



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

CITIZEN'S CHARTER

2024 (3rd Edition)



FOREWORD

The previous editions of our Citizen's Charter Handbook serve as milestones for TIEZA's unwavering commitment to serving the Filipino people and promoting tourism development through infrastructure and investments.

This revised edition reflects our evolving role in propelling the Philippine tourism industry forward. Our vision now extends to 2028, encompassing the critical post-pandemic recovery period. We reaffirm our mission to contribute to national tourism development goals by:

- **Facilitating Investments:** Streamlining processes for investors seeking to establish tourism enterprises in designated zones.
- **Developing Infrastructure:** Building and managing tourism infrastructure projects that enhance accessibility and visitor experience.
- **Promoting Sustainable Practices:** Encouraging responsible tourism development that safeguards the environment and benefits local communities.
- **Championing Cultural Heritage:** Highlighting the Philippines' unique cultural heritage and showcasing its diverse offerings worldwide.

The Pledge of Service enshrined in this handbook is not just a statement but a living document guiding our interactions with stakeholders. We operate with integrity and transparency, ensuring our actions align with our core values. Only through this commitment can we fulfill our purpose in government and leave a lasting positive impact.

This handbook serves a vital purpose for our valued clients within and outside TIEZA. It details the processes and procedures for availing our external services.

We strive to maintain consistency and transparency in our practices, aiming for clear and efficient transactions for each client. Should any shortcomings arise, we are dedicated to swift and effective rectification and prioritize your satisfaction throughout the process.

Our client's feedback and engagement are crucial for our continued improvement. As a diverse organization, we value collaboration with the stakeholders we serve. Their input helps us refine our services and meet the public's evolving needs.

The TIEZA Citizen's Charter Handbook is not merely a document but a shared roadmap toward a future of exceptional service, transparency, and unwavering dedication to public service. By working together, we can make "Ease of Doing Business" a tangible reality for all.



I. Mandate

The TIEZA shall be a body corporate which shall:

- designate, regulate and supervise the Tourism Enterprise Zones with the primary objective of encouraging investments
- develop, manage and supervise tourism infrastructure projects
- ensure strict compliance of the TEZ operator with the approved development plan
- continue to exercise functions previously exercised by the PTA under Presidential Decree No. 564, unless otherwise inconsistent with the other provisions of this Act:
 - implementing arm of the Department of Tourism
 - develop tourist zones
 - assist private enterprise
 - operate and maintain tourist facilities
 - assure land availability
 - coordinate all tourist project plans and operations

II. Vision

By 2028, TIEZA is the recognized tourism development agency contributing to inclusive and sustainable economic growth in the Philippines.

III. Mission

To contribute to national tourism development goals and showcase Philippine culture by designating, supervising and regulating sustainable Tourism Enterprise Zones; undertaking viable tourism infrastructure projects; and managing assets.

IV. Pledge of Service

We at TIEZA, in the pursuit of our mandate and to align our organizational objectives with national goals, are fully committed to:

- 1) Implement quality infrastructure and development projects to spur inclusive tourism growth;
- 2) Continually improve systems, processes, and prudent management of travel tax, assets, tourism enterprise zones, infrastructure projects, and other financial resources for the satisfaction of our stakeholders;
- 3) Enhance competencies, provide a conducive work environment, and encourage employees engagement in quality management;
- 4) Comply with public policies and all statutory and regulatory requirements, and the requisites of the ISO 9001 Standards of Quality Management Systems; and
- 5) Review periodically the suitability of our quality policy to make it adaptive and resilient through the changing times. We affirm to adopt this policy as we uphold our corporate values of excellence, integrity, and innovation.

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Central Office External Services



TRAVEL TAX DEPARTMENT

1. PROCESSING OF FULL TRAVEL TAX PAYMENT

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • Citizens of the Philippines • Permanent Resident Aliens <p>(See Table 1. Foreign passport holders who are subject to the Philippine travel tax)</p> <ul style="list-style-type: none"> • Non-immigrant aliens who have stayed in the Philippines for more than one (1) year <p>(See Table 2. Non-immigrant foreign passport holders who are subject to the Philippine travel tax if their stay in the Philippines is more than (1) year)</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Original Passport ➤ Airline Ticket 		Central Office: Monday to Thursday, 8:00 am to 7:00 pm (no noon break) (See Table 6 for the complete operating hours of the TIEZA Travel Tax Centers)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents original passport and airline ticket to travel tax counter	1.1 Receives and analyzes the applicant's documents	N/A	1.50 minutes	Travel Tax Officer C / Travel Tax Processor
	1.2 Encodes pertinent data 1.3 Returns the original passport and documents to the applicant 1.4 Prints the Official Receipt			
2. Pays the full travel tax rate	2.1 Collects the full travel tax payment 2.2 Issues, signs, and releases the	First Class: Php 2,700.00	0.50 minutes	Cash Collecting Officer (CCO): Cashier /

	TIEZA Official Receipt			Travel Tax Officer / Travel Tax Processor
		Second Class: Php 1,620.00		
Processing Time	Maximum of 2 minutes per applicant			

2. PROCESSING OF TRAVEL TAX EXEMPTION

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Persons qualified to be exempted from Travel Tax Payment (See Table 3. Processing of Travel Tax Exemption)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Original Passport ➤ Corresponding documentary requirements. 		Central Office: Monday to Thursday, 8:00 am to 7:00 pm (no noon break) (See Table 6 for the complete operating hours of the TIEZA Travel Tax Centers)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Presents the original passport and the documentary requirements as stated	1.1 Receives, analyzes, and duplicates the applicant's documents	None	2.50 minutes	Travel Tax Officer C/ Travel Tax Processor
	1.2 Returns the original passport and documents to the applicant 1.3 Encodes pertinent data 1.4 Prints the Travel Tax Exemption			

	Certificate (TEC)			
	1.5 Forward documents to Signatories: Sr. Travel Tax Officer A/ Sr. Travel Tax Officer B/ Travel Tax Officer A/ Travel Tax Officer C			
	2.1 Reviews the documents 2.2 Signs the Travel Tax Exemption Certificate (TEC) 2.3 Releases the TEC to the applicant	None	0.50 minutes	Sr. Travel Tax Officer A/ Sr. Travel Tax Officer B/ Travel Tax Officer A/ Travel Tax Officer C
Processing Time	Maximum of 3 minutes per applicant			

3. PROCESSING OF REGULAR TRAVEL TAX REFUND

Office or Division:	Travel Tax Department
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Persons qualified to avail Regular Travel Tax Refund (See Table 5. Processing of Travel Tax Regular Refund)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Original Passport ➤ Airline ticket showing travel tax collection. ➤ Corresponding documentary requirements. 	Central Office: Monday to Thursday, 8:00 am to 7:00 pm (no noon break) (See Table 6 for the complete operating hours of the TIEZA Travel Tax Centers)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents the original passport, airline ticket, and documentary requirements as stated</p> <p>Fills up and submits the TIEZA Refund Application Form No. 353</p> <p>Submits a Special Power of Attorney if the claimant is not the passenger</p>	<p>1.1 Receives, analyzes, and duplicates the applicant's documents</p> <p>1.2 Prepares the Acknowledgement Receipt (AR)</p> <p>1.3 Releases the AR, original passport, and other documents to the applicant</p>	None		Travel Tax Officer C / Travel Tax Processor
	2. Verifies the travel tax collection and posts the refund in the collection report or airline sales report, whichever is applicable			Travel Tax Processor (Verifier)
	<p>3.1 Reviews the documents</p> <p>3.2 Recommends the payment of the refund</p>			Sr. Travel Tax Officer A / Sr. Travel Tax Officer B/ Travel Tax Officer A
	4. Prepares disbursement voucher and attaches to the refund application			Travel Tax Processor
	5. Certifies the payment of refund and affixes signature on Box A			Division Manager/ Alternate Signatories

	7. Approves the payment of refund and affixes signature on Box C of the voucher			Department Manager/ Alternate Signatories
	8.1 Segregates copies of the travel tax refund voucher and supporting documents 8.2 Segregates and secures a copy of the refund application, voucher, and all its attachment for records and filing. Release the refund application, voucher and all its attachments to the Financial Services Department			Travel Tax Processor
Duration of Process	Within four (4) working days from date of receipt per applicants (for applicants with complete supporting documents)			

4. PROCESSING OF REDUCED TRAVEL TAX

Office or Division:	Travel Tax Department
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Persons qualified to avail Reduced Travel Tax (See Table 5. Processing of Reduced Travel Tax)
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> ➤ Original Passport ➤ Airline ticket ➤ Corresponding documentary requirements. 	WHERE TO SECURE Central Office: Monday to Thursday, 8:00 am to 7:00 pm (no noon break) (See Table 6 for the complete operating hours of the TIEZA Travel Tax Centers)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the original passport, airline ticket (if already issued) and the documentary requirements as stated	1.1 Receives, analyzes, and duplicates the applicant's documents 1.2 Returns the original passport and documents to the applicant 1.3 Encodes pertinent data	None	2.75 minutes	Travel Tax Officer C/ Travel Tax Processor
	1.4 Prints the Reduced Travel Tax Certificate (RTTC) and forwards document to the signatory			
	1.5 Print the Official Receipt and forwards it to the CCO			
	2.1 Reviews the documents		1 minute	Signatories:

	2.2. Signs the Reduced Travel Tax Certificate (RTTC) and forwards it to the CCO.	Standard First Class: Php 1,350.00 Economy: Php 810.00 Privileged First Class: Php 400.00 Economy: Php 300.00		Sr. Travel Tax Officer A/ Sr. Travel Tax Officer B/ Travel Tax Officer A/ Travel Tax Officer C
3. Pays the reduced travel tax	3.1 Collects the reduced travel tax 3.2 Issues and signs the official receipt 3.3 Releases the RTTC and official receipt to the applicant		0.50 minutes 0.25 minutes	Cash Collecting Officer (CCO): Travel Tax Officer C / Travel Tax Processor
Processing Time	Maximum of 4.50 minutes per applicant			

5. PROCESSING OF ONLINE FULL TRAVEL TAX PAYMENT

Office or Division:	Travel Tax Department
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	<ul style="list-style-type: none"> Citizens of the Philippines Permanent Resident Aliens (See Table 1. Foreign passport holders who are subject to the Philippine travel tax) Non-immigrant aliens who have stayed in the Philippines for more than one (1) year

(See Table 2. Non-immigrant foreign passport holders who are subject to the Philippine travel tax if their stay in the Philippines is more than (1) year)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Copy of Passport ➤ Airline Ticket 		Pay your travel tax online at https://tieza.gov.ph/online-travel-tax-payment-system/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OTTPS (for single transactions only)	The system shall automatically send an Acknowledgement Receipt as proof of travel tax payment to the passenger's registered email address.	First Class: Php 2,700.00	10 minutes	
1. Create an account in the Online Travel Tax Payment System thru https://traveltax.tieza.gov.ph/ .		Economy Class: Php 1,620.00		
2. Select the travel tax amount and proceed to fill out the necessary fields regarding the details of his travel.		*Additional Php 50 for the convenience fee		
OTTSS (for single/multiple transactions)				
1. Fills out the forms on the Online Travel Tax Payment System thru https://tieza.gov.ph/online-travel-tax-payment-system/ .				

<p>2. Selects the preferred payment method.</p> <ul style="list-style-type: none"> • Credit/Debit Card - Click Check out button which shall be redirected to the MYEG payment gateway for input of card details. • Over The Counter – (reference number valid only for within 24 hours on OTTPS/ 3 days for OTTSS) The system shall generate the reference number which must be presented pay thru the selected OTC (Over the Counter) payment channel. 				
Processing Time	Maximum of 10 minutes per applicant			

6. PROCESSING OF ONLINE TRAVEL TAX EXEMPTION

Office or Division:	Travel Tax Department		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Persons qualified to be exempted from Travel Tax Payment (See Table 3. Processing of Travel Tax Exemption)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">➤ Copy of the passport➤ ID Picture of the passenger➤ Corresponding documentary requirements.		Apply your TEC online at tieza.gov.ph/travel-tax-exemption/	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Travel Tax Exemption Certificate Online Application form and uploads pertinent documents via Google Forms accessible through TIEZA's official website www.tieza.gov.ph			5 minutes	
2. Selects "Submit" button after completing all required fields on the google form.	2. Assigns the application to the Travel Tax Officer A / Travel Tax Officer C/ Travel Tax Processor for handling and processing.			Sr. Travel Tax Officer A / Sr. Travel Tax Officer B / Travel Tax Officer A
	3.1 Analyzes the applicant's submitted documents. Ensures that the applicant meets all the qualifications and requirements to grant the online travel tax exemption. 3.2 Emails the applicant		5 minutes	Travel Tax Officer A / Travel Tax Officer C/ Travel Tax Processor

	<p>should additional documents are required.</p> <p>3.3 Encodes the applicant's data and uploads all pertinent documentary requirements to the Online Travel Tax Processing System.</p> <p>3.4 Clicks on "Save" button to save all documents and information. The application shall be automatically received by the Sr. Travel Tax Officer A / Sr. Travel Tax Officer B through the Online TEC Processing System.</p>		
	<p>4.1 Reviews all documents and details encoded in the system</p>	5 mins	<p>Sr. Travel Tax Officer A /Sr. Travel Tax Officer B / Travel Tax Officer A</p>

	<p>ensuring the accuracy of data which shall be reflected on the online certificate (i.e., spelling of name, passport number, and others).</p> <p>4.2 Ensures that the applicant meets all the qualifications and requirements to grant the online travel tax exemption.</p> <p>4.3 Approves the application and generates the Online Travel Tax Exemption Certificate by clicking the “Generate Certificate” button on the Online Travel Tax Processing System.</p> <p>4.4 The system shall automatically send the</p>			
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	Online Travel Tax Exemption Certificate to the applicant's email address.			
Processing Time	Maximum of 15 minutes per applicant			

7. PROCESSING OF ONLINE REDUCED TRAVEL TAX

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Persons qualified to avail Reduced Travel Tax (See Table 5. Processing of Reduced Travel Tax)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Copy of the passport ➤ ID Picture of the passenger ➤ Corresponding documentary requirements. 		File your Reduced Travel Tax online at tieza.gov.ph/reduced-travel-tax/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Fills out the Reduced Travel Tax Certificate Online Application form and uploads pertinent documents via Google Forms accessible through TIEZA's official website www.tieza.gov.ph				

2. Selects "Submit" button after completing all required fields on the google form.	2. Assigns the application to the Travel Tax Officer A / Travel Tax Officer C/ Travel Tax Processor for handling and processing.		5 mins.	Sr. Travel Tax Officer A / Sr. Travel Tax Officer B / Travel Tax Officer A
	<p>3.1 Analyzes the applicant's submitted documents. Ensures that the applicant meets all the qualifications and requirements to grant the online reduced travel tax certificate.</p> <p>3.2 Emails the applicant should additional documents are required.</p> <p>3.3 Encodes the applicant's data and uploads all pertinent documentary requirements to the Online</p>		5 mins	Travel Tax Officer A / Travel Tax Officer C/ Travel Tax Processor

	<p>Travel Tax Processing System.</p> <p>3.4 Clicks on “Save” button to save all documents and information. The application shall be automatically received by the Sr. Travel Tax Officer A / Sr. Travel Tax Officer B through the Online Travel Tax Processing System.</p>			
	<p>4.1 Reviews all documents and details encoded in the system ensuring the accuracy of data which shall be reflected on the online certificate (i.e., spelling of name, passport number, and others).</p>		5 mins.	<p>Sr. Travel Tax Officer A /Sr. Travel Tax Officer B / Travel Tax Officer A</p>

	<p>4.2 Ensures that the applicant meets all the qualifications and requirements to grant the online reduced travel tax certificate.</p> <p>4.3 Approves the application and generates the Online Reduced Travel Tax Certificate by clicking the “Generate Certificate” button on the Online Travel Tax Processing System.</p> <p>4.4 The system shall automatically send the Online Reduced Travel Tax Certificate to the applicant’s email address.</p>			
Processing Time	Maximum of 15 minutes per applicant			

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Persons qualified to avail Travel Tax Refund (See Table 5. Processing of Travel Tax Refund)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Copy of the passport ➤ Airline ticket showing travel tax collection. ➤ Corresponding documentary requirements. 		traveltaxrefund@tieza.gov.ph traveltax@tieza.gov.ph Monday to Thursday, 8:00 am to 7:00 pm		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Emails the travel tax refund application through traveltaxrefund@tieza.gov.ph or traveltax@tieza.gov.ph with attached pertinent documentary requirements (i.e., accomplished Form 353, passport, airline ticket, and other required documents.)	1.1 Analyzes the documents to confirm that refund is in order based on the supporting documents and validates the amount due for refund. 1.2 Emails the applicant should additional documents are required. 1.3 Prints the applicant's documents, assigns an application refund reference number, and	None	Within four (4) working days from date of receipt per applicants (for applicants with complete supporting documents)	Travel Tax Officer C / Travel Tax Processor

	<p>encodes the details in an Excel file with file name "Refund Status" via the Microsoft OneDrive app.</p> <p>1.4 Generates and prints the Acknowledgement Receipt and Form 353 and provides a copy of the Acknowledgement Receipt to the applicant via email.</p>			
	<p>2. Verifies the travel tax collection and posts the refund in the collection report or airline sales report, whichever is applicable</p>			Travel Tax Processor (Verifier)
	<p>3.1 Reviews the documents</p> <p>3.2 Recommends the payment of the refund</p>			Sr. Travel Tax Officer A / Sr. Travel Tax Officer B/ Travel Tax Officer A
	<p>4. Prepares disbursement voucher and attaches to the refund application</p>			Travel Tax Processor

	5. Certifies the payment of refund and affixes signature on Box A			Division Manager/ Alternate Signatories
	6. Approves the payment of refund and affixes signature on Box C of the voucher			Department Manager/ Alternate Signatories
	<p>7.1 Segregates copies of the travel tax refund voucher and supporting documents</p> <p>7.2 Segregates and secures a copy of the refund application, voucher, and all its attachment for records and filing. Release the refund application, voucher and all its attachments to the Financial Service Department</p>			Travel Tax Processor
Processing Time	Within four (4) working days from date of receipt per applicants (for applicants with complete supporting documents)			

Table 1. Foreign passport holders who are subject to the Philippine travel tax.

Immigration status	Description
13	Quota or Preference Immigrant Visa
13A	Visa Issued to an Alien Spouse of a Philippine Citizen
13B	Child Born Outside the Philippines to a 13A Mother
13C	Child Born in the Philippines to a 13A Mother
13D	Loss of Citizenship by a Filipino Woman by her Marriage to a Foreign National
13E/RP#	Returning Resident
13G	Returning Former Natural-Born Filipino Citizen
NB	Native Born
TRV (LI#33)	Temporary Residence Visa
RA 7919	Alien Social Integration Act of 1995
RC/RFC/IC	Recognition as Filipino Citizen
RA 7837	Permanent Resident Filipino Veterans of World War II
EO 324	Illegal Foreign Nationals who entered the Philippines before January 1, 1984 and continuously resided in an unlawful status
MCL-07-021	Granting Permanent Residence to Chinese Nationals
MCL-08-003	Granting Permanent Residence to Korean Nationals
PD 730/PD 419	Granting Permanent Residence to certain Foreign Non-Immigrants
APRV/ASRV	APECO Permanent Resident Visa / APECO Special Resident Visa

Table 2. Non-immigrant foreign passport holders who are subject to the Philippine travel tax if their stay in the Philippines is more than (1) year.

Immigration Status	Description
9A	Temporary Visitor coming for business, for pleasure, or for reasons of health
9B	Transit Passenger
9C	Foreign Seaman
9D	Treaty Trader/Investor
9E	Foreign Government Official NOTE: If stay in the Philippines exceeds one (1) year, passenger has to secure the Travel Tax Exemption Certificate (TEC)
9F	Foreign Student
9G	Pre-Arranged Employee
47A2/PEZA/PV	Special Non-Immigrant Visa
47B	Refugee
APEC/ABTC	APEC Business Travel Card
EO 408	Tourist / Non-Visa Required Nationals admitted for 21 days
EO 226 / RA 8756	Omnibus Investment Act of 1987
---SIRV	Special Investor Resident Visa
EO 63	SIRV in Tourist-Related Projects and Tourist Establishments
EO 1037	Philippine Retirement Authority
---SRRV	Special Retiree Resident Visa/Indefinite
---Indefinite	Dependents of SRRV Holders
EO 191	Granting No-visa Entry for initial stay of 7 days for Chinese Nationals who are holders of Macao-Portuguese Passport
EO 758/SVEG	Special Visa for Employment Generation effective March 9, 2009

LOI 911	Granting No-visa Entry for initial stay of 7 days for Chinese Nationals for holders of Hong Kong-British-HK SAR passports
PD 1034	Executives of Multinational Companies
RA 6768/BB 1 year	Balikbayan
RA 7227	Bases Conversion and Development Act of 1992
---SSIV	Subic Special Investor's Visa
---SSRV	Subic Special Retiree's Visa
---SSWV	Subic Special Working Visa
---SCDV	Subic -Clark Dependent Visa
---SCWV/SCIV	Special Clark Working Visa / Special Clark Investor's Visa
RA 7922/CEZA	Cagayan Special Economic Zone
RA 9225/ with PP	Dual Passport (If arrival is stamped only on the Philippine passport, the passenger shall secure the Travel Tax Exemption Certificate (TTEC))
RA9728/FWV/AFAB	FAB Working Visa — Freeport Area of Bataan
RA 10083	Aurora Pacific Economic Zone and Freeport Act of 2010
---ASIV	---APECO Special Investor's Visa
---AWV	---APECO Working Visa
---ADV	---APECO Dependent Visa
SSP	Special Study Permit (Student Visa)
SWP	Special Work Permit under Law Instruction 27
TVV	Temporary Visitor's Visa
TWP	Temporary Work Permit
US Military	VFA-USA NS Pecos

Table 3. Processing of Travel Tax Exemption

Applicants	Requirements to be presented
(Persons qualified to be exempted from travel tax payment)	The Original Passport must always be presented together with the corresponding documentary requirements:
Foreign Diplomatic and Consular Officials and staff members duly accredited to the Philippines <i>Note: This includes the immediate members of their families and household domestics, with authorization by the Philippine Government</i>	<ul style="list-style-type: none"> • Certification from the Office of Protocol, Department of Foreign Affairs, or their respective Embassy/Consulate
Officials, Consultants, Experts and Employees of the United Nations (UN) organization and its	<ul style="list-style-type: none"> • UN Passport or Certification of Employment from the UN office, its agencies or from those agencies exempted under existing Laws, Treaties and International Agreements.

