



**CAGAYAN
ECONOMIC ZONE
AUTHORITY**

**CITIZEN'S CHARTER
2024 (2nd Edition)**

I. Mandate

A body corporate to be known as the Cagayan Economic Zone Authority, hereinafter referred to as the CEZA, is hereby created to manage and operate, in accordance with the provisions of this Act, the Cagayan Special Economic Zone and Free Port. This corporate franchise shall expire in fifty (50) years counted from the first day of the fifth (5th) calendar year after the effectivity of this Act, unless otherwise extended by Congress.

(Section 5, RA 7922 “Cagayan Special Economic Zone Act of 1995”)

II. Vision

By 2023, Cagayan Freeport is the most competitive Fintech ecosystem in the Asia Pacific Region thereby spurring inclusive growth in Northern Luzon.

III. Mission

CEZA shall improve the quality of life of the people in and near the Cagayan Special Economic Zone and Freeport by attracting productive foreign and local investments.

IV. Service Pledge

“We, at CEZA, are committed to deliver to our customers the highest standards of quality services, at par with the Code of Conduct and Ethical Standards for Public Officials and Employees (R.A. No. 6713), the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (Republic Act No. 11032), the Executive Order Operationalizing in the Executive Branch the People’s Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor (E.O No. 02 Series of 2016), and ISO 9001:2015 (International Standard for Quality Management System), among others.

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MAKATI OFFICE

EXTERNAL SERVICES

1. CEZA Enterprise Registration (New and Renewal)

Any person, firm, association, partnership, corporation or any form of business organization, regardless of nationality, control and/or ownership of the capital thereof, may apply for a registration as a CEZA Enterprise in any area of economic activity, except only as is specifically limited by the Constitution.

This covers new application for enterprise registration not availing tax incentives and/or not qualified for tax incentives under the Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act.

This also includes renewal of registration which includes all registered enterprises, projects or activities registered under CEZA prior to the issuance of the CREATE Act.

*Applicants are advised to submit complete requirements so that application can be processed immediately

Office or Division:	Business Registration and Regulatory Division (BRRD)	
Classification:	Renewal – Complex	
Type of Transaction:	G2B – for government services whose client is a business entity	
Who may avail:	New and Existing CEZA Locators/Enterprises	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR NEW APPLICATION		
1. Completely filled-out Application Form (BRD-CEAF-F01-R01) (1 hard or e-copy)	Business Registration and Regulatory Division/CEZA Website (ceza.gov.ph)	
2. Processing Fee (1 hard or e-copy of the Official Receipt) Business entity availing the service	Business entity availing the service	
3. Project Feasibility Study/Business Plan, indicating the basic/data information on its technical, financial, marketing and management capability and competence to undertake and proposed project within the CSEZFP (1 hard or e-copy)	Business entity availing the service	
4. SEC or DTI Certificate of Registration (1 hard or e-copy) - Articles of incorporation and by-laws - Partnership Agreement - SEC License to do business - GIS (if applicable)	Securities and Exchange Commission/ Department of Trade and Industry	
5. Name and address of legal agent if not a corporation or other business organization established in the Philippines (1 hard or e-copy)	Business entity availing the service	
6. If there is foreign ownership, proof of inward remittances and/or investment or other proof of financial acceptable to CEZA (1 hard or e-copy)	Business entity availing the service	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Evidence of intended physical location of the enterprise within the CSEZFP (e.g. Certificate of Title, Deed of Sale, Lease Agreement, Commitment to Lease (BRD-CLF-F03), and other similar documents) (1 hard or e-copy)	Business Registration and Regulatory Division/CEZA Website (ceza.gov.ph)
8. If part of a larger business enterprise doing business outside the CSEZFP, evidence or restructuring which excludes from the operations of the CSEZFP Enterprise all business operations taking place outside the CSEZFP, if applicable (1 hard or e-copy)	Business entity availing the service
9. Undertaking/Compliance to CEZA Master Plan (BRD-UF-F02-R01) (1 hard or e-copy)	Business Registration and Regulatory Division/CEZA Website (ceza.gov.ph)
10. If there is foreign ownership, proof of inward remittance and/or investment or other proof of financial capacity acceptable to CEZA (1 hard or e-copy)	Business entity availing the service
11. Secretary's Certificate/Board Resolution for the appointment of registered/authorized representative, if applicable (1 hard or e-copy)	Business entity availing the service
RENEWAL	
1. Letter of Request for the renewal of the Certificate of Registration (1 hard or e-copy)	Business entity availing the service
2. Endorsement Letter from Master Licensee/Principal Licensee (for IGSSP and FTSOVCEASP) (1 hard or e-copy)	CEZA Master Licensee/ Principal Licensee
3. General Information Sheet, if applicable (1 hard or e-copy)	Securities and Exchange Commission
4. Annual Audited Financial Statement and Income Tax Return (1 hard or e-copy)	Bureau of Internal Revenue
5. Php700 (CEZA Registration Plate) (1 hard or e-copy of the Official Receipt or proof of payment)	Business entity availing the service
6. Processing Fee (1 hard or e-copy of the Official Receipt or proof of payment)	Business entity availing the service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application requirements (hard or e-copy)	1.1 Receive application	None	10 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Receive notice of complete or incomplete application	1.2 Issue notice of complete or incomplete application thru checklist and issue Payment Order	None	15 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.3 Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	1.3 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	<p>US\$300 (new application)/US \$200 (renewal) or its Php equivalent (non-gaming and non-ftsocve enterprises)</p> <p>Php700 (CEZA Plate) (renewal)</p> <p>For IGSSPs:</p> <p>Customer Support/IT Provider - US\$ 10,000 (new and renewal)</p> <p>IGSP - US\$ 5,000 (new and renewal)</p> <p>Data/Content Streaming Provider- US\$20,000 (new and renewal)</p>	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		IBPO - US\$50,000 (new/ US\$30,000 (renewal) Performance Bond US\$20,000 (new) FTSOVCE Authorized Service Provider – US\$10,000 (new)/ US\$5,000 (renewal)		
2. Submits copy of CEZA OR	2. Conduct evaluation and validation of the submitted documents	None	2 days and 4 hours	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.1 Prepare evaluation report and COR	None	3 hours	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.2 Review and initial of Division Chief/Department Head/Group Head	None	2 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.3 Approval of the Administrator and CEO	None	None	<i>Administrator and CEO or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Receive CRTE	4. Issue CRTE	None	20 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	US\$300 / US\$20/ PhP700/ US\$5000/ US\$10000/ US\$20000/ US\$30000	5 days	

2. CEZA Enterprise Registration (Under the CREATE Act)

Any person, firm, association, partnership, corporation or any form of business organization, regardless of nationality, control and/or ownership of the capital thereof, may apply for a registration as a CEZA Enterprise in any area of economic activity, except only as is specifically limited by the Constitution.

New application shall cover new enterprises, projects or activities including qualified expansion projects or activities of export enterprises and domestic market enterprises which are included in the Strategic Investment Priority Plan (SIPP) under the Republic Act No. 11534 or the CREATE Act.

This process shall also include new application from enterprises who will not avail of the tax incentives provided for under the CREATE Act.

*Applicants are advised to submit complete requirements so that application can be processed immediately

Office or Division:	Business Registration and Regulatory Division (BRRD)	
Classification:	New – Highly Technical	
Type of Transaction:	G2B – for government services whose client is a business entity	
Who may avail:	New Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form (online)		https://firb.gov.ph/firms/
2. Processing Fee (1 hard or e-copy of the Official Receipt)		Business entity availing the service
3. Business Plan (e-copy)		Business entity availing the service
4. Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC) registration, whichever is applicable (e-copy)		Securities and Exchange Commission/ Department of Trade and Industry
5. BIR Certificate of Registration (e-copy)		Bureau of Internal Revenue
6. Name and address of legal agent if not a corporation or other business organization established in the Philippines (e-copy)		Business entity availing the service
7. Evidence of intended physical location of the enterprise within the CSEZFP (e.g. Certificate of Title, Deed of Sale, Lease Agreement, Commitment to Lease (BRD-CLF-F03), and other similar documents) (e-copy)		Business Registration and Regulatory Division/CEZA Website (ceza.gov.ph)
8. If part of a larger business enterprise doing business outside the CSEZFP, evidence or restructuring which excludes from the operations of the CSEZFP Enterprise all business operations taking place outside the CSEZFP, if applicable (e-copy)		Business entity availing the service

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Sworn Declaration of Authenticity and Validity of Submitted Information (e-copy)		Business entity availing the service		
10. Undertaking/Compliance to CEZA Master Plan (BRD-UF-F02-R01) (e-copy)		Business Registration and Regulatory Division/CEZA Website (ceza.gov.ph)		
11. If there is foreign ownership, proof of inward remittance and/or investment or other proof of financial capacity acceptable to CEZA (e-copy)		Business entity availing the service		
12. Activity/Project Undertaking (e-copy)		https://firb.gov.ph/firms/		
13. Projected production and sales schedule of products/services related to activity being registered (e-copy)		https://firb.gov.ph/firms/		
14. Certification or Proof of Loan Obtained, if applicable (e-copy)		Business entity availing the service		
15. Latest Audited Financial Statements, if applicable (e-copy)		Business entity availing the service		
16. Secretary's Certificate/Board Resolution for the appointment of registered/authorized representative, if applicable (e-copy)		Business entity availing the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application documents	1.1 Receive application documents and conduct pre-evaluation	None	3 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Receive notice of deficiency	1.2 Notify the applicant of any deficiencies	None		<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.3 Receive order of payment	1.3 Issue order of payment for the filing fee and stamp the date of official filing and application number	None		<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Note: Applicant who will avail of the tax incentives shall apply thru the Fiscal Incentives Registration and Monitoring System (FIRMS). For new applicant who will not avail of the incentives, accomplish Form A and B and submit to the BRRD (e-copy)</p>				
<p>2. Pay processing fee/present proof of payment thru Bank deposit</p> <p>Forms of acceptable payment:</p> <p>a. Cash paid through the CEZA Cashier</p> <p>b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01</p>	<p>2. Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt</p>	<p>US\$300 or its Php equivalent (non-gaming and non-ftsofce enterprises)</p> <p>For IGSSPs: Customer Support/IT Provider - US\$ 10,000</p> <p>IGSP - US\$ 5,000</p> <p>Data/Content Streaming Provider- US\$20,000</p> <p>IBPO - US\$50,000</p> <p>Performance Bond US\$20,000</p> <p>FTSOVCE Authorized Service Provider – US\$10,000</p>	<p>15 minutes</p>	<p><i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive notification and address the issue stated in the notice Note: The application shall be considered withdrawn upon failure to submit complete documents or information within seven (7) working days from receipt of the notification without prejudice to reapplication	3.1 Conduct evaluation	None	7 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.2 Notify the applicant of any issues encountered during the evaluation process			<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.3 Prepare evaluation report			<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	4.1 Present application to the Board of Directors for deliberation and approval	None	5 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i> <i>Board of Directors</i>
4.1 Receive notice of approval or deferment	4.2 Issue notice of approval or deferment	None	4 hours	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
4.2. Receive and sign STC	4.3. Prepare STC for acceptance of applicant	None		<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	4.4 Receive signed STC	None		<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	4.5 Prepare COR and affix initial of Division Chief	None	1 day	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.6 Approval and signature of the DA and ACEO	None	2 days and 4 hours	<i>Deputy Administrator I, Operations or Officer-In-Charge, Office of the Deputy Administrator I, Operations</i> <i>Administrator and CEO or Officer-In-Charge, Office of the Administrator and CEO</i>
5. Receive COR	5. Issue COR	None	30 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
TOTAL:		US\$300/ US\$10,000/ US\$5,000 / US\$30,000/ US\$10,000	19 days, 45 minutes	

