Authority to Release for Duty Free and Tax Exempt Motor Vehicles

To ensure the authenticity of the requested Admission of Duty Free and Tax Exempt Motor Vehicle vis-à-vis the actual arrival of the motor vehicle pursuant to existing Policy Guidelines on the Admission of Duty Free and Tax Exempt Motor Vehicles.

Office or Department:	Motor Vehicle Registration Office (MVRO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Subic Bay Freeport (SBF) Registered Enterprise

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bill of Lading	Provided by the Client
2. Sales Invoice	
3. Packing List	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Release for Duty Free and Tax Exempt Motor Vehicles	1.1. Receive and evaluate Bill of Lading, Sales Invoice and Packing List	None	5 minutes	Document Examiner IV
	1.2. Prepare/Sign Authority to Release for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Document Examiner IV/ Department Manager
2. Receive Billing Assessment and Pay the required Fees at the Field Cashier Counter assigned at Regulatory Building	2.1. Prepare Billing Assessment and the amount to be paid	None	5 minutes	Document Examiner IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Receipt of payment and issuance of the official receipt Luxury Non-Luxury	 \$500.00 \$200.00	5 minutes	Document Examiner IV
3. Return to MVRO to present the Official Receipt and receive Authority to Release for Duty Free and Tax Exempt Motor Vehicles	3.1. Check Official Receipt and issuance of the Authority to Release for Duty Free and Tax Exempt Motor Vehicle	None	5 minutes	Document Examiner IV
TOTAL PROCESSING TIME			25 minutes	

3. Issuance of Certificate of Admission for Duty Free and Tax Exempt Motor Vehicles

To attest for what was requested for Admission of Duty Free and Tax Exempt Motor Vehicle by the Subic Bay Freeport Zone Registered Enterprise has been inspected by this office and in accordance with the existing Policy Guidelines on the Admission of Duty Free and Tax Exempt Motor Vehicle.

Office or Department:	Motor Vehicle Registration Office (MVRO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Subic Bay Freeport (SBF) Registered Enterprise

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Stencil (Chassis & Engine Number)	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Admission for Duty Free and Tax Exempt Motor Vehicles	1.1. Receives Stencil (Chassis and Engine Number)	None	5 minutes	Document Examiner IV
	1.2. Inspection of Motor Vehicles	None	3 hours	MV Inspector
	1.3. Preparation of Certificate of Admission for Duty Free and Tax Exempt Motor Vehicles	None	10 minutes	Document Examiner IV
	1.4. Sign and Approval of Certificate of Admission for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Department Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receipt of Certificate of Admission for Duty Free and Tax Exempt Motor Vehicles	2.1. Releasing of Certificate of Admission for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Document Examiner IV
TOTAL PROCESSING TIME			3 hours and 25 minutes	

4. Issuance of Certificate of Registration Renewal for Duty Free and Tax Exempt Motor Vehicles

To ensure that all admitted Duty Free and Tax Exempt Motor Vehicles have renewed their annual vehicle registration with the Land Transportation Office (LTO) and that all active Tax Exempt Vehicles (TEVs) are accounted for.

Office or Department:	Motor Vehicle Registration Office (MVRO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Subic Bay Freeport (SBF) Registered Enterprise/ Resident

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate from various department	
a. Certificate of Registration and Tax Exempt (CRTE)	Business and Investment Department Building 225, Dewey Ave. Subic Bay Freeport Zone
b. Certificate of Residency	Lan and Asset Development Department Bldg. 332 Burgos St., Subic Bay Freeport Zone

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Registration Renewal for Duty Free and Tax Exempt Motor Vehicles	1.1. Receives Certificate of Registration and Tax Exemption (CRTE)/ Certificate of Residency	None	5 minutes	Process Server
	1.2. Inspection of Motor Vehicles	None	5 minutes	MV Inspector
	1.3. Preparation of Certificate of Registration Renewal for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Process Server

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Sign and Approval of Certificate of Registration Renewal of Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Department Manager
2. Receipt of Certificate of Registration Renewal of Duty Free and Tax Exempt Motor Vehicles	2.1. Releasing of Certificate of Registration Renewal for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Process Server
TOTAL PROCESSING TIME			25 minutes	

5. Issuance of Conduction Pass for Duty Free and Tax Exempt Motor Vehicles

To regulate, motor the use, conduct an Inventory and Inspection of Duty Free and Tax Exempt Motor Vehicles outside the customs territory in accordance with the Policy Guidelines on Admission Duty Free and Tax Exempt Motor Vehicles.

Office or Department:	Motor Vehicle Registration Office (MVRO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Subic Bay Freeport (SBF) Registered Enterprise/ Resident

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. New/Renewal Conduction Pass	Provided by the Client
a. Vehicle Registration (Official Receipt)	
b. Old Conduction Pass (for Renewal)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in/out of New/Renewal of Conduction Pass for Duty Free and Tax Exempt Motor Vehicles	1.1. Receives Old Conduction Pass with requirements presented by SBFZ Registered Enterprise/Resident	None	5 minutes	Clerk III/ Process Server
	1.2. Inspection of Motor Vehicles	None	5 minutes	MV Inspector
	1.3. Preparation of Conduction Pass for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Clerk III/ Process Server

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Sign and approval of Conduction Pass for Duty Free and Tax Exempt Motor Vehicle	None	5 minutes	Department Manager
2. Receipt of Conduction Pass for Duty Free and Tax Exempt Motor Vehicles	2.1. Releasing of Conduction Pass for Duty Free and Tax Exempt Motor Vehicles	None	5 minutes	Clerk III/ Process Server
TOTAL PROCESSING TIME			20 minutes	

6. Issuance of Accreditation for Transportation Service Providers (New/Renewal)

To regulate the operations of all transport service providers inside the Subic Bay Freeport Zone (SBFZ) in accordance with existing policies and procedures relating to Public Utility Motor Vehicle Transportation.

Office or Department:	Motor Vehicle Registration Office (MVRO)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who May Avail:	Transport Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Accreditation of Transport Service Providers	
a. Mayor's Permit	Provided by the Client
b. DTI Registration	
c. SEC Registration	
d. CDA Certificate of Compliance	
e. Contract with SBFZ Registered Enterprise (Shuttle Services only)	
f. Listing of Vehicles and Corresponding Drivers	
g. SBMA Permits/Clearances	
g.1. Environmental Clearance/Emission Test Clearance	Ecology Center Regulatory Bldg. Labitan corner Rizal Highway, SBFZ
g.2. Certificate of Traffic Safety Awareness Orientation	Law Enforcement Dept. Bldg. 657 Ground Floor Burgos St., Subic Bay Freeport Zone
g.3. Intelligence Office Clearance	Intelligence and Investigation Office Bldg. 657 2 nd Floor Burgos St., Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. New/Renewal Application for Vehicle Decal/Sticker for Transport Service Providers	a. Photocopy of valid SBMA ID	Provided by the Client		
	b. Photocopy of valid Driver's License			
	c. Photocopy of valid Vehicle Registration (CR/OR)			
	d. LTFRB Franchise Confirmation			
	e. Vehicle and Passenger Insurance			
	f. Stencil			
	g. Physical Examination			
	h. 2.5 X 2.5 pictures			
	i. Deed of Undertaking (Operator and Driver)			
	3. Government Mandatory Agency Benefits	Provided by the Client		
	a. SSS Contribution			
	b. HMDF/Pag-ibig Contribution			
	c. PhilHealth Contribution			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out MVRO Application for Accreditation of Transport Service Providers with complete required documents	1.1. Receives and evaluates the Application Form and validity of requirements presented by the applicant	None	10 minutes	Clerk III/
	1.2. Prepare/Sign Certificate of Accreditation	None	1 day	Clerk III/ Department Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Inspection of Motor Vehicle	None	10 minutes	MV Inspector
2. Receive Billing Assessment and Pay the required Fees at the Field Cashier Counter assigned at Regulatory Building	2.1. Prepare Billing Assessment and amount to be paid	None	5 minutes	Document Examiner IV
	2.2. Receipt of Payment and issuance of Official Receipt Accreditation Fee Accreditation Stickers: Bus Coastal/AUX (Taxi) FB/Van XLT/Jitney Morong Bus/Jitney	USD160 PHP12,000 PHP8,000 PHP6,000 PHP5,000 PHP1,200	5 minutes	SBMA Treasury Field Cashier
3. Return to MVRO to present the Official Receipt and receive Certificate of Accreditation and Stick Transport Identification Sticker	3.1. Check Official Receipt and Release of Certificate of Accreditation and Stick Transport Identification Sticker	None	10 minutes	Document Examiner IV
TOTAL PROCESSING TIME			1 day and 40 minutes	

7. Issuance of Vehicle Decal/Sticker

To ensure and maintain a safe Freeport by regulating the ingress and egress of all motor vehicles from the Subic Bay Freeport Zone (SBFZ).

Office or Department: Motor Vehicle Registration Office (MVRO)

Classification: Simple

Type of Transaction:
G2C – Government to Citizen
G2B – Government to Business
G2G – Government to Government

Who May Avail: Employees from SBFZ Locators, SBFZ Residents, SBMA Employees, Government Agencies, Students, Suppliers and Visitors

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Application for Vehicle Decal/
Sticker

a. Photocopy of valid SBMA ID

b. Photocopy of valid Driver's License

c. Photocopy of valid Vehicle
Registration (CR/OR)

Provided by the Client

CLIENT STEPS

AGENCY ACTION

FEES TO BE PAID

PROCESSING TIME

PERSON RESPONSIBLE

1. Submit duly filled-out MVRO Application for Vehicle Decal/Sticker

1.1. Receives and evaluates the Application Form and validity of requirements presented by the applicant

None

5 minutes

Clerk III/
Process Server

1.2. Inspection of Motor Vehicles

None

5 minutes

MV Inspector

2. Receive Billing Assessment and Pay the required Fees at the Field Cashier Counter assigned at Regulatory Building

2.1. Prepares Billing assessment and the amount to be paid

None

5 minutes

Clerk III/
Process Server

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Receipt of Payment and issuance of official receipt		5 minutes	SBMA Treasury Field Cashier
	SBFZ Locator	₱200.00		
	SBFZ Resident (3 rd Year)	₱600.00		
	(2 nd Year)	₱400.00		
	(1 st Year)	₱200.00		
	School	₱200.00		
	SBMA Employee Accreditation	₱200.00		
	Regular Visitors Motorcycle	₱100.00		
3. Receive Certificate and Accreditation Sticker	2.1. Check Official Receipt and Release of Certificate of Accreditation and Stick Transport Identification Sticker	None	5 minutes	Clerk III/ Process Server
TOTAL PROCESSING TIME			25 minutes	

OFFICE SERVICES DEPARTMENT

External and Internal Services

1. Application for SBMA Identification (ID)

This procedure defines the roles and responsibilities of the Office Services Department – Pass Issuance and Control Division in the processing of individual application for SBMA ID from receipt of application to the issuance of Identification

Office or Department:	Officer Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All Employees from various Subic Bay Freeport (SBFZ), Locator/Government Agencies located in Subic Bay Freeport Zone, SBF Resident, Students and Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for New SBMA ID	
1. OSD-PICD Information Sheet	Officer Services Department Pass Issuance and Control Division Evaluation Windows 1 to 4, Building 494, Aguinaldo Street, Subic Bay Freeport Zone Downloadable Form at: http://www.mysubicbay.com.ph/about-us/departments/office-services-department
2. For New SBMA ID, present any 1 (one) valid government-issued ID	NBI/Police Clearance, BIR, Post Office, DBA, PSA, SSS, GSIS, Pag-Ibig, LTO, National ID
For Renewal of SBMA ID, previous SBMA ID of applicant must be surrender to OSD-PICD	Provided by the Client
3. Endorsement for issuance of SBMA ID (please see details below)	Labor Department at Room 125, Building 255, Barryman Road, Subic Bay Freeport Zone Email request to: msd@sbma.com or scd@sbma.com
3.1. For Locator/Contractor Employees, Foreign Nationals (workers/students) an endorsement for the issuance of gatepass from SBMA Labor Department	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.2. For SBF Residents and Household workers/housing contractors, lessee or tenant of an apartelle, condominium and/or long staying hotel guests with SBFZ, endorsement from the Land and Asset Development Department Note: For SBF Workers who are also SBF Residents, the validity of their SBMA ID shall reflect whichever shorter validity is endorsed by either LADD/Labor Department to the OSD-PICD; otherwise they may opt for two separate SBMA IDs as worker and as resident.	Land and Asset Development Department at Bldg. 332, Burgos Street, Subic Bay Freeport Zone Or apply online thru: https://forms.gle/QuhMYwpGzNcSfLcb7
3.3. For Tipo Community Farmers and Members of Bangal Farmers Association, residents of Pastolan Village, endorsement from SBMA Public Relations Department or Certificate from Tribal Chieftain of Tribong Ayta Ambala ng Pastolan	SBMA Public Relations Department/ Tribong Ayta Ambala ng Pastolan Inc.
3.4. For New SBMA Employees, contract of service, job order employees, endorsement from the SBMA HRMD	Human Resource Management Department Bldg. 255, Barryman Road, Subic Bay Freeport Zone
3.5. For Employees of Government Agencies in SBFZ, Endorsement from concerned government agency	Concerned Government Agency
3.6. For Students of any School/ College within SBFZ, Endorsement from School/College Administration or Certificate of Registration/ Enrolment; For Foreign Students, a copy of their student permit/student visa	Concerned School/College Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.7. For On-the-Job Trainees (OJTs), Special Program for Employment of Students (SPES) and Senior High School Students for Work Immersion, Endorsement from Labor Department or Endorsement from SBMA HRMD (if OJT is assigned to an SBMA Office)	Labor Department Room 125, Building 662, Barryman Road, Subic Bay Freeport Zone Human Resource Management Department Building 255, Barryman Road, Subic Bay Freeport Zone
3.8. For Members of Retired Affair Office (RAO), Master List of Members from RAO; for regular visitors, endorsement from a SBFZ company or SBMA Employee	Concerned Organization, Subic Bay Freeport Zone company/SBMA Employee
3.9. For Employees of companies with projects in Subic Bay Freeport Zone under MOA/contract with SBMA, endorsement from concerned SBMA Department	Concerned SBMA Department
3.10. For Volunteer Tour Guides, endorsement from SBMA Tourism Department	Tourism Department 2/F Subic Bay Exhibition and Convention Center, Efficiency Road, Subic Bay Gateway Park
B. In case of Lost SBMA ID	
1. Duly filled-out OSD Information Sheet	Office Services Department Pass Issuance and Control Division Evaluation Windows 1-4, Building 494, Aguinaldo Street, Subic Bay Freeport Zone
2. Request for Replacement of Lost Gate Pass from company/department	Concerned Locator/Contractor
3. Notarized Affidavit of Loss	Any Notary Public
4. For SBMA Employees, employees of SBF Locators/Contractors whose lost gate pass is still valid, clearance from Intelligence and Investigation Office (IIO) must be secured	Intelligence and Investigation Office Room 206, 2 nd Floor, Building 657, Subic Bay Freeport Zone

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out OSD Information Sheet with complete required documents Note: Large companies/locators may opt for batch processing of SBMA IDs. One company representative may submit all the requirements of their employees or submit the requirements to osd@sbma.com	1.1. Receive and evaluate application and requirements, determine the type and validity of gate pass/SBMA ID to issue according to the endorsement by Labor Department and determine the fee to be paid	None	7 minutes	Evaluator
2. Receive Billing Assessment and proceed to any available SBMA Treasury Department Cashier	2.1. Prepare Billing Statement for Payment	None	5 minutes	Billing Officer
	Computerized ID (more than 1 month to 6 months validity)	₱100.00		
	<i>Additional ₱100 for every additional 1-6 months validity of ID, i.e.:</i>			
	Computerized ID (with 1 year validity)	₱200.00		
	Computerized ID (with 1 year validity but not more than 2 years)	₱300.00		
	Computerized ID (2 years validity) for residents only with valid contract	₱400.00		
	Computerized ID (more than 2 years validity but not more than 3 years) for residents only with valid contract	₱500.00		
	Computerized ID (3 years validity) for residents only with valid contract	₱600.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to Encoding Window for Electronic Data Processing (EDP)	3.1. Encode applicant's personal information in the SBMA ID System	None	13 minutes	Encoder
4. Proceed to Badging Area for photo and signature capturing and receive printed SBMA ID	4.1. Capture photo and signature of applicant and print/release the SBMA ID	None	5 minutes	OSD-PICD Personnel
TOTAL			30 minutes	

Computerized ID ₱200.00

Employee of Regional Science High School (RSHS) Canteen, Regular Visitors, members of Retired Affairs Office (RAO), SPED Parent/Guardian

Computerized ID ₱100.00

SBMA Contract of Service Employee (Reprinting/Lost Gatepass), SBMA Consultants, SBF Students, SBF On-the-Job Trainees, Tipa Community Farmers and members of Bangal Farmers Association, Pastolan Village Residents (valid for 3 years)

Replace of Lost or Damaged SBMA ID

Applicant shall pay the amount according to the remaining months/years of validity of lost damaged SBMA ID

₱100.00 – more than 1 month to 6 months of remaining validity of lost SBMA ID

₱200.00 – more than 6 months of remaining validity of lost SBMA ID

₱400.00 – more than 1 year to 2 years of remaining validity of lost SBMA ID

₱600.00 – more than 2 years to 3 years of remaining validity of lost SBMA ID

Free of Charge (FOC)

Employees of Government Agencies with Memorandum of Agreement with SBMA with stipulation for FOC for processing of SBMA ID: Civil Aviation Authority of the Philippines (CAAP), Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAG-ASA), Philippine National Police (PNP), Aviation Security Group (AVESEG), Commission on Audit; SBMA Contract of Service employees and SBMA Permanent employees (for initial issuance only); employees of Subic Bay Water Regulatory Board (SBWRB), Volunteer Tour Guides

2. Application for Temporary Paper Pass

This procedure defines the roles and responsibilities of the Office Services Department in the processing of Temporary Paper Pass for individuals entering the Subic Bay Freeport Zone

Office or Department:	Officer Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All Employees from various Subic Bay Freeport (SBFZ), Locator and government agencies located in Subic Bay Freeport Zone; Students of any school/college with SBFZ; Non-accredited companies, Trucking and delivery services not accessing SBMA Seaport-Controlled Areas; and Visitors or Pass-Through Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Employees from various SBF Locators, Endorsement/Request Letter from the Company duly approved by SBMA Labor Dept.	Labor Department at Room 125, Building 255, Barryman Road, Subic Bay Freeport Zone
2. For Employees of government agencies in SBFZ, Endorsement or Request Letter from concerned government agency	Concerned Government Agency
3. For Students of any school/college within SBFZ, Endorsement or Certificate of Registration/Enrolment from school/college administration	Concerned School/College Administration
4. For On-the-Job Trainees (OJTs), Special Program for Employment of Students (SPES) and Senior High School Students for Work Immersion, Endorsement from Labor Department or Endorsement from HRMD (if OJT is assigned to SBMA Dept./Office)	Workforce Development Division of the Labor Department at 2 nd Floor, Bldg. 662, Taft Street, SBFZ; Human Resource Management Department at Bldg. 255, Barryman Road, SBFZ
5. For SBF Resident Housing Contractors and Employees, Endorsement Letter from Land and Asset Development Department (Note: With Validity period of less than one (1) month)	Land and Asset Development Department at Bldg. 332, Burgos Street, SBFZ

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	6. For Non-accredited companies, trucking and delivery services (access exclude SBMA Seaport-Controlled Areas); any one (1) valid government-issued ID; OR/CR of the vehicle; proof of transaction with SBMA/SBF Locator/Resident/ Government Agency or School/College in SBFZ (i.e. Purchase Order, Cash Invoice, Delivery Receipt, Award of Contract, etc.); and Cash Invoice (Proof of Payment) of Road User's Fee	Concerned Company/Client/ Individual Assigned Cashier, Treasury Department kalaklan Security Plaza or Tipo Gate		
	7. For Employees of companies with projects in SBFZ under MOA/ Contract with SBMA, Endorsement from concerned SBMA Department/ Office (Note: With project completion period less than one (1) month	Concerned SBMA Department/ Office		
	8. For Visitors or Pass-Through Individuals, any one (1) valid government issued ID must be presented	PSA, SSS, GSI, Pag-Ibig, LTO, BIR, PhilHealth, Post Office, NBI or Local PNP Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly required documents	1.1. Evaluate requirements, verify purpose or destination and validity of requirements presented by client/individual	None	4 minutes	PICD Personnel
2. Receive Temporary Paper Pass	2.1. Prepare and Issue Temporary Paper Pass with specified date of validity	None	2 minutes	PICD Personnel
TOTAL			6 minutes	

PLANNING AND DEVELOPMENT OFFICE
External and Internal Services

1. Request for Property Clearance and Lot Survey Evaluation

This procedure defines the responsibilities of the Planning and Development Office in the issuance of Request of Property Clearance and Lot Survey.

Office or Department:	Planning and Development Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who May Avail:	Land and Asset Development Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum Request from the Land and Asset Development Department	Concerned Client
a. For Property Clearance: Proposed Project Conceptual Drawing (including perspective, floor plans and site development plan) b. For Lot Survey Evaluation: Boundary Plan	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memorandum or Letter Request to the Planning and Development Office with complete required documents	1.1. Receive and review completeness of submitted documents	None	5 minutes	Secretary I, Planning Assistant, Planning Officer III
	1.2. Forward documents to Department Head/ Planning Officer V for tasking to Planning Officer III	None	5 minutes	Secretary I, Planning Assistant, Planning Officer III
	1.3. Forward to Planning Officer III for inspection and survey of property and lot	None	5 minutes	Department Manager III/ Planning Officer V
	1.4. Field Inspection/ survey of property/lot and preparation of Field Inspection Report	None	5 days	Planning Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Discussion of Field Inspection Report and preparation of Memorandum/Letter reply for signature of the Department Manager	None	1 hour	Planning Officer III
	1.6. Review and signing of Memorandum/Letter reply	None	4 hours	Department Manager
2. Receive of Memorandum/Letter reply and Field Inspection Report	2.1. Issuance of Memorandum/Letter reply and Field Inspection Report	None	5 minutes	Secretary I, Planning Assistant, Planning Officer III
TOTAL			5 days, 5 hours and 20 minutes	

2. Issuance of Locational Clearance

This procedure defines the responsibilities of the Planning and Development Office from the receipt of requirements to the issuance of locational clearance.