<p>agencies and those exempted under existing Laws, Treaties and International Agreements.</p> <p><i>Note: This includes the dependent whose travel is funded by the UN organization and its agencies and by those exempted under existing Laws Treaties and International Agreements</i></p>	<ul style="list-style-type: none"> For dependents, a certification and proof that their travel is funded by the UN organization and its agencies and by those exempted under existing Laws, Treaties and International Agreements.
<p>United States (US) military personnel and their dependents and other US nationals with fares paid for by the US government or on US government-owned or chartered transport facilities</p> <p>Filipinos in the US military service and their dependents</p> <p>Filipino employees of the US Government traveling on US Government business</p> <p>US State Department visitor-grantees traveling on US Government business</p>	<ul style="list-style-type: none"> Government Transport Request (GTR) for a plane ticket or certification from the US Embassy that the fare is paid from the US Government Funds
<p>Overseas Filipino Workers (OFWs)</p>	<ul style="list-style-type: none"> Original Overseas Employment Certificate (OEC), if hired through the Department of Migrant Workers (DMW) <p><i>Note: The OEC is valid as Exemption Certificate if used in going to the OFW's worksite</i></p>

	<ul style="list-style-type: none"> • Certificate of Employment issued by the Philippine Embassy / Consulate in the place of work or a copy of the Employment Contract authenticated by the Philippine Embassy / Consulate, if directly hired abroad
Crewmembers of airplanes plying international routes	<ul style="list-style-type: none"> • Certification from the Civil Aeronautics Board that the crewmember is joining his aircraft, indicating the crew member's name, position and location of aircraft
<p>Filipino permanent residents abroad whose stay in the Philippines is less than one (1) year</p> <p><i>Note: First time immigrants are not yet qualified for travel tax exemption</i></p>	<ul style="list-style-type: none"> • Copy of the identification page of passport and stamp of last arrival in the Philippines • Original Permanent Resident Cards or proof of permanent residency in foreign country (e.g. US Permanent Resident Card, Canadian Permanent Resident Card, etc.) • Certification of Residence issued by the Philippine Embassy / Consulate in the country which does not grant permanent resident status or appropriate entries in the passport
Philippine Foreign Service personnel officially assigned abroad and their dependents	<ul style="list-style-type: none"> • Certification to this effect from the Department of Foreign Affairs
<p>Officials and employees of the Philippine Government traveling on official business</p> <p>(Excluding Government-Owned and Controlled Corporations)</p>	<ul style="list-style-type: none"> • Certified True Copy of Travel Authority or Travel Order from the Department Secretary concerned to the effect that such officials / employees are traveling on official business
Grantees of foreign government funded trips	<ul style="list-style-type: none"> • Proof or certification that travel is funded or provided by a foreign government
Bona-fide students with approved scholarships by appropriate Philippine government agency	<ul style="list-style-type: none"> • Certification to this effect from concerned government agency

	<p><i>Note: "Student" is defined as a person attending formal classes in an educational institution for the purpose of taking up a course leading to a diploma, the duration of which is not less than one (1) year</i></p>
<p>Infants who are two (2) years old and below</p> <p><i>Note: The date of travel must not be beyond the infant's 2nd birth date.</i></p>	<ul style="list-style-type: none"> • In case the original passport cannot be presented, the certified true copy / authenticated copy of the birth certificate and photocopy of identification page of passport shall be submitted.
<p>Personnel (and their dependents) of multinational companies with regional headquarters, but not engaged in business, in the Philippines</p>	<ul style="list-style-type: none"> • Certification to this effect from the Board of Investments
<p>Those authorized by the President of the Philippines for reasons of national interest</p>	<ul style="list-style-type: none"> • Written authorization from the Office of the President expressly entitling the passenger to travel tax exemption
<p>A Balikbayan*, who is a Filipino citizen, whose stay in the Philippines is not more than one (1) year</p> <p><i>*under Republic Act No. 6768, as amended by Republic Act No. 9174</i></p>	<ul style="list-style-type: none"> • Identification pages of passport and stamps of last departure from and arrival in the Philippines, the duration of which is at least one (1) year • Airline ticket used in traveling to the Philippines
<p>A Balikbayan*, who is a former Filipino citizen naturalized in a foreign country, travels to the Philippines and stays for not more than one (1) year</p> <p><i>Note: The spouse and child/ren (who are Filipino passport holders traveling with the Balikbayan) of the above-mentioned</i></p>	<ul style="list-style-type: none"> • Original foreign passport of former Filipino or other evidence of former Philippine citizenship • For the accompanying child/ren, the certified true copy / authenticated copy of the birth certificate or copy of the adoption papers of adopted child/ren • For the accompanying spouse, the certified true copy / authenticated copy of marriage contract / certificate

<p><i>Balikbayan are also qualified for exemption</i></p> <p><i>*Under Republic Act No. 6768, as amended by Republic Act No. 9174</i></p>	
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Table 4. Processing of Reduced Travel Tax

STANDARD REDUCED TRAVEL TAX	
Applicants (Persons qualified to avail of the Reduced Travel Tax rate)	Requirements to be presented The Original Passport must always be presented together with the corresponding documentary requirements:
<p>Minors who are two (2) years old and one (1) day up to twelve (12) years old</p> <p>(must be up to 12th birthday on the date of travel)</p>	<ul style="list-style-type: none"> • In case the original passport cannot be presented, the certified true copy / authenticated copy of the birth certificate and photocopy of identification page of passport • Airline ticket, if already issued
<p>Accredited Filipino journalist whose travel is in pursuit of journalistic assignment</p> <p><i>Note: "Filipino journalists" shall include writers and editors of the press, reporters and announcers for radio and television.</i></p>	<ul style="list-style-type: none"> • Certification from the applicant's editor or station manager that he/she is an accredited journalist • Certification from the Office of the Press Secretary that the travel is in pursuit of journalistic assignment
<p>Those authorized by the President of the Republic of the Philippines for reasons of national interest</p>	<ul style="list-style-type: none"> • Written authorization from the Office of the President expressly entitling the passenger to the Reduced Travel Tax • Airline ticket, if already issued

PRIVILEGED REDUCED TRAVEL TAX <i>Note: This privilege is granted if the dependent is traveling to the OFW's work site.</i>	
Applicants (Persons qualified to avail of the Reduced Travel Tax rate)	Requirements to be presented The Original Passport must always be presented together with the corresponding documentary requirements:
Legitimate spouse of an Overseas Filipino Worker (OFW)	Any of the following documents: <ul style="list-style-type: none"> • Original Overseas Employment Certificate (OEC) / Certified True Copy of Balik-Manggagawa Form • Certified true copy / authenticated copy of the marriage contract / certificate • Airline ticket, if already issued • Certification from the manning agency that the seaman's dependent is joining the seaman's vessel
Unmarried children of an OFW, whether legitimate or illegitimate, who are twenty-one (21) years old and below	Any of the following documents: <ul style="list-style-type: none"> • Original Overseas Employment Certificate (OEC) / Certified True Copy of Balik-Manggagawa Form • Certified true copy / authenticated copy of the birth certificate • Airline ticket, if already issued • Certification from the manning agency that the seaman's dependent is joining the seaman's vessel
Person With Disability, regardless of age, who is a child of an OFW Note: This includes those who are twenty-one (21) years old and above	<ul style="list-style-type: none"> • Original Person With Disability (PWD) ID card issued by offices established by the National Council on Disability Affairs (NCDA) Any of the following documents: <ul style="list-style-type: none"> • Original Overseas Employment Certificate (OEC) / Certified True Copy of Balik-Manggagawa Form

	<ul style="list-style-type: none"> • Certified true copy / authenticated copy of the birth certificate • Airline ticket, if already issued • Certification from the manning agency that the seaman's dependent is joining the seaman's vessel
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Table 5. Processing of Travel Tax Regular Refund

Applicants	Requirements to be Presented
(Persons with qualified reason/ground for travel tax refund)	The Original Passport and airline ticket showing travel tax collection must always be presented together with the corresponding documentary requirements:
<p align="center">Regular Refund of Travel Tax</p> <p>Notes:</p> <ul style="list-style-type: none"> • <i>Claims for refund must be made within two (2) years from the date of travel tax payment.</i> • <i>Valid claims for refund shall be paid by check to the person in whose name the travel ticket was issued.</i> 	
Those with unused ticket	<ul style="list-style-type: none"> • Copy of fare refund voucher or certification from the airline authorized signatory that the ticket is unused, non-rebookable, and has no fare refund value • Original TIEZA Official Receipt (passenger and airline copies), if travel tax was paid directly to TIEZA
Non-immigrant foreign nationals who have not stayed in the Philippines for more than one (1) year	<ul style="list-style-type: none"> • In case the original passport cannot be presented, a certification from the Bureau of Immigration indicating the passenger's identity, the immigration status, and the applicable date of arrival shall be submitted

	<ul style="list-style-type: none"> • Original TIEZA Official Receipt (passenger copy), if travel tax was paid directly to TIEZA
Those who are qualified for travel tax exemption	<ul style="list-style-type: none"> • Supporting documents for travel tax exemption (kindly refer to the table on TRAVEL TAX EXEMPTION) • Original TIEZA Official Receipt (passenger copy), if travel tax was paid directly to TIEZA
Those who are qualified for reduced travel tax	<ul style="list-style-type: none"> • Supporting documents for reduced travel tax (kindly refer to the table on REDUCED TRAVEL TAX) • Original TIEZA Official Receipt (passenger copy), if travel tax was paid directly to TIEZA
Those with downgraded ticket	<ul style="list-style-type: none"> • Certification from the airline that the ticket was downgraded or a certified copy of the airline flight manifest • Original TIEZA Official Receipt (passenger copy), if travel tax was paid directly to TIEZA
Those with double payment (travel tax inadvertently paid twice for the same ticket)	<ul style="list-style-type: none"> • Original TIEZA Official Receipt (passenger and airline copies), if travel tax was paid directly to TIEZA
Those with erroneous collection of travel tax	<ul style="list-style-type: none"> • Original TIEZA Official Receipt (passenger and airline copies), if travel tax was paid directly to TIEZA

Table 6. Operating hours of TIEZA Travel Tax Centers

Travel Tax Centers Operating Hours	
<p style="text-align: center;">TIEZA Central Office (Pasay City)</p> <p style="text-align: center;">Monday to Thursday 8:00 a.m. to 7:00 p.m. (No Noon break)</p>	
<p style="text-align: center;">Satellite Offices Monday to Friday</p>	
SM City Manila	9:00 a.m. to 5:00 p.m.
SM City North EDSA	9:00 a.m. to 5:00 p.m.
Robinsons Galleria	9:00 a.m. to 5:00 p.m.
SM Makati	10:00 a.m. to 6:00 p.m.
<p style="text-align: center;">Provincial Offices Monday to Friday</p>	
Baguio City Travel Tax Office	Monday to Friday, 8:00 a.m. to 5:00 p.m.
San Fernando, La Union Travel Tax Office	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Mandaue City Travel Tax Office	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Iloilo City Travel Tax Office	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Davao City Travel Tax Office	Monday to Friday, 8:00 a.m. to 5:00 p.m.
<p style="text-align: center;">Counters at the Airports</p>	
Ninoy Aquino International Airport (NAIA), Pasay City (T1 & T3)	Monday to Sunday, 24 hours
Laoag International Airport	Monday to Sunday, 9:00 a.m. to 7:00 p.m.
Clark International Airport	Monday to Sunday, 24 hours
Caticlan Airport	Monday to Sunday, 7:30 a.m. to 3:30 p.m.
Bacolod – Silay Airport	Monday to Sunday, 5:00 a.m. to 7:00 p.m.
Bicol International Airport	Monday to Sunday, 4:00 a.m. to 4:00 p.m.
Tacloban Airport	Monday to Sunday, 8:30 a.m. to 4:30 p.m.
Iloilo International Airport	Monday to Sunday, 8:00 a.m. to 4:00 p.m.
Mactan – Cebu International Airport Terminal 1 (Old Building)	Monday to Sunday, 24 hours
Mactan – Cebu International Airport Terminal 2 (New Building)	Monday to Sunday, 24 hours
Puerto Princesa International Airport	Monday to Sunday, 4:00 a.m. to 12:00 a.m.
Kalibo International Airport	Monday to Sunday, 5:30 a.m. to 11:30 p.m.
Bohol-Panglao International Airport	Monday to Sunday, 6:00 a.m. to 2:00 a.m.

Davao International Airport	Friday, Sunday, 6:00 a.m. to 6:00 p.m. / Monday, Tuesday, Wednesday, Thursday, Saturday, 6:00 a.m. to 10:00 pm
Zamboanga International Airport	Monday to Friday, 6:00 a.m. to 5:00 p.m.
One-stop Shop Service Center for OFWs (OSSCO)	
OSSCO - Clarkfield, Pampanga	Monday to Friday, 8:00 a.m. to 5:00 p.m.
SM City Pampanga	Monday to Friday, 10:00 a.m. to 6:00 p.m.
Robinsons Bacolod City	Monday to Friday, 10:00 a.m. to 6:00 p.m.
SM City Cebu	Monday to Friday, 10:00 a.m. to 6:00 p.m.
Robinsons Cagayan de Oro City	Monday to Friday, 10:00 a.m. to 6:00 p.m.
OSSCO – Davao City	Monday to Friday, 10:00 a.m. to 6:00 p.m.



PROJECT EVALUATION AND PLANNING DEPARTMENT

1. REQUEST FOR DETAILED ARCHITECTURAL & ENGINEERING PLANS

The Request for Detailed Architectural & Engineering Plans is issued to individuals needing this document to provide a detailed guide on infrastructure projects or/for any legal purpose.

Office or Division:		Project Evaluation and Planning Department		
Classification:		Complex		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Detailed Architectural and Engineering Plans (1 photocopy)		Project Evaluation and Planning Department Manager's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request with supporting documents	1.1 Receives the letter request	None	1 Day	Secretary
	1.2 Logs and prepares document tracking/e-tracking and forwards it to the Department Manager for approval of the request			
	1.3 Instructs Machine Operator to Print the Requested Document		3 Days	Department Manager
	1.4 Print the Requested Document			Machine Operator
	1.7 Forwards document to the Secretary			
	1.8 Logs in tracking/e-tracking and informs the			Secretary

	client that the document is ready for pick-up			
2. Client returns to the office for the release of plans.	2.1 Release/forward documents to the client 2.2 Request client to fill out customer's satisfaction survey form		10 minutes	Secretary
		TOTAL	4 days & 10 minutes	

2. REQUEST FOR GUIDELINES IN THE SELECTION OF INFRASTRUCTURE PROJECTS

The Request for the Guidelines in the Selection of Infrastructure Projects is issued to Individuals for reference on TIEZA's criteria and requirements for tourism infrastructure project development.

Office or Division:	Project Evaluation and Planning Department			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guidelines for the Selection of Infrastructure Projects (1 photocopy)		Project Evaluation and Planning Department Manager's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request	1.1 Receives the letter request 1.2 Logs and prepares document tracking/e-tracking and forwards it to the Department Manager for approval	None	1 Day	Secretary

	1.3 Instructs Administration Assistant to print or send via email the document			Department Manager
	1.4 Prints and forwards the copy to the secretary 1.4.1 Email the document and inform the secretary			Administration Assistant
	1.8 Logs in tracking/e-tracking			Secretary
2. Client receives the document	2.1 Release the document to the client 2.2 Request client to fill out customer's satisfaction survey form			Secretary
		TOTAL	1 day	

3. REQUEST FOR THE LIST OF INFRASTRUCTURE PROJECTS

The Request for the List of Infrastructure Projects is issued to individuals for reference on the status of TIEZA's tourism infrastructure projects.

Office or Division:		Project Evaluation and Planning Department		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Infrastructure Projects (1 photocopy)		Project Evaluation and Planning Department Manager's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request	1.1 Receives the letter request	None	1 Day	Secretary
	1.2 Logs and prepares document tracking/e-tracking and forwards it to the Department Manager for approval		2 Days	Department Manager
	1.3 Instructs Administration Assistant to consolidate projects			Administration Assistant
	1.4 Prints and forwards the copy to the secretary 1.4.1 Email the document and inform the secretary			Secretary
	1.8 Logs in tracking/e-tracking			

2. Client receives the document	2.1 Release the document to the client 2.2 Request client to fill out customer's satisfaction survey form			
			10 minutes	Secretary
		TOTAL	3 days & 10 minutes	



CONSTRUCTION MANAGEMENT DEPARTMENT

1. PROCESSING OF REQUEST FOR PAYMENT

Office or Division:	CONSTRUCTION MANAGEMENT DEPARTMENT			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2B – Government to Business			
Who may avail:	CONTRACTORS – External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Payment, Surety Bond, Contractor's All Risk Insurance, Insurance Commission Certificate, Contractor's Affidavit on Payment of Laborers and Materials, Material Testing, Pictures, Construction Health and Safety Program		From Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submit request for payment	1.1 Receives and forwards request to Department Manager	N/A	1 day	Secretary A
	1.2 Instructs CSD Division Manager to evaluate and validate request			Department Manager
	1.3 Instructs Project Engineer to conduct technical site inspection to validate request		1 day	CSD Division Manager
	1.4 Prepares Travel Order / Official Business, conduct technical site inspection and prepares inspection report with recommendation to process payment		8 days (dependent on the no. of project sites to be inspected)	Project Engineer
	1.5 Checks inspection report, recommendation and forwards to Department Manager		2 days	CSD Division Manager

	1.6 Reviews and forwards inspection report to ACOO-AAES for approval and upon approval, forwards inspection report to CMD Division Manager for processing of payment		2 days	Department Manager
	1.7 Instructs to prepare documents for payment		1 day	CMD Division Manager
	1.8 PMO-A instructs PPDO-A to prepare memo and other pertinent documents		2 days	PMO-A
	1.9 Prepares memo, consolidates pertinent documents and forwards to PMO-A			PPDO – A
	2.0 Checks memo, other pertinent documents and endorse to CMD Division Manager			PMO-A
	2.1 Checks memo and completeness of pertinent documents and forwards to Department Manager.		1 day	CMD Division Manager
	2.2 Reviews pertinent documents, memo and forwards to ACOO-AAES for approval.		1 day	Department Manager
	2.3 Receives signed pertinent documents and memo from ACOO-AAES, forwards to			Secretary A

	Department Manager.		1 day	
	2.4 Instructs to endorse documents to Financial Services Department (FISD)			Department Manager
	2.5 Endorse documents to FISD			Secretary A
TOTAL			20 days	

2. PROCESSING OF REQUEST FOR COPY OF DOCUMENTS

Office or Division:	CONSTRUCTION MANAGEMENT DEPARTMENT			
Classification:	SIMPLE TRANSACTION			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TIEZA Offices – Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		COMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submit filled up requisition slip for copy of documents	1.1 Receives requisition slip and prepares and reproduce copy of requested documents and forwards to Division Manager	N/A	1 day (dependent on the volume of requested documents)	Records Custodian
	1.2 Checks the completeness of documents, affixes initials and forwards to Department Manager		1 day	CMD Division Manager
	1.3 Reviews documents,			Department Manager

	signs requisition slip and forwards to CMD for release			
	1.4 Releases the requested documents to client			Records Custodian
TOTAL			2 days	

3. PROCESSING OF REQUEST FOR COPY OF DOCUMENTS (EXTERNAL CLIENTS)

Office or Division:	CONSTRUCTION MANAGEMENT DEPARTMENT			
Classification:	SIMPLE TRANSACTION			
Type of Transaction:	G2C/G2G – Government to Citizen / Government to Government			
Who may avail:	Non- TIEZA Office – External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		From Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1.Submit letter request for copy of documents	1.1 Receives letter request and forwards to Department Manager	N/A	1 day	Secretary A
	1.2 Instructs CMD Division Manager to process request			Department Manager
	1.3 Instructs Records Custodian to prepare requested documents and letter reply			Division Manager

	1.4 Prepares and Reproduces the requested document and forwards to CMD Division Manager		1 day (Dependent on the volume of requested documents)	Records Custodian
	1.5 Checks the completeness of documents, affixes initials and forwards to Department Manager		1day	CMD Division Manager
	1.6 Reviews documents, and instructs to mail and email documents			Department Manager
	1.7 Mails and emails documents to clients			Records Custodian
TOTAL			3 days	



OPERATING ENTITY
Banaue Hotel and Youth Hostel

1. GUEST RESERVATIONS

Prior to checking-in guests are to reserve their rooms in advance to make sure that upon their arrival, a guest room is ready for them.

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Call, text or e-mail the hotel for room booking	1.1 Front Office Clerk checks room availability 1.2 If room is available, F.O clerk blocks room on the specified date 1.3 F.O clerk takes guest details 1.4 F.O clerk sends invoice	None	For calls: Depending on guest queries: 5 minutes For E-mails and text: Answer within 24 hours	Front Office Clerk on duty
2. Pay for the room deposit and send a copy of the deposit slip with name and dates of reservation, 2 weeks prior to the date of reservation.	2.1 Verify with the bank the deposit 2.2 F.O clerk sends a confirmation voucher and official receipt for the deposit made	Dependent on the rate of the room	Within 1 working day upon receipt of the deposit slip and verification of deposit to the bank.	Front Office Clerk/ Cashier on duty

2. GUEST CHECK-IN WITH RESERVATION

Upon the guest/s arrival in the hotel, they proceed to the reception area to check-in and get their keys prior to going to their rooms. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		BHYH – Front Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area for check-in 2. Give a copy of the confirmation voucher to the F.O clerk (if no copy, an ID will do) 3. Fill-out the registration sheet	1.1 Welcome the guest/s. 1.2 Ask for confirmation voucher and check against records. 1.3 Give the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other services of the hotel 1.5 Give the keys to the guest and show direction to where their room is located	None	3-5 minutes (for the whole transaction) or dependent if guest still has queries with regards to hotel facilities and services	Front Office Clerk on duty for the whole transaction

3. GUEST CHECK-IN WITHOUT RESERVATION

Upon the guest/s arrival in the hotel, they proceed to the reception area to inquire for available rooms then check-in if they like the room. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area for check-in 2. Fill-out the registration sheet 3. Pay for the rate of the room	1.1 Welcome the guest/s 1.2 Show tariff rates and available room 1.3 If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other areas and services of the hotel 1.5 Give the keys to the guest and show direction to where their room is located	Depending on the rate of the room availed (see attached tariff rates on rooms)	5 minutes (for the whole transaction) or dependent if guest still has queries with regards to hotel facilities and services	Front Office Clerk/ Cashier on duty

4. BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the hotel but have deposited their payment, the following are the steps to undertake.

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Refund and Cancellation 2. Proof of Deposit 3. Official Receipt and Confirmation Voucher		1. Guest is to send an e-mail request. 2. The deposit slip from the bank when the guest deposited 3. From the hotel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. E-mail request for cancellation and refund with the reason for cancellation 2. Provide further documentation as required by the hotel	1.1 Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 1.2 If the guest is entitled for a refund based on policy, the front office clerk will give the request to the accounting department for processing 1.3 Once deposit was made, front office clerk to send e-mail to guest with the deposit slip	None	1 Week (for this whole transaction)	Front Office Clerk/ Accounting Clerk/ Cash Collecting Officer

5. CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guest are expected to check-out from their rooms and proceed to the reception to surrender their keys and pay for any unpaid charges.

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest approaches the reception for check- out.		Dependent on the services incurred while in the hotel	5-10 minutes (for the whole transaction)	Front Office Clerk, Cashier and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	2.1 Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	3.1 Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals.			
4. Pay for any unpaid charges via cash or credit card (if there are no incidental charges, proceed to step 5)	4.1 Gives the guest an official receipt (for cash) or the machine generated receipt for credit card for payment made			
5. Sign the guest folio	5.1 Give a copy of the guest folio to the guest			

6. GUEST COMPLAINTS

For guests who are checked-in, complaints are handled as soon as possible to ensure that they will have an enjoyable stay in the hotel.

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Go to the reception or approach any hotel employee of the problem encountered	1.1 Listen to the complaint and investigate to know who and where to endorse the complaint to. 1.2 Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 1.3 Resolve complaint 1.4 Check with the guest if the complaint was attended to and resolved.	None	15-30 minutes dependent on the complaint	Front Office to any department/ person (i.e. maintenance and housekeeping personnel for any problems in the rooms and the Officer-In-Charge or Supervisor for any employee complaint)

7. DINING SERVICES

Restaurant opens at 6:00 in the morning to 10:00 in the evening.

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest/s comes to the restaurant	1.1 Welcome and seat the guests 1.2 Waiter gives menu to the guest/s.	Dependent on the ordered items	5-7 minutes or longer should the guest/s want more time to browse the menu (if there are more than 2 guests, order taking will take more time)	Waiter
2. Place order to the waiter	2.1 Waiter takes order from guest/s then places orders to the kitchen 2.2 Kitchen prepares order of the guests			Waiter/ Cook
3. Enjoy the food	1 Waiter serve orders of guest/s			Waiter
4. Ask the waiter for the bill	4.1 Cashier prepares food check of the guests based on order slip from waiters		3-5 minutes	Waiter/ Cashier
5. Check the bill and pay either in cash or credit card	5.1 Waiter presents bill to the guest/s on their table 5.2 Waiter takes payment from the guest/s		3-5 minutes	Waiter/ Cashier

8. TOUR SERVICES

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest/s / Travel agent goes to the front desk to book/ schedule for a tour	1.1 Book/ schedule the guest as to the time agreed for the tour	Dependent on the tour booked	Immediate	F.O. clerk
2. Guest/s approach the front desk on the scheduled time/date of tour	2.1 F.O. clerk calls for the booked local tour guide and/or jeepney driver 2.2 F.O. clerk introduces local tour guide and/or jeepney driver to guest/s		10-15 minutes	F.O. clerk / Local tour guide/ Jeepney driver
3. Guest/s with guide and/or jeepney driver boards vehicle and leave for the tour.	3.1 F.O. cashier prepares for a tour slip of the tour		Dependent on the tour booked	F.O. cashier / Local tour guide/ Jeepney driver
4. After the tour, guest/s proceeds to front office. If the tour is on personal account, guest/s settles tour fees. If the tour is pre-arranged with travel agency, guest/s will just inform front office that the tour is finished.	4.1 If the tour is on guest/s pax account, F.O. cashier receives payment and issues official receipt to guest/s. If pre-arranged by guest/s with travel agency, F.O. guest/s will just inform front office that the tour is finished.		10-15 minutes	



OPERATING ENTITY
Balicasag Island Dive Resort

1. GUEST CHECK-IN (with Reservation)

Upon the guest/s arrival in the resort, they proceed to the reception area to check-in and get their keys prior to going to their rooms. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Guest/s checking-in with reservations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Reception Area for check-in	1.1 Welcome the guest/s. 1.2 Ask for confirmation voucher and check against records.	None	3-5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services	Front Office Clerk on duty for the whole transaction
2. Give a copy of the confirmation voucher to the F.O clerk (if no copy, an ID will do)	2.1 Give the guest a registration sheet to fill- out 2.2 Brief the guest on time of breakfast and other services of the resort			
3. Fill-out the registration sheet	3.1 Give the keys to the guest and show direction to where their room is located			

2. GUEST CHECK-IN (without Reservation)

Upon the guest/s arrival in the resort, they proceed to the reception area to inquire for available rooms then check-in if they like the room. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Reception Area for check-in	1.1 Welcome the guest/s. 1.2 Show tariff rates and available room	Depending on the rate of the room availed (see attached tariff rates on rooms)	5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services	Front Office Clerk on duty for the whole transaction
2. Fill-out the registration sheet	2.1 If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill- out			
3. Pay for the rate of the room	2.2 Brief the guest on time of breakfast and other areas and services of the resort 2.3 Give the keys to the guest and show direction to where their room is located			

3. BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the resort but have deposited their payment, the following are the steps to undertake.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Guests with deposit who have to cancel booking		
CHECKLIST OF REQUIREMENTS		WH ERE TO SECURE		
1. Request for Refund and Cancellation 2. Proof of Deposit 3. Official Receipt		1. Guest is to send an e-mail request. 2. The deposit slip from the bank when the guest deposited 3. From the resort		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail request for cancellation and refund with the reason for cancellation 2. Provide further documentation as required by the resort	1.1 Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 1.2 If the guest is entitled for a refund based on policy, the front office clerk will give the request to the accounting department for processing 1.3 Once deposit was made, front office clerk to send e-mail to guest with the deposit slip	None	1 Week (for this whole transaction)	Front Office Clerk/ Accounting Clerk for the whole transaction

4. CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guest are expected to check-out from their rooms and proceed to the reception to surrender their keys and pay for any unpaid charges.

Office or Division:		Front Office and Housekeeping Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Checked-in guests due for check-out		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest approaches the reception for check-out.			5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	2.1 Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	3.1 Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals.			
4. Pay for any unpaid charges via cash or credit card (if there are no incidental charges, proceed to step 5)	4.1 Gives the guest an official receipt (for cash) or the machine generated receipt for credit card for payment made	Dependent on the services incurred while in the resort		
5. Sign the guest folio	5.1 Give a copy of the guest folio to the guest			

5. DINING SERVICES

Restaurant opens at 6:00 in the morning to 10:00 in the evening.

Office or Division:		Food and Beverage Service Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest/s comes to the restaurant	1.1 Welcome and seat the guests 1.2 Waiter gives menu to the guest/s.	Dependent on the ordered items	Immediate	Waiter
2. Place order to the waiter	2.1 Waiter takes order from guest/s then places orders to the kitchen 2.2 Kitchen prepares order of the guests		5-7 minutes or longer should the guest/s wanted more time to browse the menu (if there are more than 2 guests, order taking will take more time)	Waiter/ Cook
3. Enjoy the food	3.1 Waiter serve orders of guest/s			Waiter
4. Ask the waiter for the bill	4.1 Cashier prepares food check of the guests based on order slip from waiters		3-5 minutes	Waiter/ Cashier
5. Check the bill and pay either in cash or credit card	5.1 Waiter presents bill to the guest/s on their table 5.2 Waiter takes payment from the guest/s		3-5 minutes	Waiter/ Cashier

	5.3 Waiter gives payment to the cashier			
	5.4 Cashier issues official receipt for payment made			
	5.5 Waiter brings to the table the change (if there are any) with official receipt and copy of the food check to the guest/s			

6. DIVE SERVICES

Balicasag Island offers one of the best dive spots in the world.