3. Issuance of Port User Permit and Accrediation of Port Service Provider (New and Renewal)

Any person or company who intends to use Port Irene or Port San Vicente or to provide port services, such as but not limited to cargo handling, stevedoring, shipping agent, among others, must file its application (new or renewal) to CEZA.

The Port User and Certificate of Accrediation for Port Service Provider shall be renewed every year.

*Applicants are advised to submit complete requirements so that application can be processed immediately.

Office or Division:	Business Registration and Regulatory Division (BRRD)	
Classification:	Complex	
Type of Transaction:	G2B – for government services whose client is a business entity	
Who may avail:	New and existing Port Users and Port Service Provider	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
NEW		
1. Letter of intent (1 hardcopy or e-copy)	Business entity availing the service	
2. Port User/Port Service Provider Application Form (CEZA-PMIS-BPRD-F07) (1 hardcopy or e-copy)	Business Registration and Regulatory Division/CEZA Website (ceza.gov.ph)	
3. Company Profile (1 hard copy or e-copy)	Business entity availing the service	
4. SEC or DTI Registration (1 hardcopy or e-copy)	Securities and Exchange Commission/ Department of Trade and Industry	
5. Board Resolution or Secretary's Certificate for the appointment of the registered representative, if applicable (1 hardcopy or e-copy)	Business entity availing the service	
6. Mining Permit, if applicable (1 hardcopy or e-copy)	Department of Environment and Natural Resources	
7. Processing Fee of Php2,000 (1 hardcopy or e-copy of Official Receipt or proof of payment)	Cash Division	
RENEWAL		
1. Letter of intent to renew Permit to Use Port/Port Service Provider Accrediation (1 hard copy or e-copy)	Business entity availing the service	
2. Latest Annual Audited Financial Statement, if applicable (1 hardcopy or e-copy)	Business entity availing the service	
3. Latest Income Tax Return (1 hardcopy or e-copy)	Bureau of Internal Revenue	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Latest Mining Permits, if applicable (1 hardcopy or e-copy)		Department of Environment and Natural Resources		
5. Processing Fee of Php2,000 (1 hardcopy or e-copy of Official Receipt or proof of payment)		Cash Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NEW				
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application	None	10 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Receive notice of complete or incomplete application	1.2 Issues notice of complete or incomplete application thru checklist, and issue Payment Order	None	15 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.3 Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	1.3 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	PhP 2,000	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
2. Submits copy of CEZA OR	2. Conduct evaluation and validation of the submitted documents	None	2 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.1 Prepare evaluation report and Permit/COA	None	2 days and 7 hours	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Review and initial of the Division Head/Department Head/Group Head	None	None	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i> <i>Deputy Administrator I, Operations or Officer-In-Charge, Office of the Deputy Administrator I, Operations</i>
	3.3 Approval or signature of the Administrator and CEO	None	None	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i>
4. Receive the Permit/ Certificate of Accreditation	4. Issue Permit/ Certificate of Accreditation	None	20 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
TOTAL:		PhP2,000	5 days	
RENEWAL				
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application	None	10 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Receive notice of complete or incomplete application	1.2 Issue notice of complete or incomplete application thru checklist and issue Payment Order	None	15 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.3 Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	1.3 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	PhP 2,000	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits copy of CEZA OR	2. Conduct evaluation and validation of the submitted documents	None	1 day and 4 hours	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.1 Prepare summary sheet and Permit/ COA	None	2 days and 3 hours	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	3.2 Review and initial of the Division Chief/Department Head/Group Head	None	None	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i> <i>Deputy Administrator I, Operations or Officer-In-Charge, Office of the Deputy Administrator I, Operations</i>
	3.3 Approval or signature of the Administrator and CEO	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Receive the Permit/ Certificate of Accreditation	4. Issue Permit/ Certificate of Accreditation	None	20 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
TOTAL:		PhP2,000	4 days	

4. Issuance of Exportation Permit

CEZA Locators/enterprises intending to export their products shall first apply for an exportation permit to CEZA.

Office or Division:	Business Registration and Regulatory Division (BRRD)			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CEZA Locators/Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (1 hardcopy or e-copy)		Business entity availing the service		
2. DTI Export Declaration Form (3 hardcopies or e-copy)		Business Registration and Regulatory Division or Department of Trade and Industry		
3. Invoice (3 hardcopies or e-copy)		Business entity availing the service		
4. Packing List (3 hardcopies or e-copy)		Business entity availing the service		
5. Bill of Lading or Airway Bill (3 hardcopies or e-copy)		Business entity availing the service		
6. Processing Fee of PhP 100- 1,000 (1 hardcopy or e-copy of the Official Receipt or proof of payment)		Business entity availing the services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements (Physical or e-copy)	1.1 Receive application and issue payment order	None	10 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	1.2 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	Depending on FOB: No commercial value – PhP 100 Up to \$1000 – PhP 150 \$1001 – 10000 – PhP 200 \$10001 - \$50000 – PhP 350	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		\$50001 - \$100000 – PhP 450 \$100001 - \$500000 – PhP 550 \$500001 - \$1000000 – PhP 700 \$1000001 - \$5000000 – PhP 750 \$5000001 - \$10000000 – PhP 850 Over \$10000000 – PhP 1000		
2. Submits copy of CEZA OR	2.1 Evaluate submitted documents and stamp attachments	None	2 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	2.2 Review and initial of Division Chief/Department Head/Group Head	None	None	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i> <i>Deputy Administrator I, Operations or Officer-In-Charge, Office of the Deputy Administrator I, Operations</i>
	2.3 Approval or signature of the Administrator and CEO	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
3. Receive DTI Export Declaration Form with stamped attachments	3.1 Issue DTI Export Declaration with stamped attachments	None	20 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
TOTAL:		PhP100 - PhP1,000	2 days and 45 minutes	

5. Issuance of Importation Permit

To avail of the tax incentives for importation, any CEZA locators/ enterprise who intend to import articles for its operations shall first secure an importation permit from the Authority

Office or Division:	Business Registration and Regulatory Division (BRRD)			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CEZA Locators/Enterprises			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request (1 hardcopy or e-copy)			Business entity availing the service	
2. Importation Permit (BRD-IPF-F14) (3 hardcopies or e-copy)			Business Registration and Regulatory Division	
3. Invoice (3 hardcopies or e-copy)			Business entity availing the service	
4. Packing List (3 hardcopies or e-copy)			Business entity availing the service	
5. Bill of Lading or Airway Bill (3 hardcopies or e-copy)			Business entity availing the service	
6. Processing Fee of PhP100 – 1,000 (1 hardcopy or e-copy of the Official Receipt or proof of payment)			Business entity availing the services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application and issue payment order	None	10 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	1.2 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	Depending on FOB: No commercial value – PhP 100 Up to \$1000 – PhP 150 \$1001 – 10000 – PhP 200 \$10001 - \$50000 – PhP 350	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		\$50001 - \$100000 – PhP 450 \$100001 - \$500000 – PhP 550 \$500001 - \$1000000 – PhP 700 \$1000001 - \$5000000 – PhP 750 \$5000001 - \$10000000 – PhP 850 Over \$10000000 – PhP 1000		
2. Submits copy of CEZA OR	2.1 Evaluate submitted documents and stamp attachments	None	2 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
	2.2 Review and initial of Division Chief/Department Head/Group Head	None	None	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i> <i>Deputy Administrator I, Operations or Officer-In-Charge, Office of the Deputy Administrator I, Operations</i>
	2.3 Approval or signature of the Administrator and CEO	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
3. Receive DTI Export Declaration Form with stamped attachments	3.1 Issue DTI Export Declaration with stamped attachments	None	20 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
TOTAL:		PhP100 - PhP1,000	2 days and 45 minutes	

6. Issuance of CEZA Certification

Any business entity, or government agency intending to confirm if a certain company is registered under CEZA or if a company wishes to cancel its registration with CEZA may request a Certification from CEZA. This also includes request for SEC indorsement.

Office or Division:	Business Registration and Regulatory Division (BRRD)			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity G2G – for government services whose client is a government entity or a government employee			
Who may avail:	CEZA Locators/Enterprises and other government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request (1 hardcopy or e-copy)			Business entity/ Government agency availing the service	
2. Processing fee of PhP 150 – PhP 1,000 (1 hardcopy or e-copy of the Official Receipt or proof of payment)			Business entity availing the services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application and issue Payment Order	None	10 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
1.2 Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	1.2 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	Certified True Copy - PhP 150 Certification – PhP 500 Endorsement to SEC - PhP 1,000	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
2. Submits copy of CEZA OR	2.1 Check database and prepare Certification	None	2 days	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Review and initial of the Division Chief/Department Manager/Group Head	None	None	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i> <i>Deputy Administrator I, Operations or Officer-In-Charge, Office of the Deputy Administrator I, Operations</i>
	2.3 Approval or signature of the Administrator and CEO	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
3. Receive Certification	3.1 Release Certification and file/ record of documents	None	20 minutes	<i>Enterprise Services Officer VI or Officer-In-Charge, Business Registration and Regulatory Division</i>
TOTAL:		PhP150 – 1,000	2 days and 45 minutes	

7. Media Request for Basic Information

This transaction covers any media entity intending to obtain basic materials, information or clarifications about CEZA, its undertakings and related personnel. The request may be formally submitted either personally or online through the CEZA e-mail (info@ceza.gov.ph, cc: pacd@ceza.gov.ph), or CEZA Facebook Page (<https://www.facebook.com/OfficialCagayanEconomicZoneAuthority/>). Requests with technical or complex information will follow the FOI procedure for complex requests.