Office or Department:	Planning and Development Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	Locators within the Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Locational Clearance	Planning Development Office, 2F-Building 662, Taft Avenue, Subic Bay Freeport Zone or download at http://mysubicbay.com.ph/about-us/departments/planning-and-development-office
2. If Direct Lease to SBMA: a. Approved Lot Plan/Site Development Plan/Floor Plan (reflecting total area/measurements) b. Lease Contract (duly signed by both parties)	Provided by the Client
3. If Main Lessee of SBMA: a. Endorsement Letter from SBDMC/STEP/BLSP b. Industrial Lease Agreement (ILA) or Lease Contract (duly signed by both parties) c. Approved Site Development Plan/Floor Plan	SBDMC/STEP/BLSP Provided by the Client Provided by the Client
4. If Sub lessee: a. Endorsement Letters from Lessor or Sublessor and Main Lessor b. Industrial Lease Agreement (ILA) or Lease Contract (duly signed by both parties)	
For Renewal of CR/CRTE (with previous Locational Clearance: copy of latest issued Locational Clearance	
For Renewal of CR/CRTE (without previous Locational Clearance: copy of previously issued CR/CRTE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with applicable required documents through email at pdo@sbma.com	1.1. Receive and review completeness of application form with attached requirements Note: If submission is incomplete applicant will be notified and be given seven (7) days to complete said documents. If after thirty (30) days applicant failed to comply, the application will be considered as CANCELED.	None	15 minutes	Secretary I, Planning Assistant, Planning Officer III
	1.2. Evaluation and tasking of application	None	15 minutes	Planning Officer IV
	1.3. Verification of application, on-site Inspection and preparation of Locational Clearance Note: if found discrepancies, notify client through email	None	2 days	Planning Officer III
	1.4. Review and signing of Locational Clearance	None	10 minutes	Department Manager
2. Receive Billing Assessment and proceed to Treasury Department, Bldg. 229 Waterfront Road, Subic Bay Freeport Zone for payment of fees	2.1. Preparation and Issuance of Billing Statement	₱300.00	10 minutes	Planning Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present proof of payment and receive Locational Clearance	3.1. Check proof of payment, Issuance of Locational Clearance; and Recording of Issuance to the Logbook	None	15 minutes	Secretary I, Planning Assistant, Planning Officer III
TOTAL			2 days, 1 hour and 5 minutes	

PUBLIC HEALTH AND SAFETY DEPARTMENT

External and Internal Services

1. Occupational Health and Safety Inspection

To facilitate the inspection of Subic Bay Freeport Zone locators based on the following Laws:

- Occupational Safety and Health Standards
- Implementing Rules and Regulations of Republic Act No. 11058 Entitled "An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof"
- The Code on Sanitation of the Philippines (P.D. No. 856) and It's Implementing Rules and Regulations

Office or Department: Public Health and Safety Department

Classification: Complex

Type of Transaction: G2B – Government to Business

Who May Avail: Locators and Service Contractors

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

- | | |
|--|---|
| 1. Application for Clearance to Operate Massage Clinic/Sauna Bath/ Health Club | Public Health & Safety Department
Occupational Health & Safety Division
3/F |
| 2. Application for Clearance to Operate Food Establishment | |
| 3. Application for Clearance to Operate Public Swimming Pool or Bathing Places | |
| 4. Application for Clearance to Operate Tonsorial and Beauty Establishments; | |
| 5. Application for the Acquisition of PHSD Health Cards; | |
| 6. Application for Sanitary Clearance to Operate Establishments in Accordance with P.D. 856 of the Code on Sanitation of the Philippines | |
| 7. Occupational Safety and Health Clearance | |

Requirements for the acquisition of PHSD Sanitary Clearance and OSH Clearance. (For submission and Compliance)

A. For Food Establishments (Restaurant, canteen, food stall/kiosk, food truck, food vendor, caterer, bakeshop, coffee shop, convenience store, water refilling station, ice supplier, cold storage, dairies, fresh departments, kitchen and similar establishments)

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Updated Medical Certificate of personnel (medical examination must be specifically for food handlers; special test are required such as Hepa-A and Stool examination in addition to other basic diagnostic examinations);

Provided by the Client

2. Safety and Health Program to include Sanitizing Procedure and Vermin Abatement Program or Pest Control Program;

3. Sanitary Permit from LGU if the kitchen or the food preparation areas is located outside the Subic Bay Freeport Zone;

4. Properly filled-up application form (Form PSD-QF-403-A);

5. Payment Settled;

6. Conduct of safety, health and sanitation inspection of facility to verify compliance with the Implementing Rules and Regulations of Chapter III "Food Establishments" of the Code on Sanitation of the Philippines (P.D. No. 856)

7. If the food establishment is a service provider and not a Subic Bay Freeport Zone locator, an endorsement letter from a registered Subic Bay Freeport Zone locator must be submitted

B. For Massage Clinic/Spa and Sauna Bath Establishment

1. Updated Medical Certificate of personnel (medical examination must be specifically for spa massage and sauna bath personnel; special test are required such as Hepa-B and RPR (rapid plasma regain) in addition to other basic diagnostic examinations).

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

2. Safety and Health Program to include Sanitizing Procedure and Vermin Abatement Program or Pest Control Program;

Provided by the Client

3. Masseur shall have an updated DOH License and Certificate of Registration issued by the Department of Health;

4. Massage attendants must have certificate of training noted by the local health officer after having completed at least sixty (60) hours of training on practical massage under the supervision of a registered and licensed masseur;

5. Massage attendants must present a certificate that he/she has attended seminars or lectures on sexually transmitted diseases including AIDS conducted by competent health authorities;

6. Properly filled-up application form (Form PSD-QF-403-B)

7. Payment settled;

8. Conduct of safety, health and sanitation inspection of facility to verify compliance with the Implementing Rules and Regulations of Chapter XIII "Massage Clinics and Sauna Bath Establishments" of the Code on Sanitation of the Philippines (P.D. No. 856)

C. Public Swimming or Bathing Places

1. Updated Medical Certificate of personnel (medical examination must be specifically for Public Swimming or Bathing Places personnel; special test are required such as Hepa-B and stool exam) in addition to other basic diagnostic examinations.

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

2. Safety and Health Program

Provided by the Client

3. Designated lifeguard/s shall have and updated training on life-saving procedures specifically training on Basic Water Safety;

4. Properly filled-up application form (Form PSD-QF-403-E);

5. Payment settled;

6. Conduct of safety, health and sanitation inspection of facility to verify compliance with the Implementing Rules and Regulations of Chapter VIII "Public Swimming or Bathing Places" of the Code on Sanitation of the Philippines (P.D. No. 856)

D. Tonsorial and Beauty Establishment (Beauty Salon, manicuring and hair dressing, Barber Shop, Tattooing, Skin Piercing Establishments, gym and other similar establishments)

1. Updated Medical Certificate of personnel (medical examination must be specifically for Tonsorial and Beauty Establishments personnel; special test are required such as Hepa-B) in addition to other basic diagnostic examinations.

Provided by the Client

2. Safety and Health Program

3. Properly filled-up application form (Form PSD-QF-403-B);

4. Payment settled;

5. Conduct of safety, health and sanitation inspection of facility to verify compliance with the Implementing Rules and Regulations of Chapter XII "Tonsorial and Beauty Establishments" of the Code on Sanitation of the Philippines (P.D. No. 856)

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

E. Occupational Safety and Health Clearance for Subic Bay Freeport Zone Locators

Compliance with the following National Laws:

Provided by the Client

(a) Occupational Safety and Health Standards

(b) Implementing Rules and Regulations of Republic Act No. 11058 Entitled "An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof"

(c) The Code on Sanitation of the Philippines (P.D. No. 856) and its Implementing Rules and Regulations

A. If Locator is required to secure Sanitary Clearance, the following Schedule of Fees are implemented:

1. Food Establishments

- Restaurant, canteen, food truck, food vendor, bakeshop, coffee shop, convenience store, water refilling station, ice supplier, cold storage, dairies, fresh departments
Php1,500.00 (Locator)
Php1,000.00 (Service Contractor)
- Canteen, caterer, food and water/ beverage/vendor/supplier
Php1,000.00
- Food stall/kiosk
Php500.00

2. Bathing Places

Php1,500.00

- Swimming Pool
- Beach

3. Beauty Salon/Barber Shop/ Tattooing/Skin Piercing Establishments

Php1,500.00

4. Spa/Massage Clinics/Sauna

Php1,500.00

5. Gym

Php1,500.00

6. Water Refilling Station (for service contractor)

Php1,000.00

B. PHSD Health Card

Php50.00

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request/ Documents for the conduct of OSH Inspection	1.1. Receipt of Request for the conduct of inspection from the Business and Investment Department and/or SBFZ Locators and Service Providers	None	10 minutes	Clerk
	1.2. Client orientation and preparation of documents before the conduct of inspection	None	30 minutes	Senior Safety Specialist/ Safety Specialist
	1.3. Conduct of Inspection Please see Note 1 for details	None	1 day	Division Chief III/ Senior Safety Specialist/ Safety Specialist
	1.4. Review and validation of submitted occupational safety and health requirements	None	3 hours	Senior Safety Specialist/ Safety Specialist
	1.5. Preparation and finalization of the occupational safety and health inspection report	None	4 days	Senior Safety Specialist/ Safety Specialist
	1.6. Approval/Signature of Inspection Report	None	4 hours	Department Manager/ Division Chief
2. Receipt of Clearances and or Inspection Report	2.1. Issuance of Clearances and Inspection Report	None	4 hours	Clerk/ Messenger
TOTAL PROCESSING TIME			6 days, 3 hours and 40 minutes	

Note 1

- Two (2) or more days of Occupational Health and Safety Inspection may occur depending on the size and nature of the company.
- Issuance of Clearances are based on the result of inspection. A notice of Deficiency will be issued if there are findings noted during the inspection while clearances are release if there are no findings and or any deficiencies.
- Findings noted shall be corrected and complied first before the Clearances are issued.
- Failure to comply with the OSH requirements would mean imposition of the Systems of Fines and Penalties.
- * Schedule of Fees are subject to 12% VAT to clients who are not exempted.

2. Dental Services

This procedure provides dental services of non-emergency nature to patients, and it starts from the time the client signs the patient logbook and ends until he/she logs out.

Office or Department:	Public Health and Safety Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Employees from Locators, SBMA/Government agencies, SBFZ Residents, Dependents, Students and Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient Information Checklist	Dental Section Public Health and Safety Department 2/F, Bldg.280 Dewey Avenue, Subic Bay Freeport Zone
2. Control Number of Clearance Form for Locators	
3. Assessment Invoice	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in/ Registration of SBMA Employee, patient and Locators	1.1. Retrieval of records/instructing patient to fill-up information sheet and interview of medical history	None	r minutes	Dental Staff
	2.1. Provision of Dental Services procedure/ charting and giving of prescription and instructions	None	2 hours	Dentist on Duty
2. Receipt of Assessment Invoice	2.1. Preparation/ Issuance of Assessment Invoice	See schedule of fees	5 minutes	Dental Staff
3. Payment of Dental Services/ Logging out of patient	3.1. Verification of payment and discharged of patient	See schedule of fees	10 minutes	Dental Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Dental Services Consultation	(Schedule of Fees+ 12% VAT)		
	SBMA	₱150.00		
	Locator	₱224.00 168.00 168.00		
	Type I Oral Prophylaxis*			
	SBMA	₱450.00 + Supplies used		
	Locator	₱728.00 + Supplies used		
	Type II Oral Prophylaxis**			
	SBMA	₱700.00 + Supplies used		
	Locator	₱1,008.00 + Supplies used		
	Type III Nicotine Stain Removal (+OP Type)***			
	SBMA	₱900.00 + Supplies used		
	Locator	₱1,120.00 + Supplies used		
	Type IV Deep Scaling (+OP Type)****			
	SBMA	₱1,200.00 + Supplies used		

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Locator	₱1,680.00 + Supplies used		
	Simple Light Cure Restoration: SBMA	₱450.00 + Supplies used		
	Locator	₱728.00 + Supplies used		
	Compound Light Cure Restoration: SBMA	₱900.00 + Supplies used		
	Locator	₱1,456.00 + Supplies used		
	Complex Light Cure Restoration: SBMA	₱1,350.00 + Supplies used		
	Locator	₱2,184.00 + Supplies used		
	Temporary Filing: SBMA	₱220.00 + Supplies used		
	Locator	₱392.00 + Supplies used		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Simple Extraction: SBMA	₱220.00 + Supplies used		
	Locator	₱492.00 + Supplies used		
	Extraction with Ankylosed tooth: SBMA	₱750.00 + Supplies used		
	Locator	₱1,680.00 + Supplies used		
	Operculectomy: SBMA	₱500.00 + Supplies used		
	Locator	₱1120.00 + Supplies used		
	Alveolectomy: SBMA	₱750.00 + Supplies used		
	Locator	₱1,176.00 + Supplies used		
	Incision and Drainage: SBMA	₱500.00 + Supplies used		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Locator	₱1120.00 + Supplies used		
	Glasionomer Filing: SBMA	₱450.00 + Supplies used		
	Locator	₱728.00 + Supplies used		
	Periapical X-ray: SBMA	₱300.00 + Supplies used		
	Locator	₱537.60 + Supplies used		
	Solcoseryl Application SBMA Locator	₱250.00 ₱448.00		
TOTAL			2 hours and 20 minutes	

Legend:

- * Type I – Simple to Moderate Calcular Deposit
- ** Type II – Moderate to Heavy Deposit
- *** Type III – Nicotine Stain Removal (+OP Type)
- **** Type IV – Deep Scaling (+OP Type)

3. Drug Testing Services

This procedure assist the client in the completion of pre-employment and annual medical examination requirements as requested by the company and random testing to SBMA employees by providing accurate drug screening results.

Office or Department:	Public Health and Safety Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who May Avail:	SBMA Employees , Locators, Residents and Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Drug Testing Logbook	Drug Testing Public Health and Safety Department 2/F, Bldg.280 Dewey Avenue, Subic Bay Freeport Zone
2. Drug Screening Consent Form	
3. Assessment Invoice	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memorandum request for Drug screening	1.1. Receipt of Request Memorandum for Drug Test Screening for Methamphetamine and cannabis saliva/ marijuana and verification of request memorandum	None	1 minute	Laboratory Staff
2. Receipt Billing Assessment Form and Payment of Fees	2.1. Issuance of Billing Assessment Form	(+12% VAT) SBMA Employees ₱250.00 Locator ₱280.00	5 minutes	Billing Officer, Authorized Specimen Collector (ASC)
3. Log-in at accession logbook	3.1. Assist the Client in logging in at accession logbook	None	2 minutes	Accessionaire (ASC)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receipt/Filing out of Drug Screening Consent Forms	4.1. Issuance of Drug Screening Consent Forms	None	1 minute	Authorized Specimen Collector (ASC)
5. Client collects/ Submit specimen to the Authorized Specimen Collector (ASC)	5.1. Issuance of specimen bottle to client for collection of urine specimen Receipt of specimen with consent form to the Authorized Specimen Collector (ASC)	None	30 minutes	Specimen Authorized Collector (ASC)
6. Submission of specimen, client waits for Biometrics (finger printing/ picture taking) and results	6.1. Examination of specimen/client verification/encoding to IDTOMIS (Integrated Drug Testing Operation Management Information System) Transcription of Result	None	30 minutes	Analyst
7. Log-out	7.1. Check the logbook	None	1 minute	Specimen Authorized Collector (ASC)
TOTAL			1 hour, 10 minutes	

4. Request for Ambulance Services

This procedure provides ambulance medical services in a specialty level to include initial, on-going and final assessment, diagnosis for a wide variety of medical, trauma and obstetrical cases, with consideration for referral to hospital for further evaluation and management if the case need be.

Office or Department:	Public Health and Safety Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Employees from Locators, SBMA/Government Agencies, SBFZ Residents, Dependents, Students, Visitors and Indigenous People

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum Request	Requestor
2. Assessment Invoice	PHSD Bldg. 280 Dewey Ave., SBFZ

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Memorandum Request for Ambulance Services address to Department Manager	1.1. Receiving memorandum request for ambulance services	None	1 minute	Nurse, PHSD Staff
	1.2. Dispatch of ambulance and proceed to the given address of the patient (Prior coordination of the requesting patient to the receiving facility)	None	2 minutes	Dispatcher
	1.3. Initial Assessment and Management on Site	None	10 minutes	Medical Officer/ Nurse on Duty
	1.4. Transfer to Hospital of Choice of Patient	None	5 minutes	Medical Officer/ Nurse on Duty/ Ambulance Driver
2. Receipt of Billing Assessment Form	2.1. Preparation/ Issuance of Billing Assessment Form	Schedule of Fee below	2 minutes	Pharmacist on Duty/ Nurse on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Ambulance Transfer (Transfer from SBFZ and Olongapo City)	(+12% VAT)		
	a. SBMA Employee	Free of Charge		
	b. Locators	Free of Charge		
	Ambulance Conduction			
	a. SBMA Employee	₱3,500.00 + supplies used		
	b. Locators	₱5,000.00 + supplies used		
3. Payment of Fees	3.1. Verification of Payment	None	5 minutes	Cashier, Treasury Department
TOTAL			25 minutes	

5. Non-Emergency Medical Services

This procedure provides medical services of non-emergency nature, including ancillary services (consultation, follow-up, laboratory, PE Evaluation and X-ray services)

Office or Department:	Public Health and Safety Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who May Avail:	All Employees from Locators, SBMA/Government Agencies, SBFZ Residents, Students, Visitors and Indigenous People

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. For New Patient: Patient's Information Checklist	Public Health and Safety Department Bldg. 280, Dewey Ave., SBFZ
2. Assessment Invoice	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for schedule of consultation, PE Evaluation, Fit to Work or Follow-up	1.1. Check logbook for retrieval of patient's record	None	1 minutes	Triage Officer (Nurse on Duty)
2. Proceed to Triage Area and Fill-out the Patient's Information Checklist for new patient	1.2. Assist the patient in filling-out Patient Information Checklist	None	5 minutes	Triage Officer (Nurse on Duty)
	1.3. Nurses Assessment	None	5 minutes	Nurse on Duty
	1.4. Medical Assessment	None	15 minutes	Medical Officer on Duty/ Nurse on Duty
3. Receipt Assessment Invoice	3.1. Issuance of Assessment Invoice	None	3 minutes	Pharmacist-on-Duty/ Billing Officer

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment of Fees	4.1. Receipt Payment		5 minutes	Cashier, Treasury Department
	Consultation Fee SBMA Employee Locator	₱150.00 ₱300.00		
	Injection Fee SBMA Employee Locator	₱150.00 ₱300.00		
	Minor Surgery SBMA Employee	₱250.00 + supplies used		
	Locator	₱1,200.00 + supplies used		
	Suture Removal SBMA Employee	₱150.00 + supplies used		
	Locator	₱300.00 + supplies used		
	Eye/Ear Irrigation SBMA Employee	₱150.00 + supplies used		
	Locator	₱150.00 + supplies used		
	Nebulization SBMA Employee	₱60.00 + supplies used		
	Locator	₱100.00 + supplies used		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Oxygen Inhalation SBMA Employee	₱60.00 + supplies used		
	Locator	₱80.00 + supplies used		
	Circumcision Package SBMA Employee	₱650.00 + supplies used		
	Locator	₱2,800.00 + supplies used		
	ECG Services SBMA Employee	₱250.00		
	Locator	₱250.00		
5. Present Official Receipt	5.1. Discharge of Patient	None	2 minutes	Nurse on Duty
TOTAL			36 minutes	

SEAPORT DEPARTMENT

External Services

1. Issuance of Seaport Controlled Blank Forms (Manual) / Anti – Pilferage Seal

This procedure defines the roles and responsibilities of Seaport Department in the issuance of Seaport Controlled Blank Forms and Anti Pilferage Seal.

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Authorized Ship Agents & Companies / Locator Representatives / SBMA-Accredited Brokers, Forwarders, Cargo Owners, & Port Users (Private/Government)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Processing Form Request Slip	Seaport Department Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone (form can be downloaded at the SBMA official website, under Seaport Department http://www.mysubicbay.com.ph/about-us/departments/seaport-department)
a. Seaport Controlled Blank Form	Processing Branch Office of the Seaport Department
b. Anti-Pilferage Seal	Cargo Monitoring Branch Office of the Seaport Department
2. Special Power of Attorney (SPA)	From the Clients Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Duly Accomplished Processing Form Request with Special Power of Attorney (SPA)	1.1. Receipt, review & log of Request Slip (including assigning of Form Sequence Number)	None	10 minutes	Processing Officer I (Control Form) Cargo Checker I (A-P Seal)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: Anti Pilferage Seal is issued at the Cargo Control Branch while Seaport Controlled Forms (<i>Bring-In Permit, Gatepass/Sub-Gatepass, Application for Temporary Transfer from Subic Bay Freeport, Transshipment Declaration Vessel Entry Clearance, Vessel Exit Clearance</i>) are issued at the Processing Branch.			
	1.2. Approval of Request Slip	None	5 minutes	Branch Head / Alternate
	1.3. Endorsement of Approved Request Slip to Billing Office, Accounting Department	None	5 minutes	Processing Officer I
2. Receipt of Billing Statement	2.1. Preparation of Billing Assessment fees using IFMS	None	10 minutes	Billing Officer I (Accounting Department)
	2.2. Issuance of Billing Assessment			
3. Payment of Blank Form / Anti-Pilferage Seal Fee	3.1. Receipt of Payment and Billing Statement, refer to Board Approved Tariff (<i>Board Resolution No. 18-05-00716 dated May 24, 2018 & 13-09-4870 dated October 11, 2013</i>)	₱300 per form Or ₱50 per seal	10 minutes	Cashier (<i>Treasury Dept.</i>)

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Issuance of SBMA Official Receipt			
4. Receipt of Seaport Controlled Blank Form/Anti-Pilferage Seal	4.1. Verification of Official Receipt (OR) and Issuance of; a. Seaport Controlled Blank Form b. Anti-Pilferage Seal	None	5 minutes	Processing Officer I (Control Form) Cargo Checker I (A-P Seal)
TOTAL PROCESSING TIME		Manual	45 minutes	

Note 1. Processing time is measured per document. Total Lead Time is 1 hour and 7 minutes which includes travel and waiting time.

2. Processing of Seaport Cargo Permit (Manual or Electronic Permitting System)

This procedure defines the roles and responsibilities of the Seaport Department – Processing Branch in the processing of seaport cargo permits (Bring-In/Transshipment Declaration/Temporary Transfer/Gatepass), whether through a MANUAL FORM or an ELECTRONIC PERMITTING SYSTEM (EPS).

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Accredited Broker/Forwarder, Authorized Company Representative, Cargo Owner (Locator/Port User)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Seaport Controlled Application Form or	Processing Branch, Seaport Department Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone
Print out of ESP (Submitted Status)	Lodging using EPS-GMS (VASP Website)
2. Special Power of Attorney to process	From the Clients Office
3. Port Charges Payment (<i>Billing Assessment and Official Receipt, if Applicable, see Note 1.1.</i>)	Billing Office Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone
4. Major Requirements per Type of Cargo Clearances/Permits:	
For Bring-In Permit	
a. Delivery Receipt with Seaport Cargo Checker's "Cleared for Entry" stamp (if already inside SBFZ)	Tipo Sentry, SFEX, Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Permanent Tally Sheet (if already inside SBFZ)	Cargo Monitoring Branch Seaport Department Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone
c. Farm-out/Bring-out Permit from other Economic Zone	PEZA/Economic Zone
d. Customs Boat Note	Bureau of Customs Office
For Transshipment Declaration	
a. Single Administrative Document (SAD)	Trade Facilitation and Compliance Department (TFCD) Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone
b. Transshipment Tally Sheet	Cargo Monitoring Branch Seaport Department Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone
c. Invoice/Packing List	From the Client Office
d. Transshipment Permit from Bureau of Customs (BOC)	Bureau of Customs Office
e. Import Permit from PEZA authority or Bring-In permit from other economic zone or BOC-Bonded Warehouse Registration	PEZA/Economic Zone or Bureau of Customs Offices
f. Customs Boat Note	Bureau of Customs Office
For Temporary Transfer	
a. Single Administrative Document (SAD)	Trade Facilitation and Compliance Department (TFCD) Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone
b. Temporary Transfer Tally Sheet	Cargo Monitoring Branch Seaport Department Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
c. Official Receipt for payment of Cash Bond from Bureau of Customs (BOC)		Bureau of Customs Offices		
For Gatepass / Sub-Gatepass				
a. Bill of Lading		From the Clients Office		
b. Invoice/Packing List		From the Clients Office		
c. Permanent Tally Sheet		Cargo Monitoring Branch Seaport Department Seaport Administration Building Waterfront Road corner Sampson Road, Subic Bay Freeport Zone		
d. Official Receipt of Tax Payment from Bureau of Customs (BOC)		Bureau of Customs Offices		
e. Verified Customs Entry from Bureau of Customs (BOC)		Bureau of Customs Offices		
5. For additional requirements by law (please refer to the Seaport Official Checklist of Requirements)		From different SBMA/Offices or other Government Agencies/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished Seaport Controlled Application Form or Print-out of EPS and complete Official Requirements (original and photocopies)	1.1. Receipt, checking of completeness of documentary requirements based on the official checklist and recording of duly accomplished Seaport Controlled – Cargo Application or Print-out of EPS and Official Requirements. See Note 1. <i>(For EPS New Client, Enrollment or registration in the system in required first, kindly see Note 1.1.2.1)</i>	Refer to Board Approved Tariff for Port Charges and Processing Fee (SBMA processing fee of ₱300.00 and if EPS an additional ₱50.00 for the VASP convenience fee) see Note 1.2.	20 minutes	Processing Officer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>(If necessary, Issuance of Billing Assessment, Payment and Issuance of Official Receipt Port Charges, see Note 1.2.1)</i> <i>(if necessary, for verification from Statistic and Record Branch, see Note 1.2.2)</i>			
	1.2. Review of Seaport Controlled-Cargo Application and Official Requirements Manual: affix initial EPS: Tagging of EPS Application as "EVALUATED" KPM details for review of Specific Cargo Permit Application: For Bring-In Permit a. Local Inbound Products – 10 minutes b. Manufacturing Company – 10 minutes c. Petroleum products by land, cigarettes, liquors and other products for direct export and transshipment – 15 minutes	None	25 minutes for Manual 35 minutes For EPS	Processing Officer II

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Transshipment Declaration *Local a. Manufacturing/trading – 20 minutes b. Port User – 20 minutes c. Retail products with multiple sources – 25 minutes *Foreign a. General cargoes – 20 minutes b. Cigarettes, liquors, etc. with multiple sources – 25 minutes For Temporary Transfer a. Manufacturing material fabrication, plating, and painting – 15 minutes b. Heavy Equipment and machineries – 20 minutes For Gatepass / Sub-Gatepass a. Mother Gatepass – 25 minutes b. Sub-Gatepass – 10 minutes For EPS, an additional 10 minutes for log-in and application detail entry verification in the system			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Recommendation Manual: Affix initial EPS: Tagging of EPS application as "RECOMMENDED" KPM details for verification of specific Cargo Permit Application a. Bring-In Permit – 15 minutes b. Transshipment Declaration – 20 minutes c. Temporary Transfer – 20 minutes d. For Gatepass/ Sub-Gatepass • Mother Gatepass – 20 minutes • Sub-Gatepass – 15 minutes For Manual, an additional 30 minutes to travel from the Processing Branch Office to the signatory office and batch collection For EPS, an additional 10 minutes for batch tagging	None	50 minutes For Manual 30 minutes For EPS	Authorized Division Chief or Authorized Signatory
	1.4. Approval (5 minutes plus 30 minutes on GM's Staff recording/logging)	None	1 hour and 5 minutes For Manual 45 minutes For EPS	General Manager/ Authorized Division Chief or Authorized Signatory

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Manual: Affix signature EPS: Tagging of EPS application as "APPROVED" For Manual, an additional 30 minutes of travel from signatory (Recommendation) office to the General Manager's Office (in batches). For EPS, an additional 10 minutes for batch tagging			
2. Receipt of Approved Manual Seaport Controlled – Cargo Permit and Original Official Requirements or confirmation that the EPS has been approved by viewing it in the system and returning the original official requirement, may depend on the client's convenience	2.1. Segregation, and release of Approved Seaport Controlled – Cargo Permit and Official Requirements For Manual it includes Dry Sealing with additional 2 minutes	None	7 minutes For Manual 5 minutes For EPS	Processing Officer I
TOTAL PROCESSING TIME		Manual	2 hours and 47 minutes	
		EPS	2 hours and 15 minutes	

Notes:

Note 1. The Seaport Processing Branch receives cargo application at 8:00AM to 5:00PM, from Monday to Friday, except those falls under holiday.