Office or Division:		Aqua Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the dive shop to book/ schedule for a dive	1.1 Book/ schedule the guest as to the time agreed for the dive	Dependent on the gear/ equipment rented	Immediate	Dive Master on duty for the whole transaction
2. If guest/s do not have their own gear/ equipment for the dive, choose from the dive shop's equipment/ gear for rent	2.1 Assist the guest/s on choosing gear/ equipment needed for rent 2.2 Dive Master prepares Aqua Voucher for all equipment rented with the type of dive booked then forward it to the reception to be added to the guest folio of the guest/s.		5-10 minutes	

3. Sign Diver's Information Sheet and Waiver	3.1 Have the guest sign the Diver's Information Sheet and Waiver 3.2 Dive Master will brief the guest/s before going to the dive	Dive Fee is dependent on the type of dive or if guest/s has a diver's license (see attached tariff rates)	10-15 minutes briefing before every dive	
4. If going for a dive using the guest's own equipment, it is advisable that they assemble their own equipment	4.1 Assist guest/s on assembling their equipment and loading it on the boat		10-15 minutes	
5. Enjoy the dive. But, always make sure to follow marine protection and preservation. Always follow dive master instructions to ensure safety.	5.1 Guide and ensure that all safety protocols and marine and underwater preservation is being followed.		30 minutes to 1 hour	
6. After the dive, guest/s can take a shower at the dive shop or go to their room. Leave dive equipment and gear to be cleaned and disinfected.				

<p>7. Payment for the dive can be made upon check-out or after the dive at the reception.</p>	<p>7.1 Add charges to the guest folio of the guest/s. If guest/s prefers paying after the dive, receive payment and issue official receipt for payment made. If guest/s prefers to pay on their check-out, input charges to the guest folio.</p>			
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7. GUEST COMPLAINTS

For guests who are checked-in, complaints are handled as soon as possible to ensure that they will have an enjoyable stay in the resort.

Office or Division:	Front Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Customer			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the reception or approach any resort employee of the problem encountered	1.1 Hear the complaint and investigate to know who and where to endorse the complaint to. 1.2 Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 1.3 Resolve complaint 1.4 Check with the guest if the complaint was attended to and resolved.	None	15-30 minutes dependent on the complaint	Front Office to any department/person (i.e maintenance and housekeeping personnel for any problems in the rooms and the Officer-In-Charge or Supervisor for any employee complaint)



OPERATING ENTITY

Club Intramuros Golf Course

1. TEE-TIME BOOKING

Office or Division:		Club Intramuros Golf Course		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Call, message or visit the reservations office to request booking for a particular date and tee-time.	<p>1.1 Reservations Office Staff (ROS) checks for availability of date and tee-time. If available, RO/S blocks off the requested tee-time and informs the golfer that booking is confirmed.</p> <p>1.2 RO/S gets the golfers details (name, contact number & number of players)</p> <p>1.3 If the chosen date & tee-time is not available, the RO/S informs the clients and gives option or if the golfer prefers another date and tee-time.</p> <p>1.4 RO/S asks golfer/s the golfer of other additional requests like rental of golf carts or golf set.</p> <p>1.5 If none, RO/S inputs data in the computer booking sheet.</p>		3 minutes	Reservations Officer/Clerk

<p>2. Client will pay the necessary fees to the Cashier-on-duty on the day of the game, before tee-off time</p>	<p>2.1 Cashier accepts payment and issues an Official Receipt (OR) to the golfer.</p>	<p>Weekday Rates (Tuesday-Friday)</p> <p>Green fee:</p> <p><u>Day Golf</u></p> <p>Resident (Local) - P1000.00</p> <p>Non-resident (Foreign) – P1700.00</p> <p><u>Night Golf</u></p> <p>Resident (Local) - P1500.00</p> <p>Non-resident (Foreign) – P2500.00</p> <p><u>Other fees paid by golfers:</u></p> <p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional): P30.00</p> <p><u>Weekend (Saturday & Sunday) and Holiday Rates:</u></p> <p><u>Green Fee</u></p> <p>Resident (Local) Players: P1,300.00</p>		
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		<p>Non-resident (Foreign): P1,700.00</p> <p><u>Other fees paid by golfers:</u></p> <p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional): P30.00</p> <p>Rentals:</p> <p>Golf cart P1000.00</p> <p>Golf set P 1,200.00</p>		
3. Client will present the OR to the Starter and proceeds to the tee-off area to start game.	3.1 Starter will verify the OR and assist the golfer.		1 Minute	Starter

2. WALK – IN PLAYERS

Office or Division:	Club Intramuros Golf Course			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrival at the Club Intramuros Golf Course (CIGC) and inquire for an available tee-time with the Caddie master.	1.1 Walk-in clients will be informed of the available tee-times for the day.	3 Minutes		Caddie master / Reservations Officer / staff
2. The client will choose an available tee-time. If chosen time is available, inform the Caddie master, and proceed to the Cashier to pay the necessary fees.	2.1 The cashier will issue an OR to the client / golfer.	Weekday Rates (Tuesday-Friday) <u>Green fee:</u> Day Golf Resident (Local) - P1000.00 Non-resident (Foreign) – P1700.00 <u>Night Golf</u> Resident (Local) - P1500.00 Non-resident (Foreign) – P2500.00 <u>Other fees paid by golfers:</u> Caddy fee: P500.00		

		<p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional): P30.00</p> <p><u>Rentals:</u></p> <p>Golf cart P1000.00</p> <p>Golf set P 1,200.00</p> <p>Weekend (Saturday & Sunday) and Holiday Rates:</p> <p><u>Green Fee</u></p> <p>Resident (Local) Players: P1,300.00</p> <p>Non- resident (Foreign): P1,700.00</p> <p><u>Other fees paid by golfers:</u></p> <p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional):</p>		
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		P30.00 <u>Rentals:</u> Golf cart P1000.00 Golf set P 1,200.00		
3. If a time slot is not available, the client may either wait and play at the driving range or come back for another time.	3.1 If there is a previous booking that was cancelled or forfeited, the slot will be offered to the first client on the wait list.		3 minutes or depending on availability.	Reservations Officer/Clerk
4. The client will present the OR to the Starter the proceeds to the tee off area to start the game.	4.1 Starter will verify the OR and assist the client to the tee off area.		1 Minute	Starter

3. DRIVING RANGE

Office or Division	Club Intramuros Gold Course			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client pays the cashier for the bucket of balls and rented golf clubs if renting.	1.1 Cashier-on-duty checks with the Driving Range Attendant of the available stall/s.		3 Minutes	Cashier Driving Range Attendant
2. Client pays the cashier for the bucket of balls and rented golf clubs if renting.	2.1 If available, Cashier-on-duty will ask the client of the following: 2.1.1 How many stalls he/she will need. 2.1.2 If he/she will rent golf clubs; and 2.1.3 How many buckets of balls he/she would be needing. If no stall is available, client will be advised of non-availability of stall and will be asked if he/she is willing to wait or come back.	One (1) Bucket of golf balls (100 pcs) @ P80.00 Rental of Golf Club: P 200.00/pc	2 Minutes	Cashier Driving Range Attendant
3. Client proceeds to the stall.	3.1 Driving Range Attendant will assist the client to the stall (bring the balls to the stall)		2 Minutes	Driving Range Attendant

4. RESTAURANT and DRIVING RANGE AREA

Office or Division:		Club Intramuros Golf Course		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest arrives at the restaurant	1.1 The waiter welcomes the guests and assists them to their seats. 1.2 The waiter gives the menu to the guests. 1.3 Offer a beverage (beer, cola, juice). 1.4 Serve beverage and may offer an appetizer to order.		30 seconds 5-7 minutes or longer should the guest/s want more time to browse the menu (if there are more than 2 guests, order taking will take more time)	Waiter
2. Guest/s will choose food/s and drinks to be ordered from the menu.	2.1 The waiter will take orders from the guests. 2.2 Places orders in the kitchen. 2.3 The kitchen prepares the order of the guests.		3 Minutes 15 - 20 minutes depending on the food ordered	Waiter Cook
	Waiter sets-up table		1 Minute	Waiter

	The waiter serves orders to the guests.		5 Minutes	Waiter
	The waiter checks if food ordered is complete.		2 Minutes	Cashier/Waiter
3. Guests finished with their meal	3.1 Clear plates and glassware from the table if all the guests finished eating.		2 Minutes	Waiter
4. Guest asks for the bill	4.1 Clear plates and glassware from the table if all the guests finished eating.		2 Minutes	Waiter
5. Guest pays bill.	5.1 Waiter takes payment and brings it to the Cashier. 5.2 Cashier issues OR. 5.3 Waiter thank the guests.	Amount will vary depending on the food item/s ordered.	1 Minute	Waiter/Cashier



OPERATING ENTITY

Gardens of Malasag Eco-Tourism Village

FRONT OFFICE SERVICES

1. GUEST RESERVATIONS

Prior to checking-in, guests are to reserve their rooms in advance to make sure that upon their arrival, a guest room is ready for them.

Office or Division:		GMETV- Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, text or e-mail the resort for room booking	1.1 Check the date and room availability 1.2 If room is available, block the room on specified date 1.3 Take the guest details and record it in the reservation form	None	For calls: Depending on guest queries, 5 Minutes For E-mails and text: Answer within 24 hours	<i>Clerk or Cashier</i> Front Office
2. Pay for the room deposit and send a copy of the deposit slip with name and dates of reservation, 2 weeks prior to the date of reservation	2.1 Verify with the bank the amount deposited 2.2 Place a confirmed note in the guest reservation form and send the official receipt to the guest for the deposit made	Dependent on the room rates (refer to the tariff)	Within 1 working day upon receipt of the deposit slip and verification with the bank	<i>Clerk or Cashier</i> Front Office
TOTAL:			1 Day, 5 Minutes	

2. GUEST CHECK-IN (with reservation)

Upon the guest/s arrival in the resort, they will proceed to the front desk to check-in and get their keys prior to going to their rooms. Standard check-in time is at 2:00pm. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms.

Office or Division:	GMETV- Front Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Customer			
Who may avail:	Guest/s checking-in with reservations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of confirmation voucher 2. Proof of payment (Official Receipt) 3. Government Issued ID		1. Issued by other booking partners (if booked online) 2. Issued by the front office cashier 3. From various government offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front desk for check-in	1. Welcome the guest/s.	None	5 minutes (for the whole transaction) or dependent on the guest's queries	<i>Clerk or Cashier</i> Front Office
2. Present a copy of the confirmation voucher and valid ID to the front desk	2. Receive the confirmation voucher and valid ID for checking and verification.			<i>Clerk or Cashier</i> Front Office
3. Fill-out the registration sheet and guest folio	3.1 Give the registration form and guest folio to the guest 3.2 Brief the guest on the time of breakfast and other services of the resort			<i>Clerk or Cashier</i> Front Office
4. Receive the keys and proceed to the room assigned	4.1 Give the keys to the guest and show direction to where their room is located 4.2 Communicate with housekeeping in assisting the check-in guest/s			<i>Clerk or Cashier</i> Front Office
TOTAL:			5 Minutes	

3. GUEST CHECK-IN (without reservation)

Upon the guest/s arrival in the resort, they will proceed to the front desk to inquire for available rooms then check-in if they like the room. Standard check-in time is at 2:00pm. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in

Office or Division:		GMETV- Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID		1. From various government offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front desk for check-in	1.1 Welcome the guest/s. 1.2 Show tariff indicating the room rates and the available room	None	5 minutes (for the whole transaction) or dependent on the guest's queries	<i>Clerk or Cashier</i> Front Office
2. Fill-out the registration form and guest folio	2. If the guest is okay with the rate and the room, front office clerk give the registration form and guest folio to the guest			<i>Clerk or Cashier</i> Front Office
3. Pay for the required amount	3.1 Accept payment and issue the official receipt 3.2 Brief the guest on the time of breakfast and other areas and services of the resort	Dependent on the room rates (refer to the tariff)		<i>Clerk or Cashier</i> Front Office
4. Receive the keys and proceed to the room assigned	4.1 Give the keys to the guest and show direction to where their room is located 4.2 Communicate			<i>Clerk or Cashier</i> Front Office

	with housekeeping in assisting the check-in guest/s 4.3 Assist the guest upon entering the room			Housekeeper Housekeeping Department
TOTAL:			5 Minutes	

4. BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the resort but have deposited already their payment, the following are the steps to undertake.

Office or Division:	GMETV- Front Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Customer			
Who may avail:	Guest/s with deposit who have to cancel booking			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for refund and cancellation 2. Proof of payment (Official Receipt) 3. Government Issued ID		1. Guest/s 2. Issued by the front office cashier 3. From various government offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter request for cancellation and refund indicating the reason for cancellation or submit directly to the front office	1. Check if guest is entitled for refund (refer to GMETV Operations Manual)	None		<i>Clerk or Cashier</i> Front Office
2. Provide and submit the required documents to the front office	2.1 If the guest is entitled for a refund based on policy, front office clerk will ask for other pertinent documents		5 Minutes	<i>Clerk or Cashier</i> Front Office

	2.2 Receive the required documents and check for completeness and forward to the accounting 2.3 Accounting process the request and prepares disbursement voucher 2.4 Issues check payment	Dependent on the computation based on the cancellation policy	7 Days 2 Minutes	<i>Accounting Clerk</i> <i>Accounting Department</i> <i>Special Disbursing Officer</i>
3. Guest/s claim and receive the refund	3. Once the check is ready, notify the guest and assist the release of the check		2 Minutes	<i>Clerk or Cashier</i> Front Office
TOTAL:			7 Days, 9 Minutes	

5. GUEST CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guests are expected to check out from their rooms and proceed to the front desk to surrender their keys and pay for any unpaid charges.

Office or Division:	GMETV- Front Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Customer			
Who may avail:	Checked-in guests due for check-out			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front desk for check out	1. Attend to the guest ready for check-out	None		<i>Clerk or Cashier</i> Front Office
2. Surrender the keys to the front	2.1 Receive the keys and call		1 Minute	<i>Clerk or Cashier</i>

desk	the housekeeping for checking		2 Minutes	Front Office <i>Housekeeper</i> Housekeeping Department
	2.2 Check the room vacated by the check-out guest			
3. To clear the account, verify if there are other charges billed	3. Check and verify guest folio for any unpaid charges or incidentals		2 Minutes	<i>Clerk or Cashier</i> Front Office
4. Pay for any unpaid charges via cash, debit/credit card (if there are no charges, proceed to step	4. Issue the official receipt for the payment received	Dependent on the services incurred while in the resort	1 Minute	<i>Clerk or Cashier</i> Front Office
5. Sign the guest folio and leave the premises	5.1 Give a copy of the signed guest folio to the guest 5.2 Thank the guest		1 Minute	<i>Clerk or Cashier</i> Front Office
TOTAL:			7 Minutes	

6. GUEST COMPLAINTS

For guests who are checked-in, complaints are handled as soon as possible to ensure that they will have an enjoyable stay in the resort.

Office or Division:		GMETV- Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the front office for any problem encountered	1.1 Hear the complaint and investigate to know and where to endorse the	None	25 minutes dependent on the level of complaints	<i>Clerk or Cashier</i> Front Office Hotel/ Operation

	complaint 1.2 Relay and communicate the complaint to the department key personnel to address the guest's concerns 1.3 Resolve the complaint 1.4 Check with the guest if the complaint was attended and resolved			Officer OIC/ Resident Manager
2. Guest/s leave the office	2. Thank the guest for expressing their concerns			
TOTAL:			25 Minutes	

RESTAURANT SERVICES

DINING SERVICES

Restaurant opens at 6:00 in the morning to 10:00 in the evening.

Office or Division:	GMETV- Restaurant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Customer			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer enters the restaurant	1.1 Welcome the customer and assist them at the dining area 1.2 Provide restaurant menu to the customer		Immediate	<i>Waiter</i>

2. Place order to the waiter	<p>2.1 Take customer's order and write it on the order slip</p> <p>2.2 Give the order slip to the resto cashier for reference in preparing the food check</p> <p>2.3 Forward the order slip to the kitchen specifically to the cook</p> <p>2.4 Prepares the food</p>		<p>5 minutes or longer should the guest/s wanted more time to browse the menu (if there are more than 2 guests, order taking will take more time)</p> <p>20 minutes cooking time</p>	<p><i>Waiter</i></p> <p><i>Cook</i></p>
3. Ready to enjoy the food being served	<p>3.1 Waiter prepares dining utensils at the table</p> <p>3.2 Once the food is ready, waiter serves the food at the dining table</p>		5 Minutes	<i>Waiter</i>
4. Ask the waiter for the bill	4. Cashier prepares the food check and make ready of the bill based on the order slip given by the waiter		2 Minutes	<i>Cashier</i>
5. Check the bill and pay either in cash/ debit/ credit card	<p>5.1 Presents the bill to the customer</p> <p>5.2 Takes payment from the customer</p> <p>5.3 Give the customer's payment to the cashier</p>	Dependent on the prices of the ordered food	3 minutes	<i>Waiter</i>

	5.4 Issues official receipt for the payment made 5.5 Give the change to the customer (if there are any) with the official receipt and copy of the food check			<i>Cashier</i>
6. Guest/s leave the dining area	6.Thank the customer			
TOTAL:			35 Minutes	

DAY TOUR SERVICES

DAY TOUR

Upon the guest/s arrival in the resort, they proceed to the front desk to inquire for day tour or swimming activity.

Office or Division:	GMETV- Front Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Customer			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front office	1.1 Welcome the guest/s 1.2 Show tariff rates of the resort's facilities and services		Immediate	<i>Clerk or Cashier</i> Front Office
2. Pay for the rates of the resort's services on the tariff	2. Issues ticket or official receipt for services availed	Entrance Fee: Adult- P50 Kid- P40 Swimming Pool Fee: Adult- P50	2 minutes	<i>Clerk or Cashier</i> Front Office

		Kid- P40 Picnic Shed – P150/ unit		
3. Present the entrance ticket to the guard, swimming pool ticket to the pool in-charge or official receipt in general	3. Personnel in-charge checks and verifies the ticket presented by the guest/s		2 minutes	<i>Entrance guard and Swimming Pool In-Charge</i>
4. Guest/s enter the premises	4. Thank the guest/s			
TOTAL:			4 Minutes	



OPERATING ENTITY

Zamboanga Golf Course and Beach Park

1. GOLF MEMBERSHIP

Office or Division:		Zamboanga Golf Course and Beach Park		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior citizen ID		OSCA office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach ZGCBP personnel for queries 1.2 submit required documents 1.3 Present fully accomplished form, identification card (for senior)	1. Personnel entertains client 1.1 Checks requirements 1.2 Issued membership form		10 Minutes	Golf Receptionist/ Caddy Master Mildred Jazmines Joann Alejandro
2. Pay required amount at the cashier	3. Personnel accepts payment 4. Issue the Official receipt	Membership Fee – Php2,000 Regular – Php1,800 3 Months Advance – Php 5,400	2 Minutes	Cashier Joan Alejandro
3. Present official receipt to caddy master 4. Ready for tee off	5. Assign designated caddy	Senior – Php 1,440 3 Months Advance – Php 4,320	3 minutes	Caddy master- Mildred Jazmines
Total			15 minutes	

2. Walk –IN GOLFER

Office or Division:		Zamboanga Golf Course and Beach Park		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior citizen ID		OSCA office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach ZGCBP personnel for queries 1.2. Sign –in client log book	1.Personnel entertains client 1.2 give log-book to the clients		10 Minutes	Golf Receptionist/ Caddy Master Mildred Jazmines Joann Alejandro
2.Pay required amount at the cashier	2.Personnel accepts payment 3.Issue official receipt	Green fee Weekdays Regular-P750 Senior- P610	2 Minutes	Cashier Joan Alejandro
3.Present official receipt to caddy master 4.Ready for tee off	4.Assign designated caddy	Weekends Regular – P850 Senior- P710	3 minutes	Caddy master- Mildred Jazmines
Total			15 minutes	

3. PICTORIALS/ EVENT VENUE

Office or Division:		Zamboanga Golf Course and Beach Park		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches ZGCBP Personnel for Queries	1. Personnel Entertains clients		10 Minutes	Golf Receptionist/ Caddy master Mildred Jazminez
2. Applicant pays pictorial fee/ Event venue 3. Present official receipt to Golf receptionist 4. Listen to the	2. Personnel receives payment 3. Issue official receipt 4. Orient clients on the policy of	Php 1,000	2 Minutes	Cashier- Joan Alejandro Golf receptionist/ caddy master

orientation proper	photoshoot			Mildred Jazmines
5. Proceed to the venue area				
Total			12 minutes	

4. PAYMENT OF FACILITY RENTAL FEE

Office or Division:		Zamboanga Golf Course and Beach Park		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach ZGCBP personnel for queries and reservation 1.2 Choose desired facility.	1. Personnel entertain 1.2 Block the chosen/ reserve facility	Social Hall – Php 1,500.00 Big Picnic Shed – Php600.00 Small Picnic Shed – Php400.00 Family Shed – Php800.00	5 minutes 5 Minutes	Reservation officer Mildred Jazmines Counter cashier- Norma Pacurib Josefina Miguel Vivencio Potot
2. Pays facility rental	2. Personnel accepts payment 2.1. Issue facility rental ticket (OR)			
3. Present OR to the counter checker 4. Proceed to designated facility	3. Counter checker check the OR	Picnic Shed – Php500.00 Picnic Table Php250.00	5 minutes	Counter Checker Helen Falcasantos
Total			15 minutes	

5. PAYMENT OF ENTRANCE FEE

Office or Division:		Zamboanga Golf Course and Beach Park		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Approaches ZGCBP personnel for headcount	1. Personnel assess the number of beachgoers	Adult – P50.00 Senior P40.00	5 Minutes	Entrance collector
2. Approach cashier for payment of desired amount	2. Cashier accepts payment	Child P 30.00	5 minutes	Outlet cashier- Norma Pacurib Josefina Miguel Vivencio Potot
2. Present entrance ticket to the counter checker.	2.1. Issues entrance ticket.		5 minutes	
3. Proceed to Beach park	3. Checks/counter check entrance ticket			
Total			15 minutes	



OPERATING ENTITY

Mount Data Hotel

1. GUEST RESERVATIONS

Prior to checking-in guests are to reserve their rooms in advance to make sure that upon their arrival, a guest room is ready for them.

Office or Division:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Call, text, message through social media sites or e-mail the hotel for room booking	1.1 Front Office Clerk checks room availability 1.2 If room is available, F.O clerk blocks room on the specified date 1.3 F.O clerk takes guest details 1.4 F.O clerk sends invoice	None	For calls: Depending on guest queries: 5 minutes For E-mails, messages, and text: Answer within 24 hours	Front Office Clerk on duty
2. Pay for the room deposit and send a copy of the deposit slip with name and dates of reservation, 2 weeks prior to the date of reservation.	2.1 Verify with the bank the deposit 2.2 F.O clerk sends a confirmation voucher and official receipt for the deposit made	Dependent on the rate of the room	Within 1 working day upon receipt of the deposit slip and verification of deposit to the bank.	Front Office Clerk

2. GUEST CHECK-IN WITH RESERVATION

Upon the guest/s arrival in the hotel, they proceed to the reception area to check-in and get their keys prior to going to their rooms. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Confirmation Voucher 2. Official Receipt		• Given by the hotel to guest/s once deposit or payment is done		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area for check-in 2. Give a copy of the confirmation voucher to the F.O clerk (if no copy, an ID will do) 3. Fill-out the registration sheet	1.1 Welcome the guest/s. 1.2 Ask for confirmation voucher and check against records. 1.3 Give the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other services of the hotel 1.5 Give the keys to the guest and show direction to where their room is located	None	3-5 minutes (for the whole transaction) or dependent if guest still has queries with regards to hotel facilities and services	Front Office Clerk on duty for the whole transaction

3. GUEST CHECK-IN WITHOUT RESERVATION

Upon the guest/s arrival in the hotel, they proceed to the reception area to inquire for available rooms then check-in if they like the room. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area for check-in 2. Fill-out the registration sheet 3. Pay for the rate of the room	1.1 Welcome the guest/s 1.2 Show tariff rates and available room 1.3 If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other areas and services of the hotel 1.5 Give the keys to the guest and show direction to where their room is located	Depending on the rate of the room availed (see attached tariff rates on rooms)	5 minutes (for the whole transaction) or dependent if the guest still has queries with regards to hotel facilities and services	Front Office Clerk on duty for the whole transaction

4. BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the hotel but have deposited their payment, the following are the steps to undertake.

Office or Division:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Refund and Cancellation 2. Proof of Deposit 3. Official Receipt and Confirmation Voucher		1. From guest 2. From the hotel 3. From the hotel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. E-mail or send request for cancellation and refund with the reason for cancellation 2. Provide further documentation as required by the hotel	1.1 Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 1.2 If the guest is entitled for a refund based on policy, the front office clerk will give the request to the accounting department for processing 1.3 Once deposit was made, front office clerk to send e-mail to guest with the deposit slip	None	2 Weeks (for this whole transaction)	Front Office Clerk/ Accounting Clerk/ Cash Collecting Officer

5. CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guests are expected to check-out from their rooms and proceed to the reception to surrender their keys and pay for any unpaid charges.

Office or Division:		MtDH – Front Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest approaches the reception for check- out.		Dependent on the services incurred while in the hotel	5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	2.1 Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	3.1 Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals.			
4. Pay for any unpaid charges via cash or credit card (if there are no incidental charges, proceed to step 5)	4.1 Gives the guest an official receipt (for cash) or the machine generated receipt for credit card for payment made			
5. Sign the guest folio	5.1 Give a copy of the guest folio to the guest			

6. GUEST COMPLAINTS

For guests who are checked-in, complaints are handled as soon as possible to ensure that they will have an enjoyable stay in the hotel.

Office or Division:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Go to the reception or approach any hotel employee of the problem encountered	1.1 Listen to the complaint and investigate to know who and where to endorse the complaint to. 1.2 Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 1.3 Resolve complaint 1.4 Check with the guest if the complaint was attended to and resolved.	None	15-30 minutes dependent on the complaint	Front Office to any department/ person (i.e maintenance and housekeeping personnel for any problems in the rooms and the Officer-In-Charge or Supervisor for any employee complaint)

7. DINING & COFFEE SHOP SERVICES

Restaurant opens at 6:00 in the morning to 10:00 in the evening.