Office or Division:	Corporate Affairs Division
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is a freelance media representative; G2B – for government services whose client is a media entity in private sector
Who may avail:	Any media entity intending to obtain significant materials, information or clarifications about CEZA, its undertakings and related personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal letter that contains at least the details of concern, name of requestor, entity represented, and purpose of request	Requesting Party
Scanned copy (front and dorsal) of at least one valid (not expired) identification card issued by the company or the government (List of acceptable government-issued IDs: e-Card/UMID; Driver's License; Professional Regulation Commission (PRC); Passport; Senior Citizen; SSS; COMELEC/Voter's; Philippine Identification (PhilID/ePhilID); Integrated Bar of the Philippines (IBP); AFPSLAI; PVAO; AFP Beneficiary; BIR (TIN); Pag-ibig; Person's With Disability (PWD); Solo Parent; Barangay; Philippine Postal ID; Phil-health) to be presented with the original ID	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request, scanned copy of ID alongside the original copy of the same ID	1.1 Conduct preliminary assessment of the documents presented. 1.1.1 If deficient – Return the request and inform the requesting party of any deficiency.	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1.2. If complete – Have the Records Section receive the documents.			
	1.2 Coordinate with the subject-matter experts and approving authority for initial assessment of the request.	None	2 days	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	1.3 Process the request, as approved	None	None	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	1.3.1 If the request is granted, prepare baseline report.		2 days	
	1.3.2 If the request is denied, draft letter.		1 day	
	1.4 Process the inputs submitted.	None		<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	1.4.1 If the request is granted, prepare the briefer or write-up.		5 days	
	1.3.2 If the request is denied, review and finalize the draft letter.		1 day	
	Note: This step may entail further research and/or a series of revisions by the CAD Staff and Head			

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5 Endorse the input to the A/CEO or his/her authorized representative for approval.</p> <p>Note: This step may entail a series of revisions, as prescribed by the approving authority</p>	None	<p>For requests granted, 4 days</p> <p>For requests denied, 1 day</p>	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
2. Obtain official response.	2. Issue/release official response.	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
TOTAL:		None	<p>13 days and 1 hour for requests granted</p> <p>5 days and 1 hour for requests denied</p>	

8. Providing Assistance to Walk-In Clients with Basic Concerns and Feedbacks to File

Walk-in guests who have inquiries, feedbacks or other concerns may approach the Public Assistance and Complaints Desk (PACD). The PACD serves as the receiving channel for walk-in guests with basic concerns and feedbacks. Guests with simple or general inquiries or concerns may be addressed by the attending PACD Officer right away, while guests with technical or complex ones may be turned over to the appropriate division to ensure that their inquiries or concerns are properly attended to.

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, CEZA may close the CEZA premises and implement a no guest/walk-in client policy. During these occasions, guests are advised to reach CEZA through alternative communication platforms, such as e-mail, Messenger or other channels deemed fit by CEZA at that time, and will be replied to in the same manner.

Office or Division:	Corporate Affairs Division	
Classification:	Simple	
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency	
Who may avail:	Identified Client/Customer(s)/ All Walk-in Guests	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Duly-filled Visitor's Information Slip (CAD-VIS-F15-R01)	Guard-on-duty
	For guests with feedbacks: + Duly-filled Feedback Form (CAD-FF-F14-R01)	PACD Officer
	For guests with negative feedbacks or complaints: + Evidence pertaining to the negative feedback or complaints, which may include but not limited to the following:	Feedback Provider
	Transaction documents like application form, acknowledgment receipts, official receipts (Photocopy) - Photos or other documentations (Printed or file copy, as applicable)	Feedback Provider
	Notes: In adherence to the Data Privacy Act, feedbacks that do not have the disclosure of the identity of the feedback provider will be accepted and tagged as anonymous. However, guests with negative feedbacks or complaints are advised to provide their contact information to make processing of the feedback possible.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender the filled Visitor's Information Slip to the PACD Officer and wait for the visitor number to be called to state concern.	1.1 Welcome the visitor and follow the visitor number as basis of serving guests.	None	1 minute	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
2. State Concern.	2.1.1 For simple or minor concerns, provide the reply.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	2.1.2 For concerns that need further information or assistance, refer the guest to the concerned division.	None	9 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	2.2. For suggestions, compliments or complaints, ask the guest to file a report through the feedback form.	None	20 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
3. Complete and submit the duly-filled and signed Visitor's Information Slip.	3. Collect the Visitor's information Slip (CAD-VIS-F15-R01) and feedback forms (CAD-FF-F14-R01).	None	2 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	3.1 For negative feedbacks or complaints, conduct preliminary assessment of the duly-filled feedback form and other documents presented. 3.1.1 If deficient – Return the form and inform the requesting party of any deficiency.		10 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.2. If complete – Prepare endorsement to the Committee on Anti-Red Tape (CART)			
	3.2 Endorse the duly-filled feedback form to the Committee on Anti-Red Tape (CART). Note: Negative feedbacks and complaints are processed separately. Please refer to the Feedback and Complaint Mechanism page for more information.		2 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
TOTAL:		None	Attending to Simple or Minor concerns: 8 minutes Attending to Concerns that need further information or assistance: 12 minutes Filing of Suggestions, Compliments or Complaints: 36 minutes	

9. Processing of Payment/ Reimbursement/ Cash advance

The process entitles concerned CEZA employee/Personnel, Other government agency Suppliers, Contractors, Consultants, and Business entity for payment/reimbursement/cash advances for the purchase of goods and services for the fulfillment of CEZA's program/activity/projects.

The service starts from receipt of approved request of payment/reimbursement/cash advance/replenishment..

Office or Division:	Finance Department
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency
Who may avail:	CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for payment with the following supporting documents: <ul style="list-style-type: none"> • For utilities and rent – Statement of Billing/Account • For projects - Progress Billing and Certificate of payment • For supplies/goods/services – Purchase Order/Job Order, Abstract of Cavass, Three quotation, Purchase Request/Request for maintenance • For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation • For government remittance – Billing, Payment Schedule • For gasoline consumption – Billing, Official Receipt, Vehicle Trip Ticket, Request for fuel • For first salary (permanent) – Certified true copy of duly approved Appointment, Certified true copy of Oath of Office, Certificate of Assumption, SALN, DTR, • For first salary (contract of service) - Payment Memorandum, Contract, DTR, • For salary refund – Payment Memorandum • For monetization of leave credits – Monetization Form (minimum of 10 days) • For overtime – Certification, DTR • For membership dues – Payment Memorandum, Letter from Agency 	Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> For last payment of contract of service – Clearance, Memorandum For financial Assistance – Letter request from concern employee/individual, Memorandum of recommendation, Hospital Billing/Official Receipt For terminal pay – Clearance, DTR 		Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity		
Request for reimbursement with the following supporting documents: <ul style="list-style-type: none"> For travel – Travel Itinerary, Travel Order, Certificate of Travel Completed, Certificate of Appearance/Participation/Attendance, Accomplishment report, Official Receipt For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation For extraordinary & miscellaneous expenses – Certification, Official Receipt 		Supporting documents will be provided by CEZA Employee/Personnel		
Request for Cash Advance with the following supporting documents: <ul style="list-style-type: none"> For Travel – Travel Itinerary, Travel Order/Office Order, Travel Memorandum/Invitation Letter For activity/program/project – Memorandum, Budget Proposal, Special Order 		Supporting documents will be provided by CEZA Employee/Personnel		
For replenishment of Petty Cash Fund: <ul style="list-style-type: none"> Petty cash replenishment form Petty cash voucher form Official receipts RER Contact report Attendance Task slip Certificate of emergency 		Supporting documents will be provided by CEZA Employee/Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for payment /reimbursement/ cash advance with attached supporting documents	1.1 Receives billing documents	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review the completeness of the document (Pre-Audit)	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.3 Prepares and records two (2) copies of Budget Utilization Request and Slip (BURS).	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.4 Forwards the BURS to the Administrative Division for review and signs the box A of the form.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.5 Receives the signed BURS.	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.6 Signs the BURS's box B for the availability of funds.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.7 Prepares two (2) copies of Disbursement Voucher (DV).	None	10 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.8 Records the DV in the DV Logbook	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.9 Forwards the DV to the Administrative Division and Office of Administrator for approval.	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.10 Receives the signed DV.	None	2 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
	1.11 Prepares and signs the check.	None	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Forwards the check to the Office of Administrator or Deputy Administrator for counter signature.	None	5 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
2. Receives the signed check	2. Records and release the check.	None	7 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
TOTAL:		None	1 hour and 33 minutes	

10. Receiving of Incoming Documents

Receiving of incoming mail and correspondence (i.e. walk-in correspondence, courier, private delivery and ordinary mail) to include checking of attachments and issuing document QR Code sticker and/or stamped received.

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit the hard copy of document/s to CEZA or send thru email at info@ceza.gov.ph and/or recordsection@ceza.gov.ph	1.1 Receive incoming document/s, check completeness of document/s if with attachments and issue QR code sticker and/or stamp received	None	1 hour and 10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

11. Issuance of Certificate of Appearance

To issue Certificate of Appearance upon request to a person who visits or has official transaction may request for Certificate of Appearance.

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Government agencies, LGU's, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A requestor may give the name, designation and agency for the issuance of Certificate of Appearance.			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check if for requestor filled in all fields in logbook	None	1 minute	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit name, designation and agency to the Administrative Office	2.1 Received and check the details of submitted information	None	4 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Submit the given information to the Administrative Officer	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.3 Encode the information given for the Certificate of Appearance	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

12. Issuance of CEZA I-Card Certification

Before leaving the country, CEZA Working Visa (CWV) Holders may apply for a CEZA I-Card Certification in lieu of the CEZA I-Card.