1.1. Filling out of Application. Applications must be filled out completely and accurately by the clients, with "NA" for any fields that are not applicable. Submission of false or inaccurate declarations and attachments is an offense punishable by the Policy on Fines and Penalties for Port Violations, the Philippine Penal Code, and other relevant laws. The application must include a detailed description of the articles, for example, on the vehicle; the chassis number, engine number, color of the unit, and year model must appear.

1.1.1. For Manual Form. All information required for a manual form application must be typewritten, including corrections for any entry. Corrections must be countersigned by the processing head or assistant head. Forms must not be rolled, defaced, or handled in any way that makes them illegible. In the "Fully Paid Under" portion, indicate the corresponding amount pertaining to items, units, or parts specified therein as payment of taxes and duties, along with the official receipt and corresponding date of payment.

1.1.2. For Electronic Permitting System. Only those clients that are enrolled in the system are allowed to access it.

1.1.2.1. Enrollment / Registration Procedure

1.1.2.1.1. Locator or authorized representative must submit the following :

1.1.2.1.1.1. Request Letter

1.1.2.1.1.2. Seaport enrollment Form and preferred username and password

1.1.2.1.1.3. BIR 2303

1.1.2.1.1.4. Updated CRTE or CR or Certificate of Accreditation

1.1.2.1.1.5. Special Power of Attorney

1.1.2.1.1.6. Government issued ID of the signatory of the company

1.1.2.1.1.7. Government issued ID of the representative of the company

1.1.2.1.2. Fill-out the accreditation form and submit it to the Seaport Department together with the request letter and all the mandatory requirements.

1.1.2.1.2.1. FORM A – Port Locator with In-House Broker

1.1.2.1.2.2. FORM C – Port User

1.1.2.1.2.1. FORM E – Accredited Brokerage Company

1.1.2.1.3. Seaport Department assigned Personnel will issue/activate username, password and Pre-Payment Account.

1.1.2.1.4. Client will proceed to Landbank Subic for prepayment account funding.

1.1.2.2. SBMA Prepayment Account Procedure

1.1.2.2.1. The client must create their SBMA Prepayment Account by accomplishing the following:

1.1.2.2.1.1. Login into the system (Electronic Permitting System -EPS).

1.1.2.2.1.2. Go to Prepayment and click the "Account Creation" button.

1.1.2.2.1.3. Fill out all mandatory fields and click the "Create" button.

1.1.2.3. SBMA Prepayment Account Funding - Prior to lodgement, SBMA Prepayment Account must be funded with Landbank Subic. Payment Acceptance form must be filled out and pay for the corresponding amount provided in the form but is limited to PHP 300.00 per transaction.

1.1.2.3.1. Emergency Funding: In the event that the LAND BANK is not available or accessible, the client may request an emergency fund, subject to the Seaport General Manager's approval.

1.1.2.3.1.1. The client must accomplished the Payment Slip Form that can be secure at the Processing Branch.

1.1.2.3.1.2. Once the request or the form is approved, the client may proceed to the SBMA Treasury or Cashier Booth for payment.

1.1.2.3.1.3. The client has to return to the Processing Branch and present the proof of payment (O.R.) in order for authorized Seaport personnel to facilitate the actual emergency funding process in the system.

1.1.2.3.2. **Fund Transfer from an EPS Account to another Account.** Said activity is only applicable when both account holders agree on the matter. A request letter must be executed by both parties, indicating their reasons. This is subject to the Seaport General Manager's approval. Once the request is approved, authorized Seaport personnel will facilitate the actual fund transfer process in the system.

1.1.2.4. **Lodgement of application**

1.1.2.4.1. Client must log-in the system using enrolled username and password.

1.1.2.4.2. The client must encode the cargo details or transaction entries as part of their cargo permit application, and the system will verify and classify the application as "**SUBMITTED**" upon submission. The system will generate a unique EPS number for each transaction.

1.1.2.4.3. Clients must always monitor their electronic funds to ensure a sufficient balance.

1.2. This process includes sub-processes that require clearances from other SBMA departments and government agencies. **Only those applications with complete requirements will be processed. Prior to submission of the application at Processing Branch, the following items must be first settled or accomplished:**

1.2.1. Some applications require Port Charges payment in which case, a 15 minutes KPM time for Billing Assessment, which is conducted by **Seaport Billing Branch, Accounting Department**. For **billing payment at SBMA cashier's booths (Treasury Department)** processing time is 10 minutes . For Port Charges, please refer to Board Approved Tariff (Board Resolution No. 18-05-00716 dated May 24, 2018 & 13-09-4870 dated October 11, 2013). Cargoes that uses the pier and wharves are required to pay the said Port Charges.

1.2.2. For **Temporary Transfer and Sub-Gatepass (of Petroleum Products) Applications**, an endorsement from **Statistic and Record Branch** shall be required to verify the return of previous temporary transfer cargoes and the actual quantity pulled out for petroleum products prior to evaluation of application. Said step has a KPM of 5 minutes.

1.3. Upon receipt of the application, the processing officer will check the attachments for completeness referencing the official checklist of requirements. If the application is incomplete, it will be returned to the processor or cargo owner immediately.

Note 2. In the case of expired permit, client must submit a "Request Letter" address to the Seaport General Manager indicating its reason and applications to be request for "RE-DATING or RE-INSTATEMENT".

2.1. For Manual Gatepass / Transshipment Declaration and Sub Gatepass / Transshipment Declaration, **RE-DATING** may be imposed under the following conditions;

2.1.1. The SBMA Official who signed the cargo permit is still in his position as Authorized Official to sign the said permit.

2.1.2. No changes have been made pertaining to the information provided therein.

2.1.3. The permit is still readable and in good condition.

2.1.4. With SBMA Official Receipt as proof of payment for the processing fee on re-dating / renewal of permit.

2.1.5. Re-inspection of cargoes has been conducted.

2.1.6. *Re-dating shall be manifested thru stamp bearing the signature and name of the Processing Head, the date which shall be the basis for the effectivity of the permit and the Official Receipt Number for the payment of new processing fee.*

2.1.7. *Should above conditions stated from Note 2.1.1. to 2.1.5., have not been met, a new application of cargo permit shall be applied.*

2.2. For EPS Applications that have expired may be subject to **RE-INSTATEMENT**, which includes a renewal fee of Php.350.00 (SBMA Processing Fee of 300.00 and VASP Convenience Fee of 50.00) and re-inspection of the Seaport Cargo Checker.

Note 3. An **extension** may be granted for **Temporary Transfers Permit**, articles that exceed the stipulated date of return, subject to the GM's approval through a Letter of Extension.

Note 4. For **EPS Application Cancellation**, client must submit a "Request Letter" address to the Seaport General Manager indicating its reason and applications to be cancelled. Once the request is approved, authorized Seaport personnel will facilitate the actual cancellation process in the system.

Note 5. Any Cargo applications that has been cleared by the Bureau of Customs (BOC) pertaining to securing of other government clearances shall be honored and may no longer be required during the evaluation process.

Note 6. The following are Manual Sub-permits that are being evaluated, recommended and approved prior to an inspection and tally sheet issuance. Take note that this step is allowed only if the Approved Manual Mother Permit has already undergone inspection and issuance of the tally sheet procedure.

6.1. Manual Subgatepass Permit for grains

6.2. Manual Subgatepass Permit for mutilated used clothing or rags

6.3. Manual Subgatepass Permit for wastes or scraps coming from Aguila, Redondo Area (former Hanjin)

6.4. Manual Local Sub-Transshipment Permit of Seal Intact containerized cargoes

Note 7. In the Event that the company requests additional permits, a record of the cargoes' running balance must be presented, along with the accomplished tally sheet and, if applicable, proof of weigh-in.

Note 8. For auto-approved Electronic Permits, permit applications that are automatically approved by the system, immediately after the inspection was conducted and tagged as "INSPECTED". The system shall automatically mirror the mother permit details, particularly the evaluator, recommendee, and approver.

Note 9. Processing time is measured per document. Total Lead Time which includes travel and waiting time for specific Cargo Permit is as follows:

Type of Permit	Manual	Electronic Permitting System (EPS)
5.1. BRING-IN	2 hours and 32 minutes	2 hours
5.2. TRANSSHIPMENT	2 hours and 47 minutes	2 hours and 15 minutes
5.3. TEMPORARY TRANSFER	2 hours and 42 minutes	2 hours and 10 minutes
5.4. GATEPASS	2 hours and 47 minutes	2 hours an 15 minutes

Applications subject to verification of clearances and permits or submission of certifications from other government agencies and/or are technical in nature may go through the minimum three-day requirement of ARTA.

3. Processing of Vessel Entry Clearance

This procedure defines the roles and responsibilities of Seaport Department in the Processing of Vessel Entry Clearance.

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Ship Agents, Authorized Company Representatives (<i>Private/Government</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vessel Entry Clearance Form	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
2. Special Power of Attorney to process	From the Clients Office (<i>Ship Agent</i>)
3. Vessel Registration	From the Clients Office (<i>Vessel</i>)
4. Ship Agent's Accreditation	Labor Department, Room 116, Bldg. 255, Barryman Road, Subic Bay Freeport Zone

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Duly Accomplished Vessel Entry Clearance Application with complete requirements	1.1. Receipt, Log and Review of Vessel Entry (<i>During the submission of the duly accomplished Vessel Entry Clearance form the Declaration of Insurance [Protection-Indemnity Insurance] must be reflected. The application should be submitted:</i> - For Foreign Vessel at least 72 hours prior the Vessel ETA	None	20 minutes	Processing Officer II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- For Local Vessel at least 24 hours prior the Vessel ETA)			
	1.2. Recommendation of Vessel Entry Clearance Application	None	5 minutes	Processing Branch Head/Alternate
	1.3. Approval of Vessel Entry Clearance Application (KPM includes GM's staff recording)	None	20 minutes	General Manager/Alternate
2. Receipt of Approved Vessel Entry Clearance and await for the advice of SPAM Schedule from Port Traffic Branch (for Saturday and Holiday, electronic approval see Note 2)	2.1. Dry sealing, segregation, and release of Approved Vessel Entry Clearance (for the Ship Pre-Arrival Meeting or SPAM, see Note 1)	None	4 minutes	Processing Officer II
TOTAL PROCESSING TIME			49 minutes	

Note 1. The Port Traffic Branch shall notify the Ship Agent about the SPAM Schedule thru text message or phone call after the line up is completed.

Note 2. For Saturday (9:00 am to 5:00 pm only), submission of application with complete requirements can be send through electronic mail. Upon review and recommendation of the Processing Branch Head, said application will be approved by the Seaport General Manager. The thread of conversion must be printed and attached in the application as proof of approval when presented to the Shipboarding Party during Ship Boarding Inspection. KPM may differs, depending on the time of responses.

Note 3. Processing time is measured per document. Total Lead Time is 1 hour and 4 minutes which includes travel and waiting time.

4. Processing of Vessel Exit Clearance

This procedure defines the roles and responsibilities of Seaport Department in the Processing of Vessel Exit Clearance.

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Ship Agents, Authorized Company Representatives (<i>Private/Government</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vessel Exit Clearance Form	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
2. Special Power of Attorney to process	From the Clients Office (<i>Ship Agent</i>)
3. Outward Manifest	From the Clients Office (<i>Vessel</i>)
4. If required, Philippine Coast Guard Clearance (<i>Roll Book for Local Vessel</i>)	Philippine Coast Guard Office
5. Exit Mandatory Requirements, if applicable (<i>Initial in the Vessel Exit Application</i>)	
a. Cargo Documents Cleared	Cargo Control Branch Office, Bldg. 1055, Argonaut Hiway, NSD Compound, SBFZ or Cargo Monitoring Branch Office Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Port Charges (<i>see Note 1.1</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
c. Pilotage Services	Harbor Pilot Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
d. Tugboat Service	Tugboat Service Provider Office
e. Penalties	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished Vessel Exit Clearance Application Form and complete Official Requirements <i>(for Saturday and Holiday, submission of application with complete requirements can be send through electronic mail see Note 2)</i>	1.1. Receipt, recording and review of duly accomplished Vessel Exit Clearance Application <i>(If necessary, Issuance of Billing Assessment for Port charges, see Note 1.1)</i> <i>(If necessary, Receipt of Payment and Issuance of Official Receipt Port charges, see Note 1.1)</i> <i>(For other requirements, see Note 1.2)</i>	<i>(Refer to Board Approved Tariff, see Note 1.1)</i>	20 minutes	Processing Officer II
	1.2. Recommendation of Vessel Exit Clearance Application	None	5 minutes	Processing Branch Head/Alternate
	1.3. Pre-approval of Vessel Exit Clearance Application (KPM includes GM's Staff recording)	None	20 minutes	General Manager/Alternate
2. Receipt of Pre-approved Vessel Exit Clearance (Ship Agent must attend of Pre-departure Inspection, see Note 2)	2.1. Segregation and release of Pre-approved Vessel Exit Clearance (White – clients copy) <i>Endorsement of Pre-Approved Vessel Exit Clearance (Yellow, Green, and Orange) to Port Operations Division</i>	None	5 minutes	Processing Officer II
TOTAL PROCESSING TIME			1 hour and 15 minutes	

Note 1. This process includes sub-processes that require clearances from other SBMA departments and government agencies. Only those applications with complete requirements will be processed. Prior to submission of the application at Processing Branch, the following items must be first settled or accomplished:

1.1. For payment of Port Charges, Ship Agent must proceed to Billing, Accounting Dept. in which case, an additional 15 minutes shall be added to the KPM time for Billing Assessment, which is conducted by Billing Branch, Accounting Department. For billing payment at SBMA cashier's booths (Treasury Department) processing time is 10 minutes. For Port Charges, please refer to Board Approved Tariff (Board Resolution No. 18-05-00716 dated May 24, 2018 & 13-09-4870 dated October 11, 2013).

1.2. Prior to the submission of duly accomplished Vessel Exit Clearance by the Ship Agent to the Processing Branch, the Ship Agent must first secure necessary clearances (If applicable) : (a) Cargo Document Cleared from TOD Personnel - Document Clearance Officer or Cargo Checker I, (b) Pilotage Services from Harbor Pilot Office, (c) Tugboat Service from Tug Boat Office, (d) Penalties from Billing Officer. SBMA share will be charged for services rendered by the service providers, see Board Approved Tariff (Board Resolution No. 18-05-00716 dated May 24, 2018 & 13-09-4870 dated October 11, 2013).

Note 2. For Saturday (9:00 am to 5:00 pm only), submission of application with complete requirements (see Note 1.1 and 1.2, specially payment of port charges) can be send through electronic mail. Upon review and recommendation of the Processing Branch Head, said application will be approved by the Seaport General Manager. The thread of conversion must be printed and attached in the application as proof of approval when presented to the Shipboarding Party during Pre Departure Inspection. KPM may differs, depending on the time of responses.

Note 3. Conduct Actual Pre-Departure Inspection and Approval of Vessel Exit Clearance (Marking of Pre-Departure Portion) . The attending Ship Agent must assist the Port Operation Division in the Conduct Actual Pre-Departure Inspection. After the "Actual Pre-Departure Inspection" the vessel will be cleared for exit and the clearance will be approved.

3.1. As part of the SPAM – MOA, it is the duties and responsibilities of the Ship Agent to arrange transport facilities for Ship Boarding Team (SBT) when vessel is at the anchorage, Agusuhin Point or KSS. (see SPAM Form 6.2.e). Therefore the Ship Agent must coordinate and update the Port Operations Division (Port Communication Branch and Ship Boarding & Safety Branch) regarding transport facilities details that were pre-arranged prior to the actual pre departure inspection.

Note 4. Processing time is measured per document. Total Lead Time is 1 hour and 50 minutes, excluding KPM for the Exit Mandatory Requirements Endorsement, Actual Pre-Departure Inspection and Endorsement of Port Operations Division Copy Copies.

5. Issuance of Clearance for Cargoes Entering or Exiting Tigo (Outer Gate)

This procedure defines the roles and responsibilities of Seaport Department in the Issuance of Clearance for Cargoes Entering or Exiting Tigo.

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Authorized Company Representatives, SBMA-Accredited Brokers, Cargo Owners (Private/Government)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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FOR EXIT

1. Approved Cargo Permit either of the following, (for Manual, it must have a Dry Seal)	
a. Gatepass/Subgatepass (Manual)	Seaport Department or Trade Facilitation and Compliance Department Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Gatepass/Subgatepass – (Gatepass Management System/ GMS)	
c. Transshipment Declaration Permit (Manual)	
d. Transshipment Declaration Permit – (Gatepass Management System/ GMS)	
e. Export Declaration (Manual, for other port loading)	
f. Automated Export Documentation System (AEDS, for other port loading)	
g. Temporary Transfer Permit (Manual)	
h. Temporary Transfer Permit (Electronic Permitting System/EPS)	

	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	FOR ENTRY				
	1. Delivery Receipt or Proof of Ownership		From the Client Office		
	2. Invoice or Packing List (if applicable)				
	3. Farm Out Permit (if applicable)				
	4. Approved Cargo Permit either of the following (for Manual, it must have a Dry Seal)		Seaport Department Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ		
	a. Bring-In Permit (Manual, if available)				
	b. Bring-In Permit (Electronic Permitting System/ESP, if available)				
	c. Temporary Transfer Permit (Manual for returned article)				
	d. Temporary Transfer Permit (Electronic Permitting System/EPS, for returned article)		From Other Economic Zone		
e. Electronic Transit Admission Permit (ETAPS, for Subic Port loading)					
f. Electronic Export Documentation System (EEDS, for Subic Port loading)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submission of Approved Cargo Permit documents	1.1. Receipt, Review and recording of Approved Cargo Permit documents	None	10 minutes	Cargo Checker	
2. Assist in the Verification or inspection of Actual Cargo against Cargo Documents	2.1. Verification or inspection of Actual Cargo against Cargo Documents	None	30 minutes (for Entry Inspection)	Cargo Checker	
			20 minutes (for Exit Verification)		

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receipt cleared documents	3.1. Stamping of "Cleared for Entry or Exit" of Approved Cargo Permit and affix signature over full name with date, if applicable (<i>Secure Seaport Copy</i>)			
3.1. For Entry		None	5 minutes	Cargo Checker
3.1.a. Accomplished of Clearance for Inspection Application	3.1.1. Review, Evaluate and Logged of Clearance for Inspection Application			
3.1.b. Signed and Receipt copies of Tally Sheet or Returned Article and Receipt cleared cargo permit	3.2.1. For Manual - Logged, Accomplished and Issue Tally Sheet or Returned Article; For EPS - Log-in in the System, Tagged as "INSPECTED"	None	15 minutes (for Manual) 2 minutes (for EPS)	Cargo Checker
3.2. For Exit		None	5 minutes	Cargo Checker
3.2.a. Receipt of cleared cargo permit	3.2.1. For Manual – Signed Cargo documents; For EPS-GMS and AEDS Permits, Log-in the system and tagged status as "EXITED"			
4. Actual entry or exit cargoes	4.1. Release Cargoes	None	1 minutes	Cargo Checker
TOTAL PROCESSING TIME		For Entry	1 hour and 1 minute	
		For Exit	36 minutes	

Note 1. *On Entry of Cargo, for the physical inspection parameters, please see Note 2 of **Inspection of Cargo - Issuance of Tally Sheet***

Note 2. *Scrap materials must exit at Tipo Gate, within **TWO (2) HOURS** after the release of the approved Gatepass from Seaport Processing Branch. No pull-out of scrap materials beyond 9:00PM. No pull-out of scrap materials during **Saturdays, Sundays and Holidays**.*

Note 3. *Cargoes destined for exit through other outer gates must obtain approval from the Seaport Department, the Enforcement Department (LED), and the Bureau of Customs (BOC).*

Note 4. *Processing time is measured per document. The Total Processing Time (Lead) includes travel and waiting time.*

6. Inspection of Cargo for the Issuance of Tally Sheet

To facilitate and ensure that all cargoes admitted / exited in the zone are inspected (*if the actual cargo conforms on what is declared in the cargo documents*) and issued with a Tally Sheet.