Office or Division:	MtDH Lang-ay Restaurant and At-ato Coffee Shop			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest/s comes to the restaurant	1.1 Welcome and seat the guests 1.2 Waiter gives menu to the guest/s.	Dependent on the ordered items	5-7 minutes or longer should the guest/s want more time to browse the menu (if there are more than 2 guests, order taking will take more time. Cooking time will be dependent on food ordered.	Waiter
2. Place order to the waiter	2.1 Waiter takes order from guest/s then places orders to the kitchen 2.2 Kitchen prepares order of the guests			Waiter/ Cook
3. Enjoy the food	3.1 Waiter serve orders of guest/s			Waiter
4. Ask the waiter for the bill	4.1 Cashier prepares food check of the guests based on order slip from waiters		3-5 minutes	Waiter/ Cashier
5. Check the bill and pay either in cash or credit card	5.1 Waiter presents bill to the guest/s on their table 5.2 Waiter takes payment from the guest/s		3-5 minutes	Waiter/ Cashier

8. PICNIC AREA

Guests who wish to visit the picnic area have to go to the Front Office to register first and pay for entrance fees.

Office or Division:	MtDH – Picnic Area			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area for registration 2. Fill-out the registration sheet 3. Pay for the entrance fees	1.1 Welcome the guest/s 1.2 Give registration form to guests and the picnic rules 1.3 If guests are amenable, ask for payment 1.4 Brief the guest on picnic rules 1.5 Thank the guest	Adults: Php 30.00 NET/ person Children (below 10 years old): Php 15.00 NET/ kid Kids below 4 years old is free of charge	5 minutes (for the whole transaction)	Front Office Clerk on duty for the whole transaction



BUSINESS DEVELOPMENT DEPARTMENT

1. RESERVATIONS PROCEDURE

Office or Division:	Business Development Department – Sales Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Information re: TIEZA Operating Assets	<ul style="list-style-type: none"> - Obtains Customer/s info, booking dates and requirements by filling out the Reservation Request - Checks Room Availability - Accepts Temporary Booking 	N/A	15.0 mins.	Marketing Analyst / Marketing Specialist
A. For Deposit payment: Sends deposit slip via email as proof of payment	<ul style="list-style-type: none"> - Verifies with Treasury Division (the deposit / remittance of payment made) 	Existing Published or Contracted Rates of TIEZA Operating Assets	4.0 mins.	Marketing Analyst / Marketing Specialist
	<ul style="list-style-type: none"> - Prepares and issues Confirmation Voucher (CV) as basis for payment at the Treasury Division 		5.0 mins.	
	<ul style="list-style-type: none"> - Scans copy of the CV and OR and sends it via email together with the policy on Reservations 		5.0 mins.	

	and other info materials			
B. With Credit Line: Sends Guaranteed Booking Order or Hotel Voucher/ LOA	<ul style="list-style-type: none"> - Prepares and emails Confirmation Voucher (CV) based on the Guaranteed Booking Order 	Existing Published or Contracted Rates of TIEZA Operating Assets	5.0 mins	Marketing Analyst / Marketing Specialist
C. For Direct Payment: Proceeds to TIEZA Business Development Department-Sales Division Proceeds to Treasury Division for payment after the issuance of confirmation voucher Returns to Sales Office to provide Official Receipt (OR) Number	<ul style="list-style-type: none"> - Prepares and issues Confirmation Voucher (CV) as basis for payment at the Treasury Division - Gets Official Receipt Number and gives Policy on Reservations and info materials (brochures, tour map, etc.) 	Existing Published or Contracted Rates of TIEZA Operating Assets	10.0 mins. 2.0 mins	Marketing Analyst / Marketing Specialist

2. ONLINE RESERVATIONS (Automated Service)

Office or Division:	Business Development Department – Sales Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Visits the individual websites of TIEZA Operating Assets as follows:</p> <p>Banaue Hotel and Youth Hostel : https://banauehotelandyouthhostel.com</p> <p>Balicasag Island Dive Resort: https://balicasagislanddiveresort.com</p> <p>Gardens of Malasag Eco Tourism Village: https://gardensofmalasagecotourismvillage.com</p> <p>Selects the type of room to book and enters on the “Reservation Form” the booking date (Check in and Check out) required by using the side calendar provided Enters Booking Details such as:</p> <ul style="list-style-type: none"> - Number of Adults - Number Children - Name of Guest - Additional Services (extra bed) - Email Address - Address - Phone Number - Country of Residence - Notes 	<p>Accepts the booking and establishes the following:</p> <ul style="list-style-type: none"> • A validation on the entered room reservation data • An agreement of the room rate/s and total charges due • An agreement on the method of payment • A statement of the hotel/resort cancellation policy 		4 mins.	Sales Division

- Agreement (check the Terms and Conditions)				
Proceeds to " <u>Payment Details</u> " Page and enters the following: <ul style="list-style-type: none"> - Name - Country/Region - Address - Email Address - Payment Option - Total Amount Due 	Provides the link of the 3 rd party payment gateway for the facilitation of payment		2 mins.	Sales Division
Enters the required details for the payment (Card Number, Expiration Date, CVV and Cardholder's Name)	Generates automated Confirmation Voucher for every successful payment of the booking made and a copy of which will be received via email by the Customer, Sales Division and concerned TIEZA Operating Asset	Total Charges of the booking made	4 mins.	Sales Division

3. REFUND OF PAYMENT FOR CONFIRMED RESERVATIONS

Office or Division:	Business Development Department – Sales Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Calls / Emails the Central Reservations Office (CRO) re: cancellation of confirmed booking (room reservations, banquet arrangement or packages)	- Informs the requesting party to submit via email or directly at the Central Reservations Office the requirements as mentioned above	N/A	3.0 mins.	Marketing Specialist
Submits through email or directly at the Central Reservations Office (CRO) the Letter Request with the supporting documents (as stated in the requirements above)	- Evaluates the request and completeness of the supporting documents	N/A	5 mins.	Marketing Specialist
	- Prepares Request for Refund Memo or Certification of Offsetting* if reason of cancellation falls		10 mins.	Marketing Specialist
<i>For refund check to be picked up at the Central Reservations Office:</i> Proceeds at the Treasury Division to claim the check and submit Official Receipt (applicable to Travel Agencies/Tour Operators and Corporations)	Informs the Treasury Division that the refund check will be picked up by customer	N/A	1 min.	Marketing Specialist

<p><i>For refund check to be deposited:</i></p> <p>Calls/Emails and Inform the Central Reservations Office that check be deposited to a nominated bank together with the bank account details</p>	<p>Calls/Emails and informs the customer to submit the Official Receipt (applicable to Travel Agencies/Tour Operators and Corporations) before depositing the check</p>	<p>N/A</p>	<p>2 mins.</p>	<p>Marketing Specialist</p>
<p>Submits the required original Official Receipt (applicable to Travel Agencies / Tour Operators and Corporation) via courier</p>	<ul style="list-style-type: none"> - Provides Treasury Division the original Official Receipt and bank details of the customer - Emails a copy of the validated deposit slip provided by the Treasury Division to the customer 		<p>4 mins.</p>	<p>Marketing Specialist</p>



TEZ COMPLIANCE MONITORING DIVISION EXTERNAL SERVICES

1. APPLICATION FOR REGISTRATION RENEWAL

The Application for Registration Renewal is annually filed by TIEZA-Registered Business Enterprises (RBEs) including Tourism Enterprise Zones (TEZs) and Registered Tourism Enterprises (RTE) after the conclusion of the annual monitoring.

Office or Division:	TEZ Assistance and Monitoring Department (TAMD) – TEZ Compliance Monitoring Division (TCM)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All TIEZA-registered Business Enterprises under R.A. 9593 and R.A. 11534			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pro-forma Application for Registration Renewal (AFRR) TAMDTCM.QF.01		TEZ Compliance Monitoring Division tez.tamd.cmd@tieza.gov.ph or download from <u>TCM Forms</u>		
Proof of Payment of AFRR Fee		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RBE Compliance Officer (CO) submits the accomplished Application for Registration Renewal (AFRR) through tez.tamd.cmd@tieza.gov.ph	1.1 Acknowledges receipt of the submitted AFRR Form.	None	15 Minutes	Assigned Monitoring Officer (MO) (Sr. Enterprise Services Specialist (SESS)/ Enterprise Services Specialist (ESS)/ Sr. Corporate Accounts Analyst (SCAA), TCM
	1.2 Reviews the correctness of the entries on the accomplished form. For AFRR with errors, informs the RBE CO by phone call and by electronic mail and indicates the items to be corrected.	None	30 Minutes	Assigned MO (SESS/ESS/SCAA), TCM

	<p>Note: AFRR will be resubmitted once corrected by the RBE CO.</p> <p>For correctly accomplished AFRR, assesses the fees to be paid, signs the AFRR and prepares the Authority to Accept Payment (ATAP) and endorses the same to the assigned team leader for review.</p>			
	1.3 Reviews the AFRR and ATAP for correctness and endorses to the TCM Division Manager (DivM)	None	30 Minutes	<i>Assigned Team Leader (Enterprise Services Chief/ Enterprise Services Supervisor), TCM</i>
	1.4 Reviews the AFRR and ATAP and affixes initials; and recommends approval to TAMD Department Manager (DM).	None	30 Minutes	<i>Division Manager, TCM</i>
	1.5 Approves and signs the AFRR and ATAP. The forms are then returned to the TCM MO.	None	30 Minutes	<i>Department Manager, TAMD</i>
	1.6 Scans and sends the approved ATAP to the RBE CO and informs them that they can proceed with payment.	None	10 Minutes	<i>Assigned MO (SESS/ESS/ SCAA), TCM</i>
2.RBE CO pays the AFRR Fee and informs the TCM MO when payment has been deposited and sends proof of payment by email through	2.1 Acknowledges receipt of proof of payment.	Starts at PhP 6,000 based on TIEZA's approved Registration Renewal Fees (refer	10 Minutes	<i>Assigned MO (SESS/ESS/ SCAA), TCM</i>

tez.tamd.cmd@tieza.gov.ph		to table below)		
	2.2 Prints the proof of payment and forwards the same to the Treasury Division for confirmation of crediting of payment.	None	5 Minutes	<i>Assigned MO (SESS/ESS/SCAA), TCM</i>
	2.3 Checks TIEZA account database to confirm if payment has been credited and notes on the proof of deposit for issuance of Official Receipt (OR) Returns proof of payment to TCM MO.	None	3 Days	<i>Supervising Investment Specialist, Treasury Division</i>
	2.4 Shows proof of payment to Treasury Division's Cashier for issuance of OR.	None	5 Minutes	<i>Assigned MO (SESS/ESS/SCAA), TCM</i>
	2.5 Prepares and releases the OR to the TCM MO.	None	5 Minutes	<i>Cashier, Treasury Division</i>
3. Receives scanned copy of the CRR and OR	3.1 The TCM MO scans the Certificate of Registration Renewal (CRR) and the OR and sends these through electronic mail to the RBE CO.	None	10 Minutes	<i>Assigned MO (SESS/ESS/SCAA), TCM</i>
	TOTAL	Starts at PhP 6,000 based on TIEZA's approved Registration Renewal Fees (refer to table below)	3 Days, 3 Hours	

Revised Schedule of Fees for Registration Renewal*

TOTAL AMOUNT OF INCENTIVES AVAILED	REGISTRATION RENEWAL FEE
PhP 10 Million and below or with no incentives availed	PhP 6,000
Exceeding 10 Million but less than PhP 20 Million	PhP 6,000 + .2% of excess over PhP 10 Million
Exceeding 20 Million but less than PhP 30 Million	PhP 10,000 + .2% of excess over PhP 20 Million
Exceeding 30 Million but less than PhP 40 Million	PhP 15,000 + .2% of excess over PhP 30 Million
Exceeding 40 Million but less than PhP 50 Million	PhP 20,000 + .2% of excess over PhP 40 Million
Exceeding 50 Million and above	PhP 25,000 + 2% of excess over PhP 50 Million

*Per TIEZA Board Resolution No. R-26-10-22-B on 26 October 2022

2. REQUEST FOR CERTIFICATE OF GOOD STANDING (CGS)

TIEZA issues the Certificate of Good Standing (CGS) when the Registered Business Enterprise (RBE) is able to comply with its performance commitments and requirements and when the RBE has settled all applicable fines and/or penalties. The CGS is a requirement for the filing of Certificate of Entitlement to Tax Incentives.

Office or Division:	TEZ Assistance and Monitoring Department (TAMD) – TEZ Compliance Monitoring Division (TCM)			
Classification:	Complex			
Type of Transaction:	Government to Business			
Who may avail:	All TIEZA-registered Business Enterprises under R.A. 9593 and R.A. 11534			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Certificate of Good Standing (CGS)		Client		
Proof of Payment for Request for CGS		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. RBE Compliance Officer (CO) sends email request for Certificate of Good Standing through tez.tamd.cmd@tieza.gov.ph .	1.1 Acknowledges receipt of the request.	None	15 Minutes	Assigned Monitoring Officer (MO) (Sr. Enterprise Services Specialist (SESS)/ Enterprise Services

				<i>Specialist (ESS)/ Sr. Corporate Accounts Analyst (SCAA), TCM</i>
	<p>1.2 Reviews the latest monitoring report of the RBE for confirmation if it is in Good Standing and if the RBE has pending fines or penalties.</p> <p>If the RBE is not in good standing, drafts response email and attaches copy/ies of Notice to Comply to remind RBE that they have pending items for compliance.</p> <p>If the RBE is in good standing and has no outstanding balances, MO prepares the Authority to Accept Payment (ATAP) indicating the amount of PhP 600 as required payment and endorses this to the TCM Chief/Supervisor for review.</p> <p>If the RBE is in good standing but has fines/penalties to be paid, the MO prepares the ATAP and indicates the fee for the CGS and other fines/penalties and endorses this to the Assigned TCM Team Leader for review.</p>	None	3 Hours	<i>Assigned MO (SESS/ESS/SCAA), TCM</i>
	1.3 Reviews the ATAP for correctness and endorses it to the TCM	None	30 Minutes	<i>Assigned Team Leader (Enterprise</i>

	Division Manager.			Services Chief/ Enterprise Services Supervisor), TCM
	1.4 Reviews the ATAP and affixes initials to recommend approval to the TAMD Manager.	None	30 Minutes	Division Manager, TCM
	1.5 Approves and signs the ATAP. Returns the ATAP to the TCM MO.	None	30 Minutes	Department Manager, TAMD
	1.6 Scans and emails the ATAP to the RBE CO and advises to proceed with payment.	None	10 Minutes	Assigned MO (SESS/ESS/ SCAA), TCM
2. RBE CO pays the fee and informs the TCM MO when payment has been deposited and sends proof of payment by email through tez.tamd.cmd@tieza.gov.ph	2.1 Acknowledges proof of payment.	If no outstanding fines and penalties Php 600 per TIEZA Schedule of Fees, Fines and Penalties If with fines and penalties, the total fine is computed as: Total Fine = Basic Fine + (Daily Fine x No. of Days of Delay in Submission)	5 Minutes	Assigned MO (SESS/ESS/ SCAA), TCM
	2.2 Prints the proof of payment and forwards the same to the Treasury Division for confirmation of crediting of payment	None	5 Minutes	Assigned MO (SESS/ESS/ SCAA), TCM

	2.3 Checks account database to confirm if payment has been credited and notes on the proof of deposit for issuance of Official Receipt. Returns proof of payment to TCM MO.	None	3 Days	<i>Supervising Investment Specialist, Treasury Division</i>
	2.4 Shows proof of payment to Treasury Division's Cashier for issuance of OR.	None	5 Minutes	<i>Assigned MO (SESS/ESS/SCAA), TCM</i>
	2.5 Prepares and releases the OR to the TCM MO.	None	5 Minutes	<i>Cashier, Treasury Division</i>
3. RBE CO receives scanned copy of the CGS	2.6 The TCM MO scans the Certificate of Good Standing (CGS) and the OR and sends these through electronic mail to the RBE CO.	None	10 Minutes	<i>Assigned MO (SESS/ESS/SCAA), TCM</i>
	TOTAL	Php 600 (If with no outstanding fines/penalties to be settled)	3 Days, 5 Hours, 25 Minutes	

SCHEDULE OF FINES AND PENALTIES

VIOLATION OF LATE SUBMISSION OF FIRB REQUIREMENT

	PENALTY
1 st Violation	PHP 100,000.00
2 nd Violation	PHP 500,000.00
3 rd Violation	Cancellation of registration by FIRB or IPA

VIOLATION OF LATE SUBMISSION OF TIEZA'S GENERAL REQUIREMENTS

	BASIC FINE	DAILY FINE
1 st Violation	PHP 500.00	PHP 50.00
2 nd Violation	PHP 1,000.00	PHP 150.00
3 rd Violation	PHP 2,000.00	PHP 200.00

3. REQUEST FOR THE CONDUCT OF ORIENTATION

Refers to the request from Registered Business Enterprises (RBE) for the conduct of orientation on TIEZA Memorandum Circulars, reportorial requirements of the Fiscal Incentives Review Board such as the Annual Tax Incentives Report (ATIR) and Annual Benefits Report (ABR), and tutorial or walk-through of the Fiscal Incentives Registration and Monitoring System (FIRMS).

Office or Division:	TEZ Assistance and Monitoring Department (TAMD) – TEZ Compliance Monitoring Division (TCM)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	RBEs under R.A. 9593 (Tourism Act of 2009) and R.A. 11534 (CREATE Act)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official letter or email request addressed to the Department Head		Requesting RBE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RBE Compliance Officer (CO) sends request letter addressed to the Department Head at tez.tamd.cmd@tieza.gov.ph	1.1 Acknowledges receipt of email and endorses the request to the concerned Monitoring Officer (MO)	None	15 minutes	<i>Administrative Staff, TCM</i>
	1.2 Assesses the request; checks the Department calendar and coordinate with concerned unit for reservation of venue or check availability of online platform; drafts the Notice of Orientation indicating the schedule, date, and list of resource person/s for the orientation with attached indicative program	None	4 hours	<i>Assigned Monitoring Officer (MO), TCM</i>
	1.3 Reviews the draft Notice of Orientation with complete details of request	None	2 hours	<i>Assigned Team Leader (Enterprise Services Chief/ Enterprise</i>

				<i>Services Supervisor), TCM</i>
	1.4 Reviews and initials the draft Notice of Orientation and recommends approval of the request	None	2 hours	<i>Division Manager, TCM</i>
	1.5 Approves and signs the Notice of Orientation; endorses to MO for transmittal.	None	2 hours	<i>Department Manager, TAMD</i>
2. RBE CO receives response letter indicating the schedule, date, and list of resource person/s for the orientation with attached indicative program.	2.1 Transmits response letter indicating the schedule, date, and list of resource person/s for the orientation with attached indicative program to the requesting RBE indicating via email and/or endorses for transmittal via courier.	None	15 minutes	<i>Assigned MO, TCM</i>
3. Attends the orientation.	3.1 Conducts the requested orientation on the scheduled date.	None	1 day	<i>TCM MO, Assigned Resource Persons</i>
	TOTAL	None	2 Days, 30 Minutes	

4. REQUEST FOR CERTIFIED TRUE COPY (CTC) OF TCM-ISSUED DOCUMENTS (MANUAL)

Reproduction and Issuance of CTC of TCM-Issued Documents

Office or Division:	TEZ Assistance and Monitoring Department (TAMD) – TEZ Compliance Monitoring Division (TCM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	TIEZA-registered business enterprises and private entities and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		Private Third-Party Individual/Entities Registered Business Enterprise (RBE)		
2. Proof of payment to TIEZA of certification fee amounting to PhP 120.00/document/copy		TIEZA Main Office Treasury Division		
3. Proof of identification (for issuance/claiming of document)		Private Third-Party Individual/Entities Registered Business Enterprise (RBE)		
<u>For Private Third-Party Individual/Entities</u> <ul style="list-style-type: none"> Two (2) government-issued IDs (BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG) of individual/ Authorization/consent letter from concerned RBEs. Photocopy of company identification (ID) of the TIEZA-registered enterprise officer who issued the authorization/consent letter. 				
<u>For RBEs requesting for own certifications</u> <ul style="list-style-type: none"> Photocopy of company identification card (ID) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents for applying for Certified True Copy (CTC) of TCM-Issued Documents	1.1 Checks completeness of the documents presented;	None	30 Minutes	Frontline Officer, TEZ Frontline

	<p>endorses to TCM</p> <p>Note: Incomplete requirements shall not be processed</p>			Office
	1.2 Receives and validates request; Prepares and issues Authority To Accept Payment (ATAP) and CTC; endorses to TAMD Manager for signature	None	30 Minutes upon receipt of complete documents	<i>Assigned Monitoring Officer, TCM</i>
	1.3 Review and signs ATAP and CTC; endorses the same to TCM MO	None	5 Minutes	<i>Department Manager, TAMD</i>
	1.4 RCM MO transmits ATAP to the client via email	None	5 Minutes	<i>Assigned MO, TCM</i>
2. Pays the certification fee at TIEZA Cashier	2.1 Receives and processes the payment and issues an Official Receipt (OR)	PhP 120.00 per document per copy	5 Minutes	<i>Cashier, Treasury Division</i>
	2.4 Receives the OR and endorses the CTC to the TEZ Frontline Office for releasing	None	5 Minutes	<i>Assigned MO, TCM</i>
3. Signs the Transaction Logbook and Receives the requested CTC	2.1 Records the details of the application/ transaction in the Transaction	None	10 Minutes	<i>Frontline Officer, TEZ Frontline Office</i>

	Logbook; Issues the CTC/certified copy of TCM-Issued Documents to the client			
TOTAL		PhP 120.00 per document per copy	1 Hour, 30 Minutes	

5. REQUEST FOR CERTIFIED TRUE COPY OF (CTC) OF TCM-ISSUED DOCUMENTS (ONLINE)

Reproduction and Issuance of CTC of TCM-Issued Documents

Office or Division:	TEZ Assistance and Monitoring Department – TEZ Compliance Monitoring Division (TAMD-TCM)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business		
Who may avail:	TIEZA-registered business enterprises and private entities and individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Request Form		Private Third-Party Individual/Entities Registered Business Enterprise (RBE)	
2. Proof of payment to TIEZA of certification fee amounting to PhP 120.00/document/copy together with the courier fee		Accredited Banks Online Payment Platform	
3. Proof of identification (for issuance/claiming of document)		Private Third-Party Individual/Entities Registered Business Enterprise (RBE)	
<u>For Private Third-Party Individual/Entities</u>			
<ul style="list-style-type: none">Two (2) government-issued IDs (BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG) of individual/Authorization/consent letter from concerned RBEs.Photocopy of company identification (ID) of the TIEZA-registered enterprise officer who issued the authorization/consent letter.			
<u>For RBEs requesting for own certifications</u>			
<ul style="list-style-type: none">Photocopy of company identification card (ID)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submits the required documents for applying for Certified True Copy (CTC) of TCM-Issued Documents via e-mail	1.1 Checks completeness of the documents presented; Prepares CTC and issues Authority To Accept Payment (ATAP) for the certification fee; Endorses to the TAMD Manager for signature	None	30 Minutes	Assigned Monitoring Officer (MO) (Sr. Enterprise Services Specialist (SESS)/ Enterprise Services Specialist (ESS) / Sr. Corporate Accounts Analyst (SCAA), TCM
	1.3 Review and signs ATAP and CTC; endorses the same to TCM MO	None	5 Minutes	Department Manager, TAMD
	1.4 RCM MO transmits ATAP to the client via email	None	5 Minutes	Assigned MO, TCM
2. Pays the certification fee amounting to PhP120.00/ Document/ copy together with courier fee (if applicable) via deposit/online payment and sends proof of the successful payment	2.1 Receives proof of successful payment transaction; Coordinates with the Treasury Division for verification of the payment transaction.	PhP 120.00 per document per copy and Courier Fee (if applicable)	20 Minutes	Assigned Monitoring Officer (MO) (Sr. Enterprise Services Specialist (SESS)/ Enterprise Services Specialist (ESS) / Sr. Corporate Accounts



				Analyst (SCAA), TCM
	2.2 Checks TIEZA account database to confirm if payment has been credited and notes on the proof of deposit for issuance of Official Receipt (OR) Returns proof of payment to TCM MO.	None	3 Days	Supervising Investment Specialist, Treasury Division
	2.3 Processes the payment and issues an Official Receipt (OR)	None	5 Minutes	Cashier, Treasury Division
	2.4 Receives the OR and endorses the CTC of TCM-Issued Document to TEZ Frontline Office	None	5 Minutes	Assigned MO, TCM
3. Presents the required identification and claims the requested CTC of TCM-Issued Document	3.1.a Notify the client via e-mail that the document is ready for pick-up 3.1.b Releases the CTC of TCM-Issued Document to client or If the client chooses via courier service: 3.2.a Endorses the document to the General Services Division (GSD) for courier services.	None	5 Minutes 15 Minutes (Receipt of mail document may vary depending on the location)	Assigned MO , TCM Frontline Officer, TEZ Frontline Office

	3.2.b Processes sending via courier	None	4 days	<i>Assigned Records Officer, General Services Division</i>
	3.2.c Notifies the client via e-mail on the courier delivery details	None	30 minutes	<i>Assigned MO, TCM</i>
4a. Picks up the CTC of TCM-Issued Document and signs the Transaction Logbook.	4a.1. Records the details of the application/ transaction in the Transaction Logbook. 4a.2 Releases the CTC/ certified copy of TCM-Issued Documents to the client	None	5 Minutes	<i>Frontline Officer, TEZ Frontline Office</i>
4b. Signs the Delivery Registered Receipt and Receives the requested CTC of TCM-Issued Document	4b. Courier releases the parcel	None	5 Minutes	<i>Courier Service Provider</i>
TOTAL		PhP 120.00 per document per copy plus courier fee (if applicable)	7 Days, 2 Hours	

MT. SAMAT FLAGSHIP TEZ OFFICE

1. Request for TIEZA FTEZ-related Data

Refers to the request of any TIEZA-related information from TIEZA RTEs, Potential Investors, other Government Agencies, and the General Public.

Office or Division:	Mt. Samat FTEZ/ SanVic FTEZ			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter/ e-mail addressed to the Administrator		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Inquiries via e-mail/submit formal letter request	1.1 Acknowledge receipt of letter/email	N/A	5 minutes	SESS/ESS
	1.2 If the data is readily available: a. Respond to the inquiry via e-mail b. Respond to the inquiry via formal letter		10 minutes 1 day	SESS/ESS

	1.3 If the request requires services from other TIEZA departments/ other government agencies, coordinate the request to the concerned department/ agency.	None	4 hours	SESS/ESS
			3 hours	Concerned dept/agency
	1.4. The concerned department/a agency replies directly to the request and sends a copy/duplicate to the TEZ.		2 days	
	Total			

2. Request of Tour/ Visit

Requests to visit the FTEZ from VIPs, potential investors, other government agencies and the general public.