Office or Division:	Labor and Visa Services Division			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CWV Holders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the Administrator and CEO			Business entity availing the service	
2. Passport bio-page (photocopy)			Business entity availing the service	
3. CWV (photocopy)			Business entity availing the service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents and pay processing fee to the cashier	1.1 Receive application and issue Payment Order.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
2. Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	PhP250	10 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Verify and validate request	None	4 hours	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepare I-Card Certification	None	2 days	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.3 Approval of I-Card Certification	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Receive CEZA I-Card Certification	4.1. Issue CEZA I-Card Certification	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		Php250	2 days, 4 hours and 45 minutes	

13. Issuance of CEZA Working Visa (CWV)

CEZA Locators/Enterprises who intend to employ foreign nationals shall apply a CEZA Working Visa for their foreign workers to CEZA upon securing an Alien Employment Permit (AEP) from the Department of Labor and Employment (DOLE).

Office or Division:	Labor and Visa Services Division
Classification:	Highly Technical
Type of Transaction:	G2B – for government services whose client is a business entity
Who may avail:	Foreign nationals who intend to work or be employed by a CEZA Enterprise/Locator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request (addressed to the Administrator and CEO)	Business entity availing the service
2. Certificate of Non-Availability (CNA)	Labor and Visa Services Division - Labor
3. Recruitment Assistance Form (RAF) (CEZA-ODEP-LEPO-F3)	Labor and Visa Services Division - Labor
4. Alien Employment Permit (AEP)	Department of Labor and Employment, Tuguegarao City
5. Notarized General Application Form (CEZA-PMIS-BPRD-F10)	Labor and Visa Services Division – Visa/ CEZA Website (ceza.gov.ph)
6. Passport bio-page and 9a visa page (photocopy)	Business entity availing the service
7. Notarized Employment Contract	Business entity availing the service
8. Notarized Resume/Personal Data Sheet (CEZA-PMIS-BPRD-F11)	Labor and Visa Services Division - Visa/ CEZA Website (ceza.gov.ph)
9. Notarized Affidavit of Support	Business entity availing the service
10. Bureau of Immigration (BI) Official Receipt	Bureau of Immigration - Aparri, Cagayan
11. Passport (original)	Business entity availing the service
12. TIN ID	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements and pay processing fee to the cashier	1.1 Receive application documents, conduct initial evaluation and issue Payment Order	None	45 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	US\$100	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Conduct evaluation and validation of documents	None	1 day	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.2 Prepare CWV documents	None	1 day	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.3 Approval of CWV documents	None	1 day	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Pay processing fee to the BI	4.1 Prepare and send application and CWV documents to Bureau of Immigration (BI) Aparri, Cagayan.	None	1 day	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	4.2 Upon receipt, BI Officer checks for any derogatory records of the applicant and issue BI receipt.	PhP8,580 (BI) Fee	9 days	<i>Alien Control Officer, Bureau of Immigration, Aparri</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Prepare CWV Sticker upon approval of BI Aparri	None	1 hour	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	4.4 Approval of CWV Sticker	None	7 hours	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
5. Receive passport with CWV	5.1 Issue passport with CWV	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		US\$100 and PhP8,580 (BI) fee	14 days, 1 hour and 30 minutes	

14. Issuance of CEZA Working Visa (CWV) Cancellation Order

All CWV holders who have resigned or been terminated from their CEZA registered enterprise employers shall apply for a CWV Cancellation Order to CEZA and have their visas downgraded by the Bureau of Immigration (BI).

Office or Division:	Labor and Visa Services Division			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CWV Holders or CEZA Enterprises/Locators whose foreign employees resigned or terminated by the company			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the Administrator and CEO			Business entity availing the service	
2. Passport (photocopy)			Business entity availing the service	
3. CEZA Working Visa (CWV) Sticker			Business entity availing the service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for cancellation and pay processing fee to the cashier	1.1 Receive application and issue Payment Order.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
2. Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	PhP1,000	10 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Verify and validate request	None	4 hours	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepare Cancellation Order and stamp passport	None	2 days	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.3 Approval of Cancellation Order and stamp passport	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Receive CEZA I-Card Certification	4.1 Issue Cancellation Order and file/record documents	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		PhP1,000	2 days, 4 hours and 45 minutes	

15. Addressing Inquiries on Prospective Investments

Addressing Inquiries related to investment location in the Cagayan Special Economic Zone and Freeport

Office or Division:	Marketing and Investment Promotion Department			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	Applicable to any person or institution interested to locate investment with CEZA and expresses this intent formally via delivery, e-mail, website or social media			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Formal correspondence describing nature of business			Business entity availing the service	
Company/business profile			Business entity availing the service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will send email to CEZA regarding possible investment and inquire on the capabilities to handle the business (e.g. land availability, power capacity, water network, manpower requirements, port capacity, etc.)	1. Reply to the inquiry via the medium of communication (i.e. formal letter, email) providing answers to the inquiries stated upon endorsement from the Office of the A/CEO.	None	2 days	<i>Market Specialist V or Officer-In-Charge, Marketing Division</i>
2. Client requests meeting to discuss further possible investments	2. Set schedule for the meeting as approved by the Office of the A/CEO	None	1 Day	<i>Chief Investments Specialist or Officer-In-Charge, Investment Promotion Division</i>
3. Client requests site visit to the Cagayan Freeport to inspect the area. (optional)	3. Set schedule for the site visit as approved by the Office of the A/CEO	None	2 Days	<i>Market Specialist V or Officer-In-Charge, Marketing Division</i>
TOTAL:		None	3 days, if no site visits 5 days, if with site visits	

16. Application for Renewal of Radio Station License (with or without modification)

A telecommunication company with a radio station (public fixed or public base) facility stationed within the CSEZP intending to renew its radio station licenses (RSL) shall do so with CEZA. The National Telecommunications Commission (NTC) provides the initial/new license for radio (spectrum) station and CEZA provides the subsequent license thereafter.

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, clients are advised to reach CEZA and set an appointment with the receiving officer for the submission of the requirements and initial evaluation of the application.

Office or Division:	Management and Information System Division			
Classification:	Complex			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	Telecoms companies with facilities stationed within the CEZA jurisdiction			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly filled CEZA Application for Renewal of RSL form; or Duly filled Application for Renewal/Modification of RSL form with Application for Permit to Purchase/Possess form and Application for Permit to Possess for Storage form			CEZA	
Photocopy of official receipt for payment of applicable fees, based on the Order of Payment (Please see step 2 for the list of fees)			CEZA	
Photocopy of Official Receipt for payment of Spectrum User Fee (SUF)			NTC Region 2	
Original copy of the expiring RSL			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application for assessment and payment of fees	1.1. Check application and issue Order of Payment, based on applicable fee.	Renewal fee - PhP480.00 per unit Inspection fee - PhP480.00 per unit Documentary stamp - PhP30.00 per unit	30 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Spectrum User Fee (for public fixed (FX)) - paid to NTC Region 2 Office, based on NTC MC 10-10-97</p> <p>Additional fees if with modification:</p> <p>Permit to purchase fee - PhP120.00 per unit</p> <p>Construction permit fee – PhP360.00 per license</p> <p>Modification fee – PhP180.00 per unit</p> <p>Permit to possess fee – PhP96.00 per unit</p> <p>Filing fee – PhP 180.00 per unit</p>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Pay processing fee/ present proof of payment thru Bank deposit</p> <p>Forms of acceptable payment:</p> <p>a. Cash paid through the CEZA Cashier</p> <p>b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01</p>	<p>2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt</p>	None	10 minutes	<i>Chief Administrative Officer (Cashier V) or Office-In-Charge, Cash Division</i>
<p>3. Submit the application and requirements for processing and approval.</p>	<p>3.1. Perform a preliminary assessment of the application submitted with its supporting documents.</p>	None	30 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	<p>3.2. If the application requirements are incomplete, issue a checklist of lacking requirements and return the application.</p>	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	<p>3.3. If the application requirements are complete, assign a Telecoms trace number and acknowledge the receipt of the application.</p>	None	None	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	<p>3.4. Conduct evaluation and validation of the documents submitted.</p>	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Check if the operation of the concerned application has no pending case with NTC or CEZA.	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	3.6. Endorse the application to the management, based on evaluation.	None	None	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	3.7. Approve the endorsement of the application.	None	45 minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i>
4. Receive the license or notice of disapproval.	4.1. Issue the license or notice of disapproval.	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		<p>Without Modification: PhP990 + Spectrum User Fee (for public fixed (FX)) - paid to NTC Region 2 Office, based on NTC MC 10-10-97 per Unit</p> <p>With Modification: PhP990 + PhP936 + Spectrum User Fee (for public fixed (FX)) - paid to NTC Region 2 Office, based on NTC MC 10-10-97 per Unit</p>	2 days, 2 hours and 5 minutes	

MAKATI OFFICE

INTERNAL SERVICES

1. Procurement of Civil Works

The Government Procurement is the procurement of goods and services by any branch, agency, department, bureau, office, or instrumentality of the Government of the Philippines, including government-owned and/or -controlled corporations (GOCCs), government financial institutions (GFIs), state universities and colleges (SUCs), and local government units (LGUs).

The governing principles and procedures on Government Procurement are the Republic Act No. 9184, or otherwise known as the Government Procurement Reform Act, and its 2016 Revised Implementing Rules and Regulations.

Office or Division:	Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any Office within the Cagayan Economic Zone Authority			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Annual Procurement Plan (APP) showing that the said project is included in the Authority's approved budget for the year			General Services Division (GSD) – Procurement	
Project Procurement Management Plan (PPMP) showing that the said project is included in the Authority's approved budget for the year			General Services Division (GSD) – Procurement	
Technical Specifications			End User or its Authorized Representative	
Cert of availability of funds			Accounting Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Bids and Awards Committee	1.1 Prepare Bidding Documents	None	5 days	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.2 Conduct Pre-Procurement Conference	None	1 day (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.3 Post the Invitation to Bid and the Bidding Document on PhilGEPs website, CEZA website and in conspicuous places in CEZA Offices	None	5 days (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Conduct Pre-Bid Conference	None	1 day (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.5 Acceptance of bids from potential bidders	None	8 days (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.6 Conduct Bid Evaluation	None	1 day (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.7 Conduct Post-Qualification Conference	None	5 days (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.8 Approval of Resolution recommended by BAC and Notice of Award to the winning bidder	None	2 days (per RA 9184)	<i>Head of Procurement Entity, Office of the Board of Directors</i>
	1.9 Issue Notice of Award to the winning bidder	None	1 day (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.10 Contract Preparation	None	3 days (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.11 Approval of contract and Notice to Proceed by higher authority	None	1 day (per RA 9184)	<i>Head of Procurement Entity, Office of the Board of Directors</i>
	1.12 Issuance of Notice to Proceed to the winning bidder	None	1 day (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
2. Receives copies of Notice of Award and Notice to Proceed	2. Issuance of copies of Notice of Award and Notice to Proceed to the End User or its Authorized Representative	None	10 minutes	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
TOTAL:		None	34 days and 10 minutes	

2. Procurement of Goods or Services

The Government Procurement is the procurement of goods and services by any branch, agency, department, bureau, office, or instrumentality of the Government of the Philippines, including government-owned and/or -controlled corporations (GOCCs), government financial institutions (GFIs), state universities and colleges (SUCs), and local government units (LGUs).