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Companies/Locator Representatives, SBMA-Accredited Brokers, Forwarders, Cargo Owners, & Port Users (<i>Private/Government</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Clearance for Inspection Form or apply using On-Line Clearance for Inspection using the link below: https://docs.google.com/forms/d/e/1FAIpQLSfvNjgFernLEM8OEdJ8hxuvP3a4Sh5hpVSc7sPYokGzGbKQaw/viewform	Cargo Monitoring Branch Office of Seaport Department Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
2. Special Power of Attorney to process	From the Clients Office
3. Valid SBMA CR/CRTE/ Accreditation	
a. CR/CRTE	Building 662, Taft Street, Central Business District, Subic Bay Freeport Zone
b. Accreditation	Labor Department, Room 116, Bldg. 255, Barryman Road, Subic Bay Freeport Zone or; Accreditation Office, 2/F Regulatory Bldg. Labitan Street, corner Rizal Highway, Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Valid SBMA ID or Company ID	
a. SBMA ID	Office Services Department, Pass Issuance and Control Division (PICD) Bldg. 494, Aguinaldo Street, Subic Bay Freeport Zone (back of Subic Gym)
b. Company ID	From the Clients Office
5. Invoice/Packing List	From the Clients Office
6. Wharfage Fee, if applicable (Billing Assessment and Official Receipt)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., Subic Bay Freeport Zone or any SBMA Cashier Booth
7. Major Requirements per Type of Cargo Permit	
For Import	
a1. Approved Declaration for Admission (<i>Manual</i>) or Trade Automation and Facilitation System (<i>TAFS-Automated</i>) or Single Administrative Document (<i>SAD</i>) - <i>for Port of Subic Discharge or</i>	Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
A2. Approved Electronic Transit Declaration and Admission Permit System (<i>ETAPS</i>) with BOC Single Administrative Document (<i>SAD</i>) - <i>for other Port of Discharge</i>	From Other Port
b. Bill of Lading	From the Clients Office
For Export	
a1. Approve Export Declaration (<i>Manual</i>) or Automated Export Documentation System (<i>AEDS-Automated</i>) or Export Single Administrative Document - <i>for Port of Subic Loading or</i>	Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a2. Approved Export Declaration (<i>Manual</i>) or Electronic Export Declaration System (<i>EEDS-Automated</i>) with BOC Export Single Administrative Document (<i>SAD</i>) - <i>for other Port of Loading</i>	From other Port
b. Booking Confirmation or Delivery Order	Shipping Lines
For Bring-In Permit	
a. Manual Bring-In Permit Application or Electronic Permitting System (<i>EPS</i>) Bring-In Application printout	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b1. Delivery Receipt with Seaport Cargo Checker's "Cleared for Entry" stamp and / or	From the Client's Office
b2. Farm-out / Bring-out Permit from other Economic Zone	Tipo Sentry, SFEX, SBFZ / PEZA/Economic Zone
c. Customs Boat Note, if applicable (from PEZA/Ecozone)	Bureau of Customs Office
For Temporary Transfer	
a. Manual Temporary Transfer Application or Electronic Permitting System (<i>EPS</i>) Temporary Transfer Application printout	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Certification or Letter from the Company	From the Clients Office
For Transshipment Declaration	
a. Transshipment Declaration Application or Gatepass Management System (<i>GMS</i>) Transshipment Declaration Application printout	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
b1. Approved Declaration for Admission (<i>Manual</i>) or Trade Automation and Facilitation System (<i>TAFS-Automated</i>) or Single Administrative Document – SAD, if applicable or	Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b2. Approved Transit Declaration and Admission Permit with BOC Single Administrative Document (SAD) - <i>for other Port of Discharge</i> , if applicable, or	From other Port
b3. Import Permit from PEZA Authority, or	PEZA
b4. Bring-In Permit from Other Economic Zone, or	Economic Zone
b5. BOC-Bonded Warehouse Registration	Bureau of Customs Office
c. Bill of Lading	From the Client's Office
For Gatepass/Sub-Gatepass	
a. Gatepass Application or Gatepass Management System (GMS) Printout (Automated)-Application	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone or Lodging using VASP System
b. Bill of Lading	From the Clients Office
c. Single Administrative Document (SAD)	Bureau of Customs Office
d. Clearance / Permit from other concerned SBMA departments & government agencies such as BOC	From different Government Offices
9. For additional requirements	
For Vehicles	
a. Certificate of Payment (CR)	Bureau of Customs Office
b. Official Receipt (OR) of Certificate and Registration	Land Transportation Office
For Petroleum Products	
a. Certificate of Product Quality and Quantity (from Port of Loading)	Third Party-Surveyors Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Approved Declaration for Admission (Manual) or Trade Automation and Facilitation System (TAFS-Automated) or Single Administrative Document (SAD) – for Port of Subic Discharge / for Locator	Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
c. Import Tally Sheet – for Locator	Cargo Monitoring Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
For Plant, Agriculture Products, Animal (Live/Frozen Meat/Dairy/ Fish Fry) Products	
a. Import Permit	Department of Agriculture Office (Bureau of Plant Industry or Bureau of Animal Industry or Bureau of Fisheries and Aquatic Resources Office) or National Food Authority (<i>for rice importation</i>) Office
b. Sanitary Phytosanitary Certificate or Import Clearance	Department of Agriculture Office (Bureau of Plant Industry or Bureau of Animal Industry or Bureau of Fisheries and Aquatic Resources Office)
For Explosive Cargo	
a. Clearance	Fire and Explosive Unit, Philippine National Police (located at Camp Crame)
For Tire, Electrical Products, Building/Construction Materials and Other Consumer Product	
a. Import Commodity Clearance	Department of Trade and Industry Office
For Scrap Material	
a. Certificate as the Appointed Scrap Hauler	Company or Locator where the scrap came from

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished Clearance for Inspection Application with complete Requirements <i>(either manual application form or through online application)</i>	1.1. Receipt, of duly accomplished Clearance for Inspection Form or On-Line Application Response and Requirements for Verification/Review. <i>(For Sub Gate Passes, especially on System Auto – Approved transactions, said form is not required, since its Mother Gatepass had already undergone the mentioned requirement.</i> <i>The Time Submitted starts when the cargo personnel acknowledged its receipt and starts the evaluation of the form. The Assigned Cargo Checker shall reflected in the form after the Approval. This process includes sub-processes that require clearances from other SBMA departments and government agencies.</i> <i>For “Manual Application”, the request must be encoded in the data base, prior the evaluation that consume additional 3 minutes.</i> <i>For On-Line Application, only those with complete - uploaded attachments will the processed, incompletes are automatically rejected)</i>	None	5 minutes Manual 3 minutes Online	Office Staff/ Cargo Checker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. For Manual Application, the client will be notified verbally confirming that the request was "Approved" For Online Application, the client will receive an electronic mail confirming the Approval of the application, then client must proceed to the Cargo Monitoring Office to assist in the physical inspection or submit a photo of the cargo for virtual inspection.	2.1. Recommendation for Approval of Accomplished Clearance for Inspection Form (for manual application only)	None	5 minutes	Terminal Operations Division Head/ Alternate
	2.2. Approval of Clearance for Inspection Form or Online Application Response (<i>"Time Approved" will be reflected on the form upon receiving it from the General Manager's Office, if manual application. For On-line, the system will generate an auto reply electronic mail once the application was "Approved" and with a timestamp</i>)	None	20 minutes	General Manager/ Alternate
3. Assist Cargo Checker and act as witness of actual physical Inspection or submit a photo of the cargo for virtual inspection.	3.1. For Manual: Paper Form issued Blank Tally Sheet and Record to Log Sheet	None	2 minutes	Dispatcher (for Manual)
	For Automated: EPS/GMS, System Log-in and Check/scan if EPN – GPN status is "SUBMITTED" (verify document in the system)			Cargo Checker (for Automated)
	3.2. Actual Inspection of Cargoes, see Note 2	None	25 minutes (maximum except stripping and stuffing)	Cargo Checker
	3.3. For Manual: Paper Form, Fill-up/ accomplish and sign Tally Sheet over full name	None	15 minutes	Cargo Checker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Automated: EPS/GMS, Tag Document Transaction Status as "INSPECTED in the System	None	2 minutes	Cargo Checker
	3.4. Secure a photocopy of the requirement (<i>for Manual, a Seaport duplicate copy must be secured</i>)	None	1 minutes	Cargo Checker
4. Receipt of the Accomplished Tally Sheet or information the transaction Status was Tag Document was as "INSPECTED" in the System	4.1. Manual: Paper Form, issue/release the accomplished Tally Sheet For Automated: EPS/GMS, inform client that the Transaction Status was Tag Document was as "INSPECTED" in the System	None	1 minutes	Cargo Checker
TOTAL PROCESSING TIME		Minimum for Manual	1 hour and 14 minutes	
		Minimum for Automated	59 minutes	

Notes:

Note 1. This process includes sub-processes that require clearances from other SBMA departments and government agencies. Only those applications with complete requirements will be processed. Prior to submission of the application at Cargo Control Branch, the following items must be first settled or accomplished:

1.1. Some applications require Port Charges payment in which case, an additional 15 minutes shall be added to the KPM time for Billing Assessment, which is conducted by Billing Branch, Accounting Department. For billing payment at SBMA cashier's booths (Treasury Department) processing time is 10 minutes . For Port Charges, please refer to Board Approved Tariff (Board Resolution No. 18-05-00716 dated May 24, 2018 & 13-09-4870 dated October 11, 2013).

1.1.1. Cargoes that uses the pier and wharves are required to pay the Wharfage fee.

1.2. Additional documentary requirements such as “Verified Custom Entry”, etc., be required should the need arises in compliance to statutory and regulating function of the department.

1.3. For On-Line Application, client must submit their complete pertinent documents using the Link, a Google Form type program. For attachments, only PDF file can be upload. If Approved the client must print the electronic mail response that will serves as the approved clearance for inspection.

1.4. Manual Clearance for Inspection issued at TIPO is pre-approved.

Note 2. The assigned Cargo Checker will proceed to designated area along with the company representative / processor / locator, and BOC for the actual inspection of the cargoes.

If noted of any discrepancy or misdeclaration, the cargo will be held and the supervisor and/or Terminal Operations Division will be notified for appropriate action, also the client will be advised to undertake necessary corrective action. Prior to the inspection, Cargoes to be inspected must be intact with no evidence or sign of tampering. If in case that tampering had occurred, said cargo will be held and subjected for investigation. Unauthorized Inspection which includes, opening of the container and breaking of seals shall be considered a violation of the Tariff and Custom Code of the Philippines, as well as other Government Rules and Regulations on the matter.

If required, a photo or picture of the cargo (including any identification number) with the inspecting or evaluating Cargo checker must be taken (said printing will be handled by the company representative/processor/locator).

For Hundred (100%) Inspection, if required, it may take additional time depending on the length of the activity. For Containerized Cargo, if required a SBMA Seal will be placed for security purposes.

2.1. For Physical Inspection

2.1.1. For Loose Cargo (without Seal)/Livestock/Agricultural Product/Petroleum/Bulk/Break – Bulk. KPM may vary from 05 – 15 minutes.

2.1.1.1. A Hundred Percent (100%) physical inspection will be conducted on the cargoes to validate if actual cargoes (item and quantity) are same or conforms to declaration in the document .

2.1.1.1.1. For items that are in boxes, crates, and pallets; sample item shall be opened to be verified if necessary.

2.1.1.1.2. For Petroleum Product, Petroleum Company’s seal was verified to see if the actual seal conforms to declaration in the document.

2.1.1.1.2.1. The seal is check to see if it is intact and has “NO” sign of tampering.

2.1.1.1.2.2. If it is declared that the tank is empty, said tank opening must be opened and visually inspected

2.1.1.1.3. Based on the document, Truck Number (License Plate) will be checked to see if it conforms to the declaration in the attached document

2.1.2. For Loose Cargo-Close Van (to be Sealed). KPM may vary from 02 – 25 minutes except for Stuffing/Stripping or that required hundred percent (100%) physical inspection due to BOC Pre-Lodgement Control Order, which may consume a KPM more a day.

2.1.2.1. Based on the document, the Truck Number (License Plate) will be checked to see if it conforms to the declaration in the attached document prior the opening of the close van.

2.1.2.2. If a cargo was declared under BOC Pre-Lodgement Control Order by the Bureau of Custom, a Hundred Percent (100%) physical inspection will be conducted to validate if actual cargoes (items and quantities) are same or conforms to declaration in the document .

2.1.2.2.1. If Cargo is for pull out, the Cargo Checker shall ensure that all items to be loaded or unloaded were entirely inspected. Stuffing or Stripping, monitoring shall be done until the entire activity is completed.

2.1.2.2.2. For items that are in boxes, crates, and pallets all shall be opened to be checked.

2.1.2.3. If a cargo was not under a BOC Pre-Lodgement Control Order by the Bureau of Custom, only a Spot Check (10% or more) will be conducted to validate (Lot Sampling), if the actual cargoes are the same or conform to those declared in the document.

2.1.2.3.1. For items that are in boxes, crates, and pallets; random sample items shall be opened to be checked.

2.1.2.4. After the inspection, the close van will be closed and sealed (using SBMA SEAL) in the presence of a cargo checker, company representative/processor/locator, and BOC.

2.1.2.4.1. SBMA SEAL will be issued by the Dispatcher upon presentation of the payment (OR).

2.1.3. For Containerized Cargo. KPM may vary from 02 – 25 minutes except on under a BOC Pre-Lodgement Control Order or Stripping/Stuffing that may consume a KPM more a day.

2.1.3.1. Based on the document, the Original Seal Control Number (Bullet) and Container Identification Number will be checked if it conforms to the declaration in the attached document prior opening of the container van.

2.1.3.2. If a cargo was declared under a BOC Pre-Lodgement Control Order by the Bureau of Custom, a Hundred Percent (100%) physical inspection will be conducted to validate if actual cargoes (items and quantities) are same or conform to the declaration in the document.

2.1.3.2.1. If Cargo is for pull out, the Cargo Checker shall ensure that all items to be loaded or unloaded were entirely inspected. For Stripping or Stuffing, monitoring shall be done until the entire activity is completed.

2.1.3.2.2. For items that are in boxes, crates, and pallets, all items shall be opened to be checked.

2.1.3.3. If a cargo was not under BOC Pre-Lodgement Control Order by the Bureau of Custom, only a Spot Check (10% or more) will be conducted to validate (Lot Sampling) if the actual cargoes are same or conforms to those declared in the document.

2.1.3.3.1. For items that are in boxes, crates, and pallets, random sample items shall be opened to be checked.

2.1.3.4. After the inspection, the container van will be closed and sealed (using SBMA SEAL) in the presence of the cargo checker, company representative/processor/locator, and BOC.

2.1.3.4.1. SBMA SEAL will be issued by the CMB Dispatcher upon presentation of the payment (OR).

2.1.3.5. For Foreign/Local Transshipment or Gatepass of Port User declared as Seal Intact (STC), the following matter must be considered:

2.1.3.5.1. If the Original Seal (Bullet or Shipper Seal) is intact, there's "NO" need for an SBMA Seal, but if the original seal has been broken, an SBMA Seal will be in place.

2.1.3.5.2. "NO" physical inspection on the actual container van or "box" will be conducted; only the Cargo Declared Identification Numbers (Seal and Container Number) will be checked to ensure they conform to with pertinent cargo document on hand.

2.1.3.5.3. STC (Said To Contain) will be stamped on the Manual Tally Sheet; meanwhile, In the Electronic Permitting System Tally Sheet, STC must be reflected in the "detail" or "remark" portion.

2.1.3.5.4. For other details to be considered, refer to Seaport Memorandum (SD/GM20140226-01) dated February 26, 2014.

2.1.4. For Vehicle / Heavy Equipment. KPM may vary from 10 – 15 minutes.

2.1.4.1. The Brand / Make, Model, Chassis Number, Engine Number and other identification numbers will be checked against the document to verify if they conform to the declaration.

2.1.4.1.1. If necessary or required, a stencil of the identification number will be attained.

2.1.5. For Scrap Materials. KPM may vary may consume a KPM more than a day due to the Hundred Percent (100%) physical inspection requirement .

2.1.5.1. The necessary Clearance Stamp from PPMD, LED and Ecology with the respective signatures of authorized personnel must be verified on the document.

2.1.5.1.1. PPMD Stamp differs every day; the scheduled stamp must be verified.

2.1.6. Based on the Bureau of Customs (Port Of Subic) Memorandum Order Number 1 – 2010/Selective Inspection of Export shipment. (Scope 2.1.1. – Using the AEDS computer workstation, review Export Declarations / ED filed and identify export shipment to be selected for physical inspection, as provided in Section 3.5 of the BOC SBMA Memo No. 01 – 2010).

2.1.6.1: Said Memorandum highlight that those applications that use AEDS system were exempted for physical inspection; however, a randomly selected item will be subjected to the inspection procedure as identified by the system.

2.2. For Virtual Inspection, this is only applied if physical inspection is not feasible or permitted due to special circumstances or events, such as during pandemic or health and safety consideration.

Only selected applications are allowed to conduct inspection using photos. Only those with clear, identifiable photos that meet the required specifications will be given a tally sheet. If the submitted photo does not meet the required specifications, the cargo checker reserves the rights to refuse to issue a tally sheet, to require a physical examination, or to request that another photo of the cargo be submitted. For date reference, the submitted photo must include a placard with a date or a recent newspaper publication.

Clients who have violated seaport procedures or have received a notice of violation are not eligible for a virtual inspection.

2.2.1. Containerized Cargo

2.2.1.1. Loading; the client must submit photos of the following: (1) the empty container prior loading, (2) during initial loading of cargo, (3) during the middle part of loading- half full, (4) after the completion of loading, and (5) during closing and sealing of the container. The container number and seal number must be visible in the photo.

2.2.1.2. Unloading; the client must submit photos of the (1) closed container prior to the breaking of the seal; (2) during initial unloading of cargo-after opening of container doors; (3) during the middle part of unloading- half empty; (4) after the completion of unloading; and (5) empty container after unloading. The container number and seal number must be visible in the photo.

2.2.2. Vehicle, Heavy Equipment and alike; the client must submit photos the of the following: (1) the entire cargo lot and (2) the chassis number. If the vehicle is a wingvan or close van, the client must submit a photo of the opened van. If the cargo was declared a package, the inner cargo must be visible, identifiable and in a separate photo. Dismantle parts of the cargo must also be visible, identifiable and in a separate photo.

2.2.3. For Loose Cargo that is in boxes, crates, and pallets, the client must submit photo of the following: (1) boxes, crates, and pallets as a whole and (2) separate photos of sample cargoes.

2.2.4. Scarp Materials; the client must submit photos of the following: (1) entire cargo – lot; (2) during initial loading of cargo; (3) during the middle part of loading- half full; (4) after the completion of loading; and (5) the plate number of the truck where the cargo was loaded.

2.2.5. For Bulk and Break Bulk cargoes; the client must submit photo the of the entire cargo lot.

2.3. Other matter to be consider during inspection:

2.3.1. For “mother” applications, client with “NO” record of violation or cargo with “NO” derogatory report, a documentation inspection will be carried out; nonetheless, they are still subject to random inspection selection. Physical inspection is a requirement for “Mother” applications of clients with a record of violations or cargo with a derogatory report.

2.3.1.1. Based on random inspection selection for “Mother” applications, only a spot check (10% or more) will be conducted for verification.

2.3.2. For “sub” applications with derogatory reports, a hundred percent (100%) inspection is required. While with the “NO” derogatory report, only a spot check (10% or more) will be conducted to validate.

2.3.3. Unregulated cargoes (import/export) are subject to random inspection as determined by the system following TFCD selection conditions or policies.

Note 3. Note 3: Processing time is measured per document. The declared total Time may differ depending on the location of the cargo due to travel time.

TYPE OF CLEARANCE FOR INSPECTION	CATEGORY OF TALLY SHEET	TIME
MANUAL	MANUAL - PAPER FORM	1 hour and 14 minutes
MANUAL	AUTOMATED - GMS	1 hour and 1 minute
ONLINE	MANUAL - PAPER FORM	1 hour and 12 minutes
ONLINE	AUTOMATED - GMS	59 minutes

7. Clearance for the Release of Cargoes from Inner Gate Containerized/Petroleum/Bulk/Break Bulk Cargoes (Entry/Exit at Controlled Areas – Boton/NCT/Tank Farm/PPC/Leyte)

To facilitate and monitor the entry and exit of Containerized cargoes at New Container Terminal, Bulk/Break Bulk cargoes at Boton/Leyte and Petroleum products at the Tank Farm/PPC .

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Companies, Locator Representatives, SBMA-Accredited Brokers, Forwarders, Cargo Owners, & Port Users (<i>Private/Government</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Cargo Permit (* <i>Either one of the applicable permits;</i> * <i>for Manual, it must have a Dry Seal</i>)	Seaport Department or Trade Facilitation and Compliance Department Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
a. Gatepass/Subgatepass (Manual)	
b. Gatepass/Subgatepass (Gatepass Management System/ GMS)	
c. Transshipment Declaration (Manual)	
d. Transshipment Declaration (Gatepass Management System/ GMS)	
e. Export Declaration (Manual)	
f. Automated Export Declaration System (AEDS)	
g. Declaration for Admission (Manual)	
h. Trade Automation and Facilitation System (TAFS-Automated) or Single Administrative Document (SAD)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PETROLEUM PRODUCT	
1. Approved Cargo Permit (* Either one of the applicable permits; * for Manual, it must have a Dry Seal)	Seaport Department or Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
a. Gatepass/Subgatepass (Manual)	
b. Gatepass/Subgatepass – (Gatepass Management System/ GMS)	
c. Transshipment/Sub-Transshipment Declaration Permit (Manual)	
d. Transshipment/Sub-Transshipment (Gatepass Management System/ GMS)	
e. Export Declaration (Manual)	
f. Automated Export Documentation System (AEDS)	
g. Declaration for Admission (Manual)	
h. Trade Automation and Facilitation System (TAFS-Automated) or Single Administrative Document (SAD)	
i. Bring-In Permit (Manual)	
j. Bring-In Permit (Electronic Permitting System)	
2. Bill of Lading and/or Manifest (Outward/Coasting) (by Sea only, if applicable)	From the Clients Office
3. Additional Requirements for Auto-Approved Subgatepass/Sub-Transshipment	
a. Withdrawal Certificate from Bureau of Internal Revenue	Bureau of Internal Revenue Office
b. Loading Certificate/Ticket (by Land only)	Terminal Operators Office (PPC/PCSPC)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c. Gatepass from Locator or Delivery Receipt (by Land Only)	From the Client Office
d. Certificate of Product Quality and Quantity (by Sea Only)	From the Client Office
e. Surveyor's Report (by Sea Only)	From the Third Party Surveyor Office
BULK/BREAK BULK PRODUCT	
1. Approved Cargo Permit <i>(*Either one of the applicable permits; *for Manual, it must have a Dry Seal)</i>	Seaport Department or Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
a. Gatepass / Subgatepass (Manual)	
b. Gatepass / Subgatepass – (Gatepass Management System/ GMS)	
c. Transshipment / Sub- Transshipment Declaration Permit (Manual)	
d. Transshipment / Sub- Transshipment Declaration Permit (Manual) (Gatepass Management System/ GMS)	
e. Export Declaration (Manual)	
f. Automated Export Documentation System (AEDS)	
g. Declaration for Admission (Manual)	
h. Trade Automation and Facilitation System (TAFS-Automated) or Single Administrative Document (SAD)	
i. . Bring – In Permit (Manual)	
j. Bring – In Permit (Electronic Permitting System / EPS)	
2. Bill of Lading and /or Manifest (Outward / Coasting) <i>(by Sea only; if applicable)</i>	From the Clients Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	3. Additional requirements for Auto Approved Subgatepass / Sub-Transshipment			
	a. Weighing Ticket (<i>by Land only</i>)	Terminal Operators Office (PPC/PCSPC)		
	b. Gatepass from Locator or Delivery Receipt (<i>by Land only</i>)	From the Clients Office		
	c. Surveyor's Report (<i>by Sea only</i>)	From the Third Party Surveyor Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Cargo Permit documents and attachment	1.1. Receipt, Review, & Recording of Approved Cargo Permit documents and attachment	None	10 minutes	Cargo Checker
2. Assist in the Verification of Actual Cargo against Cargo Documents	2.1. Verification of Actual Cargo against Cargo Documents	None	15 minutes	Cargo Checker
	2.2. . Cleared the Document of Cargoes by stamping of appropriate remarks, and affix signature over full name with date, if applicable (<i>Tagging the appropriate status in the EPS - GMS / AEDS System</i>)			
	a. For NCT 1 and 2; Stamping of "Cleared for Entry/Exit" for Approved Cargo Permit both manual and EPS – GMS – AEDS – SAD – TAFS (Secure Seaport Copy)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a.1. For EPS Bring – In - Log-in in the System, Tagged as “INSPECTED” a.2. GMS Gatepass, GMS Transshipment Declaration Permit and AEDS, Log-in in the System, then Tagged status as “EXITED” application. Also, electronically release of cargo by “Lifting” the container number in the NAVIS 4 System b. For PPC / PCSPC Tank Farm (Coastal) Stamping of “Cleared for Entry/Exit” for Approved Cargo Permit both manual and EPS – GMS – AEDS – SAD – TAFS (Secure Seaport Copy) b.1. For EPS Bring – In - Log-in in the System, Tagged as “INSPECTED” b.2. GMS Gatepass, GMS Transshipment Declaration Permit and AEDS Tagged status as “EXITED”			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. Boton and Leyte C.1. For Entry, Stamping of “Cleared for Entry” for Approved Cargo Permit manual. On EPS Tagged as “INSPECTED” <i>(Secure Seaport Copy)</i> c.2. For Exit By Land, Stamping of “Approved” and / or Tagged status as APPROVED for Approved Manual and GMS (Auto-Approved) By Sea, Stamping of “Exited” and / or Tagged status as “EXITED” for Approved Manual, GMS and AEDS <i>(for GMS - EPS - AEDS, Log in to the system)</i>			
3. Receipt cleared documents & actual entry or exit cargoes	3.1. Release of cleared documents & cargoes	None	2 minutes	Cargo Checker
TOTAL PROCESSING TIME			32 minutes	

Note 1. The Virtual Exit scheme was applied for gatepass, subgatepass, transshipment and sub-transshipment. Said activity was conducted to free up traffic congestion at Tipo Gate. It is applied only to containerized (NCT) and petroleum cargoes (PPC-Boton / PCSPC – Tank Farm) .

1.1: For “by SEA” tagging as Exited.

1.1.1: For Boton Wharf loading at Boton Station

1.1.2: For PCSPC-POL Pier loading at NSD Station

1.1.3: For Leyte Pier loading at Leyte Station

1.2: For “by Land” - Bulk/Break Bulk cargoes (Grains, Rice, Corn, Etc.) tagging as Exited will be conducted at Tipo Station.

1.2.1: For Boton Wharf

1.2.2: For Leyte Pier

Note 2. *For Auto-Approved GMS subgatepass and sub-transshipment, said application must be inspected first, then tagged, in order to have Auto-Approved status prior to the issuance of clearance.*

Note 3. *Processing time is measured per document. The Total Processing Time (Lead) includes travel and waiting time.*

8. Clearance for the Release of Bulk/Break Bulk Cargoes (NSD)

To facilitate and monitor the release of bulk / break bulk cargoes from Seaport controlled areas.