Office or Division:	Mt. Samat FTEZ/ SanVic FTEZ			
Classification:	Complex/ Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official letter 2 days prior to the date of visit		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Submits a formal letter of request	1.1 Receive, endorse and coordinate request to concerned stakeholder	N/A	15-30 minutes	ESS
	1.2 Receive and validate the request. Send approval to FTEZ		2 days	Stakeholder representative
	1.3 Coordinate with the applicant/requestor the details of the visit/tour.		10-15 minutes	ESS
	Total	NONE	2 days	

SAN VICENTE FLAGSHIP TEZ OFFICE

Pursuant to the existing institutional arrangement between TIEZA and the Municipal Government of San Vicente (MGSV) in the issuance of permits and licenses, new TREs established since June 27, 2019, with the exception of camping and glamping facilities, shall secure their permits and licenses with TIEZA. Meanwhile, permits and licenses for non-TREs and those TREs existing before June 27, 2019, shall remain under the jurisdiction of MGSV.

1. APPLICATION FOR LOCATIONAL CLEARANCE

This process provides the procedure from the receipt of the San Vicente Flagship Tourism Enterprise Zone (SVFTEZ) Frontline Office of the application for Locational Clearance, endorsement to the Zoning Officer, review and approval of the SVFTEZ Administrator, payment of fees by the applicant, up to the issuance of the Locational Clearance. The Locational Clearance, a prerequisite for obtaining Building and Business Permits, is granted to the owner or developer of a Tourism-Related Enterprise (TRE) in the SVFTEZ. Its purpose is to ensure that the construction of the planned project aligns with the Comprehensive Land and Water Use Plan (CLWUP) and Zoning Ordinance (ZO) of the Municipality. This clearance serves to verify whether the proposed project complies with the regulations of the zone.

1.1 LOCATIONAL CLEARANCE FOR BUILDING

Office or Division:	San Vicente Flagship Tourism Enterprise Zone (SVFTEZ) Office		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Tourism-Related Enterprise (TRE) Operators in the SVFTEZ established since 27 June 2019 up to present		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished TIEZA Application Form		SVFTEZ Office	
2. Barangay Clearance		Barangay where the project is located	
3. Community Tax Certificate (Cedula)		Municipal Treasurer’s Office	
4. Vicinity /Location Map		Applicant	
5. Tax Declaration		Municipal Assessor’s Office	
6. Real Property Tax Receipt (Latest)		Municipal Treasurer’s Office	
7. For titled property, certificate of land ownership (any of these) <ul style="list-style-type: none">• Original Certificate of Title (OCT)• Transfer Certificate of Title (TCT)• Lease contract, rights or agreement entered into for the development of the land;		Registry of Deeds/Landowner	
8. For non-titled properties: Proof of right over the land			

<ul style="list-style-type: none"> • Certification for Land Classification; • Certification of Actual Occupancy • Forestland Use Agreement for Tourism Purposes (FLAgT) 		Community Environment and Natural Resources Office (CENRO) Barangay where the project is located Department of Environment and Natural Resources (DENR)		
9. Authorization Letter for Representative		Applicant (Business Owner)		
10. Land Use Certification (for all projects outside the 883-hectare priority area)		Municipal Planning and Development Coordinator (MPDC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submits application form for Locational Clearance	1.1 Receives notarized application form with complete requirements	None	5 minutes	Admin Aide
	1.2 Reviews completeness and accuracy of documentary requirements If complete, encodes applicant's data in the SVFTEZ Database and proceed with processing If incomplete, prepares the checklist of lacking requirements and returns to the client for compliance	None	5 minutes	Admin Aide
	1.3 Validates application documents, verifies location with tenurial instrument's technical description including zoning classification and prepares location	None	30 minutes	Zoning Officer/Enterprise Services Specialist

	map, Evaluation Report, and Notice of Denial (NOD) or Locational Clearance (LC) and other attachments 1.4 Conducts inspection, if necessary		1 day	
	1.5 Submits Evaluation Report to the Administrator with a draft of NOD, if non-compliant, or with an Order of Payment (OP), an Authority to Accept Payment (ATAP), and a draft of Locational Clearance, if compliant	None	60 minutes	Zoning Officer/Enterprise Services Specialist
	1.6 Reviews and approves the Evaluation Report. If not compliant, reviews and signs the NOD and authorizes its release to the applicant. If compliant, reviews and signs the OP and ATAP, and the draft locational clearance, endorses to the Admin Aide	None	30 minutes	Administrator
2. Receives OP and ATAP	2. Releases the OP and ATAP, and instructs the applicant to pay the required fee/s to the Cash Collecting Officer	None	5 minutes	Admin. Aide
3.Pays the fee	3.1 Receives payment and issues	<i>Please refer to the below</i>	10 minutes	Cash Collecting

	Official Receipt (OR) to the applicant	<i>schedule of fees</i>		Officer (CCO)
	3.2 Attaches the proof of payment (Official Receipt) and logs OR number to the Locational Clearance and endorses to the Administrator	None	5 minutes	CCO/Admin Aide
	3.3 Approves Locational Clearance and authorizes its release to the applicant	None	5 minutes	Administrator
4. Receives the Locational Clearance	4. Releases Locational Clearance stamped with TIEZA Seal to the applicant	None	2 minutes	Admin Aide
	TOTAL	Please refer to the below schedule of fees	2 hours and 42 minutes OR 1 day, 2 hours and 42 minutes	

Schedule of Fees

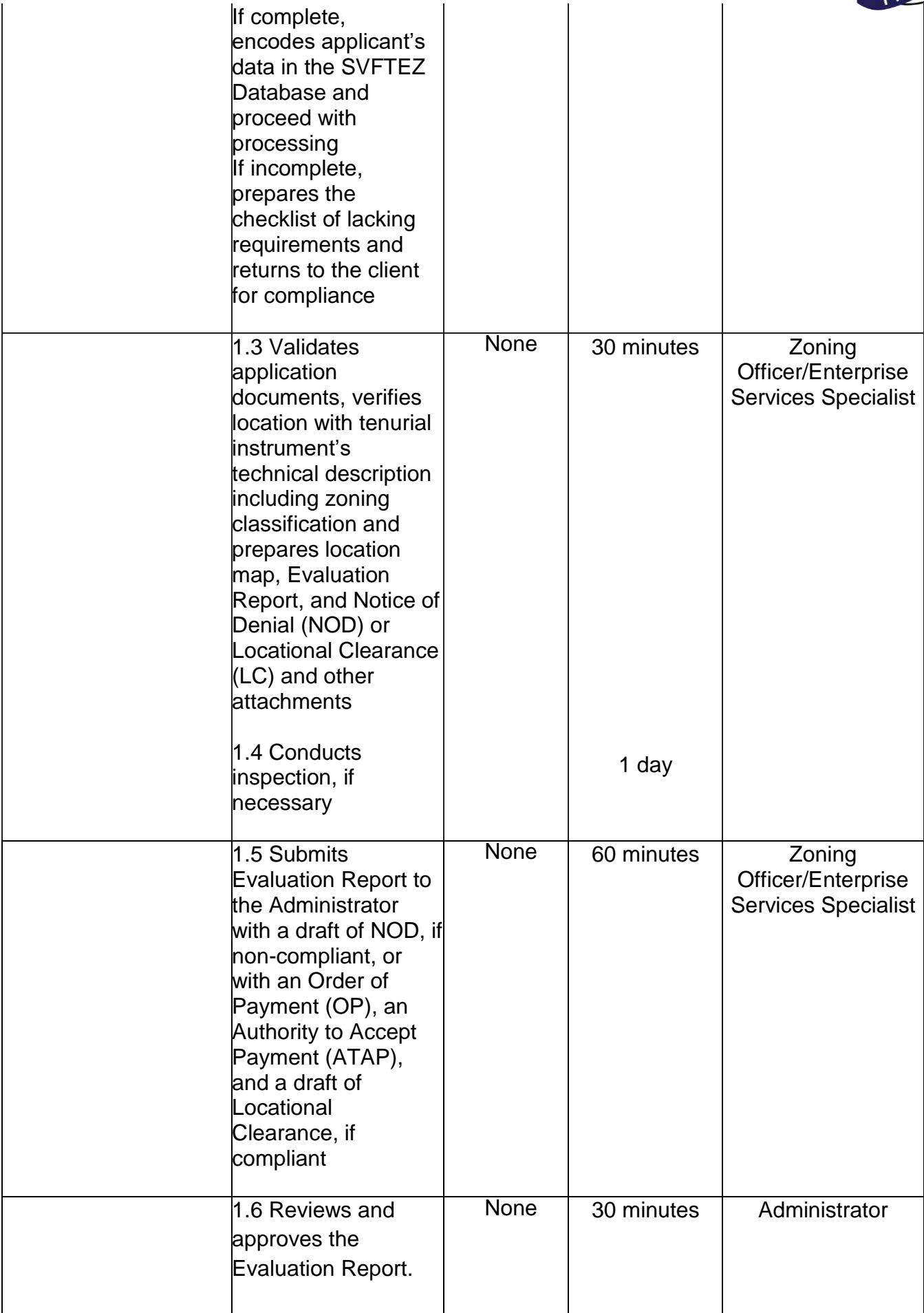
Depending on the cost of the proposed project:

Below 100,000	=	1,000.00
Over 100,000 -500,000	=	1,500
Over 500,000 -1 Million	=	2,000.00
Over 1 Million -2 Million	=	3,500.00
Over 2 Million	=	3,500 + 1/10 of 1% of cost in excess of 2 Million

1.1 LOCATIONAL CLEARANCE FOR BUSINESS

Office or Division:	San Vicente Flagship Tourism Enterprise Zone (SVFTEZ) Office		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Tourism-Related Enterprise (TRE) Operators in the SVFTEZ established since 27 June 2019 up to present		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished TIEZA Application Form		SVFTEZ Office	
2. Barangay Clearance		Barangay where the project is located	
3. Community Tax Certificate (Cedula)		Municipal Treasurer’s Office	
4. Vicinity /Location Map		Applicant	
5. Tax Declaration		Municipal Assessor’s Office	
6. Real Property Tax Receipt (Latest)		Municipal Treasurer’s Office	
7. Certificate of land ownership (any of these) <ul style="list-style-type: none">• Original Certificate of Title (OCT)• Transfer Certificate of Title (TCT)• Lease contract, rights or agreement entered into for the development of the land;		Registry of Deeds/Landowner	
8. Occupancy Permit or Annual Inspection Certificate		Building Owner	
9. Authorization Letter for Representative		Applicant (Business Owner)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submits application form for Locational Clearance	1.1 Receives notarized application form with complete requirements	None	5 minutes	Admin Aide
	1.2 Reviews completeness and accuracy of documentary requirements	None	5 minutes	Admin Aide



	<p>If not compliant, reviews and signs the NOD and authorizes its release to the applicant.</p> <p>If compliant, reviews and signs the OP and ATAP, and the draft locational clearance, endorses to the Admin Aide</p>			
2. Receives OP and ATAP	2. Releases the OP and ATAP, and instructs the applicant to pay the required fee/s to the Cash Collecting Officer (CCO)	None	5 minutes	Admin. Aide
3. Pays the fee	3.1 Receives payment and issues Official Receipt (OR) to the applicant	<i>Please refer to the below schedule of fees</i>	10 minutes	CCO
	3.2 Attaches the proof of payment (Official Receipt) and logs OR number to the Locational Clearance and endorses to the Administrator	<i>None</i>	5 minutes	CCO/Admin Aide
	3.3 Approves Locational Clearance and authorizes its release to the applicant	<i>None</i>	5 minutes	Administrator
4. Receives the Locational Clearance	4. Releases Locational Clearance stamped with TIEZA Seal to the applicant	<i>None</i>	2 minutes	Admin Aide
	TOTAL	Amount indicated in ATAP	2 hours, 42 minutes OR 1 day, 2 hours , 42 minutes	

Schedule of Fees

Depending on the cost of the proposed project:

Below 100,000	=	1,000.00
Over 100,000-500,000	=	1,500
Over 500,000 -1 Million	=	2,000.00
Over 1 Million-2 Million	=	3,500.00
Over 2 Million	=	3,500 + 1/10 of 1% of cost in excess of 2 Million

2. APPLICATION FOR BUILDING/ANCILLARY PERMITS

This process provides the procedure from the receipt of the SVFTEZ Frontline Office of the application for Building/Ancillary Permits, review and evaluation of the application, endorsement to the Bureau of Fire Protection (BFP), payment of fees, up to the issuance of the Building/Ancillary Permits. Building Permit is a document issued by the Building Official of TIEZA to an applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portion thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines (NBCP) and its Implementing Rules and Regulation (IRR) and with Fire Safety Evaluation Certificate (FSEC) issued by BFP.

Office or Division:	San Vicente Flagship Tourism Enterprise Zone (SVFTEZ) Office		
Classification:	Highly Technical		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Tourism-Related Enterprise (TRE) Operators in the SVFTEZ established since 27 June 2019 up to present		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
CLEARANCES: <ul style="list-style-type: none">• Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) or Proof of Application for ECC or CNC (1 Copy)• Zoning/Locational Clearance (1 Copy)• ECAN Zoning Certification (1 Copy)• SEP Clearance (1 Copy)• If within the Protected Area: Endorsement or Clearance		DENR SVFTEZ Office Palawan Council for Sustainable Development (PCSD) PCSD National Commission for Indigenous Peoples (NCIP) or Protected Area Management Board	
TECHNICAL DOCUMENTS:			

<ul style="list-style-type: none"> • Application Letter for Building Permit • Duly filled out TIEZA Form for Certificate of the designated Designers and Project Engineers/Professional In-charge of Construction. • Notarized and signed and sealed Building Permit Form • Signed and sealed copies of the following: <ul style="list-style-type: none"> • Architectural Permit Form (5 copies) • Civil/Structural Permit Form (5 copies) • Electrical Permit Form (5 copies) • Plumbing Permit Form (5 copies) • Sanitary Permit Form (5 copies) • Mechanical Permit Form (5 copies) • Electronics Permit Form (5 copies) • Photocopy of PRC License and Professional Tax Receipt with three (3) Specimen Sign and Seal (1 copy) • Project Cost and Estimate (3 copies) • Technical Specification (3 copies) • Structural Analysis and Design -for structures two (2) storey and above - (3 copies) • Soil Boring Test -for structures three (3) storey and above - (1 copy) • Construction Logbook (2 final sets) 	<p>Applicant</p> <p>SVFTEZ Office</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
<p>TECHNICAL PLANS (Folded Documents)</p> <ul style="list-style-type: none"> • Survey Plan (1 final copy) • Detailed Ancillary Plans (7-Copies in A 3 format) 	<p>Licensed Geodetic Engineer</p> <p>Applicant</p>
<p>ELECTRONIC COPY (The electronic copy shall be submitted together with the</p>	<p>Municipal Assessor's Office</p>

final copies of the site development and ancillary plans and other final documents after preliminary evaluation.)

- **Electronic form** in USB Plug and Play Storage device

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Through the TOPS, submits notarized application for Building/Ancillary Permits, along with other documentary requirements	1.1 Receives and records complete and notarized Building/ Ancillary/ Permit application documents and submits to the Administrator for instruction	None	30 minutes	Assessor
	1.2 Assesses completeness of the requirements	None	30 minutes	Assessor(assisted by the Technical Team)
	1.3 If complete, advises the Administrator of the receipt of application	None	10 minutes	Assessor
	1.4 Issues order/instruction for evaluation of submitted plans and the conduct of ocular site inspection	None	10 minutes	Administrator
	1.5 Through the TOPS, tags the application to the technical team for review	None	10 minutes	Assessor
	1.6 Evaluates submitted plans and conducts ocular site inspection	None	7 days	Technical Team
	1.7 Submits	None	1 day	Technical Team
		None	1 day	Administrator
		None	2 hours	
				Assessor

<p>2. Receives automated email with attached letter and copy of the Evaluation Report</p> <p>3. Submits revised plans and/or additional requirements through the TOPS</p>	<p>Evaluation Report and drafts endorsement letter to the applicant</p>	None	1 hour	
	<p>1.8 Reviews and approves evaluation report and instructs to send copies to the client</p>	None	2 hours	Assessor
	<p>2. Through the TOPS, uploads scanned copies of the endorsement letter and evaluation report and returns application to client</p>	None	3 days	Technical Team
	<p>3.1 Through the TOPS, receives copies of corrected plans and forwards to the SVFTEZ Technical Team for review</p>	None	20 minutes	Administrator
	<p>3.2 Conducts evaluation and prepares Supplemental Evaluation Report, Order of Payment (OP), and Endorsement to Bureau of Fire Protection (BFP) of three (3) sets of plans and submits to Administrator</p>	None	1 hour	Assessor
	<p>3.3 Reviews and approves the supplemental evaluation report, letter to BFP, OP, and authorizes the endorsement of</p>	None	1 hour	Assessor

4. Picks up document and submits to BFP and pay the fees to secure FSEC; Submits copy of the FSEC to TIEZA	three (3) sets of plans to the BFP for issuance of Fire Safety Evaluation Certificate (FSEC).			
	3.4 Through the TOPS, uploads Supplemental Evaluation Report, Signed Endorsement Letter to BFP, and tags Application "For Submission to BFP". An automated email will be received by the applicant. Likewise, coordinates with the applicant via phone call to pick up documents and submit and pay fees to the BFP	None	20 minutes	Administrator
		None	2 hours	Assessor
	4.1 Receives copy of FSEC, drafts endorsement memo to the Office of the Building Official, and endorse the same to the administrator	None	7 days	OBO
	4.2 Reviews and signs endorsement memo with attached FSEC, and orders the submission of the same to the OBO along with copies of four (4) sets of plans, Evaluation Report, & Assessment of Fees'	None	30 minutes	Assessor
	4.3 Uploads copy of the FSEC and OP and the endorsement to issue	None	20 minutes	Administrator
		None	10 minutes	Cash Collecting Officer

<p>5. Client receives notification through the TOPS, and an automated email advising to proceed with payment</p>	<p>Building/Ancillary Permit to the OBO</p>			
	<p>5. Conducts review of the evaluation report and plans, and issues a Building Permit. Sends copies of the Building Permit to the SVFTEZ Office via email and courier for release upon payment. and through the TOPS, inputs the amount of fee to be paid, and tags application "For Payment"</p>	<p><i>Please refer to the TIEZA schedule of fees</i></p>	<p>30 minutes</p>	<p>Cash Collecting Officer</p>
	<p>5.1 Upon receipt of electronic copy of the building permit, prepares Authority to Accept Payment (ATAP) and submits to the administrator for review and signature</p>	<p>None</p>	<p>3 hours (for preparation of the document to be couriered)</p>	<p>OBO</p>
<p>6. Receives ATAP from the SVFTEZ</p>	<p>5.2 Reviews and signs ATAP, and endorses to the Assessor for release to the client</p>		<p>Delivery via courier from Manila to Puerto Princesa takes 4-5</p>	
	<p>6. Releases ATAP to the applicant</p>	<p>None</p>	<p>20 minutes</p>	<p>Admin Aide</p>
	<p>7. Client pays the fees online or through the TIEZA-SVFTEZ Office</p>			
	<p>7.1 If payment was done online, an Acknowledgment Receipt will be received by the client.</p>			
	<p>If payment was made at the</p>			

<p>8. Through the TOPS, receives electronic copy of the Building Permit</p> <p>9. Receives original copy of the Building Permit</p>	<p>SVFTEZ Office, Cash Collecting Officer receives payment and issues Official Receipt; Through the TOPS, uploads scanned copy of the OR and endorses to the OBO</p> <p>8. Upon receipt of the OR, sends to the SVFTEZ Office via courier the original copy of the Building Permit; Through the TOPS, uploads copy of the Building Permit and tags application "For Release"</p> <p>9. Upon receipt of the original copy of the Building Permit, releases the same to the applicant</p>			
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Schedule of Fees

May be accessed through this link: <https://tieza.gov.ph/wp-content/uploads/2019/11/TIEZA-fees-fines-and-penalties-consolidated.pdf>

Printed copy of the schedule of fees is also at the SVFTEZ Bulletin Board

3. APPLICATION FOR OCCUPANCY PERMIT

This process provides the procedure from the receipt of the San Vicente Flagship Tourism Enterprise Zone (SVFTEZ) Frontline Office of the application for Occupancy Permit, conduct of evaluation and ocular inspection, endorsement for Fire Safety Insurance Certificate (FSIC) issuance by the Bureau of Fire Protection (BFP), endorsement to the TIEZA-Office Building Official (OBO), payment of fees, up to the issuance of the Occupancy Permit. An Occupancy Permit is a document issued by the BO certifying that the building/structure was completed and can be occupied/used in accordance with the approved use.

Office or Division:	San Vicente FTEZ
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	All Tourism-Related Enterprise (TRE) Operators in the SVFTEZ established in San Vicente FTEZ since 27 June 2019, pursuant to SVT ManCom Resolution No. No. 06-27-19-VI, as amended by SVT ManCom Resolution No. 10-04-22-III

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form for Certificate of Occupancy (3 copies)	SVFTEZ Office
2. Notarized Certificate of Completion (3 copies)	Applicant
3. Construction Logbook (1 copy)	Applicant
4. As-built Plans (4 copies)	Applicant
5. Photocopy of designers PTR and PRC license with signs and seals (1 copy)	Applicant
6. Printed pictures of the project (1 copy)	Applicant
7. Duly accomplished Certificate of Final Electrical Inspection (4 copies)	Applicant
8. Building inspection sheet signed by whoever is the contractor (if the construction is undertaken by contract) and signed and sealed by the Owner's duly licensed Architect or Civil Engineer who undertook the full-time inspection and supervision of the construction works	Contractor
Additional Requirements if Building Permit was issued by LGU San Vicente	
Photocopy of the building permit and approved plan (1 copy each)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submits notarized application for Occupancy Permit with complete attachments	1.1 Receives and records complete and notarized Occupancy Permit application documents and submits to the Administrator for instruction	None	1 hour	Any member of the Technical Team

	1.2 Issues order/instruction for the conduct of ocular site inspection	None	5 minutes	Administrator
	1.3 Conducts ocular site inspection and prepares Post-Ocular Inspection Report (POIR), with transmittal letter and submits to the Administrator	None	7 days	Technical Team
	1.4. Reviews and approves POIR and endorsement letter and forwards copies to the Assessor Officer; Instructs Assessor Officer to proceed to Step 2 if not compliant, or compliant, proceeds to Step 3.	None	1 hour	Administrator
2. Receives copy of the POIR and complies with the recommendation <i>Note: Process will continue upon receipt of the notification from the applicant that rectifications have been made</i>	2.1 Transmits copies of the POIR and endorsement letter via email	None	15 minutes	Assessor Officer
3. Submits supplemental requirements via email/notify TIEZA of the rectifications made	3.1 Conducts site verification and prepares supplemental POIR and submits to the Administrator	None	3 days	Technical Team
	3.2 Reviews and approves supplemental POIR	None	30 minutes	Administrator
	3.3 Prepares Order of	None	30 minutes	Technical Team

	Payment (OP), and endorsement letter to the Bureau of Fire Protection (BFP) for the issuance of Fire Safety Inspection Certificate (FSIC)			
	3.4 Reviews and approves OP, and Endorsement Letter to BFP, and instructs Assessor to transmit to client	None	15 minutes	Administrator
	3.5 Prepares OP, signed endorsement letter, and (1) set of As-Built Plan, Technical Specification, approved OP, and signed endorsement letter to BFP and endorses to Admin Aide for releasing	None	4 hours	Technical Team
4. Picks up document from SVFTEZ Office and submits the same to BFP to obtain an FSIC	4.1 Contacts applicant and releases documents for submission to BFP	None	30 minutes	Admin Aide
5.Submits copy of the FSIC to the SVFTEZ	5.1 Receives FSIC from the applicant and endorses to the Information Officer	None	10 minutes	Admin Aide
	5.2 Upon receipt of the copy of FSIC, prepares endorsement memo to Building Official for the issuance of Occupancy Permit with the POIR, OP, and prepares one (1) set of requirements as per the checklist and submits to	None	4 hours	Information Officer
	5.3 Reviews submitted documents and signs	None	30 minutes	Administrator

	endorsement memo and endorses to SVFTEZ Technical Staff for sending to the Building Official			
	5.4 Conducts final evaluation of the submitted documents	None	5 days	OBO
	5.6 Signs and approves Occupancy Permit and transmits electronic copy to SVFTEZ Office via email and sends original copy via courier	None	3 hours	OBO
	5.7 Upon receipt of the electronic copy of Occupancy Permit, authorizes the collection of payment of fee/s from the applicant	None	10 minutes	Administrator
	5.8 Prepares Authority to Accept Payment (ATAP), attached OP, and endorses to Admin Aide for releasing	None	30 minutes	Any member of the Technical Team
6. Receives ATAP and OP	6. Releases to the applicant the OP and ATAP and instructs to pay to the Cash Collecting Officer	None	20 minutes	Admin Aide
7. Pays the fee for Occupancy Permit	4.3 Receives payment and issues Official Receipt (OR) to the applicant	Please refer to the below schedule of fees	30 minutes	Cash Collecting Officer
	4.4 Attaches OR and logs OR number to the Occupancy Permit and presents to the Administrator	None	1 hour	Cash Collecting Officer

	4.5 Authorizes the release of the Occupancy Permit and One (1) set of As-Built Plans to the applicant	None	5 minutes	Administrator
5. Receives copies of Occupancy Permit and One (1) set of As-Built Plans to the applicant	5. Releases Occupancy Permit and One (1) set of As-Built Plans to the applicant	None	30 minutes	Admin Aide
	TOTAL	Amount indicated in the ATAP	15 days, 18 hours, 50 minutes	

Schedule of Fees

May be accessed through this link: <https://tieza.gov.ph/wp-content/uploads/2019/11/TIEZA-fees-fines-and-penalties-consolidated.pdf>

Printed copy of the schedule of fees is also at the SVFTEZ Bulletin Board

4. APPLICATION FOR BUSINESS PERMIT

This process provides the procedure from the receipt of the San Vicente Flagship Tourism Enterprise Zone (SVFTEZ) Frontline Office of the application for Business Permit, endorsement to the Licensing Officer, review and approval of the SVFTEZ Administrator, payment of fees by the applicant, up to the issuance of the Business Permit and/or License Plate.