The governing principles and procedures on Government Procurement are the Republic Act No. 9184, or otherwise known as the Government Procurement Reform Act, and its 2016 Revised Implementing Rules and Regulations.

Office or Division:	Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any Office within the Cagayan Economic Zone Authority			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request			General Services Division (GSD) – Procurement	
Annual Procurement Plan (APP) showing that the said project is included in the Authority's approved budget for the year			General Services Division (GSD) – Procurement	
Technical Specifications			End User or its Authorized Representative	
Cert of availability of funds			Accounting Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Bids and Awards Committee	1.1 Prepare Bidding Documents	None	5 days	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.2 Conduct Pre-Procurement Conference	None	1 day	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.3 Post the Invitation to Bid and the Bidding Document on PhilGEPs website, CEZA website and in conspicuous places in CEZA Offices	None	5 days (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Conduct Pre-Bid Conference	None	1 day (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.5 Acceptance of bids from potential bidders	None	8 days (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.6 Conduct Bid Evaluation	None	1 day (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.7 Conduct Post-Qualification Conference	None	5 days (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.8 Approval of Resolution recommended by BAC and Notice of Award to the winning bidder	None	2 days (per RA 9184)	<i>Head of Procurement Entity, Office of the Board of Directors</i>
	1.9 Issue Notice of Award to the winning bidder	None	1 day (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.10 Contract Preparation	None	3 days (per RA 9184)	<i>Bids and Awards Committee Chairperson, Bids and Awards Committee</i>
	1.11 Approval of contract and Notice to Proceed by higher authority	None	1 day (per RA 9184)	<i>Head of Procurement Entity, Office of the Board of Directors</i>
	1.12 Issuance of Notice to Proceed to the winning bidder	None	1 day (per RA 9184)	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>
	1.13 Issuance of copies of Notice of Award and Notice to Proceed to the Property/Supply Division	None	10 minutes	<i>Bids and Awards Committee Secretariat Chairperson, Bids and Awards Committee</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accepts and Inspects goods or services	2. Accepts and inspects goods or services with client/ end user or its authorized representative	None	20 days	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	54 days and 10 minutes	

3. Processing of Payment/ Reimbursement/ Cash advance

The process entitles concerned CEZA employee/Personnel, Other government agency Suppliers, Contractors, Consultants, and Business entity for payment/reimbursement/cash advances for the purchase of goods and services for the fulfillment of CEZA's program/activity/projects.

The service starts from receipt of approved request of payment/reimbursement/cash advance/replenishment..

Office or Division:	Finance Department
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency
Who may avail:	CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for payment with the following supporting documents: <ul style="list-style-type: none"> • For utilities and rent – Statement of Billing/Account • For projects - Progress Billing and Certificate of payment • For supplies/goods/services – Purchase Order/Job Order, Abstract of Cavass, Three quotation, Purchase Request/Request for maintenance • For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation • For government remittance – Billing, Payment Schedule • For gasoline consumption – Billing, Official Receipt, Vehicle Trip Ticket, Request for fuel • For first salary (permanent) – Certified true copy of duly approved Appointment, Certified true copy of Oath of Office, Certificate of Assumption, SALN, DTR, • For first salary (contract of service) - Payment Memorandum, Contract, DTR, • For salary refund – Payment Memorandum • For monetization of leave credits – Monetization Form (minimum of 10 days) • For overtime – Certification, DTR • For membership dues – Payment Memorandum, Letter from Agency 	Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> For last payment of contract of service – Clearance, Memorandum For financial Assistance – Letter request from concern employee/individual, Memorandum of recommendation, Hospital Billing/Official Receipt For terminal pay – Clearance, DTR 		Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity		
Request for reimbursement with the following supporting documents: <ul style="list-style-type: none"> For travel – Travel Itinerary, Travel Order, Certificate of Travel Completed, Certificate of Appearance/Participation/Attendance, Accomplishment report, Official Receipt For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation For extraordinary & miscellaneous expenses – Certification, Official Receipt 		Supporting documents will be provided by CEZA Employee/Personnel		
Request for Cash Advance with the following supporting documents: <ul style="list-style-type: none"> For Travel – Travel Itinerary, Travel Order/Office Order, Travel Memorandum/Invitation Letter For activity/program/project – Memorandum, Budget Proposal, Special Order 		Supporting documents will be provided by CEZA Employee/Personnel		
For replenishment of Petty Cash Fund: <ul style="list-style-type: none"> Petty cash replenishment form Petty cash voucher form Official receipts RER Contact report Attendance Task slip Certificate of emergency 		Supporting documents will be provided by CEZA Employee/Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for payment /reimbursement/ cash advance with attached supporting documents	1.1 Receives billing documents	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review the completeness of the document (Pre-Audit)	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.3 Prepares and records two (2) copies of Budget Utilization Request and Slip (BURS).	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.4 Forwards the BURS to the Administrative Division for review and signs the box A of the form.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.5 Receives the signed BURS.	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.6 Signs the BURS's box B for the availability of funds.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.7 Prepares two (2) copies of Disbursement Voucher (DV).	None	10 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.8 Records the DV in the DV Logbook	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.9 Forwards the DV to the Administrative Division and Office of Administrator for approval.	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.10 Receives the signed DV.	None	2 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
	1.11 Prepares and signs the check.	None	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Forwards the check to the Office of Administrator or Deputy Administrator for counter signature.	None	5 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
2. Receives the signed check	2. Records and release the check.	None	7 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
TOTAL:		None	1 hour and 33 minutes	

4. Receiving of Incoming Documents

Receiving of incoming mail and correspondence (i.e. walk-in correspondence, courier, private delivery and ordinary mail) to include checking of attachments and issuing document QR Code sticker and/or stamped received.

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit the hard copy of document/s to CEZA or send thru email at info@ceza.gov.ph and/or recordsection@ceza.gov.ph	1.1 Receive incoming document/s, check completeness of document/s if with attachments and issue QR code sticker and/or stamp received	None	1 hour and 10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

5. Releasing of Outgoing Documents

Receiving of outgoing correspondence (via: courier, private delivery and ordinary mail) to include checking of attachments before issuing document QR Code and delivery

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Cagayan Economic Zone Authority (CEZA) officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward the outgoing document/s to the Records Section with complete attachments, if any.	1.1 Receive outgoing document/s, check completeness of document/s if with attachments and encode in the CEZA Document Management System to issue QR code sticker	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2.Receive copy of proof of delivery thru the CEZA Document Management System and/or CEZA email.	2.1 Forward receiving copy of documents thru the CEZA Document Management System	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	2 days and 15 minutes	

6. Request for a Copy of Document/s

Provides a copy of requested document/s to CEZA official and employees for their official use

Office or Division:	General Services Division – Records			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Cagayan Economic Zone Authority (CEZA) officials and employees for their official use			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document Request Slip			General Services Division - Records	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the Document Request Slip	1.1 Receive Document Request Slip	None	2 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Approval of Document Request Slip	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Retrieve and reproduce document/s in copy/copies as requested	None	3 days	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2.Receive requested document/s	2. Forward copy/ copies of requested document/s to requesting employee	None	2 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	3 days and 7 minutes	

7. Issuance of Certificate of Appearance

To issue Certificate of Appearance upon request to a person who visits or has official transaction may request for Certificate of Appearance.

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Government agencies, LGU's, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A requestor may give the name, designation and agency for the issuance of Certificate of Appearance.			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check if for requestor filled in all fields in logbook	None	1 minute	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit name, designation and agency to the Administrative Office	2.1 Received and check the details of submitted information	None	4 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Submit the given information to the Administrative Officer	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.3 Encode the information given for the Certificate of Appearance	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

8. Provision of Service Vehicle

To avail service vehicle for CEZA employees, investors and guests

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All representatives from office/division or section who intends to request for vehicle use.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Vehicle Use Form			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application for Request for Vehicle Use Form	1.1 Received Request for Vehicle Use Form	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Check the availability of vehicles	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Approval of the Request for Vehicle Use Form	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.4 Issue approved request	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

9. Gate Pass Issuance

Every CEZA employees can request to make use of equipment outside the office proximity to perform their official functions efficiently and effectively away from their designated posts.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Gate Pass			Guard on Duty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Gate Pass	1.1 Receive the Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the contents of the Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	10 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the Approved Gate Pass	2. Issue the Approved Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
3. Provide the Gate Pass to the Guard on Duty	3.1 Check the contents of the Gate Pass if it matches the item requested	None	3 minutes	Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division
	3.2 Affix control number in and signature in the “Guard on Duty” field in the Out column of the “Gate Pass” and log the details in the Gate Pass Control Book	None	3 minutes	Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Issue a copy of the signed Gate Pass to the requisitioner	None	3 minutes	<i>Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division</i>
	3.4 Allow the requisitioner to bring out the item. The requisitioner's copy of the Gate Pass should be handed over to the guard for recording when returning the item	None	3 minutes	<i>Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division</i>
TOTAL:		None	31 minutes	

10. Requisition and Issuance of Available Equipment

Every CEZA employees can request equipment (office equipment, IT Equipment, Furniture and Fixtures, Motor Vehicles, etc.) to efficiently and effectively perform their duties and responsibilities.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Request Approved by the A/CEO			Client's Office or Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Memorandum Request	1.1 Receive the Approved Memorandum Request	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the content of the Memo Request	None	30 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	2 days and 5 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the requested equipment after 3 days	2.1 Request the client to affix their signature in the "received by" field in the PAR/ICS	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	2.2 Issue a copy of the Signed Property Acknowledgement Received (PAR) for Equipment amounting to PhP 50,000.01 and above; or Inventory Custodian Slip (ICS) for Below PhP 50,000.00.	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
TOTAL :		None	2 days, 6 hours and 15 minutes	