Office or Department:	Seaport Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Companies, Locator Representatives, SBMA-Accredited Brokers, Forwarders, Cargo Owners, & Port Users (<i>Private/Government</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Import	
a. Approved Declaration for Admission (<i>Manual</i>) or Trade Automation and Facilitation System (<i>TAFS-Automated</i>) or Single Administrative Document (<i>SAD</i>)	Trade Facilitation and Compliance Department Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., Subic Bay Freeport Zone
b. Tally Sheet	Cargo Monitoring Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
c. Bill of Lading	From the Clients Office
d. Invoice / Packing List	From the Clients Office
e. Wharfage Fee (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth
f. Storage Fee, for more than 10 days, if applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
g. Approved Letter for Conditional Transfer, if applicable	Deputy Administrator for Port Operations, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
For Export	
a. Approved Export Declaration (<i>Manual</i>) or Automated Export Documentation System (<i>AEDS-Automated</i>) or Export Single Administrative Document	Trade Facilitation and Compliance Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Tally Sheet	Cargo Monitoring Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
c. Customs Boat Note (<i>if Manual via Manila</i>)	Bureau of Customs Offices
d. Invoice / Packing List	From the Clients Office
e. Wharfage Fee, for Subic Loading (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth)
f. Storage Fee, for more than 7 days, if applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth)
For Bring-In	
a. Approved Bring In Permit	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Delivery Receipt with Seaport Cargo Checker's "Cleared for Entry" stamp and / or Farm-out/Bring-out Permit from other Economic Zone	Tipo Sentry, SFEX, SBFZ / PEZA/Economic Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c. Permanent Tally Sheet	Cargo Monitoring Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
d. Customs Boat Note	Bureau of Customs Offices
e. Wharfage Fee, if Applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth)
f. Storage Fee, for more than 2 days, if Applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth
For Transshipment Declaration	
a. Approved Transshipment Declaration	Bureau of Customs Offices and / or Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Tally Sheet	Cargo Monitoring Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
c. Invoice/Packing List	From the Clients Office
d. Customs Boat Note, if Applicable	Bureau of Customs Offices
e. Wharfage Fee, if Applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
f. Storage Fee, for more than 10 days, if Applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth)
For Gatepass/Sub-Gatepass	
a. Approved Mother / Single Gatepass / Sub Gatepass (<i>GMS or Manual</i>)	Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
b. Tally Sheet	Cargo Monitoring Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ
c. Bill of Lading	From the Clients Office
d. Invoice/Packing List	From the Clients Office
e. Customs Entry from BOC	Bureau of Customs Offices
f. Wharfage Fee, if Applicable (<i>Billing Assessment and Official Receipt</i>)	Billing Office, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ and Treasury Department, Bldg. 299, Water Front Rd., SBFZ or any SBMA Cashier Booth
g. Storage Fee, if Import more than 10 days and if Domestic more than 2 days, if Applicable (<i>Billing Assessment and Official Receipt</i>)	Storage Fee, if Import more than 10 days and if Domestic more than 2 days, if Applicable (<i>Billing Assessment and Official Receipt</i>)
h. Delivery Receipt (<i>for bulk cargoes</i>)	From the Clients Office
For Personal Effects and Equipment Transfer	
a. Approved Memo/Letter Request	Seaport General Manager Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For by Sea (Loading)				
a. Duly accomplished Vessel Exit Application Form <i>(with Approved Cargo Clearance or Permit and attachments)</i>			Processing Branch Office Seaport Department, Seaport Administration Bldg., Waterfront Rd, Cor. Sampson Rd., SBFZ	
b. Outward Manifest <i>(for Foreign Vessel)</i>			From the Clients Office <i>(Vessel)</i>	
c. Coasting Manifest <i>(for Local Vessel)</i>			From the Clients Office <i>(Vessel)</i>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Cargo Clearance or Permit Documents and attached Requirements	1.1. Receipt, Validated and Recorded Approved Cargo Clearance Documents and attached Requirements	<i>(Refer to Board Approved Tariff, see Note 1)</i>	6 minutes	Document Clearance Officer
2. Filled out and sign Cargo Clearance Checklist	2.1. Issue Blank Cargo Clearance Checklist <i>(A control number will be assigned for each Cargo Clearance Checklist. Excluded in this Step are Sub Gatepass of Grains)</i>	None	1 minute	Document Clearance Officer
	2.2. Review and sign Cargo Clearance Checklist <i>(A control number will be assigned for each Cargo Clearance Checklist. Excluded in this Step are Sub Gatepass of Grains)</i>	None	2 minutes	Document Clearance Officer
3. Receipt of "Cleared" Cargo Clearance or Permit	3.1. Stamping of REMARKS <i>(Cleared for Exit/Outbound /Inbound/Clear for loading, see Note 2)</i>			

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. <i>Secure a Copy and Release of Cleared Cargo Clearance or Permit</i>	None	3 months	Document Clearance Office
	a. For Land Transport			
Present "Cleared" Cargo Clearance or Permit	a.1. Receipt Cargo Documents for Verification and Recording (see Note 3)	None	6 minutes	Gate Monitoring Officer (<i>Inner Gate</i>)
	a.2. Verification (<i>Inspection</i>) if actual and Cargo Clearance or Permit conforms	None	4 minute	Gate Monitoring Officer (<i>Inner Gate</i>)
	a.3. Secured Copy of Cargo Clearance or Permit , (<i>if Necessary</i>)	None	1 minute	Gate Monitoring Officer (<i>Inner Gate</i>)
Receipt of "Cleared" Cargo Clearance or Permit and exit or entry of Actual Cargo	a.4. Return of Verified Original Cargo Clearance or Permit and Release of Cleared Actual Cargo	None	1 minute	Gate Monitoring Officer (<i>Inner Gate</i>)
	b. For Sea Transport (Loading)			
Present Vessel Exit Clearance, Manifest and / or Approved Cargo Clearance or Permit	b.1. Receipt Manifest and / or Approved Cargo Clearance or Permit for Verification and Coordination with other Division or Branch, if needed. (<i>For Vessel Exit Clearance, see Note 4</i>)	None	5 minutes	Bulk/Break Bulk Branch Head/ Authorized BCB Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receipt of "Cleared" Vessel Exit Clearance, Cargo Clearance or Permit and exit of Actual Cargo	b.2. Issue "Clearance" by affixing initial (<i>Signing of Vessel Exit Clearance-Cargo Document, see Note 4</i>)			
TOTAL PROCESSING TIME			25 minutes	

Note 1. *This process includes sub-processes that require clearances from other SBMA departments and government agencies. Only those applications with complete requirements will be processed. Prior to submission of the application at Cargo Control Branch, the following items must be first settled or accomplished:*

1.1. Some applications require Port Charges payment in which case, an additional 15 minutes shall be added to the KPM time for Billing Assessment, which is conducted by Billing Branch, Accounting Department. For billing payment at SBMA cashier's booths (Treasury Department) processing time is 10 minutes . For Port Charges, please refer to Board Approved Tariff (Board Resolution No. 18-05-00716 dated May 24, 2018 & 13-09-4870 dated October 11, 2013).

1.1.1. Cargoes that uses the pier and wharves are required to pay the Wharfage fee.

1.1.2. Upon arrival of cargo, it will be allowed to stay in the staging area for specific period and it will be free of charge. However, if it exceed specific period the computation of charges will be retroactive from day one and onwards. Should the cargo remain beyond the free storage period, an additional of 20% on the 10th day and an another additional of 10% on every 10th day thereafter. Based on Board Resolution 14-12-5284 dated January 14, 2015, Board Resolution 01-05-1331 dated June 27, 2001 and Seaport Memorandum Circular 94-02 dated April 1, 1994. For Board Approved Tariff, Board Resolution No. 18-05-00716 dated May 24, 2018 and 13-09-4870 dated October 11, 2013.

1.1.2.1. For Import - 10 days

1.1.2.2. For Export - 7 days

1.1.2.3. For Transshipment - 10 days

1.1.2.4. For Domestic - 2 days

Note 2. *Document Clearance Officer shall stamp the necessary remarks on the face of the verified Bulk / Break Bulk cargo documents, and then affix his / her signature along with the actual date / time of the clearance.*

2.1. CLEARED FOR EXIT (NSD) – If cargo transport is by LAND and will exit from the NSD Controlled Area (Inner Gate).

2.2. CLEARED FOR LOADING (NSD) – If cargo transport is by SEA and will enter the NSD Controlled Area (Inner Gate).

2.3. INBOUND or OUTBOUND (NSD; check or mark the appropriate remark)

2.3.1. INBOUND – for ENTERING Personal Effects / Properties Transfer at NSD Controlled Area.

2.3.2. OUTBOUND – for EXITING Personal Effects / Properties Transfer at NSD Controlled Area.

2.4. Additional process will be conducted if the exiting item is a vehicle.

2.4.1. A Control Number was stamp in the document. Said control number was attained through the next sequence on the Vehicle Pull out logbook.

Note 3. For LAND: after the cleared cargo document is released or return to the Consignee / Authorized Representative, the truck (cargoes) that are for inbound or outbound at NSD Controlled Area shall proceed at the NSD gate to make its entry or exit.

3.1. For Bulk / Break Bulk articles (either Manual / GMS) that exited at Boton and Leyte, cargoes (truck) are not required to enter / exit NSD Controlled Area but were required to swing by said area (parked at the NSD Staging Area) for CLEARED FOR EXIT Stamping, Logsheet - Recording and / or GMS "Approved" Tagging procedures (by Cargo Checker).

Note 4. For cargoes transported by SEA

4.1. An additional requirement is required in order to exit said subject from the controlled area and also for report preparation purposes. Said requirements must be submitted or presented prior vessel's departure;

4.1.1. Cargoes UNLOADED from ship / vessel, Consignee / Authorized Representative with the help of the Ship Agent must present the Inward Manifest of the Cargo.

4.1.2. Cargoes LOADED to ship / vessel, Consignee / Authorized Representative with the help of the Ship Agent must present the Outward Manifest of the Cargo along with the corresponding Cargo Clearance Document and Ship / Vessel Exit Clearance Form.

4.2. Upon receipt of the required document, the Cargo Control Branch personnel (usually the Head) shall verify it and as soon as it is evaluated as CLEARED, he / she shall affix a countersign on the Ship / Vessel Exit Clearance Form.

4.2.1. If needed, to make sure that the cargo is monitored properly Cargo Control Branch must coordinate with Shipyard and Field Monitoring Branch for Loading / Unloading Monitoring Activity (for report purposes).

4.2.2. For Actual Exit of Cargo the following Activities must be satisfied in order to provide a Release Clearance in relation to Vessel Exit. The following activities are conducted (responsibility) by different Seaport Branches or Divisions.

4.2.2.1. Cargo Clearance Documents and Vessel Exit Clearance must be processed (upon to APPROVAL) at / by Processing Branch, Port Management Division.

4.2.2.2. Cargoes must be inspected and tagged (if, GMS) by Cargo Monitoring Branch, Terminal Operations Division.

4.2.2.3. Cargo Control Branch, Terminal Operations Division; must affix a countersign on the Ship / Vessel Exit Clearance Form and log the details on the VESSEL'S EXIT CLEARANCE Logbook.

4.2.2.4. Prior to the departure of the vessel a Pre – Departure Inspection will be conducted by Ship Boarding & Safety Branch, Port Operations Division as a mandatory activity in providing Vessel Exit Clearance. In the said activity the cargo loaded in the departing ship / vessel is also checked and verified if it conforms to the cleared document on hand. A countersign will be affix in the Vessel Exit Clearance Form if all is cleared.

Note 5. Processing time is measured per document.

TOURISM DEPARTMENT

External Services

1. Issuance of Event Permit

This procedure embodies the issuance of event permit in normal circumstances where the resources are available from receiving the approved letter for the staging the event inside SBFZ up to the receiving the fully accomplished event permit of the event organizer.

Office or Department:	Tourism Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Events organizers and all possible clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Special Events Permit Application Form	SBMA Official Website www.mysubicbay.com SBMA Tourism Office Special Events Section 2/F Subic Bay Exhibition and Convention Center Efficiency Street, Subic Bay Gateway Park, SBFZ
2. Letter of Intent addressed to Chairman and Administration (CHAD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and/or letter of request to hold an event	1.1. Tourism Manager to put notation and endorse the CHAD-approved letter to the Recreation Division Chief and Special Events Section to facilitate. Supervisor to receive the approved letter of request	None	10 minutes	Chairman and Administrator/ Manager/ Recreation Division Chief/ Special Events Section/ SBMA Working Group
	1.2. Coordinate the requirements with the working group/s (See Note 1)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill up and submit necessary form (risk assessment, waiver, event permit form) prior payment of fees and receive Billing Assessment (See Note 2)	2.1. Prepare and issue Billing Assessment	None	5 minutes	Event Coordinator/ Special Events Section Supervisor/ Recreation Division
3. Settle the fees by showing the billing assessment form issued by the coordinator for the cahier's reference (See Note 3) For Online: at SBMA Accounts thru Bank Transfer and other Online payment methods For Walk-In: at SBMA Treasury Department, Bldg. 229 Waterfront Road Subic Bay Freeport Zone	3.1. Verify, accept payment and issuance of Official Receipt Land Bank - 1572-2220-00 (Peso) - 1574-0024-15 (Dollar) DBP – 005006205756 UCPB - 6191-0005-00 (Peso) - 6194-0005-19 (Dollar)	See List of fees below		Cashier, Treasury Department
4. Furnish copies of the proof of payment to the coordinator (Official Receipt)	4.1. Receive proof of payment (Official Receipt)	None	5 minutes	Event Organizer/ Event Coordinator/ Special Events Section Supervisor
	4.2. Review and approval of the event permit by the Department manager	None	5 minutes	Manager/ Recreation Division Chief/ Special Event Supervisor
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Acceptance of the Approved Event Permit Form	5.1. Issuance of the duplicate copy of the signed event permit to the organizer (See Note 4)	None	5 minutes	Event Organizer/ Coordinator/ Special Event Section
TOTAL			30 minutes	

Note 1

1.1. An approved letter of intent sent by the organizer/production company both private and government forwarded by Tourism Manager is necessary for the issuance of the event permit which should contain the following details:

- Name of the event
- Date of the event
- Number of attendees/participants
- Detailed Itinerary/program
- Request for ocular inspection (optional)
- Lay-out (if available)
- Requested logistics and facility
- Request for discount or free-of-charge (FOC) use of facility
- Other pertinent details and requirements will be discussed during the coordination meeting/telephone/personal conversation

The duration of the coordination with other concerned departments and agencies is mainly based on the event's requirements.

1.2. After receiving the approved letter of intent, the Event Management Process will commence, which begins with assessing the event's requirements based on the availability based on the availability of concerned parties and organize needs. The events permit will only be prepared upon compliance of all the requirements.

1.3. If the organizer requesting a discount or free-of-charge (FOC) use of the facility, the event management team should endorse the request to the Chairperson and Administrator for approval. If granted, the organizer is allowed to settle the discounted amount for the facility; If not, the organizer will have to settle the full payment for the facility. The event management team may only endorse based on the FOC POLICY AMENDMENT, BOARD RESOLUTION NO. 17-10-04-02. Please refer to the attached Board Resolution dated October 25, 2017.

1.4. In cases where the event requires a MOA/MOU, the process of filling out, submitting, evaluating, and approving the duly accomplished event permit form will not be applicable. However, it will still be necessary to fill out and submit the risk assessment form, waiver form, and customer feedback form.

Note 2

2.1. If the cashier is not available at the facility during the fee settlement process, the event coordinator shall identify the nearest cashier's location available where to settle the payment on the day of billing assessment issuance. If this occurs on a holiday or during administrative leave, the billing assessment will be put on hold until a cashier is present and available.

2.2. A copy of the billing statement does not serve as a replacement for the general assessment form. Therefore, the coordinator must still issue a general assessment form as a requirement of the Treasury Department before payment.

2.3. In the case where the event organizer will be paying through bank transfer or bank deposit via check or cash, the coordinating through email, the check should be made payable to SBMA.

The coordinator, however, should issue a general assessment through email via scanned copy. The event organizer should settle the fees on the same day or the next working day after the receipt of the billing assessment.

Note 3

3.1. Classification of Minor Event and Major Events

SPECIAL EVENT AND RESERVATION OF FACILITIES	
Minor Event	Major Event
No road concern (use/closure)	Road usage with or without closure
No or minimal working group involved	Working group involved
Doesn't request heavy set-up	Heavy set-up
Local organizer group	International organizer group
Less than 500 participants	500 and up participants
SHOOTING	
Pre-nuptial shooting	All location shooting

3.2. Payment of fee by the organizer/production company should be monitored by the Special Events Coordinator. See attached for the updated list of fees.

Note 4

4.1. If the signatories are not available due to holidays, administrative leave, or weekends during the process of securing signatures for the event permit, the permit should be secured and issued to the organizer once it is fully completed and signed by the appropriate authorities.

4.2. In consideration of the accounting procedures for regular clients, SBMA, especially the Tourism Department, acknowledges long-term partners in the development and promotion of events and tourism activities – both SBMA-organized and sponsored. Delays in the payment of permit fees may be allowed for a period of 15-30 working days only upon prior written request and approval by the SBMA Chairman and Administrator or their designated representative/s. Furthermore, the event must conform to the implemented Tourism Fees and Operational Policies (Board Resolution No. 22-12-2822).

LIST OF FEES		
Major Events	Duration/Nature	Approved Rates (in Php)
Event Permit	For 4 days and below	2,000.00
	For 5 days and above	5,000.00

LIST OF FEES		
Major Events	Duration/Nature	Approved Rates (in Php)
Coordination Fee (one time)	Whole duration	3,000.00
Set-up Fee	Ingress	5,000.00
Utilities Fee	Actual Event	5,000.00
Venue/Location Fee: SBMA Controlled Area (Roads, Parks, Open Spaces)		
a. Half day rate	5 hours and below	10,000.00
b. Whole day rate	10 hours and below	20,000.00
MINOR EVENTS		
Event Permit Fee	For 4 days and below	1,000.00
	For 5 days and above	3,000.00
Coordination Fee (one time)	Whole duration	1,500.00
Set-up Fee	Ingress	3,750.00
Utilities Fee	Actual Event	3,750.00
Venue/Location Fee: SBMA Controlled Area (Roads, Parks, Open Spaces)		
a. Half day rate	5 hours and below	7,500.00
b. Whole day rate	10 hours and below	15,000.00
LOCATION SHOOTING		
Event Permit Fee	Per Day/Whole Day	3,000.00
Coordination Fee (one time)	Whole duration	1,500.00
Set-up Fee	Ingress	3,500.00
Utilities Fee	Actual Event	3,500.00
Venue/Location Fee: SBMA Controlled Area (Roads, Parks, Open Spaces)		
a. Half day rate	5 hours and below	15,000.00
b. Whole day rate	10 hours and below	25,000.00
c. Beyond 10 hours	Excess hour/s	2,000.00
PRE-NUPTIAL SHOOTING		
Shooting Permit Fee	Per Day/Whole Day	3,000.00
Coordination Fee (one time)	Whole duration	1,500.00
For SBMA Controlled facilities		Pay corresponding entrance fee

2. Issuance of Establishment Classification Certificate

This procedure defines the role of the Tourism Department in promulgating the Rules and Regulations governing the operations and activities of all persons, firms, entities and establishments that cater to tourists for classification with Tourism Standards in coordination with the Department of Tourism (DOT).

Office or Department:	Tourism Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Locators and Tourism-related establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	SBMA Official Website www.mysubicbay .com (click “About Us”, “Departments”, “Classification Rating Certificate” or email us at standards.tourism@sbma.com)
a. Online	
b. Tourism Application Form (hard copy)	SBMA Tourism Office Special Events Section 2/F Subic Bay Exhibition and Convention Center Efficiency Street, Subic Bay Gateway Park, Subic Bay Freeport Zone
2. Letter of Intent	
3. List of Officials	
4. Copy of CR or CRTE/Lease or Sub-lease Agreement	Business and Investment Group, Bldg. 225, Dewey Ave., Subic Bay Freeport Zone
5. Certificate indication the entity's SBF Authorized person to transact business	
6. List of employees assigned at SBFZ	Public Health and Safety Department Bldg. 280, Dewey Avenue, Central Business District, Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Sanitary Clearance (Restaurants/Fast Food)				
*DOH License for massage therapy required for Spa Supervisors				
7. Company Profile/Brochure				
8. Copy of Occupational Permit issued by the BPSD		Building Permit and Safety Department 2/F, Regulatory Building Labitan Street, corner Rizal Highway, Subic Bay Freeport Zone		
9. Copy of latest Fire and Safety Certification		Fire Department Bldg. 71, Sampson Road, Central Business District, Subic Bay Freeport Zone		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form and attach requirements online at SBMA official website www.mysubicbay.com (click "About Us", "Departments", "Classification Rating Certificate") website/system	1.1. Receive application form and documents	None	20 minutes	Receiving Officer, Standards Section/Conference Support Division
	1.2. Evaluate the validity of requirements presented by the applicant			
	1.3. Prepare Mission Order	None	10 minutes	Receiving Officer, Supervisor, Division Chief/Standard Section/Conference Support Division
2. Accommodate the Inspector for establishment inspection	2.1. Schedule and conduct inspection (See Note 1)	None	2 hours	Receiving Officer, Standards Section/Conference Support Division
	2.2. Prepare billing report with assessment service email	None	10 minutes	Cashier, Treasury Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment of fees (Bank transfer/other online method) For Online: at SBMA Accounts thru Bank Transfer and other online payment. For Walk-In: at SBMA Treasury Department, Bldg. 229 Waterfront Road, SBFZ	3.1. Verify and accept payment and issuance of Official Receipt	SPA, Duty Free Shop, Restaurant– ₱1,300.00 Rest Area– ₱800.00		Cashier, Treasury Department
4. Email copy of proof of payment/ bank transfer to Tourism Department	Forward Copy of Proof of Payment to Treasury Department for verification and confirmation	None	10 days	Receiving Officer from Tourism Department
5. Receive classification Certificate abd allow, display SBMA Sticker	5.1. Preparation and issuance of classification Certificate and DOT/ SBMA Sticker	Non	5 working	Inspection Officer, Supervisors/ Standards Section/ Conference Support Division/ Department Manager/ Chairman's office
TOTAL			5 days, 2 hours and 50 minutes	

Note 1

1.1. Inspection typically lasts for two (2) hours if the inspectors do not observe any non-compliance.

In cases of **Failed Inspection Result**, the client will be informed that the establishment was not able to maintain the basic requirements prescribed by the Tourism Department. Hence, **schedule for inspection will be set**, subject to the client's convenience and availability.