Office or Division:	San Vicente FTEZ		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	All Tourism-Related Enterprise (TRE) Operators in the SVFTEZ established in San Vicente FTEZ since 27 June 2019, pursuant to SVT ManCom Resolution No. No. 06-27-19-VI, as amended by SVT ManCom Resolution No. 10-04-22-III		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly filled-out application form		SVFTEZ Office	
2. Proof of Business Registration		SEC, CDA, DTI	
3. Tourism Registration Certificate		Municipal Government of San Vicente (MGSV) – Office of the Mayor	
4. Sanitary/Inspection Permit		MGSV – Municipal Health Office	
5. DOT Accreditation or Deed of Undertaking		SVFTEZ Office	

6. Proof of right of applicant to use location as business address, which may include the ff: <ul style="list-style-type: none"> • If owned, proof of ownership – TCT or Tax Declaration • If not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of property owner 	Applicant
7. Location plan or sketch of the location, clearly showing where business premises is located	Applicant
8. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months (requirement of BFP)	BFP
9. For applicants with valid FSIC for Occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC (requirement of BFP)	Applicant

RENEWAL	WHERE TO SECURE
1. Duly filled-out application form	SVFTEZ Office
2. Annual Tourism Clearance	MGSV – Office of the Mayor
3. Sanitary/Inspection Permit	Municipal Health Office
4. Proof of annual gross receipts	Applicant
5. DOT Accreditation or Deed of Undertaking	DOT/SVT Office
6. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months (requirement of BFP)	BFP
7. For applicants with valid FSIC for Occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC (requirement of BFP)	Applicant
ADDITIONAL REQUIREMENTS	WHERE TO SECURE
TRAVEL AND TOUR OPERATORS (NEW) <ul style="list-style-type: none"> • Insurance Coverage against accidents for passenger and loss of luggage 	Insurance Companies

<ul style="list-style-type: none"> List of vehicles owned by the agency Travel Agency Management Training Certificate or equivalent Certificate of Public Convenience (all crews are duly licensed) for sea or land transport Franchise for land transport 	<p>Applicant Training Companies</p> <p>Maritime Industry Authority (MARINA) for sea transport or Department of Transportation (DOTr) for land transport</p> <p>Land Transportation Franchising and Regulatory Board (LTFRB)</p>
TRAVEL AND TOUR OPERATORS (RENEWAL) <ul style="list-style-type: none"> Certificate of Public Convenience (all crews are duly licensed) for sea or land transport Franchise for land transport 	<p>MARINA</p> <p>LTFRB</p>
TOURIST TRANSPORT – PUMPBOAT (NEW & RENEWAL) <ul style="list-style-type: none"> Copies of Certificates on: vessel registry, ownership, passenger's safety, bay and crew license, compliance with public convenience/franchise First Aid Training Certificate 	<p>MARINA</p> <p>Training Companies</p>

TOURIST TRANSPORT – VAN (NEW) <ul style="list-style-type: none"> Insurance Coverage against accidents for passenger and loss of luggage Driver's Orientation Certificate Police Clearance of the Owner and Drivers List of Charges and related fees on all services Certificate of Public Convenience Official Receipt (OR) and Certificate of Registration (CR) 	<p>Insurance Companies</p> <p>DOT or Municipal Tourism Office</p> <p>Philippine National Police</p> <p>Applicant</p> <p>LTFRB</p> <p>Land Transportation Office</p>
TOURIST TRANSPORT – VAN (RENEWAL) <ul style="list-style-type: none"> Valid Tourist Transport Service Franchise Police Clearance of the Drivers Certificate of Registration 	<p>LTFRB</p> <p>Philippine National Police</p> <p>Land Transportation Office</p>
For TREs with Non-Filipino Personnel: <ul style="list-style-type: none"> Valid Visa/Alien Employment Permit Labor Permit 	<p>Bureau of Immigration</p> <p>Department of Labor and Employment (DOLE)</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submits application form for TIEZA Permit	1.1 Receives application documents	None	5 minutes	Admin Aide
	1.2 Review completeness and accuracy of documentary requirements If complete, encodes applicant's data in the SVFTEZ Database and proceed with processing If incomplete, prepares the checklist of lacking requirements and returns to the client for compliance	None	5 minutes	Admin Aide
	1.3 Conducts evaluation, prepares an Evaluation Report, Order of Payment (OP) and Authority to Accept Payment (ATAP) and endorses them to the Sr. Enterprise Services Specialist (SESS) for review	None	30 minutes	Admin Aide
	1.4 Reviews and initials Evaluation Report, OP, and ATAP, and endorses them to the Administrator for approval	None	10 minutes	SESS
	1.5 Reviews and approves the Evaluation Report, OP and ATAP, and	None	10 minutes	Administrator

	returns to the Clerk			
	1.6 Issues the approved OP & ATAP and advises the applicant to proceed with the payment of fee/s	None	5 minutes	Admin Aide
2. Presents the OP & ATAP and pays the required fee/s to the Cash Collecting Officer (CCO)	2.1 Receives payment from the applicant, issues the Official Receipt (OR), and then endorses them to the Licensing Officer	PhP 6,000.00	5 minutes	CCO
	2.2 Prepares the Business Permit and/or License Plate and submits to the SESS	None	10 minutes	Licensing Officer/Enterprise Services Specialist
	2.3 Reviews and initials Business Permit with/without a License Plate and endorses them to the Administrator	None	5 minutes	SESS
	2.4 Reviews and approves the Business Permit, and orders its release to the applicant	None	5 minutes	Administrator
3. Applicant receives Business Permit, along with the Official Receipt (OR), and Business Plate, if applicable	3. Releases the approved Business Permit stamped with TIEZA seal, along with the Official Receipt (OR), and, if applicable, with a Business Plate to the applicant.	None	5 minutes	Admin Aide
	TOTAL	PhP 6,000.00	1 hour, 35 minutes	
	TOTAL	Amount indicated in the ATAP	15 days, 18 hours, 50 minutes	



RIZAL PARK FLAGSHIP TOURISM ENTERPRISE ZONE

1. EXTERNAL COMMUNICATION HANDLING

This process pertains to the handling of external communications, both through mail and electronic mail, received by the Rizal Park Complex Flagship TEZ Team.

Office or Division:	Rizal Park Complex Flagship TEZ			
Classification:	Complex Transaction			
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity) G2G (Government to Government)			
Who may avail:	External Public and Private Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
External Correspondence (1 soft/original copy)		Requesting Party/Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Send correspondence via email (Rizal Park/ATEZ/OCOO official email address) and/or frontline office (OCOO/ATEZ)	a. Receive and acknowledge incoming communications.	None	10 minutes	Enterprise Services Specialist
	b. Review and categorize documents/communications whether urgent, external, or confidential.	None	15 minutes	Enterprise Services Specialist
	c. Prepare endorsement memorandum to the concerned person/office.	None	4 hours	Enterprise Services Specialist
	d. Encode all documents received by,	None	15 minutes	Enterprise Services

	including corresponding action/s taken, through a matrix/summary and forward to Senior Enterprise Services Specialist			Specialist
	e. Review endorsement memorandum with attached letter/communication and endorse to the authorized signatory.	None	4 hours	Senior Enterprise Services Specialist
	f. Approval of the authorized signatory.	None	3 working days	Authorized Signatory
	g. Send back the approved memorandum to the Enterprise Services Specialist.	None	10 minutes	Senior Enterprise Services Specialist
	h. Forward memorandum indicating required actions to the concern person/office.	None	10 minutes	Enterprise Services Specialist
TOTAL:			3 working days and 9 hours	

CORREGIDOR FLAGSHIP TEZ

1. ANSWERING OF GENERAL INQUIRY

Office or Division:	Corregidor Flagship TEZ			
Classification:	Simple			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Public Sector, Private Sector, Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Send communication through electronic mail (Corregidor FTEZ/ATEZ/OCOO official email address) and/or frontline office (OCOO/ATEZ)	1.1 Receive and/or acknowledge incoming communications.	None	10 minutes	Sr. Enterprise Services Specialist
	1.2 Categorize documents/communications whether urgent, external, or confidential.	None	15 minutes	Sr. Enterprise Services Specialist
	1.3 Initially review and sort out received documents (includes staff work, if necessary)	None	1 hour	Sr. Enterprise Services Specialist
	1.4 Prepare endorsement memorandum to the concerned person/office.	None	3 hours	Sr. Enterprise Services Specialist
	1.5 Encode all documents received by, including corresponding action/s taken, through a matrix/summary and forward to the	None	20 minutes	Sr. Enterprise Services Specialist

	Administrator			
	1.6 Review endorsement memorandum with attached letter/communication and endorse to the authorized signatory.	None	1 working day	Administrator
	1.7 Approval of the authorized signatory.	None	3 working days	Administrator
	1.8 Send back the approved memorandum to the Sr. Specialist.	None	15 minutes	Administrator
	1.9 Forward memorandum indicating required actions to the concern person/office.	None	15 minutes	Sr. Enterprise Services Specialist

REGISTRATION OF TOURISM ENTERPRISE

Office or Division:	Evaluation and Registration Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	<ul style="list-style-type: none"> • New Business Enterprise • Qualified Expansion Projects
PROCESS 1 – ISSUANCE OF NOTICE OF OFFICIAL ACCEPTANCE	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms filed electronically thru the Fiscal Incentives Registration and Monitoring (FIRMS) Portal.	Visit www.firb.gov.ph
2. General Information Sheet (SEC)	Securities and Exchange Commission
3. SEC or DTI Certificate of Registration.	Securities and Exchange Commission / Department of Trade and Industry
4. BIR Certificate of Registration	Bureau of Internal Revenue

5. Sworn Declaration of Authenticity and Validity of Submitted Information. Notarized Activity/ Project Undertaking;	Applicant	
6. Certificate of Investment Promotion Agency (IPA) Registration (if applicable)	Applicant	
7. Projected Production and Sales Schedule of Products/ Services Related to Activity being Registered.	Applicant	
8. Google Map location.	Applicant	
9. Latest Audited Financial Statement.	Applicant	
10. Comprehensive Sustainable Development Program for projects that will generate 10,000 jobs and 50-billion peso investment requirement. (If applicable)	Applicant	
Additional Requirements for Accommodation and Other Tourism Enterprises		
11. Sustainable Tourism Initiatives (pro-forma)	Downloadable from TIEZA website	
12. Certificate of land ownership, lease contracts, rights or agreement entered into for the development the land	Applicant	
13. Architectural Plans (Perspective, Site Development Plan, Floor Plans)	Applicant	
Additional Requirements for Tourist Transport (Land, Air and Water)		
14. Sustainable Tourism Initiatives (pro-forma)	Downloadable from TIEZA website	
15. Certificate of land ownership, lease contracts, rights or agreement entered into for the development the land	Applicant	
16. Accreditation/ Endorsement from the Land Transportation Franchising and Regulatory Board (LTFRB), Civil Aviation Authority of the Philippines (CAAP), or Maritime Industry Authority (MARINA), as applicable.	Land Transportation Franchising and Regulatory Board (LTFRB)/ Civil Aviation Authority of the Philippines (CAAP)/ Maritime Industry Authority (MARINA)	
*Endorsement from the Flagship TEZ	Flagship TEZ Administrator	

Administrator for Applicants within the Tourism Enterprise Zone				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files Application in the FIRMS portal	1.1 Receives online application documents.	None		Fiscal Incentives Review Board (FIRB)/ FIRMS Portal
	1.2 Endorses application documents to TIEZA.	None		FIRB/ FIRMS portal
	1.3 Endorses application documents to the TEZ Regulation Department.	None		<i>TEZ Frontline Office</i>
	1.4 Endorses the application documents to the Evaluation and Registration Division (ERD).	None		<i>Department Manager</i> TEZ Regulation Department
	1.5 Assigns an Enterprise Services Specialist (ESS) to check the completeness of the submitted documentary requirements and whether the proposed project is included in the Strategic Investments Priority Plan (SIPP).	None		<i>Division Manager</i> Evaluation and Registration Division

	1.6 Checks the completeness of the online application forms, the basic documentary requirements, and the TIEZA additional documents, and whether the proposed project is included in the SIPP.	None	One (1) Working Hour	<i>Enterprise Services Specialist</i> Evaluation and Registration Division
	<p>1.7 Prepares Checklist of Completeness (COC) and drafts the Notice of Acceptance (NOA) to be submitted to the Sr. Enterprise Services Specialist (Sr. ESS) / Enterprise Services Supervisor ES Supervisor).</p> <ul style="list-style-type: none"> • If with deficiencies / incomplete requirements, ESS prepares a COC of the submitted requirements and Notice to Submit (NTS) 	None	Seven (7) Working Hours	

	<p>deficiency/ies to be submitted to the Sr. ESS/ES Supervisor.</p> <ul style="list-style-type: none"> For projects that are not listed in the SIPP, ESS prepares a Notice of Denial to be submitted to the Sr. ESS / ES Supervisor. 			
	<p>1.8 Reviews the COC and the draft NOA; and submits them to the ERD Manager.</p> <ul style="list-style-type: none"> If with deficiencies / incomplete requirements, reviews the COC and the draft NTS and submits them to the ERD Manager. For projects that are not listed in the SIPP, reviews the draft Notice of Denial to be submits it 	None	Two (2) Working Hours	<p><i>Sr. Enterprise Services Specialist / ES Supervisor</i></p> <p>Evaluation and Registration Division (ERD)</p>

	to the ERD Manager.			
	<p>1.9 Finalizes and signs the COC, reviews and affixes initials to the NOA / NTS, and endorses the same to the TERD Manager.</p> <ul style="list-style-type: none"> • If with deficiencies / incomplete requirements, reviews and signs the COC and affixes initials to the draft NTS and submits them to the ERD Manager. • For projects that are not listed in the SIPP, reviews and finalizes the draft Notice of Denial and endorses the same to the TERD Manager. 	None	One (1) Working Day	<i>Division Manager</i> Evaluation and Registration Division
	1.10 Checks, signs the NOA	None	One (1)	<i>Department Manager</i>

	<p>and issues it to the client via electronic mail or via mail through the General Services Division or uploads it to the FIRMS portal.</p> <ul style="list-style-type: none"> • If with deficiencies / incomplete requirements, reviews and signs the COC and affixes initials to the draft NTS and transmits it via electronic mail or via mail through the General Services Division or uploads it to the FIRMS portal. • For projects that are not listed in the SIPP, reviews and signs the Notice of Denial and issues the letter to the applicant via electronic 		Working Day	TEZ Regulation Department
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	mail or via mail through the General Services Division (GSD) or uploads it to the FIRMS portal.			
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Total Working Days (Process 1): 3 working days

PROCESS 2 – EVALUATION OF APPLICATION FOR BUSINESS ENTERPRISE REGISTRATION	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms filed electronically thru the Fiscal Incentives Registration and Monitoring (FIRMS) Portal.	Visit www.firb.gov.ph
2. General Information Sheet (SEC)	Securities and Exchange Commission
3. SEC or DTI Certificate of Registration	Securities and Exchange Commission / Department of Trade and Industry
4. BIR Certificate of Registration	Bureau of Internal Revenue
5. Sworn Declaration of Authenticity and Validity of Submitted Information	Applicant
6. Notarized Activity/ Project Undertaking	Applicant
7. Certificate of Investment Promotion Agency (IPA) Registration (if applicable)	Applicant
8. Projected Production and Sale Schedule of Products/ Services Related to Activity being Registered.	Applicant
9. Google Map location	Applicant
10. Latest Audited Financial Statement	Applicant
11. Comprehensive Sustainable Development Program for projects that will generate 10,000 jobs and 50-billion peso investment requirement (if applicable)	Applicant
Additional Requirements for Accommodation and Other Tourism Enterprises	
1. Sustainable Tourism Initiatives (pro-forma)	Downloadable from TIEZA website
2. Certificate of land ownership, lease contracts, rights or agreement entered into for the development the land	Applicant
3. Architectural Plans (Perspective, Site Development Plan, Floor Plans)	Applicant
Additional Requirements for Tourist	

Transport (Land, Air and Water)	
1. Sustainable Tourism Initiatives (pro-forma)	
2. Certificate of land ownership, lease contracts, rights or agreement entered into for the development the land	Applicant
3. Accreditation/ Endorsement from the Land Transportation Franchising and Regulatory Board (LTFRB), Civil Aviation Authority of the Philippines (CAAP), or Maritime Industry Authority (MARINA), as applicable.	Land Transportation Franchising and Regulatory Board (LTFRB)/ Civil Aviation Authority of the Philippines (CAAP)/ Maritime Industry Authority (MARINA)
*Endorsement from the Flagship TEZ Administrator for Applicants within the Tourism Enterprise Zone	Flagship TEZ Administrator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Conducts the evaluation. <ul style="list-style-type: none"> Conducts an Ocular Inspection of the proposed project and prepares an Ocular Report if the proposed project is an Environmentally Critical Project or located in an Environmentally Critical Area. 	None	Eight (8) Working days	<i>Enterprise Services Specialist / Sr. Enterprise Services Specialist</i> Evaluation and Registration Division
	2.2 Prepares the Evaluation Report and the Order of Payment for the Filing Fee. <ul style="list-style-type: none"> If with deficiencies/ incomplete requirements, prepares Notice to Submit (NTS) with an attached Working Paper. 			

	<p>2.3 Reviews the Evaluation Report and the Order of Payment; and submits it to the ERD Manager.</p> <ul style="list-style-type: none"> If with deficiencies/ incomplete requirements, reviews the draft Notice to Submit (NTS) with Working Paper, and submits to the ERD Manager. 	None	Three (3) Working days	<p><i>Enterprise Services Supervisor / Enterprise Services Chief</i></p> <p>Evaluation and Registration Division</p>
	<p>2.4 Finalizes the Evaluation Report and the Order of Payment; and endorses it to the TERD Manager.</p> <ul style="list-style-type: none"> If with deficiencies/ incomplete requirements, finalizes and affixes initials to the draft Notice to Submit (NTS), signs the Working Paper, and submits them to the TERD Manager. 	None	Two (2) Working Days	<p><i>Division Manager</i></p> <p>Evaluation and Registration Division</p>
	<p>2.5 Recommends for the approval of the Evaluation Report to the Assistant Chief Operating Officers (ACOO).</p>	None	Two (2) Working Days	<p><i>Department Manager</i></p> <p>TEZ Regulation Department</p>

	<p>2.6 Signs the Order of Payment and issues it to the applicant through electronic mail or via mail through the GSD or uploads it to the FIRMS portal.</p> <ul style="list-style-type: none">● If with deficiencies/ incomplete requirements, signs the NTS and transmits to the applicant or uploads to the FIRMS portal.																	
	<p>2.7 Approves the Evaluation Report and transmits it to the TERD Manager for the preparation of the Complete Staff Work.</p>	None	Two (2) Working Days	<p>Assistant Chief Operating Officer</p> <p>TEZ Management Sector</p>														
<p>2. Pay the Filing Fee</p> <p>Note: If paid thru bank, send proof of payment to TIEZA.</p>	<p>2.8 Accepts the payment for the Filing Fee.</p>	<table><tr><th>Investment Cost</th><th>Filing Fee</th></tr><tr><td>Not exceeding PhP 3 Million</td><td>PhP 1,500.00</td></tr><tr><td>Exceeding PhP 3 Million but not over PhP 15 Million</td><td>PhP 3,000.00</td></tr><tr><td>Exceeding PhP 15 Million but not over PhP 20 Million</td><td>PhP 3,000.00</td></tr><tr><td>Exceeding PhP 20 Million but not over PhP 50 Million</td><td>PhP 4,500.00</td></tr><tr><td>Exceeding PhP 50 Million but not over PhP 100 Million</td><td>PhP 6,000.00</td></tr><tr><td>Over PhP 100 Million</td><td>PhP 6,000.00</td></tr></table>	Investment Cost	Filing Fee	Not exceeding PhP 3 Million	PhP 1,500.00	Exceeding PhP 3 Million but not over PhP 15 Million	PhP 3,000.00	Exceeding PhP 15 Million but not over PhP 20 Million	PhP 3,000.00	Exceeding PhP 20 Million but not over PhP 50 Million	PhP 4,500.00	Exceeding PhP 50 Million but not over PhP 100 Million	PhP 6,000.00	Over PhP 100 Million	PhP 6,000.00		<p>TIEZA Cashier or TIEZA-accredited banks</p>
Investment Cost	Filing Fee																	
Not exceeding PhP 3 Million	PhP 1,500.00																	
Exceeding PhP 3 Million but not over PhP 15 Million	PhP 3,000.00																	
Exceeding PhP 15 Million but not over PhP 20 Million	PhP 3,000.00																	
Exceeding PhP 20 Million but not over PhP 50 Million	PhP 4,500.00																	
Exceeding PhP 50 Million but not over PhP 100 Million	PhP 6,000.00																	
Over PhP 100 Million	PhP 6,000.00																	
	<p>2.9 Prepares the Memorandum and endorses it to the ACOO with</p>	None	Two (2) Working Days	<p>Department Manager TEZ Regulation</p>														

	Complete Staff Work (CSW).		g Days	Department
	2.10 Reviews and approves the CSW and transmits it to the COO.	None	One (1) Working Day	Assistant Chief Operating Officer TEZ Management Sector
Total Working Days (Process 2):			20 working days	

Process 3 – Issuance of Notice to the Applicant of Board Action on the Application for Registration				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TIEZA Board Resolution or Secretary's Certificate			Office of the ACOO for TEZ Management Sector	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Prepares the following to be submitted to the ERD Manager: <ul style="list-style-type: none"> i. Notice of Board Approval containing the list of the following pre-registration requirements: <ul style="list-style-type: none"> a. Payment of registration fee; b. Letter, or if a corporation, resolution of the applicant's board of directors formally accepting the proposed Terms and Conditions (T&C) of registration; c. Sworn statement authorized by the board of directors/ 	None	Two (2) working days	Enterprise Services Specialist / Sr. Enterprise Services Specialist Evaluation and Registration Division

	<p>partners or by the individual adopting or affirming all representations and commitments made by the applicant to TIEZA, and stating that with exception of those which TIEZA has been duly advised in writing, all information and data heretofore submitted by it to are still correct; and</p> <p>d. All pre-registration, if any, imposed by TIEZA.</p> <p>ii. Draft T&C; and</p> <p>iii. Order of Payment for the Registration Fee.</p> <ul style="list-style-type: none"> If project is disapproved/denied, prepares the Notice of Board Denial (NBD) addressed to the applicant to be signed by the ACOO for TEZ Management Sector. 			
	<p>3.2 Reviews the draft Notice of Board Approval, T&C, Order of Payment, and submits to the TERD Manager.</p> <p>If project is disapproved/denied, reviews the NBD and endorses it to the TERD Manager.</p>	None	One (1) working day	<p><i>Division Manager</i></p> <p>Evaluation and Registration Division</p>
	<p>3.3 Finalizes the Notice of Board Approval and T&C, and submits them to the</p>	None	One (1) working day	<p><i>Department Manager</i></p>

	<p>ACOO.</p> <p>Signs the Order of Payment for transmittal to the TEZ Frontline Office.</p> <p>If project is disapproved/denied, finalizes the NBD and endorses it to the ACOO.</p>			TEZ Regulation Department
	<p>3.4 Checks the T&C and signs the draft Notice of Board Approval and endorses them to the TEZ Frontline Office.</p> <p>If projects is disapproved, signs the NBD and transmits it to the TEZ Frontline Office.</p>	None	One (1) working day	<p><i>Assistant Chief Operating Officer</i></p> <p>TEZ Management Sector</p>
	<p>3.5 Transmittal of the following to the applicant through electronic mail or send via mail through the GSD or upload to the FIRMS portal;</p> <ul style="list-style-type: none"> a. Notice of Board Approval b. T&C; and c. Order of Payment for the Registration Fee <p>If project is disapproved, the TEZ Frontline Officer transmits the NBD to the applicant through electronic mail or send via mail through the GSD or upload to the FIRMS portal.</p>	None	One (1) working day	TEZ Frontline Office
<p>4. Payment of Registration Fee</p> <p>5.</p> <p>Note: If paid thru bank, send proof of payment to</p>	3.6 Accepts the payment for the Registration Fee.	1/10 of 1% of project cost, but not less than PhP 3,000.00; and not to exceed Php 15,000.00.		TIEZA Cashier or TIEZA-accredited banks

TIEZA.				
Total Working Days (Process 3):			6 working days	

Process 4 – Issuance of Certificate of Registration & Terms and Conditions				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Registration Requirements: <ol style="list-style-type: none"> 1. Letter, or if a corporation, resolution of the applicant's board of directors formally accepting the proposed T&C of registration. 2. Sworn statement authorized by the board of directors/ partners or by the individual adopting or affirming all representations and commitments made by the applicant to TIEZA, and stating that with exception of those which TIEZA has been duly advised in writing, all information and data heretofore submitted by it to are still correct. 3. All pre-registration, if any, imposed by TIEZA. 			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 Checks the submitted documents and prepares / generates the Certificate of Registration (COR) from the FIRMS portal to be submitted to the ERD Manager. <ul style="list-style-type: none"> • If requirements are incomplete or has issues, prepares Notice to Submit deficiency/ies and/or additional/revised documents to be submitted to the ERD Manager. 	None	Two (2) working days	<i>Enterprise Services Specialist / Sr. Enterprise Services Specialist</i> Evaluation and Registration Division
	4.2 Reviews the draft COR, checks the submitted pre-registration requirements and		Two (2) working days	<i>Division Manager</i> Evaluation

	<p>the applicant-signed T&C, and submits them to the TERD Manager</p> <ul style="list-style-type: none"> If requirements are incomplete or has issues, reviews and affixes initial to the Notice to Submit and submits to the TERD Manager. 			and Registration Division
	<p>4.3 Finalizes the COR and checks the submitted pre-registration requirements and the applicant-signed T&C, and endorses them to the ACOO.</p> <ul style="list-style-type: none"> If requirements are incomplete or has issues, reviews and signs the Notice to Submit and transmits to the applicant through electronic mail or send via mail through the GSD or upload to the FIRMS portal. 		One (1) working day	<p>Department Manager</p> <p>TEZ Regulation Department</p>
	<p>4.4 Evaluates the COR and the applicant-signed T&C and endorses them to the COO for approval.</p>		One (1) working day	<p>Assistant Chief Operating Officer</p> <p>TEZ Management Sector</p>
	<p>4.5 Reviews and signs the COR and the T&C; reverts them to the ACOO.</p>			Chief Operating Officer
	<p>4.6 Transmittal of the signed COR and fully signed T&C to the applicant through electronic mail or send via mail through the GSD or upload to the FIRMS portal upon receipt of the COR signed by the COO and the fully signed T&C from the</p>		One (1) working day	TEZ Frontline Office

	ACOO.			
Total Working Days:			7 working days	

PROCESSING OF APPLICATION FOR ISSUANCE OF CERTIFICATE OF START OF BUSINESS OPERATIONS (Online)