11. Requisition and Issuance of Supplies and Materials

Every CEZA employees can request supplies and materials (consumable items such as office supplies, janitorial supplies, etc.) to efficiently and effectively perform their duties and responsibilities.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip			General Services Division – Logistics	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Requisition and Issue Slip (RIS)	1. Provide Requisition and Issue Slip to the client	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit the duly accomplished RIS	2. Receive the RIS and checks the availability of stocks in the stock room and recommend the approval of RIS to the Chief Administrative Officer	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
3. Receive approved RIS	3. Issue a copy of the approved RIS and inform the client to pick-up their requested items on Tuesday	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pick-up the available supplies and materials requested on Tuesday from the GSD - Logistics	4. Receive the approved RIS copy of the client and fill-up the necessary fields WHILE issuing the approved available requested supplies and materials to the client along with the clients copy of RIS Stamped "Released"	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	26 minutes	

12. Return of Property Accountability

Every CEZA employees are allowed to return unused or unserviceable equipment to provide room for new equipment for a better working environment and cancel their accountability for the returned equipment.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client's Copy of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)			Client's Office or Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PRS along with a copy of PAR/ICS and equipment to be returned	1.1 Receive the PRS and PAR/ICS along with the equipment	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the contents of the PRS it matches the PAR/ICS and the equipment	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	7 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	7 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the copy of the approved PRS and Canceled PAR/ICS	2.1 Request the client to affix their signature in the releasing logbook	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	2.2 Issue a Copy of Canceled PAR/ICS	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
TOTAL:		None	1 day	

13. Request for Personnel Record/s

Service request for document and/or files in the Human Resource Division, e.g. Certificate of Employment, Service Records, Certificate of Available Credit Leave, Payslip, Travel Authorization, Certificate of Leave without Pay (LWOP), Member Data Record for plantilla Individual Performance Commitment and Review (IPCR)

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Official, Employees and Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Document Request Form for Personnel Record/s			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Document Request Form	1.1 Receive/ Review accomplished Document Request Form and make clarification if necessary.	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Check and verify the records of the applicant in the database system and/or 201 Files.	None	5 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Prepare the requested personnel record/s	None	12 Minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.4 Approval of the requested personnel record/s	None	15 Minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i> <i>Deputy Administrator I, Support Services, Office of the Deputy Administrator for Support Services</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<p><i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i></p> <p><i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i></p>
2. Affix signature on the file copy and/or log book	2. Release the requested personnel record/s and/or document	None	3 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	37 minutes	

14. Application for Leave

Application for Leave: (1) Vacation Leave (including Forced Leave) to be filed five [5] days before the intended date; (2) Sick Leave to be filed on the day when the personnel reported back to work; etc.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Application for Leave Form			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit application for leave form	1.1 Receive/ Review accomplished Application for Leave	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Check if the required days for filing was followed	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Review the Application and input the leave balance of the requester	None	5 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.4 affix signature	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
2. Receive the Application for Leave Form and affix signature	2. Release the application for leave form to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
3. Submit the application for leave with the signature of the Immediate supervisor (recommending approval)	3.1 Receive/ Review accomplished application for leave	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	3.2 Approval of the application for leave	None	11 minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i> <i>Deputy Administrator I, Support Services, Office of the Deputy Administrator for Support Services</i> <i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i>
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	25 minutes	

15. Request for the Rendition of Overtime Services

In the exigency of the service, officials, employees and contract of service of personnel may be required to render overtime services

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Officials and Immediate Supervisors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Request for Rendition of Overtime Services			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit request for the rendition of overtime services signed by the Immediate supervisor	1.1 Receive/ Review accomplished request for rendition of overtime services	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Review/Check if the purpose of the request is included in the Guidelines of DBM or approved by the A/CEO	None	3 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Approval of the request for the rendition of Overtime Services	None	10 Minutes	<i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i>
2. Affix signature on the file copy and/or logbook	2. Release the approved request for the rendition of Overtime Services to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit accomplished overtime request form and accomplishment report for overtime service in the next working day after the intended date of overtime.	3. Receive/ Review accomplished overtime request form and overtime accomplishment report	None	2 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	3.1 Encode actual time of submitted overtime request	None	2 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	20 minutes	

16. Legal Documents Preparation and Monitoring Procedure

This procedure covers preparation and review of all documents including legal documents and matters.

Office or Division:	Legal Division			
Classification:	Complex			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Division/Departments/Sections and/or Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Routed Instructions from concerned Division/Departments/Sections and/or Employees.			None	
Fully accomplished Legal Service Request Form (1 Copy) Note: The Form may be dispensed with following an immediate routed instruction from the A/CEO			Legal Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Division/ Departments/ Sections and/or Employees routes instruction, specifying legal documents needed, and subject of the legal letter or opinion sought for review or fill up “Legal Service Request Form” - Legal Division, whichever is necessary	1.1 Acknowledge the receipt of the routed instruction through the Document Management System (DMS) or the Legal Service Request Form.	None	1 day	<i>Attorney V or Officer-In-Charge, Legal Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Office Concerned transmits the documents forwarded with the attached routed instruction to the Legal Division	None	15 minutes	<i>Attorney V or Officer-In-Charge, Legal Division</i>
	1.3 Officer-In-Charge, Division Chief, reviews the documents or the request transmitted for confidentiality	None	5 hours	<i>Attorney V or Officer-In-Charge, Legal Division</i>
	1.4.1 Officer-In-Charge, Division Chief, acts directly on the given confidential instructions	None	1 day	<i>Attorney V or Officer-In-Charge, Legal Division</i>
	1.4.2 Officer-In-Charge, Division Chief, instructs legal staff to review, research and accomplish non-confidential instructions	None	15 minutes	<i>Attorney V or Officer-In-Charge, Legal Division</i>
	1.5 Legal staff designated for the task submits completed work to the Officer-In-Charge, Division Chief, for approval or review.	None	4 days	<i>Attorney V or Officer-In-Charge, Legal Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Awaits completion of the service requested	2.1.1 For confidential documents, Legal Division Staff forwards the documents and letters to the Office of Administrator and Chief Executive for possible corrections within the timeline provided.	None	15 minutes	<i>Attorney V or Officer-In-Charge, Legal Division</i>
	2.1.2 For non-confidential documents, reviewed by the Officer-In-Charge, Division Chief, staff forwards the documents to the Record Section for routing purposes to concerned offices. The documents and letter are logged in Legal Division Logbook as 'Outgoing documents' and release	None	15 minutes	<i>Attorney V or Officer-In-Charge, Legal Division</i>
TOTAL		None	6 days and 6 hours	

17. Request for Network Connectivity

This applies to all IT equipment assigned by CEZA such as computer systems and facilities to be connected to the CEZA Network, including, but not limited to, desktop computers, laptops, printers, servers, wireless computers, smart phones, and specialized equipment.

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form and obtain the MAC address	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Assign IP Address	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Test the connection	None	1 hour	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2. Seek confirmation and acceptance and update record.	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	1 hour and 25 minutes	

18. Request for Website Posting

This applies to all concerned Divisions in order to update the content of the CEZA Website

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Concerned Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02) together with soft copy of articles or documents.	1.1 Receive the IT Service Request Form and the soft copy of articles or documents	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Access Web account	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Upload the articles or documents and assess and evaluate	None	2 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2. Seek confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	2 hours and 16 minutes	

19. Request for Repair of IT Equipment

This applies to all IT equipment of CEZA such as computer systems and facilities including, desktop computers, laptops, printers, servers, scanners and other IT equipment to be repaired through the service center.

Office or Division:	Management and Information System Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Assess and evaluate and reflect on IT Service Request Form (CEZA-PMIS-MISD-F02) if for repair	None	3 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Prepare Memorandum – Findings on IT Equipment	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.4 Approve Memorandum – Findings on IT Equipment	None	2 days	<i>Deputy Administrator I, Support Services or Officer-In-Charge, Office of the Deputy Administrator for Support Services</i>
	1.5 Pull-out the IT Equipment and log	None	1 hour	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.6 Bring to the service center for repair	None	18 days	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Pick-up the IT Equipment from the Service Center and check the equipment if working	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.8 Return the IT Equipment and set-up	None	3 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Receive the IT Equipment and sign the confirmed and accepted by in the IT Service Request Form (CEZA-PMIS-MISD-F02)	2. Log and seek for confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	TOTAL:	None	19 days, 7 hours and 6 minutes	

20. Request for IT Services

This covers the technical support and troubleshooting of all IT Equipment of CEZA..

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Perform the job request	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2.1 Seek confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	1 day and 6 minutes	

21. Request for a Copy of Resolution

Resolutions approved/passed by the CEZA Board of Directors requested by the concerned departments, divisions, offices and/or sections for implementation.

Office or Division:	Office Of The Board Of Directors (OBOD)			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Concerned departments, divisions and/or sections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-out Form			Office of the Board of Directors (OBOD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Request for a copy of Resolution Form	1.1 Receive the request	None	2 minutes	<i>Board Secretary VI or Officer-In-Charge, Office of the Board of Directors</i>
	1.2 Submit Filled-out Form to the Corporate Board Secretary for approval	None	2 minutes	<i>Board Secretary VI or Officer-In-Charge, Office of the Board of Directors</i>
	1.3 Prepare / print requested Directors' Certificate	None	5 minutes	<i>Board Secretary VI or Officer-In-Charge, Office of the Board of Directors</i>
2. Accept and/or acknowledge receipt of action.	2. Release the Director's Certificate	None	2 minutes	<i>Board Secretary VI or Officer-In-Charge, Office of the Board of Directors</i>
TOTAL:		None	11 minutes	

TUGUEGARAO OFFICE

EXTERNAL SERVICES

1. Providing Assistance to Walk-In Clients with Basic Concerns and Feedbacks to File

Walk-in guests who have inquiries, feedbacks or other concerns may approach the Public Assistance and Complaints Desk (PACD). The PACD serves as the receiving channel for walk-in guests with basic concerns and feedbacks. Guests with simple or general inquiries or concerns may be addressed by the attending PACD Officer right away, while guests with technical or complex ones may be turned over to the appropriate division to ensure that their inquiries or concerns are properly attended to.

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, CEZA may close the CEZA premises and implement a no guest/walk-in client policy. During these occasions, guests are advised to reach CEZA through alternative communication platforms, such as e-mail, Messenger or other channels deemed fit by CEZA at that time, and will be replied to in the same manner.