3. Reservation of Facilities

This procedure defines the role and responsibilities of Tourism Department in accepting reservation of Tourism facilities from receipt of reservation to the monitoring and assistance in the actual day/s of event

Office or Department:	Tourism Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who May Avail:	All possible clients, all government agencies, LGU's GOCC, and other Government Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Reservation Form	For Online: SBMA Official Website www.mysubicbay.com (Click "About Us", "Departments", "Reservation for Tourism Facility") For Walk-In: SBMA Tourism Office Special Events Section 2/F Subic Bay Exhibition and Convention Center Efficiency Street, Subic Bay Gateway Park, SBFZ

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out reservation form	1.1. Receive reservation form via online or walk-in	None	5 minutes (online) 15 minutes (walk-in)	Assigned Reservation Coordinator
	1.2. Perform Ocular Inspection on-site as per request by the client	None	1 hour	Assigned Reservation Coordinator
2. Signing of Conforme	2.1. Preparation of Conforme for clients' signing upon finalization of event details	50% down payment (See List of fees below)	1 hour	Assigned Reservation Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive Billing Assessment via online or walk-in	3.1. Prepare and issue Billing Assessment via Online (email address provided by the client) or Walk-in	None	5 minutes	Assigned Reservation Coordinator
4. Payment of fees (Bank transfer/other online method) For Online: at SBMA Accounts thru Bank Transfer and other online payment. For Walk-In: at SBMA Treasury Department, Bldg. 229 Waterfront Road, SBFZ	4.1. Verify and accept payment and issuance of Official Receipt Account Name: Subic Bay Metropolitan Authority Land Bank - 1572-2220-00 (Peso) - 1574-0024-15 (Dollar) DBP – 005006205756 UCPB - 6191-0005-00 (Peso) - 6194-0005-19 (Dollar)			Cashier, Treasury Department
5. Provide copy of proof of payment to Tourism Department	5.1. Receive copy of proof of payment Note: confirmation and verification of proof of payment will be done by coordinator to the Treasury Department	None	10 minutes	Reservation Coordinator
	5.2. Notify client to confirmed reservation through email or phone	None	10 minutes	Reservation Coordinator
TOTAL		Online	2 hours and 30 minutes	
		Walk-In	2 hours and 40 minutes	

LIST OF FEES

SPORTS COMPLEX

1. SUBIC GYM

*Regular Activities

a. Court Fee	With air conditioning	₱3,000.00/hour
	Without air conditioning	₱1,000.00/hour
b. Electronic Score Board	(excl. Operator)	₱500.00

*Special Events (Graduation Exercises/Religious Activities/Stage Play/Beauty Pageant/ Foundation/Sports Fest/Seminars/General Assembly/Corporate Parties/Tour Briefing)

a. Venue Fee	Whole day rate (10 hours)	₱30,000.00
	Half day rate (5 hours)	₱10,000.00
	Exceeding hour	₱3,000.00/hour
b. Utilities	Whole day rate (10 hours)	₱20,000.00
	Half day rate (5 hours)	₱10,000.00
c. Ingress/Egress & same day set-up		₱5,000.00
d. Coordination Fee	Major	₱3,000.00
	Minor	₱1,500.00
e. Events Permit Fee	Major (less than 5 days)	₱2,000.00
	(more than 5 days)	₱5,000.00
	Minor (less than 5 days)	₱1,000.00
	(more than 5 days)	₱3,000.00
f. Rental Fee of Basic PA System (Whole Day; with 4 speakers and stands, 2 mixers, 5 microphones)		₱5,000.00
g. Shower Fee		₱20.00/head

2. COVERED COURT

a. Badminton Court		
Play-all-day	Adults	₱200.00
	14-18 years old	₱150.00
	13 years old	₱100.00
	With Lights (5:00PM-10:00PM)	₱300.00/court/hour
	Without Lights (8AM – 5PM)	₱200.00/court/hour
b. Volleyball Court (Indoor per court/hour)		
	Without Lights	₱400.00
	With Lights (5:00PM-10:00PM)	₱600.00

LIST OF FEES			
Major Events		Duration/Nature	Approved Rates (in Php)
c. Tennis Court (Indoor)			
		Daytime/hour	₱200.00
		Night time/hour	₱400.00
d. Shower Fee			₱20.00/head
*Special Events			
a. Venue Fee		Major; Whole day (10 hours)	₱20,000.00
		Major; Half day (5 hours)	₱10,000.00
		Minor; Whole day (10 hours)	₱15,000.00
		Minor; Half day (5 hours)	₱7,500.00
b. Utilities		Major	₱5,000.00
		Minor	₱3,750.00
c. Ingress/Egress		Major	₱5,000.00
		Minor	₱3,750.00
d. Coordination Fee		Major	₱3,000.00
		Minor	₱1,500.00
e. Events Permit Fee		Major (less than 5 days)	₱2,000.00
		(more than 5 days)	₱5,000.00
		Minor (less than 5 days)	₱1,000.00
		(more than 5 days)	₱3,000.00
3. REMY FIELD OVAL			
*Regular Activities			
a. Jogging		Regular	₱20.00/head
		Senior Citizen	₱10.00/head
b. Practice/Fun Game (Team)		Day Time (Per Hour) (*)	₱800.00
		Night Time (Per Hour) (*/+)	₱1,200.00
*Special Events			
a. Venue Fee		Whole Day Rate (10 Hours)	₱20,000.00
		Half Day Rate (5 Hours)	₱10,000.00
b. Utilities Fee		Whole Day Rate (10 Hours)	₱10,000.00
		Half Day Rate (5 Hours)	₱5,000.00
c. Ingress/Egress and Same Day Set-up			₱5,000.00

LIST OF FEES		
Major Events	Duration/Nature	Approved Rates (in Php)
d. Coordination Fee (One time)	Major	₱3,000.00
	Minor	₱1,500.00
e. Events Permit Fee	Major (less than 5 days)	₱2,000.00
	(more than 5 days)	₱5,000.00
	Minor (less than 5 days)	₱1,000.00
	(more than 5 days)	₱3,000.00
f. Shower Fee		₱20.00/head
Note: For events held during night time, an additional utilities cost shall apply which is equivalent to ₱1,000.00 per hour (lights consumption) *Non-exclusive use of Remy Field +Night time, with additional support of 2 hi-bay lights only		
4. SAND COURT		
*Regular Activities		
Court 1, 2 & 3	Day Rate (6AM-5PM)	₱500.00/hour
	Night Rate (6PM-9PM)	₱700.00/hour
Court 4	Day Rate (8AM-5PM)	₱500.00/hour
*Special Events		
a. Venue Fee	Major; Whole day (10 hours)	₱20,000.00
	Major; Half day (5 hours)	₱10,000.00
	Minor; Whole day (10 hours)	₱15,000.00
	Minor; Half day (5 hours)	₱7,500.00
b. Utilities Fee	Major	₱5,000.00
	Minor	₱3,750.00
c. Ingress/Egress Fee	Major	₱5,000.00
	Minor	₱3,750.00
d. Coordination Fee (one time)	Major	₱3,000.00
	Minor	₱1,500.00
e. Events Permit Fee	Major (less than 5 days)	₱2,000.00
	(more than 5 days)	₱5,000.00
	Minor (less than 5 days)	₱1,000.00
	(more than 5 days)	₱3,000.00

LIST OF FEES				
Major Events		Duration/Nature		Approved Rates (in Php)
5. MALAWAAN PARK				
a. Fishing Fee				₱100.00/per rod
SAN ROQUE CHAPEL				
a. Wedding (Non-residents & other areas			₱15,000.00	
b. Wedding (Residents)			₱12,500.00	
c. Baptismal			₱1,200.00	
d. Holy Mass			₱1,500.00	
e. Other Events: Recollections, Seminars, Prayer Meeting			₱5,000.00	
SUBIC BAY EXHIBITION AND CONVENTION CENTER (SBECC)				
A. CONVENTIONS				
Rental Fee: INGRESS				
Venue		Area (in sqm)	Half-day Rate (4 hours)	Whole Day Rate (8 hours)
Function Hall – A		314	₱10,456.86	₱18,610.97
Function Hall – B		381	₱13,074.10	₱23,545.46
Convention Hall – A1		1,733	₱48,168.11	₱92,993.72
Convention Hall – A2		2,227	₱63,599.97	₱121,357.44
Convention Hall – B		1,536	₱45,716.64	₱85,490.77
Convention Hall – C		1,344	₱40,036.07	₱75,299.64
Grand Lobby		768	₱27,216.76	₱45,535.77
SBECC Rental Fee: ACTUAL EVENT				
Venue		Area (in sqm)	Half-day Rate (4 hours)	Whole Day Rate (8 hours)
Function Hall – A		314	₱21,456.86	₱35,910.97
Function Hall – B		381	₱26,474.10	₱44,445.46
Convention Hall – A1		1,733	₱108,768.11	₱188,293.72
Convention Hall – A2		2,227	₱141,599.97	₱246,857.44
Convention Hall – B		1,536	₱99,416.64	₱169,990.77
Convention Hall – C		1,344	₱87,136.07	₱149,229.64
Grand Lobby		768	₱52,560.76	₱87,775.77

B. GRADUATIONS

Rental Fee: INGRESS

Venue	Area (in sqm)	Half-day Rate (4 hours)	Whole Day Rate (8 hours)
Function Hall – A	314	₱9,056.86	₱14,710.97
Function Hall – B	381	₱11,374.10	₱18,745.46
Convention Hall – A1	1,733	₱40,368.11	₱71,793.72
Convention Hall – A2	2,227	₱53,599.97	₱93,557.44
Convention Hall – B	1,536	₱38,716.64	₱66,290.77
Convention Hall – C	1,344	₱34,036.07	₱58,429.64

SBECC Rental Fee: ACTUAL EVENT

Venue	Area (in sqm)	Half-day Rate (4 hours)	Whole Day Rate (8 hours)
Function Hall – A	314	₱17,056.86	₱28,110.97
Function Hall – B	381	₱21,074.10	₱34,945.46
Convention Hall – A1	1,733	₱84,568.11	₱144,893.72
Convention Hall – A2	2,227	₱110,399.97	₱188,157.44
Convention Hall – B	1,536	₱77,916.64	₱131,590.77
Convention Hall – C	1,344	₱78,136.07	₱131,929.64

4. Request for Tour Guide Services

This procedure presents the function of the tour operations in giving the utmost and prompt service to visitors by facilitating their requirements such as guided familiarization tour, plant visit, them park coordination and other tour-related activities as required.

Office or Department:	Tourism Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Employees from Locators/SBMA/Government Agencies, Residents, Students, Visitors, Tourists

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Client
List of Tentative tour itinerary and activities	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Request with List of tentative tour itinerary and activities thru email: tours@sbma.com ; or inquire by phone at (047) 252-4242	1.1. A. Receive phone call inquiry	None	15 minutes	Supervisor, Tour Operations Section, Conference Support Division
	1.1. B. Letter of Request	None	3 minutes	Supervisor, Tour Operations Section, Conference Support Division
	1.2. Review Tours calendar/assignment to designated coordinators	None	30 minutes	Supervisor, Tour Operations Section, Conference Support Division
2. Coordinate with the tourist guide/ coordinator for the tour details through email or phone	2.1. Discuss with client possible tour options and review of tour itineraries/ activities	None	30 minutes	Assigned Tour Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Coordinate with possible companies subject for approval of the company/feedback and confirmation letter for the final itinerary	None	30 minutes	Assigned Tour Coordinator
A. Company Visit/ Education Tour		None	30 working days	Assigned Tour Coordinator
B. Rolling/Guided Familiarization Tour		None	10 working days	Assigned Tour Coordinator
3. Receive Billing Assessment and proceed to Treasury Department for payment For Online: at SBMA Accounts thru Bank Transfer and other online payment. For Walk-In: at SBMA Treasury Department, Bldg. 229 Waterfront Road, SBFZ	3.1. Issuance of Billing Assessment and waiver form	None	10 minutes	Assigned Tour Coordinator
	3.2. Verify and accept Payment and issuance of Official Receipt Account Name: Subic Bay Metropolitan Authority Land Bank - 1572-2220-00 (Peso) - 1574-0024-15 (Dollar) DBP – 005006205756 UCPB - 6191-0005-00 (Peso) - 6194-0005-19 (Dollar)	₱500 per bus ₱250 per private owned vehicle (POV)		Cashier, Treasury Department
4. Provide copy of proof of payment/ bank transfer to the Tourism Department	4.1. Receive proof of payment (Official Receipt) and notify client of confirmed reservation through email or phone	None	10 minutes	Assigned Tour Coordinator, Tour Operations Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed with the tour	5.1. Tour guiding	None	12 hours	Tourist Guide, Tour Operations, Conference Support Division
TOTAL		Company Visit/ Educational Tour	30 working days, 13 hours and 35 minutes	
		Rolling/ Guided Familiarization Tour	10 working days, 13 hours and 35 minutes	

5. Issuance of Advertising, Marketing and Unified Directional Signs Permit

This procedure defines the role of the Tourism Department in regulating and monitoring advertisements and other marketing activities within the zone.

Office or Department:	Tourism Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	All possible clients, All Government Agencies, LGUs, GOCC and other Government Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms (For Advertising, Marketing activities and Unified Directional Signs Permit)	For Online: SBMA Official Website www.mysubicbay.com (Click “About Us”, “Departments”, “Reservation for Tourism Facility”)
	For Walk-In: SBMA Tourism Office Special Events Section 2/F Subic Bay Exhibition and Convention Center Efficiency Street, Subic Bay Gateway Park, SBFZ
1.1. For other marketing activities (flyer distribution, transit/mobile advertisement, product sampling) - Actual flyers and brochures - Layout and/or design	
1.2. For Unified Directional Signs - Sample reflectorized stickers (Sticker: Type XI, Avery Denison or 3M Brand) - Draft outline (layout printed on a tarpaulin)	
1.3. Actual Layout materials (advertising) and flyers/brochures (for other marketing activities)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Application with sample layout material (for advertising permit) or sample flyers (for marketing permit) at SBMA official website www.mysubicbay.com (click "About Us", "Departments", "Marketing Activities Permit Application")	1.1.A. <i>For Advertisement Permit</i> 1.1.A.1. Review and assessment of the received filled-out application form together with the sample layout material sent via online or personal application	None	30 minutes	Admin Assistant/ Advertising Signages and Marketing Section/ Conference Support Division
	1.1.B. <i>For Marketing Permit</i> 1.1.B.1. Review and assessment of filled-out application forms and sample layout material and/or sample flyers/ brochures	None	30 minutes	Advertising Signages and Marketing Section/ MTD-Roads and Bridges Division personnel
	1.1.C. <i>For Unified Directional Signs Permit</i> 1.1.C.1. Review and assessment of the received filled-out application form together with the submitted sample reflectorized stickers and size, font spacing, font size, number of characters, and distance kilometers. 1.1.C.2. Submission of sample reflectorized stickers and layout to MTD-Roads and Bridges Division to check and verify compliance to the set standards.	None	30 working days	Advertising Signages and Marketing Section/ MTD-Roads and Bridges Division personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Notify Client of approval/disapproval of layout through email	None	15 minutes	Supervisor/ Advertising Signages and Marketing Section/ Conference Support Division
	1.3. Preparation of Billing Assessment (to be sent via email if needed)	None	30 minutes	Supervisor/ Advertising Signages and Marketing Section/ Conference Support Division
2. Payment to Treasury Department For Online: at SBMA Accounts thru Bank Transfer and other online payment. For Walk-In: at SBMA Treasury Department, Bldg. 229 Waterfront Road, SBFZ	2.1. Accept payment and issuance of Official Receipt Account Name: Subic Bay Metropolitan Authority Land Bank - 1572-2220-00 (Peso) - 1574-0024-15 (Dollar) DBP – 005006205756 UCPB - 6191-0005-00 (Peso) - 6194-0005-19 (Dollar)	See list of fees below		Cashier, Treasury Department
3. Email copy of the proof of payment/ bank transfer at salesmarketing.tourism@sbma.com (for marketing) adsigns.tourism@sbma.com (for Ads and Signages)	3.1. Approval of application and releasing of duly signed permit to the respective client (or via email if needed)	None	30 minutes	Supervisor/ Advertising Signages and Marketing Section/ Conference Support Division/Department Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. For Unified Directional Signs Permit Upon permit approval, assistance will be provided by the Tourism staff upon installation of approved UDS material to the identified location/s.	None	5 hours (installation schedule during working hours only)	Supervisor/ Advertising Signages and Marketing Section/ Conference Support Division
TOTAL		For Advertising permit and Marketing Permit	1 hour and 45 minutes	
		For Unified Directional Signs Permit	30 working days, 6 hours and 15 minutes	

LIST OF FEES	
FOR ADVERTISING PERMIT AND RENTAL	
1. New Application: Standard Size (27sq.ft) – 1 st 15 days Remarks: Fees are doubled for Non-SBF Stakeholders	₱1,000.00/pc
2. Renewal: (15 days/renewal; maximum of 3 renewals)	₱500.00/pc
3. Billboard and any Excess from Standard Size: Up to 50sq.ft.	₱15.00/sq.ft.
Above 50sq.ft.	₱30.00/sq.ft.
FOR MARKETING ACTIVITIES	
1. Flyering Distribution	
a. Non-ETAF Compliant	₱500.00
b. Non-SBF Stakeholders	₱1,000.00
2. Product Sampling, Demos, Caravans	
a. Minor	₱500.00/day
b. Major	₱1,000.00/day
3. Transit/Mobile Electronic Billboards (Standard Size) Remarks: Fees are doubled for Non-SBF Stakeholders	
a. Vertical: 3ft (W) x 9ft (H) or 27sq.ft.	₱1,000.00/pc for 3 days

b. Horizontal: 9ft (W) x 3ft (H) or 27sq.ft.	₱1,000.00/pc for 3 days
c. Excess from Standard Size (28sq.ft. to 50sq.ft.)	₱15.00/sq.ft.
d. Excess over 50sq.ft. (51sq.ft. above)	₱30.00/sq.ft.
FOR UNIFIED DIRECTIONAL SIGN RENTAL	
Permit Fees and Duration	
a. ETAF Compliant Stakeholders	
- first 2 slots subject for rotation every 6 months	Free of Charge
- 3 rd up to 5 th slots for 12 months	₱12,000.00/piece
b. SBF Tourism Stakeholders and Tourist Destination-Companies	
- maximum of up to 5 slots only for 12 months	₱12,000.00/piece
c. Non Tourism – related Industries/Companies	
- maximum of up to 3 slots for 12 months	₱12,000.00/piece
d. Non SBF Companies (Doubled)	
- maximum of up to 2 slots for 12 months – maximum of up to 3 slots for 12 months	₱24,000.00/piece
Remarks:	
▪ Detachable Aluminum Plates will be required from ETAF-Compliant Stakeholders who will be availing their entitlement of 2 FREE spaces for effortless and immediate installation and dismantling of materials. ▪ No more than one (1) space shall be leased out to the same applicant – company in single UDS set and in the same area. ▪ No more than 2 spaces shall be leased out to the same applicant – company within the same stretch of the SBF thoroughfares.	

**TRADE FACILITATION AND COMPLIANCE
DEPARTMENT
External Services**

1. Admission Permit Processing

This defines the roles and responsibilities of Trade Facilitation and Compliance Department (TFCD) regarding the issuance of Admission Permit thru the Trade Automation & Facilitation System (TAFS) Web, Electronic Transit Admission Permit System (ETAPS)

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	SBFZ Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Admission Permit Request addressed to the TFCD Head indicating the complete details of the request. The company email address and phone number (landline and mobile) are also required upon submission of the request.	Provided by the Client
2. Certificate of Registration and Tax Exemption or Undertaking approved by the SBMA (as necessary)	Business & Investment Dept. – Building 225 and 662, Office of the SBMA Chairman and Administrator - Building 229, SBFZ
3. . Signed and notarized lease or sublease contract with SBMA Consent (as necessary); any amendment and/or renewal thereafter (as necessary).	Business & Investment Dept. – Building 225 and 662, SBFZ
4. Special Power of Attorney and/or Secretary's Certificate for initial request (as necessary).	Provided by the Client
5. Liquidation Report (as necessary)	Standard Liquidation Repot Form is downloadable at http://www.mysubicbay.com.ph/about-us/departments/trade-facilitation-and-compliance-department
6. License/Pre-importation Permit (as necessary).	Concerned Government Agencies and SBMA Departments
7. For admission of TEDFA: SBMA Board's Approval	Office of the SBMA Board of Directors thru TFCD
8. For admission of petroleum products: valid tank lease agreement	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request for Admission Permit to the Office of the Senior Deputy Administrator for Operations at osda.am@sbma.com and concerned Document Examiner at tfcd@sbma.com together with the complete requirements	1.1. Receives/ acknowledges the email request	None	10 minutes	Document Examiner/ OSDA Staff
	1.2. Evaluates the letter request including documentary requirements	None	11 hours	Document Examiner
	1.3. Reviews the evaluation made by Document Examiner	None	4 hours	SSOS
	1.4. Prepares Admission Permit.	None	3 hours	SSOS
	1.5. Recommending Approval	None	1 hour	Authorized Representative from the Office of the Chairman and Administrator
	1.6. Approves Admission Permit <i>For SBMA Controlled Items:</i> SDA for Operations <i>For Uncontrolled Items:</i> TFCD Head	None	3 hours	TFCD Head/ SDA for Operations/ Authorized Signatory
	1.7. For Aircraft, prepares Billing Assessment for Admission Fee	None	15 minutes	Document Examiner
2. Pays the Billing Assessment	2.1. Accepts/ acknowledges payment and issue SBMA Official Receipt (OR)	See below schedule	15 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits copy of Official Receipt	3.1. Accept and attaches copy of OR in the Admission Permit Package.	None	10 minutes	Document Examiner
	3.2. Updates the Admission Permit Ledger in case of Admission of SBMA regulated/ controlled items	None	40 minutes	Document Examiner
4. As necessary, the client may requests for the release of Approved Admission Permit with signature through email at tfcd@sbma.com	4.1. Issues the Approved Admission Permit with signature	None	30 minutes	SSOS/ Document Examiner
TOTAL			3 days	

Policy on the Admission of Tax-Exempt and Duty-Free Aircraft (TEDFA), Engines, Parts, and Accessories, as Amended per SBMA Board Resolution No. 18-08-0899
Publication Date: September 13, 2018

Category	Title	MTOW(LBS)	MTOW(KILO)	FEE
1	Light Aircraft	<12500LBS	<5700KGS	₱25,000.00
2	Small Cabin Aircraft	12500LBS to 23500LBS	5700KGS to 10659KGS	₱50,000.00
3	Medium Cabin Aircraft	23501LBS to 36000LBS	10660KGS to 16329KGS	₱75,000.00
4	Super Mid Cabin Aircraft	36001LBS to 50500LBS	16330KGS to 22907KGS	₱100,000.00
5	Large Cabin Aircraft	50501LBS to 77000LBS	22908KGS to 31752KGS	₱150,000.00
6	Ultra Large Cabin	77001LBS to 100000LBS	31753KGS to 45360KGS	₱200,000.00
7	UL/Long Range & Airliner	100001LBS to 150000LBS	45361KGS to 68040KGS	₱300,000.00
8	Airliner	>150000LBS	>68040KGS	₱350,00.00

CONTROLLED Items requires clearance/permits from SBMA Departments and/or from other government agencies, if needed

UNCONTROLLED item requires no clearances/permits

For the admission of below P10,000, it shall be considered as “de minimis” per Custom Administrative Order (CA) No. 02-2016. Admission Permit may not be necessary for the goods which do not require clearance/s or permit/s from other SBMA departments and other government agency/s.

CLEARANCE/PERMIT FROM OTHER GOVERNMENT AGENCIES

Below are the additional documents which may be required on the attached list of commodities for importation:

COMMODITIES	CLEARANCE/PERMIT
Aircraft	Civil Aviation Authority of the Philippines (CAAP)
All processed foods, drugs, cosmetics, medical devices and hazardous substances	Food and Drug Administration (FDA) – Certificate of Product (CPR) Registration/Bureau of Animal (BAI)/SBMA Ecology Clearance (hazardous substance)
Antiques, cultural artifacts, historical relics	National Museum
Bangus Fry/Shell	Bureau of Fisheries and Aquatic Resources (BFAR)
Cigarettes/Tobacco and related equipment and machineries	National Tobacco Authority/Bureau of Internal Revenue
Coffee	International Coffee Organization Certifying Agency/FDA CPR
Copper Concentrates	Board of Investment (BOI)
Fertilizers, pesticides and other agricultural chemicals	Fertilizers and Pesticides Authority (FPA) – License to Operate as Importer; Certificate of Product Registration/SBMA Environmental Clearance
Firearms and Explosives	Interior and Local Government (DILG) or the Philippine National Police
Garmets or Used Clothes	Fumigation Certificate from port of origin Fumigation Certificate from certified local private companies within the Philippines.
Gold from small scale mining or panned gold	Bangko Sentral and Pilipinas (BSP)
Grains and grain by products	National Food Authority (NFA)
Household goods/Personal Effects	Certification from the Company and SBMA Land and Asset Management Department

COMMODITIES	CLEARANCE/PERMIT
Logs/Lumber	Department of Environmental and Natural Resources (DENR)/ Inspection from Philippine Fumigation/Bureau of Plant Industry Phytosanitary Certificate
Mammals	Protected Areas and Wildlife Board (PAWB)
Matured Coconut and Coconut Seedlings	Philippine Coconut Authority (PCA)
Live Animals, fresh, frozen, processed meat, canned meat, veterinary drugs and biologics	Department of Agriculture (DA)/Health Inspection from the Philippine Plant Quarantine/Veterinary Quarantine Clearance (VQA)/BAI
Motion Pictures/Television films and related publicity materials	Movie and Television Review and Classification Board (MTRCB)
Natural Fibers	Fiber and Industry Development Authority (FIDA)
Petroleum Products	Department of Energy (DOE)
Plants and Other Agricultural Products	DA/Health Inspection from the Philippine Plant Quarantine
Printing Machines	PNP Clearance (BSP Clearance)
Radioactive Materials	Philippine Nuclear Research Institute (PNRI)
Raw Materials for cottage industries	DENR
Rice, Corn, Soya	Allocation from National Food Authority (NFA) and other relevant agencies
Slot Machines/Gaming Tables and Equipment	Philippine Amusement and Gaming Corporation (PAGCOR)
Sugar and Molasses	Sugar Regulatory Authority (SRA)
Telecommunication Equipment, Computer Equipment (commercial quantity)	National Communication Commission (NTC)
Vessels, Marine Engines, Space Parts and other Marine-Related Items	Marine Industry Authority (MARINA)
Storage Device	Optical Media Board
Animal Leather	BAI – Sanitary and Phytosanitary
Dried Wood Veneer	SBMA Environmental Clearance Certificate
Bamboo Products	BPI – Phytosanitary Clearance
For more details and comprehensive information for permits/licenses of different commodities, please visit https://www.pntr.gov.ph	

2. Cancellation of Approved Admission Permit

This defines the roles and responsibilities of Trade Facilitation and Compliance Department (TFCD) regarding the cancellation of approved Admission Permit

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	SBFZ Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of cancellation addressed to SDA for Operations, attention to TFCD Head	Provided by the Client
2. Special Power of Attorney and/or Secretary's Certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the Letter of Cancellation of Approved Admission Permit at osda.am@sbma.com copy to tfcd@sbma.com If necessary, Client may follow-up the status of request through email or phone call at 047-252-4265/4277	1.1. Receives/ acknowledges the email and endorses the Letter of Cancellation to TFCD personnel for review and appropriate action	None	1 hour	TFCD Head/ OSDA Staff
	1.2. Evaluate the request for cancellation: check validity of the Approved Admission Permit	None	1 day and 4 hours	Document Examiner
	1.3. Cancel the Approved Admission Permit	None	2 hours	Document Examiner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. If necessary, client may follow-up the status of request through email or phone call at (047)-252-4265/4277	2.1. Files cancelled Admission Permit	None	1 hour	Document Examiner
TOTAL			2 days	

3. Processing of Declaration for Admission of Foreign Goods Discharge to Subic Port

This defines the roles and responsibilities of Trade Facilitation and Compliance Department (TFCD) regarding Electronic Declaration for Admission of Foreign Goods (UNCONTROLLED AND SBMA CONTROLLED /REGULATED Items) through the Trade Automation and Facilitation System (TAFS).