Office or Division:	Incentives Administration Division (IAD)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Registered TEMFS, RTE or their duly-authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Registration Agreement (Softcopy)		TEZ Regulation Department Office – Evaluation and Registration Division		
Notarized Certificate of Start of Business Operation (Softcopy)		TIEZA Website – Downloadable Forms		
Letter Request emailed to IAD as communication evidence (Softcopy)				
Certified True Copy of first issued BIR Official Receipt (Softcopy)				
<p>eIPS Account with Initial Deposit amount Php 10,000 with a maintaining of Php 5,000.00 to TIEZA Account as their prepaid account to be used for eIPS</p> <p>Development Bank of the Philippines (DBP) Acct # 0405-018676-030</p> <p>Landbank of the Philippines Acct # 1782-1046-47</p> <p><i>*Account balance should always be sufficient to process application</i></p>		https://login.intercommerce.com.ph/login		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Access the eIPS	1.1 System authenticates	N/A	Based	

website online and logs into the system	username and password otherwise, return incomplete application to clients		on system response time	
2. Selects desired items amongst the dashboard options and clicks "Apply SBO/CETI" button	2.1 System shows the SBO Application Form and other documentary requirements to be attached	N/A	Based on system response time	
3. Encodes the necessary SBO information, attaches scanned copies of the supporting documents in pdf/jpeg format, and clicks "Submit" button requirements	3.1 System accepts the application and attached documentary requirements 3.2 System sends e-mail notification to Incentives Administration Division for the application	N/A	Based on system response time	
	4.1 Assigns an Enterprise Services Specialist (ESS), Sr. Enterprise Services	N/A	20 minutes	IAD Manager

	Specialist (SESS), and Enterprise Services Supervisor (ESSup) for the evaluation of the application			
	<p>5.1 Logs into the eIPS and checks the completeness of the submitted application then submits the duly accomplished Checklist of Documentary Requirements for SBO</p> <p>5.2 Submits accomplished Checklist of Documentary Requirements to SESS if complete / Returns the application to applicant if incomplete or insufficient balance</p>	N/A	1 Hour	IAD ESS
	6.1 Evaluates the accomplished Checklist of Documentary			

	<p>Requirements & application</p> <p>6.2 Prepares Evaluation Report and submits the same together with the application to the ESSup / Returns the application to applicant if there are discrepancies</p>	N/A	1 Hour	IAD SESS
	<p>7.1 Reviews submitted Evaluation Report</p> <p>7.2 Prepares draft Recommendation Report</p> <p>7.3 Checks and attaches generated CSBO</p> <p>7.4 Endorses the same together with application to the ESC</p>	N/A	1 Hour	IAD ESSup
	<p>8.1 Validates the correctness of evaluated report and application</p> <p>8.2 Reviews draft Recommendation</p>	N/A	1 Hour	IAD ESC

	<p>on Report & draft CSBO</p> <p>8.3 Prepares Endorsement Memo to ATEZ on the approval of the application and submits the same to the IAD Manager / Returns the application to applicant if there are discrepancies</p>			
	<p>9.1 Reviews, finalizes, and approves the Recommendation Report</p> <p>9.2 Initials the Endorsement Memo to ATEZ</p> <p>9.3 Submits all pertinent documents to the TERD Manager</p>	N/A	30 Minutes	IAD Manager
	<p>10.1 Signs the Endorsement Memo for the approval of the application</p> <p>10.2 Submits to ATEZ along with the draft SBO,</p>	N/A	30 Minutes	TERD Department Manager

	application and complete set of reports			
	11.1 Evaluates the contents of the memo 11.2 Affixes signature on the approved SBO to electronically issue the permit	N/A	30 Minutes	ATEZ ACOO
	12.1 Informs TAMD through e-mail once SBO is issued	N/A	30 Minutes	IAD ESSup / ESC
	TOTAL	N/A	6 Hours and 20 Minutes	

PROCESSING OF APPLICATION FOR ISSUANCE OF CERTIFICATE OF START OF BUSINESS OPERATIONS (Offline)

Office or Division:	Incentives Administration Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Registered TEMFS, RTE or their duly-authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Application Form (1 original)	TIEZA Website – Downloadable Forms
Applicant's Notarized Affidavit /Request (1 original)	TIEZA Website – Downloadable Forms
Registration Agreement / Terms and Conditions (1 original)	TEZ Regulation Department Office – Evaluation and Registration Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submits application for Certificate of Start of Business Operations (CSBO)	1.1 Receives application for CSBO and issues Authority to Accept Payment (ATAP)	N/A	15 minutes	TEZ Frontline Office
2. Pays the appropriate fee at the TIEZA Treasury	2.1 TIEZA Treasury accepts payment and releases an Official Receipt (OR)	Php 600.00	15 minutes	TIEZA Treasury
3. Present the OR for validation and photocopying	3.1 Validates and photocopies the OR and returns it to the RBE	N/A	10 minutes	TEZ Frontline Office
	3.2 Endorses the application to Incentives Administration Division (IAD) with the photocopy of the OR		5 minutes	TEZ Frontline Office
	4.1 Assigns an Enterprise Services Specialist (ESS), Sr. Enterprise	N/A	20 minutes	IAD Manager

	Services Specialist (SESS), and Enterprise Services Supervisor (ESSup) for the evaluation of the application			
	<p>5.1 Checks the completeness of the submitted application</p> <p>5.2 Submits accomplished Checklist of Documentary Requirements to SESS if complete / Returns the application to applicant if incomplete</p>	N/A	10 minutes	IAD ESS
	<p>6.1 Evaluates the duly accomplished Checklist of Documentary Requirements and the set of application</p> <p>6.2 Submit Evaluation Report to ESSup if no discrepancies / Returns the application to</p>	N/A	1 Hour	IAD SESS

	applicant if there are discrepancies			
	<p>7.1 Reviews submitted Evaluation Report</p> <p>7.2 Prepares draft Recommendation Report and draft CSBO</p> <p>7.3 Endorses the same together with application to the Enterprise Services Chief (ESC)</p>	N/A	1 Hour	IAD ESSup
	<p>8.1 Validates the correctness of evaluated report and application</p> <p>8.2 Reviews draft Recommendation Report and draft CSBO</p> <p>8.3 Prepares Endorsement Memo to ATEZ on approval of the application</p> <p>8.4 Submits the same to the IAD Manager</p>	N/A	2 Hours	IAD ESC
	9.1 Reviews, finalizes, and approves the Recommendation			

	<p>n Report</p> <p>9.2 Initials the Endorsement Memo to ATEZ</p> <p>9.3 Submits the same together with the draft CSBO, application, and all pertinent documents to the TERD Manager</p>	N/A	1 Hour	IAD Manager
	<p>10.1 Signs the Endorsement Memo for the approval of the application,</p> <p>10.2 Submits to ATEZ along with the draft CSBO, and application with complete set of reports</p>	N/A	30 Minutes	TEZ Regulation Manager
	11.1 Evaluates the contents of the memo and signs the CSBO	N/A	30 Minutes	ATEZ ACOO
	12.1 Records the issuance of CSBO and releases to the RBE	N/A	10 Minutes	TEZ Frontline Office
	TOTAL	Php 600.00	7 Hours and 25 Minutes	



TEZ REGULATION DEPARTMENT

1. PROCESSING OF APPLICATION FOR THE LIST OF IMPORTABLE ITEMS

Office or Division:	TEZ REGULATION DEPARTMENT/ PERMITS AND LICENSES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	1. All Registered Business Enterprises (RBEs) 2. All Tourism Enterprise Zone Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Item Information, Literatures, Brochures Proof of Non-Availability in the Market, Insufficient Quantity, Comparable Quality and Prices. Affidavit of Canvass, Certification from Supplier, and Sworn Statements Sworn Statement that items will be exclusively used in the Registered Activity of the RBE or TEZ Operator Development Plan or Operational Plan 		<ul style="list-style-type: none"> To be submitted by the applicant To be submitted by the applicant To be submitted by the applicant To be submitted by the applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Uploads the List of Importable Items (LOII) in the TEZ electronic Import Permit System (eIPS)	1.1. Endorses the application to the assigned PLD Assessor for evaluation	N/A	One (1) Working Day	PLD Manager
	1.2. Evaluates the application and submits report/recommendation to the PLD Manager	N/A	Ten (10) Working Days	PLD Assessor

	1.3. Reviews and approves the evaluation report/recommendation and changes the status of the items in the eIPS to approve	N/A	One (1) Working Day	PLD Manager
Total:			12 Working Days	

PROCESSING OF APPLICATION FOR ISSUANCE OF IMPORT PERMIT (Online) TO AVAIL CUSTOMS DUTY EXEMPTIONS ON IMPORTATION OF REGISTERED ENTERPRISES

Office or Division:	Incentives Administration Division (IAD)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Registered TEMFS, RTE or their duly-authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Applicant's Notarized Affidavit (softcopy)	TIEZA Website – Downloadable Forms
Bill of Lading or Airway Bill (softcopy)	Courier Service
Additional requirement for Airway Bill: document(s) from the shipper indicating the port of discharge and place where the shipment will be released (softcopy)	Courier Service
Commercial Invoice (softcopy)	Supplier
TIEZA Annex A and B showing the estimated revenue forgone (softcopy)	TIEZA Website – Downloadable Forms
eIPS Account with Initial Deposit amount Php 10,000 with a maintaining of Php 5,000.00 to TIEZA Account as their prepaid account to be used for eIPS Development Bank of the Philippines (DBP) Acct # 0405-018676-030	https://login.intercommerce.com.ph/login

Landbank of the Philippines Acct # 1782-1046-47 <i>*Account balance should always be sufficient to process application</i>				
Other documents that TIEZA may deem necessary (e.g. Permits/Certification, brochures in English, pictures when necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
4. Access the eIPS website online and logs into the system	1.1. System authenticates username and password otherwise, return incomplete application to clients	N/A	Based on system response time	
5. Selects Import Permit then Apply Import Permit in the Main Dashboard	2.1 System shows Import Items List	N/A	Based on system response time	
6. Selects desired items amongst the list of approved Master List of importable items shown in a table, ticks the box per item with the same country of origin, and clicks the Apply Import Permit button	3.1 System shows the Import Permit Application Form	N/A	Based on system response time	

<p>7. Encodes the necessary IP information, attaches scanned copies of the supporting documents in pdf/jpeg format, and clicks “Submit” button requirements</p>	<p>4.1 System accepts the application and attached documentary requirements</p> <p>4.2 System sends e-mail notification to Incentives Administration Division for the application</p>	<p>N/A</p>	<p>Based on system response time</p>	
	<p>5.1 Assigns an Enterprise Services Specialist (ESS), Sr. Enterprise Services Specialist (SESS), and Enterprise Services Supervisor (ESSup) for the evaluation of the application</p>	<p>N/A</p>	<p>20 minutes</p>	<p>IAD Manager</p>
	<p>6.1 Logs into the eIPS and checks the completeness of the submitted application then submits the duly accomplished Checklist of Documentary</p>	<p>N/A</p>	<p>1 Hour</p>	<p>IAD ESS</p>

	<p>Requirements for IP</p> <p>6.2 Submits accomplished Checklist of Documentary Requirements to SESS if complete / Returns the application to applicant if incomplete</p>			
	<p>7.1 Evaluates the accomplished Checklist of Documentary Requirements & application</p> <p>7.2 Prepares Evaluation Report and submits the same together with the application to the ESSup / Returns the application to applicant if there are discrepancies</p>	N/A	1 Hour	IAD SESS
	<p>8.1 Reviews submitted Evaluation Report</p> <p>8.2 Prepares draft Recommendation Report</p>	N/A	1 Hour	IAD ESSup

	<p>8.3 Checks and attaches generated IP</p> <p>8.4 Endorses the same together with application to the ESC</p>			
	<p>9.1 Validates the correctness of evaluated report and application</p> <p>9.2 Reviews draft Recommendation Report & draft IP</p> <p>9.3 Prepares Endorsement Letter to DOF and Recommendation Report</p> <p>9.4 Initials the Endorsement Memo to ATEZ, and submits all documents to the TERD Manager Manager / Returns the application to applicant if there are discrepancies</p>	N/A	1 Hour	IAD ESC
	<p>10.1 Reviews, finalizes and approves the</p>			

	<p>Endorsement Letter to DOF and Recommendation Report</p> <p>10.2 Initials the Endorsement Memo to ATEZ</p> <p>10.3 Submits all pertinent documents to the TERD Manager</p>	N/A	30 Minutes	IAD Manager
	<p>11.1 Signs the Endorsement Memo for the approval of the application</p> <p>11.2 Submits all documents to ATEZ</p>	N/A	30 Minutes	TERD Department Manager
	<p>12.1 Evaluates the contents of the memo</p> <p>12.2 Affixes signature on the approved IP to electronically issue the permit</p>	N/A	30 Minutes	ATEZ ACOO
	13.1 Informs TAMd through e-mail once IP is issued	N/A	30 Minutes	IAD ESSup / ESC
	14.1 Transmits the signed Endorsement Letter to DOF	N/A	30 Minutes	IAD ESS / SESS

	to the applicant through e-mail			
	TOTAL	N/A	6 Hours and 50 Minutes	

PROCESSING OF APPLICATION FOR OF ISSUANCE OF IMPORT PERMIT (Offline) TO AVAIL CUSTOMS DUTY EXEMPTIONS ON IMPORTATION OF REGISTERED ENTERPRISES

Office or Division:	Incentives Administration Division (IAD)		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Registered TEMFS, RTE or their duly-authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished Application Form		TIEZA Website – Downloadable Forms	
Applicant's Notarized Affidavit		TIEZA Website – Downloadable Forms	
Bill of Lading or Airway Bill		Courier Service	
Additional requirement for Airway Bill: document(s) from the shipper indicating the port of discharge and place where the shipment will be released		Courier Service	
Commercial Invoice		Supplier	
TIEZA Annex A and B showing the estimated revenue forgone		TIEZA Website – Downloadable Forms	
Other documents that TIEZA may deem necessary (e.g. Permits/Certification, brochures in English, pictures when necessary)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
4. Submits application for Import Permit (IP)	1.1 Receives application for IP and issues Authority to Accept Payment (ATAP)	N/A	15 minutes	TEZ Frontline Office
5. Pays the appropriate fee at the TIEZA Treasury	2.1 TIEZA Treasury accepts payment and releases an Official Receipt (OR)	Php 1,000.00 + rate of commercial value of the imported item	15 minutes	TIEZA Treasury
6. Present the OR for validation and photocopying	3.1 Validates and photocopies the OR and returns it to the RBE 3.2 Endorses the application to Incentives Administration Division (IAD) with the photocopy of the OR	N/A	10 minutes 5 minutes	TEZ Frontline Office
	4.1 Assigns an Enterprise Services Specialist (ESS), Sr. Enterprise Services Specialist	N/A	20 minutes	IAD Manager

	(SESS), and Enterprise Services Supervisor (ESSup) for the evaluation of the application			
	<p>5.1 Checks the completeness of the submitted application</p> <p>5.2 Submits accomplished Checklist of Documentary Requirements to SESS if complete / Returns the application to applicant if incomplete</p>	N/A	10 minutes	IAD ESS
	<p>6.1 Evaluates the duly accomplished Checklist of Documentary Requirements and the set of application</p> <p>6.2 Submit Evaluation Report to ESSup if no discrepancies / Returns the application to applicant if there are</p>	N/A	1 Hour	IAD SESS

	discrepancies			
	<p>7.1 Reviews submitted Evaluation Report</p> <p>7.2 Prepares draft Recommendation Report and draft IP</p> <p>7.3 Endorses the same together with application to the Enterprise Services Chief (ESC)</p>	N/A	1 Hour	IAD ESSup
	<p>8.1 Validates the correctness of evaluated report and application</p> <p>8.2 Reviews draft Recommendation Report and draft IP</p> <p>8.3 Prepares Endorsement Memo to ATEZ on approval of the application</p> <p>8.4 Submits the same to the IAD Manager</p>	N/A	2 Hours	IAD ESC
	9.1 Reviews, finalizes, and			

	<p>approves the Recommendation Report</p> <p>9.2 Initials the Endorsement Memo to ATEZ</p> <p>9.3 Submits the same together with the draft IP, application, and all pertinent documents to the TERD Manager</p>	N/A	1 Hour	IAD Manager
	<p>10.1 Signs the Endorsement Memo for the approval of the application,</p> <p>10.2 Submits to ATEZ along with the draft IP, and application with complete set of reports and Endorsement letter to DOF</p>	N/A	30 Minutes	TEZ Regulation Manager
	<p>11.1 Evaluates the contents of the memo and signs the IP and the Endorsement letter</p>	N/A	30 Minutes	ATEZ ACOO

	12.1 Records the issuance of IP and releases to the RBE	N/A	10 Minutes	TEZ Frontline Office
	TOTAL	Php 1,000.00 + rate of commercial value of the imported item	7 Hours and 25 Minutes	

PROCESSING OF APPLICATION FOR ISSUANCE OF CERTIFICATE OF ENTITLEMENT TO TAX INCENTIVES (Offline)

Office or Division:	Incentives Administration Division (IAD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Registered TEMFS, RTE or their duly-authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		TIEZA Website – Downloadable Forms		
Applicant's notarized Affidavit		TIEZA Website – Downloadable Forms		
RA or T&C / Certificate of Registration Renewal		TIEZA – TEZ Assistance and Monitoring Dept.		
Certificate of Start of Business Operations		TIEZA – Incentives Administration Div.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)

7. Submits application for Certificate of Entitlement to Tax Incentives (CETI)	1.1 Receives application for CETI and issues Authority to Accept Payment (ATAP)	N/A	15 minutes	TEZ Frontline Office
8. Pays the appropriate fee at the TIEZA Treasury	2.1 TIEZA Treasury accepts payment and releases an Official Receipt (OR)	Php 1,200.00	15 minutes	TIEZA Treasury
9. Present the OR for validation and photocopying	3.1 Validates and photocopies the OR and returns it to the RBE 3.2 Endorses the application to Incentives Administration Division (IAD) with the photocopy of the OR	N/A	10 minutes 5 minutes	TEZ Frontline Office
	4.1 Assigns an Enterprise Services Specialist (ESS), Sr. Enterprise Services Specialist (SESS), and Enterprise Services	N/A	20 minutes	IAD Manager

	Supervisor (ESSup) for the evaluation of the application			
	<p>5.1 Checks the completeness of the submitted application</p> <p>5.2 Submits accomplished Checklist of Documentary Requirements to SESS if complete / Returns the application to applicant if incomplete</p>	N/A	10 minutes	IAD ESS
	<p>6.1 Evaluates the duly accomplished Checklist of Documentary Requirements and the set of application</p> <p>6.2 Submit Evaluation Report to ESSup if no discrepancies / Returns the application to applicant if</p>	N/A	1 Hour	IAD SESS

	there are discrepancies			
	<p>7.1 Reviews submitted Evaluation Report</p> <p>7.2 Prepares draft Recommendation Report and draft CETI</p> <p>7.3 Endorses the same together with application to the Enterprise Services Chief (ESC)</p>	N/A	1 Hour	IAD ESSup
	<p>8.1 Validates the correctness of evaluated report and application</p> <p>8.2 Reviews draft Recommendation Report and draft CETI</p> <p>8.3 Prepares Endorsement Memo to ATEZ on approval of the application</p> <p>8.4 Submits the same to the IAD Manager</p>	N/A	2 Hours	IAD ESC
	9.1 Reviews, finalizes, and			

	<p>approves the Recommendation Report</p> <p>9.2 Initials the Endorsement Memo to ATEZ</p> <p>9.3 Submits the same together with the draft CETI, application, and all pertinent documents to the TERD Manager</p>	N/A	1 Hour	IAD Manager
	<p>10.1 Signs the Endorsement Memo for the approval of the application,</p> <p>10.2 Submits to ATEZ along with the draft CETI, and application with complete set of reports</p>	N/A	30 Minutes	TEZ Regulation Manager
	11.1 Evaluates the contents of the memo and signs the CETI	N/A	30 Minutes	ATEZ ACOO
	12.1 Records the issuance of CETI and	N/A	10 Minutes	TEZ Frontline Office

	releases to the RBE			
	TOTAL	N/A	7 Hours and 25 Minutes	

PROCESSING OF APPLICATION FOR ISSUANCE OF CERTIFICATE OF ENTITLEMENT TO TAX INCENTIVES (Online)

Office or Division:	Incentives Administration Division (IAD)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Registered TEMFS, RTE or their duly-authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Registration Agreement (Softcopy)		TEZ Regulation Department Office – Evaluation and Registration Division		
Applicant's Notarized Affidavit (Softcopy)		TIEZA Website – Downloadable Forms		
RA or T&C / Certificate of Registration Renewal (Softcopy)		TIEZA – TEZ Assistance and Monitoring Dept.		
Certificate of Start of Business Operations (Softcopy)		TIEZA – Incentives Administration Div.		
eIPS Account with Initial Deposit amount Php 10,000 with a maintaining of Php 5,000.00 to TIEZA Account as their prepaid account to be used for eIPS Development Bank of the Philippines (DBP) Acct # 0405-018676-030 Landbank of the Philippines Acct # 1782-1046-47 <i>*Account balance should always be sufficient to process application</i>		https://login.intercommerce.com.ph/login		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)

8. Access the eIPS website online and logs into the system	1.1 System authenticates username and password otherwise, return incomplete application to clients	N/A	Based on system response time	
9. Selects desired items amongst the dashboard options and clicks “Apply SBO/CETI” button	2.1 System shows the CETI Application Form and other documentary requirements to be attached	N/A	Based on system response time	
10. Encodes the necessary CETI information, attaches scanned copies of the supporting documents in pdf/jpeg format, and clicks “Submit” button requirements	3.1 System accepts the application and attached documentary requirements 3.2 System sends e-mail notification to Incentives Administration Division for the application	N/A	Based on system response time	
	4.1 Assigns an Enterprise Services Specialist (ESS), Sr. Enterprise Services Specialist (SESS), and Enterprise Services	N/A	20 minutes	IAD Manager

	Supervisor (ESSup) for the evaluation of the application			
	<p>5.1 Logs into the eIPS and checks the completeness of the submitted application then submits the duly accomplished Checklist of Documentary Requirements for CETI</p> <p>5.2 Submits accomplished Checklist of Documentary Requirements to SESS if complete / Returns the application to applicant if incomplete or insufficient balance</p>	N/A	1 Hour	IAD ESS
	<p>6.1 Evaluates the accomplished Checklist of Documentary Requirements & application</p> <p>6.2 Prepares Evaluation Report and submits the same together with the</p>	N/A	1 Hour	IAD SESS

	application to the ESSup / Returns the application to applicant if there are discrepancies			
	<p>7.1 Reviews submitted Evaluation Report</p> <p>7.2 Prepares draft Recommendation Report</p> <p>7.3 Checks and attaches generated CETI</p> <p>7.4 Endorses the same together with application to the ESC</p>	N/A	1 Hour	IAD ESSup
	<p>8.1 Validates the correctness of evaluated report and application</p> <p>8.2 Reviews draft Recommendation Report & draft CETI</p> <p>8.3 Prepares Endorsement Memo to ATEZ on the approval of the application and submits the same to the IAD Manager / Returns the application to</p>	N/A	1 Hour	IAD ESC

	applicant if there are discrepancies			
	<p>9.1 Reviews, finalizes, and approves the Recommendation Report</p> <p>9.2 Initials the Endorsement Memo to ATEZ</p> <p>9.3 Submits all pertinent documents to the TERD Manager</p>	N/A	30 Minutes	IAD Manager
	<p>10.1 Signs the Endorsement Memo for the approval of the application</p> <p>10.2 Submits to ATEZ along with the draft CETI, application and complete set of reports</p>	N/A	30 Minutes	TERD Department Manager
	<p>11.1 Evaluates the contents of the memo</p> <p>11.2 Affixes signature on the approved CETI to electronically issue the permit</p>	N/A	30 Minutes	ATEZ ACOO
	12.1 Informs TAMd through e-mail once	N/A	30 Minutes	IAD ESSup / ESC

	CETI is issued			
	TOTAL	N/A	6 Hours and 20 Minutes	

2. PROCESSING OF ANNUAL BUILDING INSPECTION CERTIFICATE

Office or Division:	TEZ REGULATION DEPARTMENT/ PERMITS AND LICENSES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	3. All Registered Business Enterprises, Tourism Enterprise Zone (TEZ) Operators, and Tourism Related Establishments inside a TEZ covered with Memorandum of Agreement with TIEZA and the corresponding Local Government Unit concerned.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of Certificate of Occupancy for new application or Annual Building Inspection Certificate for renewal 		<ul style="list-style-type: none"> To be submitted by the applicant 		
<ul style="list-style-type: none"> Copy of approved As-Built Plans 		<ul style="list-style-type: none"> To be submitted by the applicant 		
<ul style="list-style-type: none"> Copy of approved Building Plans and Permit 		<ul style="list-style-type: none"> To be submitted by the applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
	1. Notifies and coordinates the owner of the enterprise through a letter for the conduct of Annual Building Inspection (ABI) Certificate	N/A	Two (2) Working Days	Office of the Building Official (OBO)

2. Accompanies the inspection	2.1. Conducts the Annual Building Inspection	N/A	Four (4) Working Days	OBO
	2.2. Prepares and submits the inspection report and recommendation to the Building Official (BO)	N/A	Five (5) Working Days	Technical Team (TT)
	2.3. Reviews and approves the Authority to Accept Payment (ATAP), Order of Payment, and ABI Certificate	N/A	One (1) Working Day	Building Official (BO)
	2.4. Submits the summary report and endorses the ATAP for the approval of TERD Manager	N/A	One (1) Working Day	OBO
	2.5. Signs the ATAP	N/A		TERD Manager
3. Pays the corresponding fees and furnishes the OBO of the Official Receipt	3.1. Issues the ABI Certificate	In accordance to the Schedule of Fees and other charges from the National Building Code of the Philippines	One (1) Working Day	BO

		es (PD 1096)		
Total:			14 Working Days	

3. PROCESSING OF APPLICATION FOR BUILDING PERMIT

Office or Division:	TEZ REGULATION DEPARTMENT/ PERMITS AND LICENSES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	All Registered Business Enterprises, Tourism Enterprise Zone (TEZ) Operators, and Tourism Related Establishments inside a TEZ covered with Memorandum of Agreement with TIEZA and the corresponding Local Government Unit concerned.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intention addressed to the TIEZA Building Official and signed by the Applicant (<i>Pro-Forma</i>); 		<ul style="list-style-type: none"> To be submitted by the applicant 		
<ul style="list-style-type: none"> ECC or CNC issued by the DENR 		<ul style="list-style-type: none"> Department of Environment and Natural Resources (DENR) 		
<ul style="list-style-type: none"> Proof of lot ownership: <ul style="list-style-type: none"> ❖ OCT/TCT if the Applicant is the registered lot owner; 		<ul style="list-style-type: none"> Local Registry of Deeds 		
<ul style="list-style-type: none"> ❖ In addition to the TCT, if the Applicant is not the registered lot owner, the following documents must be provided: <ul style="list-style-type: none"> ○ Notarized Contract of Lease ○ Notarized Joint Venture Agreement ○ Notarized Deed of Sale ○ Secretary's Certification authorizing the signatory if Applicant is a Corporation. 		<ul style="list-style-type: none"> To be submitted by the applicant 		
<ul style="list-style-type: none"> ❖ If the land is an untitled property, Applicant shall submit the following: <ul style="list-style-type: none"> ○ Certification of Alienable and Disposable Land from the DENR 		<ul style="list-style-type: none"> DENR 		