Office or Division:	Corporate Affairs Division	
Classification:	Simple	
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency	
Who may avail:	Identified Client/Customer(s)/ All Walk-in Guests	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Duly-filled Visitor's Information Slip (CAD-VIS-F15-R01)	Guard-on-duty	
For guests with feedbacks: + Duly-filled Feedback Form (CAD-FF-F14-R01)	PACD Officer	
For guests with negative feedbacks or complaints: + Evidence pertaining to the negative feedback or complaints, which may include but not limited to the following:	Feedback Provider	
Transaction documents like application form, acknowledgment receipts, official receipts (Photocopy) - Photos or other documentations (Printed or file copy, as applicable)	Feedback Provider	
Notes: In adherence to the Data Privacy Act, feedbacks that do not have the disclosure of the identity of the feedback provider will be accepted and tagged as anonymous. However, guests with negative feedbacks or complaints are advised to provide their contact information to make processing of the feedback possible.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender the filled Visitor's Information Slip to the PACD Officer and wait for the visitor number to be called to state concern.	1.1 Welcome the visitor and follow the visitor number as basis of serving guests.	None	1 minute	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
2. State Concern.	2.1.1 For simple or minor concerns, provide the reply.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	2.1.2 For concerns that need further information or assistance, refer the guest to the concerned division.	None	9 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	2.2. For suggestions, compliments or complaints, ask the guest to file a report through the feedback form.	None	20 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
3. Complete and submit the duly-filled and signed Visitor's Information Slip.	3. Collect the Visitor's information Slip (CAD-VIS-F15-R01) and feedback forms (CAD-FF-F14-R01).	None	2 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	3.1 For negative feedbacks or complaints, conduct preliminary assessment of the duly-filled feedback form and other documents presented. 3.1.1 If deficient – Return the form and inform the requesting party of any deficiency.		10 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.2. If complete – Prepare endorsement to the Committee on Anti-Red Tape (CART)			
	3.2 Endorse the duly-filled feedback form to the Committee on Anti-Red Tape (CART). Note: Negative feedbacks and complaints are processed separately. Please refer to the Feedback and Complaint Mechanism page for more information.		2 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
TOTAL:		None	Attending to Simple or Minor concerns: 8 minutes Attending to Concerns that need further information or assistance: 12 minutes Filing of Suggestions, Compliments or Complaints: 36 minutes	

2. Receiving of Incoming Documents

Receiving of incoming mail and correspondence (i.e. walk-in correspondence, courier, private delivery and ordinary mail) to include checking of attachments and issuing document QR Code sticker and/or stamped received.

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit the hard copy of document/s to CEZA or send thru email at info@ceza.gov.ph and/or recordsection@ceza.gov.ph	1.1 Receive incoming document/s, check completeness of document/s if with attachments and issue QR code sticker and/or stamp received	None	1 hour and 10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

3. Issuance of Certificate of Appearance

To issue Certificate of Appearance upon request to a person who visits or has official transaction may request for Certificate of Appearance.

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Government agencies, LGU's, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A requestor may give the name, designation and agency for the issuance of Certificate of Appearance.			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check if for requestor filled in all fields in logbook	None	1 minute	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit name, designation and agency to the Administrative Office	2.1 Received and check the details of submitted information	None	4 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Submit the given information to the Administrative Officer	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.3 Encode the information given for the Certificate of Appearance	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

TUGUEGARAO OFFICE

INTERNAL SERVICES

1. Receiving of Incoming Documents

Receiving of incoming mail and correspondence (i.e. walk-in correspondence, courier, private delivery and ordinary mail) to include checking of attachments and issuing document QR Code sticker and/or stamped received.

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit the hard copy of document/s to CEZA or send thru email at info@ceza.gov.ph and/or recordsection@ceza.gov.ph	1.1 Receive incoming document/s, check completeness of document/s if with attachments and issue QR code sticker and/or stamp received	None	1 hour and 10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

2. Releasing of Outgoing Documents

Receiving of outgoing correspondence (via: courier, private delivery and ordinary mail) to include checking of attachments before issuing document QR Code and delivery

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Cagayan Economic Zone Authority (CEZA) officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward the outgoing document/s to the Records Section with complete attachments, if any.	1.1 Receive outgoing document/s, check completeness of document/s if with attachments and encode in the CEZA Document Management System to issue QR code sticker	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2.Receive copy of proof of delivery thru the CEZA Document Management System and/or CEZA email.	2.1 Forward receiving copy of documents thru the CEZA Document Management System	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	2 days and 15 minutes	

3. Issuance of Certificate of Appearance

To issue Certificate of Appearance upon request to a person who visits or has official transaction may request for Certificate of Appearance.

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Government agencies, LGU's, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A requestor may give the name, designation and agency for the issuance of Certificate of Appearance.			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check if for requestor filled in all fields in logbook	None	1 minute	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit name, designation and agency to the Administrative Office	2.1 Received and check the details of submitted information	None	4 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Submit the given information to the Administrative Officer	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.3 Encode the information given for the Certificate of Appearance	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

4. Provision of Service Vehicle

To avail service vehicle for CEZA employees, investors and guests

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All representatives from office/division or section who intends to request for vehicle use.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Vehicle Use Form			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application for Request for Vehicle Use Form	1.1 Received Request for Vehicle Use Form	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Check the availability of vehicles	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Approval of the Request for Vehicle Use Form	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.4 Issue approved request	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

5. Gate Pass Issuance

Every CEZA employees can request to make use of equipment outside the office proximity to perform their official functions efficiently and effectively away from their designated posts.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Gate Pass			Guard on Duty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Gate Pass	1.1 Receive the Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the contents of the Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	10 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the Approved Gate Pass	2. Issue the Approved Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
3. Provide the Gate Pass to the Guard on Duty	3.1 Check the contents of the Gate Pass if it matches the item requested	None	3 minutes	Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division
	3.2 Affix control number in and signature in the “Guard on Duty” field in the Out column of the “Gate Pass” and log the details in the Gate Pass Control Book	None	3 minutes	Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Issue a copy of the signed Gate Pass to the requisitioner	None	3 minutes	<i>Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division</i>
	3.4 Allow the requisitioner to bring out the item. The requisitioner's copy of the Gate Pass should be handed over to the guard for recording when returning the item	None	3 minutes	<i>Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division</i>
TOTAL:		None	31 minutes	

6. Requisition and Issuance of Available Equipment

Every CEZA employees can request equipment (office equipment, IT Equipment, Furniture and Fixtures, Motor Vehicles, etc.) to efficiently and effectively perform their duties and responsibilities.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Request Approved by the A/CEO			Client's Office or Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Memorandum Request	1.1 Receive the Approved Memorandum Request	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the content of the Memo Request	None	30 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	2 days and 5 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the requested equipment after 3 days	2.1 Request the client to affix their signature in the "received by" field in the PAR/ICS	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	2.2 Issue a copy of the Signed Property Acknowledgement Received (PAR) for Equipment amounting to PhP 50,000.01 and above; or Inventory Custodian Slip (ICS) for Below PhP 50,000.00.	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
TOTAL :		None	2 days, 6 hours and 15 minutes	

7. Requisition and Issuance of Supplies and Materials

Every CEZA employees can request supplies and materials (consumable items such as office supplies, janitorial supplies, etc.) to efficiently and effectively perform their duties and responsibilities.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip			General Services Division – Logistics	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Requisition and Issue Slip (RIS)	1. Provide Requisition and Issue Slip to the client	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit the duly accomplished RIS	2. Receive the RIS and checks the availability of stocks in the stock room and recommend the approval of RIS to the Chief Administrative Officer	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
3. Receive approved RIS	3. Issue a copy of the approved RIS and inform the client to pick-up their requested items on Tuesday	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pick-up the available supplies and materials requested on Tuesday from the GSD - Logistics	4. Receive the approved RIS copy of the client and fill-up the necessary fields WHILE issuing the approved available requested supplies and materials to the client along with the clients copy of RIS Stamped "Released"	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	26 minutes	

8. Return of Property Accountability

Every CEZA employees are allowed to return unused or unserviceable equipment to provide room for new equipment for a better working environment and cancel their accountability for the returned equipment.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client's Copy of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)			Client's Office or Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PRS along with a copy of PAR/ICS and equipment to be returned	1.1 Receive the PRS and PAR/ICS along with the equipment	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Check the contents of the PRS it matches the PAR/ICS and the equipment	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Process the Request	None	7 hours	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Process the Request	None	7 hours	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Receive the copy of the approved PRS and Canceled PAR/ICS	2.1 Request the client to affix their signature in the releasing logbook	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Issue a Copy of Canceled PAR/ICS	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 day	

9. Request for Personnel Record/s

Service request for document and/or files in the Human Resource Division, e.g. Certificate of Employment, Service Records, Certificate of Available Credit Leave, Payslip, Travel Authorization, Certificate of Leave without Pay (LWOP), Member Data Record for plantilla Individual Performance Commitment and Review (IPCR)

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Official, Employees and Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Document Request Form for Personnel Record/s			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Document Request Form	1.1 Receive/ Review accomplished Document Request Form and make clarification if necessary.	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Check and verify the records of the applicant in the database system and/or 201 Files.	None	5 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Prepare the requested personnel record/s	None	12 Minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.4 Approval of the requested personnel record/s	None	15 Minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i> <i>Deputy Administrator I, Support Services, Office of the Deputy Administrator for Support Services</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i> <i>Chief Administrative Officer or Officer In- Charge, Human Resource Division</i>
2. Affix signature on the file copy and/or log book	2. Release the requested personnel record/s and/or document	None	3 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	37 minutes	

10. Application for Leave

Application for Leave: (1) Vacation Leave (including Forced Leave) to be filed five [5] days before the intended date; (2) Sick Leave to be filed on the day when the personnel reported back to work; etc.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Application for Leave Form			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit application for leave form	1.1 Receive/ Review accomplished Application for Leave	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Check if the required days for filing was followed	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Review the Application and input the leave balance of the requester	None	5 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.4 affix signature	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
2. Receive the Application for Leave Form and affix signature	2. Release the application for leave form to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
3. Submit the application for leave with the signature of the Immediate supervisor (recommending approval)	3.1 Receive/ Review accomplished application for leave	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	3.2 Approval of the application for leave	None	11 minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i> <i>Deputy Administrator I, Support Services, Office of the Deputy Administrator for Support Services</i> <i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i>
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	25 minutes	

11. Request for the Rendition of Overtime Services

In the exigency of the service, officials, employees and contract of service of personnel may be required to render overtime services

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Officials and Immediate Supervisors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Request for Rendition of Overtime Services			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit request for the rendition of overtime services signed by the Immediate supervisor	1.1 Receive/ Review accomplished request for rendition of overtime services	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Review/Check if the purpose of the request is included in the Guidelines of DBM or approved by the A/CEO	None	3 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Approval of the request for the rendition of Overtime Services	None	10 Minutes	<i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i>
2. Affix signature on the file copy and/or logbook	2. Release the approved request for the rendition of Overtime Services to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit accomplished overtime request form and accomplishment report for overtime service in the next working day after the intended date of overtime.	3. Receive/ Review accomplished overtime request form and overtime accomplishment report	None	2 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	3.1 Encode actual time of submitted overtime request	None	2 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	20 minutes	

12. Request for Network Connectivity

This applies to all IT equipment assigned by CEZA such as computer systems and facilities to be connected to the CEZA Network, including, but not limited to, desktop computers, laptops, printers, servers, wireless computers, smart phones, and specialized equipment.