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	SBFZ Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Declaration for Admission of Foreign Goods	System Generated Form from TAFS
2. Bill of Lading	Provided by the Client
3. Commercial Invoice	
4. Packing List	
5. License/Pre-importation Permit (as necessary)	Concerned SBMA Departments/ Government Agencies
6. CRTE (as necessary)	Building 225, Bldg. 662, SBFZ
7. Special Power of Attorney and/or Secretary's Certificate (as necessary)	Provided by the Client
8. Undertaking approved by the SBMA Chairman and Administrator (as necessary)	Office of the Chairman and Administrator, Bldg. 229 Waterfront Road, SBFZ
9. Final Inward Foreign Manifest	Provided by the agent of shipping lines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload list of importables on the Trade Automation & Facilitation System (TAFS)	1.1. Review and uploaded list of importables, if within the CRTE's business activities	None	1 hour	Document Examiner/ TFCD Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Approves request by tagging "CONTROLLED" for controlled items and/or "APPROVES" for uncontrolled items	None	1 hour	TFCD Head/ Document Examiner
2. Pays Processing Fee through TAFS		₱225.00		
3. Prints and Submits the hard copy of Declaration for Admission of Foreign Goods (for controlled items)	3.1. Receives and logs the Declaration for Admission of Foreign Goods and supporting documents	None	2 hours	Clerk III/ Document Examiner
	3.2. Advance checking/ review of the following: 3.2.1. Validity of company's CRTE or Deed of Undertaking, SPA/Sec Certificate of broker/ processor; 3.2.2. With overdue accounts from Treasury Department reports; 3.2.3. Consistency of declaration of against Bill of Lading, Packing List and invoice.	None	2 hours	Document Examiner
	3.3. Reviews consistency and completeness of entries made in the Declaration for Admission of Foreign Goods against the Inward Foreign Manifest submitted by the shipping lines signed by Bureau of Customs.	None	2 hours	Document Examiner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4. Checks if the shipment indicated in the approved Admission Permit is the same with the one indicated in the declaration; and post to the Admission Permit Ledger	None	2 hours	Document Examiner
	3.5. In case of discrepancies, notifies client to make corrective action	None	1 hour	Document Examiner
	3.6. In case of no discrepancy, prepares billing assessment for Admission Fee for Motor Vehicles and watercrafts	None	15 minutes	Document Examiner
	3.7. Recommending Approval for controlled items	None	30 minutes	Executive Assistant of the Office of the Chairman and Administrator
	3.8. Signs the Declaration of Admission of Foreign Goods for controlled items	None	1 hour and 30 minutes	TFCD Head/ Authorized Signatory
	3.9. Photocopies, Logs, and segregates the signed Declaration for Admission of Foreign Goods and transmit to Billing Section of Accounting Department	None	1 hour and 30 minutes	Clerk I
	3.10. Prepares Billing Assessment for Port Charges	None	45 minutes	Billing Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pays the Billing Assessment	4.1. Accept/ Acknowledges payment and issues SBMA Official Receipt	Port Charges – refers to existing SBMA Tariff Rate; Admission Fee see below	30 minutes	Cashier

For Uncontrolled Items – automatic system approval

TOTAL		2 days	
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ADMISSION FEE		
Particular	Amount	Reference
Motor Vehicles	₱5,000	SBMA Board Resolution No. 12-06-4461 (Revised rates for Admission Fees for Motor Vehicles and Heavy Equipment for Trading)
Heavy Equipment	₱10,000	
Motorcycle	1% of the invoice amount	SBMA Board Resolution No. 18-12-1079 (Proposed Admission Fee for Motorcycles)
TEV	US\$100	SBMA Board Resolution No. 08-09-2607 (Policy Guidelines on the admission of Duty Free and Tax Exempt Motor Vehicles)
Green Vehicles	US\$20	
Watercraft Admission Fee based on weight	₱25,000 to 350,000	SBMA Board Resolution No. 21-08-2159

CLEARANCE/PERMIT FROM OTHER GOVERNMENT AGENCIES

Below are the additional documents which may be required on the attached list of commodities for importation:

COMMODITIES	CLEARANCE/PERMIT
Aircraft	Civil Aviation Authority of the Philippines (CAAP)
All processed foods, drugs, cosmetics, medical devices and hazardous substances	Food and Drug Administration (FDA) – Certificate of Product (CPR) Registration/Bureau of Animal (BAI)/SBMA Ecology Clearance (hazardous substance)
Antiques, cultural artifacts, historical relics	National Museum

CLEARANCE/PERMIT FROM OTHER GOVERNMENT AGENCIES

Below are the additional documents which may be required on the attached list of commodities for importation:

COMMODITIES	CLEARANCE/PERMIT
Bangus Fry/Shell	Bureau of Fisheries and Aquatic Resources (BFAR)
Cigarettes/Tobacco and related equipment and machineries	National Tobacco Authority/Bureau of Internal Revenue
Coffee	International Coffee Organization Certifying Agency/FDA CPR
Copper Concentrates	Board of Investment (BOI)
Fertilizers, pesticides and other agricultural chemicals	Fertilizers and Pesticides Authority (FPA) – License to Operate as Importer; Certificate of Product Registration/SBMA Environmental Clearance
Firearms and Explosives	Interior and Local Government (DILG) or the Philippine National Police
Garmets or Used Clothes	Fumigation Certificate from port of origin Fumigation Certificate from certified local private companies within the Philippines.
Gold from small scale mining or panned gold	Bangko Sentral and Pilipinas (BSP)
Grains and grain by products	National Food Authority (NFA)
Household goods/Personal Effects	Certification from the Company and SBMA Land and Asset Management Department
Logs/Lumber	Department of Environmental and Natural Resources (DENR)/ Inspection from Philippine Fumigation/Bureau of Plant Industry Phytosanitary Certificate
Mammals	Protected Areas and Wildlife Board (PAWB)
Matured Coconut and Coconut Seedlings	Philippine Coconut Authority (PCA)
Live Animals, fresh, frozen, processed meat, canned meat, veterinary drugs and biologics	Department of Agriculture (DA)/Health Inspection from the Philippine Plant Quarantine/Veterinary Quarantine Clearance (VQA)/BAI
Motion Pictures/Television films and related publicity materials	Movie and Television Review and Classification Board (MTRCB)
Natural Fibers	Fiber and Industry Development Authority (FIDA)
Petroleum Products	Department of Energy (DOE)
Plants and Other Agricultural Products	DA/Health Inspection from the Philippine Plant Quarantine
Printing Machines	PNP Clearance (BSP Clearance)

COMMODITIES	CLEARANCE/PERMIT
Radioactive Materials	Philippine Nuclear Research Institute (PNRI)
Raw Materials for cottage industries	DENR
Rice, Corn, Soya	Allocation from National Food Authority (NFA) and other relevant agencies
Slot Machines/Gaming Tables and Equipment	Philippine Amusement and Gaming Corporation (PAGCOR)
Sugar and Molasses	Sugar Regulatory Authority (SRA)
Telecommunication Equipment, Computer Equipment (commercial quantity)	National Communication Commission (NTC)
Vessels, Marine Engines, Space Parts and other Marine-Related Items	Marine Industry Authority (MARINA)
Storage Device	Optical Media Board
Animal Leather	BAI – Sanitary and Phytosanitary
Dried Wood Veneer	SBMA Environmental Clearance Certificate
Bamboo Products	BPI – Phytosanitary Clearance
For more details and comprehensive information for permits/licenses of different commodities, please visit https://www.pntr.gov.ph	

4. Processing of Declaration for Admission of Foreign Goods Discharge Other Than Subic Port

This defines the roles and responsibilities of Trade Facilitation and Compliance Department (TFCD) regarding Electronic Declaration for Admission of Foreign Goods (UNCONTROLLED and SBMA CONTROLLED/REGULATED Items) through Electronic Transit Admission Permit System (ETAPS)

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	SBFZ Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Admission Permit for controlled goods (as necessary)	TFCD. Ground Floor, Seaport Building, SBFZ
2. Bill of Lading for controlled goods (as necessary)	
3. Commercial Invoice for controlled goods (as necessary)	
4. Packing List for controlled goods (as necessary)	
5. License/Permit (as necessary)	Concerned SBMA Departments/ Government Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uploads List of Importables (LOI) for Electronic Transit Admission Permit System (ETAPS).	1.1. Receives call/views/ checks email from client for approval of LOI	None	4 hours	SSOS/ Document Examiner
2. Email at fsbasobas@sbma.com or call at (047)252-4285 for the approval of List of Importables (LOI)	2.1. Reviews and approves the uploaded list of importables if within the CRTE's business activities. (For controlled goods - tag as controlled; For uncontrolled - tag as approved)	None	4 hours	SSOS/ Document Examiner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. CONTROLLED GOODS: Email fsbasobas@sbma.com or Call (047)252-4285 for approval of Declaration for Admission of controlled goods.	3.1. Receives call/ views/checks email from client for approval of Declaration for Admission of controlled goods.	None	4 hours	SSOS
	3.2. On-line reviews and approval of Declaration for Admission of Foreign Goods.	None	8 hours	SSOS/ Document Examiner
	3.3. For motor vehicles, prepares Billing Assessment for Admission Fee			
4. Pays the Billing Assessment	4.1. Accepts/ acknowledges payment and issues SBMA Official Receipt.	Admission Fee - see schedule below	30 minutes	Cashier
5. Submits copy of Official Receipt	5.1. Accepts and attached to Admission Permit Package	None	30 minutes	Document Examiner /SSOS
UNCONTROLLED GOODS: Lodges the Declaration for Admission Automatic Payment of processing fee	Automatic system approval	None	5 minutes	Document Examiner /SSOS
TOTAL			3 days	

Remarks:
Lodged Declaration for Admission will be automatically cancelled after seven (7) working days if no receipt of emails/calls from client requesting for approval. Refer to client step #3 and Agency Action #3 and #4.

CLEARANCE/PERMIT FROM OTHER GOVERNMENT AGENCIES

Below are the additional documents which may be required on the attached list of commodities for importation:

COMMODITIES	CLEARANCE/PERMIT
Aircraft	Civil Aviation Authority of the Philippines (CAAP)
All processed foods, drugs, cosmetics, medical devices and hazardous substances	Food and Drug Administration (FDA) – Certificate of Product (CPR) Registration/Bureau of Animal (BAI)/SBMA Ecology Clearance (hazardous substance)
Antiques, cultural artifacts, historical relics	National Museum
Bangus Fry/Shell	Bureau of Fisheries and Aquatic Resources (BFAR)
Cigarettes/Tobacco and related equipment and machineries	National Tobacco Authority/Bureau of Internal Revenue
Coffee	International Coffee Organization Certifying Agency/FDA CPR
Copper Concentrates	Board of Investment (BOI)
Fertilizers, pesticides and other agricultural chemicals	Fertilizers and Pesticides Authority (FPA) – License to Operate as Importer; Certificate of Product Registration/SBMA Environmental Clearance
Firearms and Explosives	Interior and Local Government (DILG) or the Philippine National Police
Garmets or Used Clothes	Fumigation Certificate from port of origin Fumigation Certificate from certified local private companies within the Philippines.
Gold from small scale mining or panned gold	Bangko Sentral and Pilipinas (BSP)
Grains and grain by products	National Food Authority (NFA)
Household goods/Personal Effects	Certification from the Company and SBMA Land and Asset Management Department
Logs/Lumber	Department of Environmental and Natural Resources (DENR)/ Inspection from Philippine Fumigation/Bureau of Plant Industry Phytosanitary Certificate
Mammals	Protected Areas and Wildlife Board (PAWB)
Matured Coconut and Coconut Seedlings	Philippine Coconut Authority (PCA)
Live Animals, fresh, frozen, processed meat, canned meat, veterinary drugs and biologics	Department of Agriculture (DA)/Health Inspection from the Philippine Plant Quarantine/Veterinary Quarantine Clearance (VQA)/BAI

COMMODITIES	CLEARANCE/PERMIT
Motion Pictures/Television films and related publicity materials	Movie and Television Review and Classification Board (MTRCB)
Natural Fibers	Fiber and Industry Development Authority (FIDA)
Petroleum Products	Department of Energy (DOE)
Plants and Other Agricultural Products	DA/Health Inspection from the Philippine Plant Quarantine
Printing Machines	PNP Clearance (BSP Clearance)
Radioactive Materials	Philippine Nuclear Research Institute (PNRI)
Raw Materials for cottage industries	DENR
Rice, Corn, Soya	Allocation from National Food Authority (NFA) and other relevant agencies
Slot Machines/Gaming Tables and Equipment	Philippine Amusement and Gaming Corporation (PAGCOR)
Sugar and Molasses	Sugar Regulatory Authority (SRA)
Telecommunication Equipment, Computer Equipment (commercial quantity)	National Communication Commission (NTC)
Vessels, Marine Engines, Space Parts and other Marine-Related Items	Marine Industry Authority (MARINA)
Storage Device	Optical Media Board
Animal Leather	BAI – Sanitary and Phytosanitary
Dried Wood Veneer	SBMA Environmental Clearance Certificate
Bamboo Products	BPI – Phytosanitary Clearance
For more details and comprehensive information for permits/licenses of different commodities, please visit https://www.pntr.gov.ph	

5. Revalidation/Cancellation/Amendment of Declaration for Admission of Foreign Goods

This defines the roles and responsibilities of Trade Facilitation and Compliance Department (TFCD) regarding the revalidation / cancellation / amendment of Declaration for Admission of Foreign Goods.

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	SBFZ Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for Revalidation/Cancellation/Amendment of ETAPS / TAFS	Provided by the Client
2. Approved Admission Permit for controlled goods (as necessary)	
3. For ETAPS, Declaration and Permit for Admission of Foreign Goods	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request for revalidation/cancellation/amendment	1.1. Receives letter requesting for revalidation/cancellation/amendment of Declaration for Admission of Foreign Goods.	None	1 hour	TFCD Head
	1.2. Endorses for appropriate action	None	6 hours	TFCD Head/SSOS
	1.3. Reviews and revalidation/cancel/amend the Declaration of Foreign Goods.	None	1 day	VASP/SSOS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. For amendment, prepares billing assessment for amendment fee	None	30 minutes	Document Examiner
2. Pays Billing Assessment	2.1. Accepts/ acknowledges payment and issues SBMA Official Receipt or automatic deduction in thru e-konek prepaid account	₱500.00	30 minutes	Cashier
TOTAL			2 days	

New Fee of the Trade Facilitation and Compliance Department

Php500 Amendment Fee for typographical error was based on SBMA Board Resolution No. 21-08-2159 approved and ratified on August 24, 2021. The same will be registered at the UP Law Center on February 14, 2022 and will be implemented starting on March 1, 2022.

This defines the roles and responsibilities of Trade Facilitation and Compliance Department (TFCD) regarding manual export processing for SBFZ locators/residents and port users.

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who May Avail:	SBFZ Locators/Residents/Port Users

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CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Clearance/Permit from other government agencies, if necessary			Concerned Government Agencies. The client may visit the https://www.pntr.gov.ph which provides comprehensive information for permits/licenses of different commodities	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request DTI Form Export Declaration	1.1. Releases DTI Form Export Declaration	None	30 minutes	Document Examiner
2. Submits the fully accomplished form with stamped and signed Authority to Load by the Bureau of Customs (BOC), including complete and correct documentary requirements	2.1. Receives the submission	None	1 hour	Document Examiner
	2.2. Evaluates/reviews the completeness and correctness of submitted documentary requirements Note: checks if not included in List of Companies and individuals with Overdue Accounts from Treasury Department	None	1 day	Document Examiner
	2.3. Approves Export Declaration	None	4 hours	Document Examiner
	2.4. Prepares Billing Assessment for Port Charges	None	45 minutes	SSOS
	2.5. For TEDFA, Prepares Billing Assessment for Transfer Fee	None	30 minutes	Document Examiner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pays the Billing Assessment	3.1. Accepts/ acknowledges payment and issues SBMA Official Receipt	Port Charges - refer to existing SBMA Tariff Rates; For TEDFA: equivalent to Admission Fee	20 minutes	Cashier
4. Submits copy of proof of payment (Official Receipt or Telegraphic Transfer)	4.1. Accepts and attached to Approved Export Declaration; assigns and logs SBMA Clearance Number	None	30 minutes	Document Examiner
	4.2. Forwards the approved Export Declaration to Cargo Monitoring Branch of Seaport Department and Encodes the approved Export Declaration to TFCD data base	None	5 minutes	Document Examiner
5. Requests the release of approved Export Declaration	5.1. Seaport Department releases the approved Export Declaration	None	20 minutes	Document Examiner
TOTAL			2 days	

CLEARANCE/PERMIT FROM OTHER GOVERNMENT AGENCIES

Below are the additional documents which may be required on the attached list of commodities for importation:

COMMODITIES	CLEARANCE/PERMIT
Aircraft	Civil Aviation Authority of the Philippines (CAAP)
All processed foods, drugs, cosmetics, medical devices and hazardous substances	Food and Drug Administration (FDA) – Certificate of Product (CPR) Registration/Bureau of Animal (BAI)/SBMA Ecology Clearance (hazardous substance)
Antiques, cultural artifacts, historical relics	National Museum
Bangus Fry/Shell	Bureau of Fisheries and Aquatic Resources (BFAR)
Cigarettes/Tobacco and related equipment and machineries	National Tobacco Authority/Bureau of Internal Revenue
Coffee	International Coffee Organization Certifying Agency/FDA CPR
Copper Concentrates	Board of Investment (BOI)
Fertilizers, pesticides and other agricultural chemicals	Fertilizers and Pesticides Authority (FPA) – License to Operate as Importer; Certificate of Product Registration/SBMA Environmental Clearance
Firearms and Explosives	Interior and Local Government (DILG) or the Philippine National Police
Garmets or Used Clothes	Fumigation Certificate from port of origin Fumigation Certificate from certified local private companies within the Philippines.
Gold from small scale mining or panned gold	Bangko Sentral and Pilipinas (BSP)
Grains and grain by products	National Food Authority (NFA)
Household goods/Personal Effects	Certification from the Company and SBMA Land and Asset Management Department
Logs/Lumber	Department of Environmental and Natural Resources (DENR)/ Inspection from Philippine Fumigation/Bureau of Plant Industry Phytosanitary Certificate
Mammals	Protected Areas and Wildlife Board (PAWB)
Matured Coconut and Coconut Seedlings	Philippine Coconut Authority (PCA)
Live Animals, fresh, frozen, processed meat, canned meat, veterinary drugs and biologics	Department of Agriculture (DA)/Health Inspection from the Philippine Plant Quarantine/Veterinary Quarantine Clearance (VQA)/BAI
Motion Pictures/Television films and related publicity materials	Movie and Television Review and Classification Board (MTRCB)

COMMODITIES	CLEARANCE/PERMIT
Natural Fibers	Fiber and Industry Development Authority (FIDA)
Petroleum Products	Department of Energy (DOE)
Plants and Other Agricultural Products	DA/Health Inspection from the Philippine Plant Quarantine
Printing Machines	PNP Clearance (BSP Clearance)
Radioactive Materials	Philippine Nuclear Research Institute (PNRI)
Raw Materials for cottage industries	DENR
Rice, Corn, Soya	Allocation from National Food Authority (NFA) and other relevant agencies
Slot Machines/Gaming Tables and Equipment	Philippine Amusement and Gaming Corporation (PAGCOR)
Sugar and Molasses	Sugar Regulatory Authority (SRA)
Telecommunication Equipment, Computer Equipment (commercial quantity)	National Communication Commission (NTC)
Vessels, Marine Engines, Space Parts and other Marine-Related Items	Marine Industry Authority (MARINA)
Storage Device	Optical Media Board
Animal Leather	BAI – Sanitary and Phytosanitary
Dried Wood Veneer	SBMA Environmental Clearance Certificate
Bamboo Products	BPI – Phytosanitary Clearance
For more details and comprehensive information for permits/licenses of different commodities, please visit https://www.pntr.gov.ph	

7. Export Processing of Controlled/Regulated Item Thru the Automated Export Documentation System (AEDS)

This defines the roles and responsibilities of Trade Facilities and Compliance Department (TFCD) regarding the Export Processing of Controlled/Regulated Items Thru the Automated Export Documentation System (AEDS) by the Subic Bay Freeport Zone Locators.