<ul style="list-style-type: none"> ○ Tax Declaration of Real Property from LGU 	<ul style="list-style-type: none"> ● Local Government Unit (LGU)
<ul style="list-style-type: none"> ○ Certification of domicile from Barangay Captain 	<ul style="list-style-type: none"> ● Barangay Hall
<ul style="list-style-type: none"> ● Locational Clearance ● Palawan Council for Sustainable Development Permit <i>(If applicant is from Palawan)</i> 	<ul style="list-style-type: none"> ● LGU or TEZ Administrator
<ul style="list-style-type: none"> ❖ ECAN Zoning 	<ul style="list-style-type: none"> ● DENR
<ul style="list-style-type: none"> ❖ SEP Clearance 	<ul style="list-style-type: none"> ● DENR
<ul style="list-style-type: none"> ● Survey Plan of the lot prepared by a Geodetic Engineer, based on the technical description and areas specified in the TCT. It must be drawn on a standard survey sheet and must be signed and sealed. 	<ul style="list-style-type: none"> ● To be submitted by the applicant
<ul style="list-style-type: none"> ● Architectural Plans <i>(five (5) sets, A3 size, and signed & sealed)</i>: <ul style="list-style-type: none"> ❖ Location Map ❖ Vicinity Map ❖ Site Development Plan 	<ul style="list-style-type: none"> ● To be submitted by the applicant
<ul style="list-style-type: none"> ● Ancillary Plans and Documents <i>(five (5) sets, A3 size, and signed & sealed)</i>: <ul style="list-style-type: none"> ❖ Architectural Plans ❖ Civil/Structural plans ❖ Electrical Plans ❖ Sanitary Plans ❖ Plumbing Plans ❖ Mechanical Plans ❖ Electronics Plans 	<ul style="list-style-type: none"> ● To be submitted by the applicant
<ul style="list-style-type: none"> ● Detailed Cost and Estimates <i>(three (3) sets, A4 size, and signed & sealed)</i>; 	<ul style="list-style-type: none"> ● To be submitted by the applicant
<ul style="list-style-type: none"> ● Technical Specifications <i>(three (3) sets, A4 size, and signed & sealed)</i> 	<ul style="list-style-type: none"> ● To be submitted by the applicant
<ul style="list-style-type: none"> ● Construction logbook; 	<ul style="list-style-type: none"> ● To be submitted by the applicant
<ul style="list-style-type: none"> ● TIEZA Permit Application Forms <i>(duly accomplished, five (5) sets, officio/long paper size, and signed & sealed)</i>; 	<ul style="list-style-type: none"> ● TIEZA Office of the Building Official / www.tieza.gov.ph
<ul style="list-style-type: none"> ● Copy of the Valid PRC Identification Card and Updated Professional Tax 	<ul style="list-style-type: none"> ● Professional Regulation Commission <i>(to be submitted by all signatories of plans)</i>

Receipt <i>(three (3) Sets, A4 size, and signed & sealed)</i> ;		<i>and documents)</i>		
<ul style="list-style-type: none"> • Soil Boring and Load Tests – for three (3)-storey structures and above; 		<ul style="list-style-type: none"> • To be submitted by the applicant 		
<ul style="list-style-type: none"> • Structural Design and Analysis - for two (2)-storey structures and above <i>(three (3) sets, A4 size, and signed & sealed)</i>; 		<ul style="list-style-type: none"> • To be submitted by the applicant 		
<ul style="list-style-type: none"> • Electrical Design Analysis; 		<ul style="list-style-type: none"> • To be submitted by the applicant 		
<ul style="list-style-type: none"> • Electronic copy in PDF <i>(one (1) USB device)</i>. 		<ul style="list-style-type: none"> • To be submitted by the applicant 		
<ul style="list-style-type: none"> • Fire Safety Evaluation Clearance (FSEC) <i>(will be submitted upon evaluation of the Local Bureau of Fire Protection)</i> 		<ul style="list-style-type: none"> • Local Bureau of Fire Protection (BFP) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Submits the documentary requirements to the TEZ Frontline Office (TFO)	1.1. Endorses the Building Permit Application to the Building Official (BO)	N/A	Three (3) Working Days	TEZ Frontline Office
	1.2. Receives the application and endorses the documentary requirements to the Assessor and L&G and Architectural Team for checking and evaluation.	N/A		Building Official (BO)

	1.3. Checks the completeness of documents and compliance of the submitted documentary requirements and evaluates the Line and Grade and Architectural Plans, respectively	N/A		Assessor and Line & Grade and Architectural Team
2. Accompanies the site inspection.	2.1. Conducts the site inspection to verify the submitted documents	N/A	Five (5) Working Days	Line & Grade and Architectural Team
	2.2. Evaluates the submitted ancillary plans	N/A	Six (6) Working Days	Technical Team (TT)
	2.3. Reviews the report and the assessed permit fees and approves the building plans and permit form	N/A	Two (2) Working Days	Building Official
	2.4. Transmits required plans and documents to the local BFP for the issuance of FSEC	N/A	Two (2) Working Days	Office of the Building Official (OBO)

3. Submits the FSEC to OBO	3.1. Forwards a copy of the Authority to Accept Payment (ATAP), Order of Payment with Schedule of Fees, and approved plans to the TERD Manager	N/A	One (1) Working Day	OBO
	3.2. Signs the ATAP.	N/A	One (1) Working Day	TERD Manager
	3.3. Sends the signed ATAP and Order of Payment to the applicant for the payment of the permit fees through a letter and electronic mail	N/A		OBO
4. Pays the fees via TIEZA Cashier or deposit thru TIEZA bank account and furnishes the OBO a copy of the Official Receipt	4.1. Issues the approved Building Permit, plans and documents to the applicant through the TFO	In accordance to the Schedule of Fees and other charges from the National Building Code of the Philippines (PD 1096)		OBO
Total:			20 Working Days	

4. PROCESSING OF APPLICATION FOR CERTIFICATE OF OCCUPANCY

Office or Division:	TEZ REGULATION DEPARTMENT/ PERMITS AND LICENSES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	4. All Registered Business Enterprises, Tourism Enterprise Zone (TEZ) Operators, and Tourism Related Establishments inside a TEZ covered with Memorandum of Agreement with TIEZA and the corresponding Local Government Unit concerned.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Duly Accomplished Application Form		• TIEZA Office of the Building Official / www.tieza.gov.ph		
• Copy of Approved Building Permit Plans		• To be submitted by the applicant		
• As-Built Plans		• To be submitted by the applicant		
• Construction Logbooks		• To be submitted by the applicant		
• Certificate of Completion		• To be submitted by the applicant		
• Fire Safety Inspection Certificate (FSIC) <i>(will be submitted upon evaluation of the Local Bureau of Fire Protection)</i>		• Local Bureau of Fire Protection (BFP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
5. Submits the documentary requirements to the TEZ Frontline Office (TFO)	5.1. Endorses the Certificate of Occupancy Application to the Building Official (BO)	N/A	One (1) Working Day	TEZ Frontline Office
	5.2. Endorses the application documents to the Technical Team (TT) for evaluation.	N/A		Building Official (BO)
	5.3. Evaluates the application documents.	N/A	Five (5) Working Days	Technical Team (TT)

6. Accompanies the site inspection.	6.1. Conducts the site inspection.	N/A	Five (5) Working Days	Office of the Building Official (OBO)
	6.2. Approves assessed fees, Authority to Accept Payment (ATAP), and Certificate of Occupancy	N/A	Two (2) Working Days	Building Official
	6.3. Transmits the required plans and documents to the local BFP for the issuance of FSIC.	N/A	Two (2) Working Days	OBO
7. Pays the assessed fees and submits a copy of the Official Receipt to the OBO as proof of payment. Also, submits the FSIC.	7.1. Issues the Certificate of Occupancy	In accordance to the Schedule of Fees and other charges from the National Building Code of the Philippines (PD 1096)	One (1) Working Day	OBO
Total:			16 Working Days	

5. PROCESSING OF APPLICATION FOR TIEZA BUSINESS PERMIT

Office or Division:	TEZ REGULATION DEPARTMENT/ PERMITS AND LICENSES DIVISION		
Classification:	Highly Technical		
Type of Transaction:	Government to Business		
Who may avail:	5. All Registered Business Enterprises, Tourism Enterprise Zone (TEZ) Operators, and Tourism Related Establishments inside a TEZ covered with Memorandum of Agreement with TIEZA and the corresponding Local Government Unit concerned.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Documentary Requirements for New TIEZA Business			
• Notarized TIEZA Business Permit Application Form		• TIEZA Office of the Building Official / www.tieza.gov.ph	
• Permit to Locate		• LGU or TEZ Administrator	
• Photocopy of Certificate of Registration		• TEZ Administrator	
• Proof of business registration (Photocopy) <ul style="list-style-type: none">DTI Business Name Registration (If sole proprietorship)SEC Incorporation documents (If corporation or partnership)CDA registration (If cooperative)		• To be submitted by the applicant	
• Updated Financial Statement duly stamped by the Bureau of Internal Revenue (BIR)		• BIR	
• Sanitation/Health Certificate from the Local Government Unit (LGU)		• LGU	
• Registration Certificate from the Local Development /Tourism Office (LGU)		• LGU	
• Fire Safety Inspection Certificate from Bureau of Fire Protection (BFP)		• Local Bureau of Fire Protection (BFP)	
• Certificate of Occupancy or Annual Building Inspection Certificate from Building Official		• TIEZA Office of the Building Official	
Documentary Requirements for Renewal of TIEZA Business Permit			
• Photocopy of previous Business Permit		• To be submitted by the applicant	
• Updated Financial Statement duly		• BIR	

stamped by the Bureau of Internal Revenue				
<ul style="list-style-type: none"> Renewed Sanitation/Health Certificate from the Local Government Unit (LGU) 		<ul style="list-style-type: none"> LGU 		
<ul style="list-style-type: none"> Renewed Registration Certificate from the Local Development /Tourism Office (LGU) 		<ul style="list-style-type: none"> LGU 		
<ul style="list-style-type: none"> Annual Fire Safety Inspection Certificate from Bureau of Fire Protection (BFP) 		<ul style="list-style-type: none"> Local Bureau of Fire Protection (BFP) 		
<ul style="list-style-type: none"> Annual Building Inspection Certificate from the TIEZA Building Official 		<ul style="list-style-type: none"> TIEZA Office of the Building Official 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
2. Submits the application and documentary requirements to the TEZ Frontline Office	2.1. Accepts the application and endorses to the Permits and Licenses Division (PLD)	N/A	One (1) Working Day	TEZ Frontline Office (TFO)
	2.2. Assigns and endorses the application to PLD Staff	N/A	One (1) Working Day	PLD Manager
	2.3. Checks the completeness of the documentary requirements and evaluates its compliance	N/A	Two (2) Working Days	PLD Staff
	2.4. Approves the evaluation report, prepares the Authority to Accept Payment (ATAP), and endorses to TERD Manager	N/A	One (1) Working Day	PLD Manager

	2.5. Reviews the evaluation report, approves the ATAP, and endorses to TEZMS ACOO for Signature of the Permit	N/A	One (1) Working Day	TERD Manager
	2.6. Signs the TIEZA Business Permit and returns to the PLD Manager	N/A	One (1) working Day	TEZ Management Sector (TEZMS) Assistant Chief Operating Officer (ACOO)
	2.7. Sends the ATAP to the applicant	N/A		PLD Manager
3. Pays the corresponding fees and furnishes a copy of the Official Receipt to the PLD	3.1. Issues the TIEZA Business Permit	In accordance to the TIEZA Revised Schedule of Fees, Fines, and Penalties		PLD Manager
Total:			7 Working Days	



FINANCIAL SERVICES DEPARTMENT

1. PROCESSING OF DISBURSEMENT VOUCHERS

Office or Division:	Financial Services Department			
Classification:				
Type of Transaction:	Processing of Payment Through Disbursement Voucher			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Documentary Requirements as prescribed under COA Circular 2023-004 dated June 14, 2023				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Presents request for payment with complete supporting documents	1.1 Receives requests, log information, and verifies correctness and completeness of submitted supporting documents. Updates ODMS.	N/A	3 to 5 mins	FISD Receiving clerk
	1.2 Verifies availability of budget. Updates ODMS		5 mins	Budget Division: Corporate Budget Specialist A/B; Corporate Finance Services Chief
	1.3 Reviews and analyzes the completeness of supporting documents, computes amount due and corresponding taxes, encodes transaction to the VCMS. Prepares JEV and Disbursement Vouchers (DV).		Hotel Bills - 5mins Relocation allowance – 15mins Cash Advances – 15 to 30mins Replenishment of local travel – 90mins Replenishment (supplies) – 180mins Replenishment	Accounting Division: Financial Planning Specialist B, Senior Corporate Accounts Analyst, Corporate Accounts Analyst.

			<p>of Working Fund – 30mins</p> <p>Salaries and Wages (Individual claims) – 30mins</p> <p>Contract of Service – 30mins</p> <p>Consultants Fee (Individual) – 30mins</p> <p>Allowances and Benefits (Individuals) – 30mins</p> <p>Special Counsel Allowances – 30mins</p> <p>Clothing/ Uniform – 20mins</p> <p>RATA – 20mins</p> <p>Honorarium (Committees) – 60-120mins</p> <p>Honorarium (Lecturer) – 30mins</p> <p>General Claims thru ATM – 20mins</p> <p>Infrastructure Projects (By Contract) – 120mins</p> <p>Infrastructure Projects (By</p>	
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			Transfer of Fund) – 60mins	
			Consulting Services – 120mins	
			Utilities – 30mins	
			Rentals – 40mins	
			Stale/Lost Check - 10mins	
			Real Property Tax – 30mins	
			Refunds – 10mins	
			Membership Dues – 30mins	
			Janitorial Services – 60mins	
			Security Services – 60mins	
			Fiscal Agency Services – 30mins	
			Communication (landline, internet, mobile) – 20 to 180mins	
			Communication (prepaid) – 120mins	
			PO/JO – 60mins	
			Procurement	

			<p>Services (Tickets) – 90mins</p> <p>Procurement Services (supplies) – 20mins</p> <p>Remittances – 10 to 60mins</p> <p>Insurances – 30mins</p> <p>Fidelity Bond – 30mins</p> <p>Reimbursement (EME and Rep) – 15mins</p> <p>Advertising – 30mins</p>	
	1.4 Reviews, certifies and signs box B of DV.		5 mins	Corporate Finance Services Chief, Accounting Division Manager, and Department Manager (depending on levels of Authority pursuant to R-05-04-21)
	1.5 Posts signed DV		3 mins	Accounting Division: Corporate Finance Services Chief/ Senior Financial Planning Specialist
	1.6 Updates ODMS. Releases posted DV.		5 mins	FISD Releasing Clerk
	<i>DV routed for box A and C signatories</i>			

PREPARATION OF CHECK

A. For Employees, suppliers including the Individual Travel Tax Refund Check if check signers not available)

2. Presents the Acknowledgement Receipt for the Travel Tax Refund application	2.1. Receives approved DV from signatories/Travel Tax Department. Updates ODMS.	N/A	5 mins	Treasury Division: Receiving Clerk
	2.2 Reviews approved DV and assigns check signatories		3 mins	Treasury Division: Manager/ Corporate Finance Services Chief (in accordance with the BR No. R-05-04-21 Guidelines for the Signing of Transactions of TIEZA)
	2.3 Verifies if the DV is posted, prepares check, and prints duplicate copy of the check, detaches a copy of the DV and other supporting papers (for Individual Travel Tax Refund), writes the check number, bank and branch on the DV; Stamps "Payee's Account Only" if issued to company		5 mins	Treasury Division: Cashier C
	2.4 Reviews the correctness of the check and affixes initial on the duplicate copy of the check		2 mins	Treasury Division: Manager/ Corporate Finance Services Chief
	2.5 Logs the check			Treasury Division: Receiving clerk
<i>Check routed to signatories</i>				
	2.6 Prepares BIR Certificate (BIR Form 2307)		2 mins	Accounting Division: Senior Corporate Accounts Analyst
	2.7 Reviews and signs BIR Certificate		3-5 mins	Accounting Division Manager

	2.8 Records signed check, original DV and BIR Certificate (if any)		2 mins	FISD Receiving Clerk
	2.8 Receives and records the signed check with the original DV and the BIR Certificate (if any). Updates the ODMS		5 mins	Treasury Division: Receiving Clerk
	2.9 Receives and records the signed check with original DV, and BIR Certificate (if any)		2 mins	Treasury Division: Corporate Accounts Analyst
	2.10 Affixes initial on the signed check		2 mins	Treasury Division: Manager/ Corporate Finance Services Chief

B. For Individual Travel Tax Refund Check Using Check signers

2. Presents the Acknowledgement Receipt for the Travel Tax Refund application	2.1 Receives DV from Travel Tax Department; stamps "received" with date and time and affixes initials; and updates the data base	N/A	5 mins	Treasury Division: Receiving Clerk
	2.2 Verifies if the DV is posted; issues check using the check signer; prints a duplicate copy of the check; writes the check number, bank/branch on the DV; detaches a copy of the DV, photocopy of passport, tickets, request and other documents)		5-10 mins	Treasury Division: Cashier C
	2.3 Reviews and affixes initials on		3 mins	Treasury Division: Manager/

	the check and duplicate copy of the check			Corporate Finance Services Chief
	2.4 Logs the checks		2 mins	Treasury Division: Receiving Clerk
	2.5 Receives and logs the check		2 mins	Treasury Division: Corporate Accounts Analyst

RELEASING OF CHECK with the following options:

A. Releases to the Employee/Client Personally to the Payee or through his/her Representative

3.Receives the check and BIR Certificate (if any), signs DV and issues Official Receipt (if applicable)	<p>3.1 Asks the claimant any valid government Identifications cards or notarized Special Power of Attorney (if through representative)</p> <p>3.2 Checks the presented documents; photocopies the presented ID cards/passport and SPA</p> <p>3.3 Releases the check to the Claimant together with the BIR Form 2307 (if any)</p> <p>3.4 Asks the Claimant to issue the Official Receipt (if any) and signs the DV and logbook</p> <p>3.5 Gets and checks the Official Receipt (if any) and attaches to the original DV and stamps "Paid" and "Released"</p> <p>3.6 Requests the Claimant to fill up the Customer's</p>	N/A	10-15 mins	Corporate Accounts Analyst
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	Survey Form and let him/her drop it to the designated box			
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B. Deposits to his/her Individual bank's account upon request

3.Receives the check and BIR Certificate (if any)	3.1 Receives and prints the request from the client with the bank details	N/A	5 mins	Clerk Processor
	3.2 Gets the check together with the DV and request to deposit and gives to the Clerk Processor		5 mins	Corporate Accounts Analyst
	3.3 Prepares Deposit Slip and records the check		5 mins	Clerk Processor
	3.4 Deposits the check and gives the validated deposit slip		1-2 hours	Liaison Officer
	3.5 Gets the validated deposit slip and attaches to the DV and records		5 mins	Clerk Processor
	3.6 Receives the original DV together with the validated deposit Slip and stamps "Paid" and "Released"		5 mins	Corporate Accounts Analyst

C. Mails and to be claimed at the preferred Provincial Travel Tax Units/Operating Entity

3.Receives the check and BIR Certificate (if any)	3.1 Segregates the check/s 3.2 Prepares endorsement letter and photocopies the	N/A	Once a Week	Corporate Accounts Analyst
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	DV (if for payment to the company) 3.3 Prepares Acknowledgement Slip and writes the check number, bank name and contact number and attaches to the check 3.4 Attaches the check/s to the endorsement letter 3.5 Prepares the mailing envelop and the mailing form			
	3.6 Records and forwards to the envelope with check/s to GSD		5 mins	Receiving Clerk

D. Mails and to be claimed at the preferred Satellite Travel Tax Units (Travel Tax Refund Check)

3.Receives check	3.1 Segregates the check/s 3.2 Logs and prepares summary 3.3 Prepares Acknowledgement Slip and writes the check number, bank name and contact number and attaches to the check 3.4 Attaches the check/s to the summary 3.5 Releases the check/s to the Travel Tax staff	N/A	Once a Week	Corporate Accounts Analyst
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[illegible]

<p>3. Receives the original Invoice or VAT Receipt</p> <p>4. Fills up the Customer Survey Form and drops to the designated box</p>	<p>the card, asks for a valid ID of the cardholder, swipes the card in front of the cardholder and waits for the transaction slip to confirm the success of the transaction and let the Payor/cardholder signs the slip</p> <p>d. Direct Deposit -asks the validated deposit slip and verifies with the bank statement</p> <p>2.2 Issues and prints Official Receipt or VAT Receipt</p> <p>2.3 Photocopies the document presented (CV/ATAP)</p> <p>3.1 Releases the original Invoice/VAT Receipt to the Client</p> <p>4.1 Gives Customer Survey Form</p>			
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List of Offices

Office	Address	Contact Information
Office of the Chief Operating Officer	7 th flr., TIEZA Office, Tower 1, Double Dragon Plaza, DD Meridian Park, Macapagal Avenue Corner EDSA Extension Pasay City.	(02) 8249-5900
Legal Services Department		
Office of the Corporate Secretary/Freedom of Information/Compliance Officer		
Assets Management Sector		
Operations Department		
Banaue Hotel and Youth Hostel	Tam-an, Banaue, Ifugao	(+63)9275702355/ (+63)9084007596
Balicasag Island and Dive Resort	Balicasag Island, Panglao, Bohol	(+63)9282176810/ (+63)9062388561
Club Intramuros Gold Course	Bonifacio Drive, Intramuros, Manila City	(02) 8526-1291
Gardens of Malasag Eco Tourism Village	Malasag Hill, Cugman, Cagayan de Oro City, Misamis Oriental, Cagayan de Oro, Misamis Oriental	(088) 8855-6183/ (+63)9178968873
Intramuros and Rizal Bagumbayan Light and Sound Museum	Victoria St, Intramuros, Manila City	(02) 9524-2827
Zamboanga Golf Course and Beach Park	Zamboanga City, Zamboanga del Sur	(062) 991-1796
TEZ Management Sector	7 th flr., TIEZA Office, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park, Macapagal Avenue Corner EDSA Extension Pasay City.	acootezmgmt@tieza.gov.ph acoo.tezms.tieza@gmail.com (02)8249-5900 loc. 724
TEZ Regulation Department		tez.terd@tieza.gov.ph (02)8249-5900 loc. 722
TEZ Assistance and Monitoring Department		tez.monitoring@tieza.gov.ph (02)8249-5900 loc. 728
Evaluation and Registration Division		tez.erd@tieza.gov.ph (02)8249-5900 loc. 747
Incentives Administration Division		tez.iad@tieza.gov.ph (02)8249-5900 loc. 726
Permits and Licenses Division		tez.pld@tieza.gov.ph (02)8249-5900 loc. 727
Compliance and Monitoring Division		tez.tamd.cmd@tieza.gov.ph (02) 8249-5900 loc. 729

San Vicente Flagship Tourism Enterprise Zone		sanvicente.tez.tamd@tieza.gov.ph (048)726-5202 0910-830-4148 0975-117-1317
Mount Samat Flagship Tourism Enterprise Zone		mtsamat.tez.tamd@tieza.gov.ph
Rizal Park Flagship Tourism Enterprise Zone		rizalpark.tez.tamd@tieza.gov.ph (02)8249-5900 loc. 724
Corregidor Island Flagship Tourism Enterprise Zone		corregidor.ftez@gmail.com (02)8249-5900 loc. 724

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Service quality rating or feedbacks can be done by:</p> <ul style="list-style-type: none"> Filling out feedback forms that can be found in every Travel Tax offices/counters, front desk of TIEZA operating entities, Tourism Enterprise Zones (TEZ) Frontline Offices and Flagship TEZs Offices and drop it in the feedback boxes.
How feedbacks are processed?	<p>The Committee on Anti-Red Tape collects all the feedback forms (manual and online) and prepares a monthly report for the concerned offices. Upon receiving reply from the concerned office, the client will be informed via e-mail or phone call.</p> <p>For follow-up or queries, contact <i>cart.tieza@gmail.com</i> .</p>
How to file a complaint?	<ul style="list-style-type: none"> For Travel Tax complaints, please call: Travel Tax Department at (02) 8249-5900 loc. 641, 643 or 646 For Architectural and Engineering Services complaints, please call: (02) 8249-5900 loc.731, 746 or 742 For Business and Development Department - Sales Division complaints, please call: (02) 8249-5900 loc. 739 For TIEZA Operating Entities complaints, please call: Operations Department at (02) 8249-5900 loc. 734 For Flagship Tourism Enterprise Zones complaints, please call: (02) 8249-5900 loc. 724 For Financial Department complaints, please call: (02) 8249-5900 loc. 631 <p><i>Personal delivery of complaints may also be sent or delivered to:</i> TIEZA CART at 7 th flr., TIEZA Office, Tower 1, Double Dragon Plaza, DD Meridian Park, Macapagal Ave. corner EDSA extension Pasay City.</p>

How complaints are processed?	Upon receipt and evaluation of the complaint, the Committee on Anti-Red Tape (CART) Secretariat shall forward the complaint to the concerned office or personnel for their explanation. Feedback from the person complained of shall be directly sent to the complainant.
Contact information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Contact Center ng Bayan: 0908-881-6565 email@contactcenterngbayan.gov.ph • Presidential Complaints Center: 8888 • Anti-Red Tape Authority: - Complaints portal: http://arta.gov.ph/pages/complaintform.php - Email: complaints@arta.gov.ph - Phone: (02) 478-5091 / 478-5099 / 478- 5093