Office or Department:	Trade Facilitation and Compliance Department
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	SBFZ Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Export Entry Declaration	AEDS (Web Based System)
2. Certificate of Registration and Tax Exemption or Notarized Affidavit of Undertaking approved by Office of the Chairman and Administrator, in case of expired CRTE.	Bldg. 225 and Bldg. 662/ Office of the Chairman and Administrator – Bldg. 229, Subic Bay Freeport Zone
3. Special Power of Attorney and/or Secretary's Certificated (for initial request)	Provided by the Client
4. Invoice	
5. Packing List	
6. Proof of Payment of Port Charges	SBMA Cashiers at Seaport Building or any deployed cashiers inside Zone
7. Clearance/Permit from Other government agencies, as applicable	Concerned Government Agencies The Client may visit the https://www.pntr.gov.ph which provides comprehensive information for permits/licenses of different commodities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodges the Export transaction thru the AEDS		₱50.00/lodge thru the AEDS	20 minutes	Client's Broker/ Processor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the printed "Export Entry Declaration" and the complete documentary requirements to the TFCD	1.1. Receive the Export Entry Declaration and the complete documentary requirements	None	30 minutes	Document Examiner
	1.2. Evaluates/reviews the completeness and correctness of submitted documentary requirements	None	1 day	Document Examiner
	1.2.1. Checks if not included in the list of companies and individuals with overdue accounts from Treasury Department			
	1.3. Approves the Export Entry Declaration and records the control number in the logsheet	None	7 hours	SSOS/ Authorized Signatory
	1.4. Forwards the Approved Export Entry Declaration to Cargo Monitoring Branch of Seaport Department	None	10 minutes	Document Examiner
TOTAL			2 days	

CLEARANCE/PERMIT FROM OTHER GOVERNMENT AGENCIES

Below are the additional documents which may be required on the attached list of commodities for importation:

COMMODITIES	CLEARANCE/PERMIT
Aircraft	Civil Aviation Authority of the Philippines (CAAP)
All processed foods, drugs, cosmetics, medical devices and hazardous substances	Food and Drug Administration (FDA) – Certificate of Product (CPR) Registration/Bureau of Animal (BAI)/SBMA Ecology Clearance (hazardous substance)
Antiques, cultural artifacts, historical relics	National Museum
Bangus Fry/Shell	Bureau of Fisheries and Aquatic Resources (BFAR)
Cigarettes/Tobacco and related equipment and machineries	National Tobacco Authority/Bureau of Internal Revenue
Coffee	International Coffee Organization Certifying Agency/FDA CPR
Copper Concentrates	Board of Investment (BOI)
Fertilizers, pesticides and other agricultural chemicals	Fertilizers and Pesticides Authority (FPA) – License to Operate as Importer; Certificate of Product Registration/SBMA Environmental Clearance
Firearms and Explosives	Interior and Local Government (DILG) or the Philippine National Police
Garmets or Used Clothes	Fumigation Certificate from port of origin Fumigation Certificate from certified local private companies within the Philippines.
Gold from small scale mining or panned gold	Bangko Sentral and Pilipinas (BSP)
Grains and grain by products	National Food Authority (NFA)
Household goods/Personal Effects	Certification from the Company and SBMA Land and Asset Management Department
Logs/Lumber	Department of Environmental and Natural Resources (DENR)/ Inspection from Philippine Fumigation/Bureau of Plant Industry Phytosanitary Certificate
Mammals	Protected Areas and Wildlife Board (PAWB)
Matured Coconut and Coconut Seedlings	Philippine Coconut Authority (PCA)
Live Animals, fresh, frozen, processed meat, canned meat, veterinary drugs and biologics	Department of Agriculture (DA)/Health Inspection from the Philippine Plant Quarantine/Veterinary Quarantine Clearance (VQA)/BAI

COMMODITIES	CLEARANCE/PERMIT
Motion Pictures/Television films and related publicity materials	Movie and Television Review and Classification Board (MTRCB)
Natural Fibers	Fiber and Industry Development Authority (FIDA)
Petroleum Products	Department of Energy (DOE)
Plants and Other Agricultural Products	DA/Health Inspection from the Philippine Plant Quarantine
Printing Machines	PNP Clearance (BSP Clearance)
Radioactive Materials	Philippine Nuclear Research Institute (PNRI)
Raw Materials for cottage industries	DENR
Rice, Corn, Soya	Allocation from National Food Authority (NFA) and other relevant agencies
Slot Machines/Gaming Tables and Equipment	Philippine Amusement and Gaming Corporation (PAGCOR)
Sugar and Molasses	Sugar Regulatory Authority (SRA)
Telecommunication Equipment, Computer Equipment (commercial quantity)	National Communication Commission (NTC)
Vessels, Marine Engines, Space Parts and other Marine-Related Items	Marine Industry Authority (MARINA)
Storage Device	Optical Media Board
Animal Leather	BAI – Sanitary and Phytosanitary
Dried Wood Veneer	SBMA Environmental Clearance Certificate
Bamboo Products	BPI – Phytosanitary Clearance
For more details and comprehensive information for permits/licenses of different commodities, please visit https://www.pntr.gov.ph	

8. Request for Cancellation/Amendment of Export Declaration

This defines the roles and responsibilities of Trade Facilities and Compliance Department (TFCD) regarding the cancellation of Export Declaration Entry

Office or Department: Trade Facilitation and Compliance Department

Classification: Simple

Type of Transaction: G2B – Government to Business

Who May Avail: SBFZ Exporter

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Letter Requests for the Cancellation or Amendment of Export Declaration (ED)

Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Letter Request for cancellation or amendment of Export Declaration	1.1. Acknowledge and/or receive the letter request for cancellation or amendment of Export Declaration	None	3 hours	Document Examiner
	2. Review and substantiate the request for cancellation or amendment of Export Declaration <i>Criteria for cancellation:</i> 2.1.a. Export Declaration should not be tagged "RELEASED" by the Bureau of Customs"; 2.1.b. When there are changes/amendment in the shipping details after lodgment of the Export Declaration and such changes cannot be rectified;	None	1 day	Document Examiner

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1.c. When the shipping details (port of loading, vessels/aircraft name, container number) are encoded only after lodgment; 2.1.d. When the exporter cancels the Exportation of the shipment. <i>Criteria for amendment:</i> 2.2.a. Correction of shipping details such as port of loading, vessel or aircraft, etc. which are necessary prior to actual ship-out.			
2. Received notification through email regarding the status of request	2.1. Approves the cancellation or amendment of the Export Declaration	None	5 hours	System Manager/ Document Examiner
TOTAL			2 days	

VISA OFFICE

External Services

1. Issuance of Special Subic-Clark Visa Endorsement Certificate for Foreign Nationals in Subic

This process defines the responsibilities of the Visa Processing Office and covers the procedure from the evaluation, preparation, review and approval until the issuance of the Special Subic-Clark Visa Endorsement Certificate.

Office or Department:	Visa Processing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who May Avail:	Foreign Nationals who are gainfully employed in a registered company/enterprise in Subic Bay Freeport Zone and their dependent spouse and children

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

A. For Special Subic-Clark Working Visa Endorsement Certificate New and Renewal (SSCWV)

Application Form	Rm. 203, 2-F Visa Processing Office, Regulatory Bldg. or can be downloaded from www.mysubicbay.com.ph
1. Duly accomplished application form with recent 2X2" colored picture	To be provided by the visa applicant/company representative
2. Notarized affidavit of support/guarantee executed/signed by the President/Vice President - For other positions as signatory, just attach a board resolution/authorization to sign - If the signatory is a foreign national, kindly provide his/her working/investor's visa	
3. Photocopy of passport - not less than six (6) months validity - picture page - latest arrival/departure stamped in the Philippines	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• updated visa which is valid until the date of commencement of employment contract or appointment • SSCWV sticker, if RENEWAL	To be provided by the visa applicant/company representative
4. For elective positions – Notarized Secretary's Certificate/Board Resolution For non-elective positions – Notarized Employment Contract or Consultancy Agreement executed/ signed by the President/Vice President (same with requirement number 2 for the signatory)	
5. Original and photocopy of Alien Employment Permit (AEP) or Certificate of Exclusion issued by the Department of Labor and Employment (DOLE) • including a photocopy of Provisional Work Permit (PWP) if the employment contract or appointment had already commenced	
6. Certified true copy of VALID SBF Certificate of Registration and Tax Exemption (CRTE) or Certificate of Registration (CR)	
7. Photocopy/Original Medical (Hepatitis, HIV, X-Ray) and Psychological Clearance or Medical and Psychological Certification from the Doctor	
8. Visa Endorsement fee: • USD100.00 Principal Working New • USD50.00 Principal Working Renewal	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>B. For Special Subic-Clark Investor's Visa Endorsement Certificate (SSCIV)</i>	
Application Form	Rm. 203, 2-F Visa Processing Office, Regulatory Bldg. or can be downloaded from www.mysubicbay.com.ph
1. Duly accomplished application form with recent 2X2" colored picture	To be provided by the visa applicant/company representative
2. Photocopy of passport • not less than six (6) months validity • picture page • latest arrival/departure stamped in the Philippines • updated visa which is valid until the date of commencement of employment contract or appointment	
3. Certificate of inward remittance from the Manager of the applicant's bank in the Philippines • foreign currency was converted to peso currency, rate of exchange and the date it was converted (should the applicant decide to seek assistance from the Bangko Sentral ng Pilipinas for the repatriation of his investment), otherwise, conversion to peso currency is not required	
4. Notarized written and sworn declaration that the investment shall be within the zone, executed/signed by the President/Vice President. • For other positions as signatory, just attached a board resolution/authorization to sign. • If the signatory is a foreign national, kindly provide his/her valid working/investor's visa	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Notarized Certification of allocation executed/ signed by the President/Vice President/Chairman of the SBF enterprise • allocation of US\$250,000.00 or its equivalent in other foreign currency to a foreign national assigned to render service to the said investor within the zone. (same with requirement number 4 for the signatory)	
6. Original and photocopy of Alien Employment Permit (AEP) or Certificate of Exclusion issued by the Department of Labor and Employment (DOLE)	
7. Certified true copy of VALID SBF Certificate of Registration and Tax Exemption (CRTE) or Certificate of Registration (CR)	
8. Photocopy/Original Medical (Hepatitis, HIV, X-Ray) and Psychological Clearance or Medical and Psychological Certification from the Doctor	
9. Visa Endorsement fee • USD50.00 Principal	
C. For Special Subic-Clark Dependent Visa Endorsement Certificate (SSCDV) - (Working New and Renewal and Investor)	
Application Form	Rm. 203, 2-F Visa Processing Office, Regulatory Bldg. or can be downloaded from www.mysubicbay.com.ph
1. Duly accomplished application form with recent 2X2" colored picture	To be provided by the visa applicant/company representative
2. Notarized affidavit of support/ guarantee executed/signed by the principal sponsor	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Photocopy of passport • not less than six (6) months validity • picture page • latest arrival/departure stamped in the Philippines • updated visa • SSCDV sticker, if RENEWAL	
4. Birth Certificate (children)/Marriage Certificate (spouse) • in English, or with English translation • duly authenticated, notarized or affixed with an Apostille and/or Attestation by the Embassy of the applicant's country of origin. NOT REQUIRED IF RENEWAL	
5. Photocopy/Original Medical (Hepatitis, HIV, X- Ray) and Psychological Clearance or Medical and Psychological Certification from the Doctor. • Psychological examination is not required for dependent child below 18 years old. • NOT REQUIRED IF RENEWAL	
6. Photocopy of sponsor's immigration documents • passport picture page • SSCV endorsement certificate • SSCV sticker, if any	
7. Visa Endorsement fee: • USD75.00 New Spouse and Children • USD75.00 Renewal, child 14 yrs. old and below • USD50.00 Renewal, Spouse and child 15-21 yrs. old • USD50.00 Investor's Spouse and Children	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of scanned copies (in PDF or Microsoft Word format) of duly accomplished application forms including documentary requirements thru email at visaprocessing@sbma.com or personal submission of hard copies in a folder	1.1. Acknowledges receipt of application form with attached documentary requirements	None	30 minutes	Assigned Visa Personnel
	1.2. Evaluates the completeness of documents	None	2 hours	Assigned Visa Personnel
	1.3. Logs and assigns control number	None	20 minutes	Assigned Visa Personnel
	1.4. Prepares Special Subic-Clark Visa Endorsement Certificate	None	3 hours and 30 minutes	Assigned Visa Personnel
	1.5. Reviews accuracy and legality of information indicated in the Special Subic-Clark Visa Endorsement Certificate, affix initial and submit to the Office of OIC Head for Regulatory Group for Final Approval	None	2 hours	Officer-In Charge, Visa Processing Office
	1.6. Approves Special Subic-Clark Visa Endorsement Certificate	None	2 hours	OIC Head, Regulatory Group
	1.7. Encodes applicants data in the Visa Processing System (VPS)	None	3 hours	Assigned Visa Personnel
	1.8. Reproduction of copies of the Special Subic-Clark Visa Endorsement Certificate	None	10 minutes	Assigned Visa Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receipt of Appointment schedule and Billing Assessment through email and proceed to SBMA Cashier at the ground floor of Regulatory Building for payment	2.1. Prepares billing assessment	None	30 minutes	Assigned Visa Personnel
	2.2. Sets appointment schedule for the submission of original documents through email and attach billing assessment for payment to SBMA Cashier	None	35 minutes	Assigned Visa Personnel
3. Submit original copies of documents with the original passport and present original receipt of payment	3.1. Receives original copies of documents and proof of payment	None	1 hour	Assigned Visa Personnel
4. Receipt of Special Subic-Clark Visa Endorsement Certificate for notary together with the Visa Sticker for implementation at the Bureau of Immigration	4.1. Issues Special Subic-Clark Visa Endorsement Certificate together with the Visa Sticker for implementation at the Bureau of Immigration Note: Upon approval by the Bureau of Immigration, the Visa Personnel will seal the implemented and approved Special-Clark Visa Sticker pasted on the passport and secure a photocopy of the same together with the implemented and approved Special Subic-Clark Visa Endorsement Certificate and Bureau of Immigration Order.	None	25 minutes	Assigned Visa Personnel
TOTAL			2 days	

2. Issuance of Visa Exempt Certificate

This process defines the responsibility of the Visa Processing Office and covers the procedure from the evaluation, preparation, review and approval until the issuance of the Visa Exempt Certificate.

Office or Department:	Visa Processing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who May Avail:	Foreign Nationals holder of other kinds of Philippine Visas and is gainfully employed in a registered company/enterprise in Subic Bay Freeport Zone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Rm. 203, 2-F Visa Processing Office, Regulatory Bldg. or can be downloaded from www.mysubicbay.com.ph
1. Duly accomplished application form with recent 2X2" colored picture	To be provided by the visa applicant/company representative
2. Photocopy of bio-page of passport not less than six (6) months validity with the stamped visa	
3. Photocopy of biometric Alien Certificate of Registration Card (ACR)	
4. For elective positions – Notarized Secretary's Certificate/Board Resolution For non-elective positions – Notarized Employment Contract or Consultancy Agreement executed/ signed by the President/Vice President. • For other positions as signatory, just attach a board resolution/authorization to sign.	

	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
	If the signatory is a foreign national, kindly provide his/her valid working/investor’s visa			
	5. Certified true copy of VALID SBF Certificate of Registration and Tax Exemption (CRTE) or Certificate of Registration (CR)			
	6. Visa Exempt fee – USD5.00			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of scanned copies (in PDF or Microsoft Word format) of duly accomplished application forms including documentary requirements thru email at visaprocessing@sbma.com or personal submission of hard copies in a folder	1.1. Acknowledges receipt of application form with attached documentary requirements	None	15 minutes	Assigned Visa Personnel
	1.2. Evaluates the completeness of documents	None	1 hour	Assigned Visa Personnel
	1.3. Logs and assigns control number	None	10 minutes	Assigned Visa Personnel
	1.4. Prepares Visa Exempt Certificate	None	30 minutes	Assigned Visa Personnel
	1.5. Reviews accuracy and legality of information indicated in the Visa Exempt Certificate, affix initial and submit to the Office of OIC Head for Regulatory Group for Final Approval	None	2 hours	Officer-In Charge, Visa Processing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Approves Visa Exempt Certificate	None	2 hours	OIC Head, Regulatory Group
2. Receipt of Appointment schedule and Billing Assessment through email and proceed to SBMA Cashier at the ground floor of Regulatory Building for payment	2.1. Prepares Billing Assessment	None	25 minutes	Assigned Visa Personnel
	2.2. Sets appointment schedule for the submission of original documents through email and attach billing assessment for payment to SBMA Cashier	None	1 hour	Assigned Visa Personnel
3. Submit original copies of documents with the original passport and present original receipt of payment	3.1. Receives original copies of documents and proof of payment	None	15 minutes	Assigned Visa Personnel
4. Receipt of Visa Exempt Certificate	4.1. Issues Visa Exempt Certificate for processing of Endorsement of Identification (ID) gate pass at the SBMA Labor Department and Application of ID gate pass at the Office Services Department	None	25 minutes	Assigned Visa Personnel
TOTAL PROCESSING TIME			1 day	

3. Issuance of Endorsement for Revocation/Cancellation/Downgrading of Special Subic-Clark Visa

This process defines the responsibility of the Visa Processing Office and covers the procedure from the evaluation, preparation, review and approval until the issuance of the endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa.

Office or Department:	Visa Processing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Special Subic-Clark Visa Holders • Special Subic-Clark Working (New & Renewal) • Special Subic-Clark Investor's Visa • Special Subic-Clark Dependent's Visa (Working New, Working Renewal & Investor's Visa)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Checklist/Documentary Requirements for Issuance of Endorsement for Revocation/Cancellation/Downgrading of Subic-Clark Visas	Rm. 203, 2-F Visa Processing Office, Regulatory Bldg. or can be downloaded from www.mysubicbay.com.ph
1. Letter request addressed to the Officer-In Charge- Head for Regulatory Group • Indicate the reason thereof	To be provided by the visa applicant/company representative
2. Photocopy of valid passport: • Picture page • All stamped pages including the Special Subic-Clark Visa Sticker	
3. Photocopy of notarized and implemented Special Subic-Clark Visa Endorsement Certificate	
4. Photocopy of the Bureau of Immigration (BI) order	
5. Fess: • Regular Downgrading - USD5.00 • Late Renewal - USD100.00 • Failure to Downgrade (expired)- USD50.00 • Cancellation – USD50.00	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of scanned copies (in PDF or Microsoft Word format) of duly accomplished application forms including documentary requirements thru email at visaprocessing@sbma.com or personal submission of hard copies in a folder	1.1. Acknowledges receipt of letter request with attached documentary requirements	None	30 minutes	Assigned Visa Personnel
	1.2. Evaluates the completeness of documents	None	2 hours	Assigned Visa Personnel
	1.3. Logs and assigns control number	None	20 minutes	Assigned Visa Personnel
	1.4. Prepares Endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa addressed to the Bureau of Immigration	None	3 hours and 30 minutes	Assigned Visa Personnel
	1.5. Review accuracy and legality of information indicated in the Endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa, affix initial and submit to the Office of OIC Head for Regulatory Group for Final Approval	None	2 hours	Officer-In Charge, Visa Processing Office
	1.6. Approves Endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa	None	2 hours	OIC Head, Regulatory Group
	1.7. Encodes applicants data in the Visa Processing System (VPS)	None	3 hours	Assigned Visa Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Reproduction of copies of the Endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa	None	15 minutes	Assigned Visa Personnel
2. Receipt of Appointment schedule and Billing Assessment through email and proceed to SBMA Cashier at the ground floor of Regulatory Building for payment	2.1. Prepares Billing Assessment	None	30 minutes	Assigned Visa Personnel
	2.2. Sets appointment schedule for the submission of original documents through email and attach billing assessment for payment to SBMA Cashier	None	35 hour	Assigned Visa Personnel
3. Submit original copies of documents with the original passport and present original receipt of payment	3.1. Receives original copies of documents and proof of payment	None	1 hour	Assigned Visa Personnel
4. Receipt of Endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa for payment at the Bureau of Immigration	4.1. Issues Endorsement for revocation/cancellation/downgrading of Special Subic-Clark Visa	None	20 minutes	Assigned Visa Personnel
TOTAL PROCESSING TIME			2 days	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND REDRESS PROCEDURE

Are you happy with our service?

In Subic Bay Metropolitan Authority, we do everything we can to give our clients the best possible service. If you are happy with the way we serve you, we would appreciate hearing from you. This will not only inspire us to do even better but will also serve as a basis for commending our employees who do well.

However, If you are not satisfied with any aspect of our service, please let us know your concern to allow us the opportunity to address it properly.

To help us improve our service, you may:

- **Visit us**
 - Drop by the concerned Department/Office and speak to its head/representative
 - Total Quality Management (TQM) at the Planning and Development Office (2nd Floor, Building 662 Taft Street, Subic Bay Freeport Zone)
 - SBMA Website: www.mysubicbay.com.ph
- **Write to us**
 - Fill out our Client Satisfaction Measurement (CSM)/ Complaint Form, a sample of which is provided in all respective departments/offices and front liners, and drop accomplished client satisfaction measurement/complaint in each designated Customer Feedback box or submit it directly to Total Quality Management at the Planning and Development Office who is responsible for the collection, treatment and reporting of client satisfaction measurement/complaint or you may;
 - Fill-out our Client Satisfaction Measurement through <http://feedback.sbma.com> or use barcode



- Send a letter addressed to TQM through email: tqm@sbma.com
- All customer complaints will be treated with confidentiality.
- All documented customer complaints or customer support will be treated fairly and quickly, especially if the customer gives his/her utmost cooperation in discussing his/her concern and/or the solution to a given situation.

Our Feedback and Redress Procedure aims to resolve all complaints as expeditiously as possible and, at the same time, give due process to all those concerned. It is based on the pertinent provisions of R.A. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees), R.A. 11032 (Ease of Doing Business and Efficient Delivery of Government Services) and ISO 9001:2015 (International Standard for Quality Management System).

Or you may get in touch with:

- Total Quality Management of the Planning and Development Office
Telephone Number: 252-4025/4521
- Deputy Administrator for Administration
Telephone Number: 252-4230/4538
- Subic Information Center
Telephone Number: 252-7262

VII. LIST OF OFFICES

Department/Office	Address	Contact Information
1. Accreditation Office	2/F, SBMA Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4088
2. Airport Department	Passenger Terminal Building 8015, Argonaut Highway, Subic Bay Freeport Zone	(047) 252-3131/ 4360/9361/9362
3. Building Permit and Safety Department	2/F, SBMA Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4574/ 4535
Business and Investment Departments		
4. Business and Investment Department for Manufacturing and Maritime	Rm. 104, Bldg. 225, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4632/ 4634/4635
5. Business and Investment Department for Leisure	Rm. 128, Bldg. 225, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4331/ 4669/4735
6. Business and Investment Department for Logistics	Rm. 120, Bldg. 225, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4626/ 4627/4354
7. Business and Investment Department for Information and Communications Technology	1/F, Bldg. 662, Taft Street, Central Business District, Subic Bay Freeport Zone	(047) 252-4215/ 4995

8. Business and Investment for General Business and Investment	Rm. 111, Bldg. 225, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4515/4397/4753
9. Ecology Center	G/F, SBMA Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4656/4059
10. Fire Department	Bldg. 71, Sampson Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4830/4657/4224
11. Labor Department	Rm. 116, Bldg. 255, Barryman Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4494/4254
12. Land and Asset Development Department	Bldg. 332, Burgos Street, Subic Bay Freeport Zone	(047) 252-4479/4147/4148
13. Law Enforcement Department	1/F Bldg. 657, Burgos Street, Subic Bay Freeport Zone	(047) 252-4550/4650
14. Maintenance and Transportation Department	Bldg. 275, Aguinaldo Street, Subic Bay Freeport Zone	(047) 252-4802/4805
15. Motor Vehicle Registration Office	G/F, SBMA Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4249/4315/4663
16. Office Services Department	Bldg. 494, back Subic Gym, Subic Bay Freeport Zone	(047) 252-4790
17. Planning and Development Office	2/F, Bldg.662, Taft Street, Central Business District, Subic Bay Freeport Zone	(047) 252-4077/4053
18. Public Health and Safety Department	Bldg. 280, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4106/4169/4880

19. Seaport Department	2/F, Seaport Administration Building, Corner Waterfront and Sampson Roads, Subic Bay Freeport Zone	(047) 252-4225/4541
20. Tourism Department	2/F, Subic Bay Exhibition and Convention Center, Efficiency Road, Subic Bay Gateway Park, Subic Bay Freeport Zone	(047) 252-4655/4049/4242
21. Trade Facilitation and Compliance Department	G/F, Seaport Administration Building, Corner Waterfront and Sampson Roads, Subic Bay Freeport Zone	(047) 252-4361/4277/4295
22. Visa Processing Office	2/F, SBMA Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4257
OFFICE HEADS		
1. Office of the Chairman and Administrator	2/F, Bldg. 229, Waterfront Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4381/4382
2. Office of the Senior Deputy Administrator for Business and Investment	Bldg. 225, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4351/4365/4440
3. Office of the Deputy Administrator for Business and Investment	One-Stop Shop Business Processing Center, Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4556/4581/4767
4. Office of the Senior Administrator for Operations	2/F, Rm. 203, Seaport Administration Building, Corner Waterfront and Sampson Roads, Subic Bay Freeport Zone	(047) 252-4241
5. Office of the Deputy Administrator for Port Operations	1/F, Seaport Administration Building, Corner Waterfront and Sampson Roads, Subic Bay Freeport Zone	(047) 252-4926/4080

6. Office of the Senior Administrator for Regulatory Group	2/F, SBMA Regulatory Building, Labitan Street, Subic Bay Freeport Zone	(047) 252-4426
7. Office of the Deputy Administrator for Public Works and Technical Services	2/F Rm. 229, Bldg. 255, Barryman Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4834/4610
8. Office of the Deputy Administrator for Legal Affairs	2/F, Rm. 111, Bldg. 229, Waterfront Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4356
9. Office of the Deputy Administrator for Public Health	Bldg. 280, Dewey Avenue, Central Business District, Subic Bay Freeport Zone	(047) 252-4161/4208
10. Office of the Senior Deputy Administrator for Support Services	G/F, Bldg. 229, Waterfront Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4885
11. Office of the Deputy Administrator for Administration	2/F, Bldg. 229, Waterfront Road, Central Business District, Subic Bay Freeport Zone	(047) 252-4308/4130

CONTACT INFORMATION

Office	Address	Contact Information
1. Anti- Red Tape Authority	Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines	(02) 8478-5091 8478-5093 8478-5099 info@arta.gov.ph complaints@arta.gov.ph
2. Contact Center Ng Bayan - Civil Service Commission	Public Assistance and Information Office Civil Service Commission CSC Building, IBP Road Constitution Hills, Quezon City 1126	SMS: 0908-8816565 PLTDT Lindline: 1-6565 Email: email@contactcenterngbayan.gov.ph Web: contactcenterngbayan.gov.ph
3. Presidential Complaint Center – Office of the President	PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila	Email: pcc@malacanang.gov.ph Telephone Nos: +63(2)-8736-8645/ 8736-8603/ 8736-8629/ 8736-8621 Telefax No. +63(2)-87368621