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form and obtain the MAC address	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Assign IP Address	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Test the connection	None	1 hour	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2. Seek confirmation and acceptance and update record.	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	1 hour and 25 minutes	

13. Request for Website Posting

This applies to all concerned Divisions in order to update the content of the CEZA Website

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Concerned Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02) together with soft copy of articles or documents.	1.1 Receive the IT Service Request Form and the soft copy of articles or documents	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Access Web account	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Upload the articles or documents and assess and evaluate	None	2 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2. Seek confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	2 hours and 16 minutes	

14. Request for Repair of IT Equipment

This applies to all IT equipment of CEZA such as computer systems and facilities including, desktop computers, laptops, printers, servers, scanners and other IT equipment to be repaired through the service center.

Office or Division:	Management and Information System Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Assess and evaluate and reflect on IT Service Request Form (CEZA-PMIS-MISD-F02) if for repair	None	3 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Prepare Memorandum – Findings on IT Equipment	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.4 Approve Memorandum – Findings on IT Equipment	None	2 days	<i>Deputy Administrator I, Support Services or Officer-In-Charge, Office of the Deputy Administrator for Support Services</i>
	1.5 Pull-out the IT Equipment and log	None	1 hour	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.6 Bring to the service center for repair	None	18 days	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Pick-up the IT Equipment from the Service Center and check the equipment if working	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.8 Return the IT Equipment and set-up	None	3 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Receive the IT Equipment and sign the confirmed and accepted by in the IT Service Request Form (CEZA-PMIS-MISD-F02)	2. Log and seek for confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	TOTAL:	None	19 days, 7 hours and 6 minutes	

15. Request for IT Services

This covers the technical support and troubleshooting of all IT Equipment of CEZA..

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Perform the job request	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2.1 Seek confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	1 day and 6 minutes	

STA. ANA OFFICE

EXTERNAL SERVICES

1. Providing Assistance to Walk-In Clients with Basic Concerns and Feedbacks to File

Walk-in guests who have inquiries, feedbacks or other concerns may approach the Public Assistance and Complaints Desk (PACD). The PACD serves as the receiving channel for walk-in guests with basic concerns and feedbacks. Guests with simple or general inquiries or concerns may be addressed by the attending PACD Officer right away, while guests with technical or complex ones may be turned over to the appropriate division to ensure that their inquiries or concerns are properly attended to.

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, CEZA may close the CEZA premises and implement a no guest/walk-in client policy. During these occasions, guests are advised to reach CEZA through alternative communication platforms, such as e-mail, Messenger or other channels deemed fit by CEZA at that time, and will be replied to in the same manner.

Office or Division:	Corporate Affairs Division	
Classification:	Simple	
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency	
Who may avail:	Identified Client/Customer(s)/ All Walk-in Guests	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Duly-filled Visitor's Information Slip (CAD-VIS-F15-R01)	Guard-on-duty
	For guests with feedbacks: + Duly-filled Feedback Form (CAD-FF-F14-R01)	PACD Officer
	For guests with negative feedbacks or complaints: + Evidence pertaining to the negative feedback or complaints, which may include but not limited to the following:	Feedback Provider
	Transaction documents like application form, acknowledgment receipts, official receipts (Photocopy) - Photos or other documentations (Printed or file copy, as applicable)	Feedback Provider
	Notes: In adherence to the Data Privacy Act, feedbacks that do not have the disclosure of the identity of the feedback provider will be accepted and tagged as anonymous. However, guests with negative feedbacks or complaints are advised to provide their contact information to make processing of the feedback possible.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender the filled Visitor's Information Slip to the PACD Officer and wait for the visitor number to be called to state concern.	1.1 Welcome the visitor and follow the visitor number as basis of serving guests.	None	1 minute	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
2. State Concern.	2.1.1 For simple or minor concerns, provide the reply.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	2.1.2 For concerns that need further information or assistance, refer the guest to the concerned division.	None	9 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	2.2. For suggestions, compliments or complaints, ask the guest to file a report through the feedback form.	None	20 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
3. Complete and submit the duly-filled and signed Visitor's Information Slip.	3. Collect the Visitor's information Slip (CAD-VIS-F15-R01) and feedback forms (CAD-FF-F14-R01).	None	2 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
	3.1 For negative feedbacks or complaints, conduct preliminary assessment of the duly-filled feedback form and other documents presented. 3.1.1 If deficient – Return the form and inform the requesting party of any deficiency.		10 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.2. If complete – Prepare endorsement to the Committee on Anti-Red Tape (CART)			
	3.2 Endorse the duly-filled feedback form to the Committee on Anti-Red Tape (CART). Note: Negative feedbacks and complaints are processed separately. Please refer to the Feedback and Complaint Mechanism page for more information.		2 minutes	<i>Division Manager A or Officer-In-Charge, Corporate Affairs Division</i>
TOTAL:		None	Attending to Simple or Minor concerns: 8 minutes Attending to Concerns that need further information or assistance: 12 minutes Filing of Suggestions, Compliments or Complaints: 36 minutes	

2. Request for Special Collection of Solid Waste

CEZA locators, investors, residents, lessee and/or accredited contractors without accredited haulers may formally request special collection or hauling services from the Authority.

Office or Division:	Environmental Management Division			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity			
Who may avail:	CEZA locators, investors, residents, lessee and CEZA accredited contractors/haulers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly filled Special Collection Service Call Form and Invoice after collection			Environmental Management Division	
Hauling Fee of Ph₱ 2,500 for compactor with capacity of 4-6cu.m. and Ph₱ 5,500 for 10 to 14-tonner truck			Cashier Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Special Collection Service Call Form	1.1 Perform a preliminary assessment of the submitted Special Collection Service Call Form, assign a unique identification number to the said application, and inform the applicant of the schedule of inspection.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Environmental Management Division</i>
	1.2 Inspect waste/garbage. Determine the type of equipment to be used, manpower, schedule and date/time of collection. Issue approved Special Collection Service Call Form.	None	2 hours	<i>Division Manager A or Officer-In-Charge, Environmental Management Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Collect waste/garbage according to schedule. Verify/confirm from the Invoice the number of truck loads hauled.	None	5 hours	<i>Division Manager A or Officer-In-Charge, Environmental Management Division</i>
	1.4 Receive and sign the Invoice upon collection. One copy will be left to the requesting party, another will be submitted to Accounting Section for billing purposes, and the last copy will serve as EMD file copy.	None	15 minutes	<i>Division Manager A or Officer-In-Charge, Environmental Management Division</i>
	1.5 Monitor and record the number of truck load hauled	None	1 day	<i>Division Manager A or Officer-In-Charge, Environmental Management Division</i>
	1.6 Prepare billing report	None	1 day	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
	1.7 Print and issue Billing Statement	None	1 day	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Pay processing fee by presenting proof of payment thru Bank deposit to:</p> <p>Land Bank Sta. Ana Cagayan current account #4712-1002-79</p>	<p>2.1 Upon presentation of proof of payment thru Bank deposit, cashier issues Official Receipt</p>	<p>PhP 2,500 - for compactor with capacity of 4-6 cu.m.</p> <p>PhP 5,500 – for 10 to 14-tonner truck</p>	<p>35 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>
	TOTAL:	<p>PhP 2,500 for compactor with capacity of 4-6cu.m. and PhP 5,500 for 10 to 14- tonner truck</p>	<p>3 days, 8 hours and 10 minutes</p>	

3. Processing of Payment/ Reimbursement/ Cash advance

The process entitles concerned CEZA employee/Personnel, Other government agency Suppliers, Contractors, Consultants, and Business entity for payment/reimbursement/cash advances for the purchase of goods and services for the fulfillment of CEZA's program/activity/projects.

The service starts from receipt of approved request of payment/reimbursement/cash advance/replenishment..

Office or Division:	Finance Department
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency
Who may avail:	CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for payment with the following supporting documents: <ul style="list-style-type: none"> • For utilities and rent – Statement of Billing/Account • For projects - Progress Billing and Certificate of payment • For supplies/goods/services – Purchase Order/Job Order, Abstract of Cavass, Three quotation, Purchase Request/Request for maintenance • For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation • For government remittance – Billing, Payment Schedule • For gasoline consumption – Billing, Official Receipt, Vehicle Trip Ticket, Request for fuel • For first salary (permanent) – Certified true copy of duly approved Appointment, Certified true copy of Oath of Office, Certificate of Assumption, SALN, DTR, • For first salary (contract of service) - Payment Memorandum, Contract, DTR, • For salary refund – Payment Memorandum • For monetization of leave credits – Monetization Form (minimum of 10 days) • For overtime – Certification, DTR • For membership dues – Payment Memorandum, Letter from Agency 	Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> For last payment of contract of service – Clearance, Memorandum For financial Assistance – Letter request from concern employee/individual, Memorandum of recommendation, Hospital Billing/Official Receipt For terminal pay – Clearance, DTR 		Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity		
Request for reimbursement with the following supporting documents: <ul style="list-style-type: none"> For travel – Travel Itinerary, Travel Order, Certificate of Travel Completed, Certificate of Appearance/Participation/Attendance, Accomplishment report, Official Receipt For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation For extraordinary & miscellaneous expenses – Certification, Official Receipt 		Supporting documents will be provided by CEZA Employee/Personnel		
Request for Cash Advance with the following supporting documents: <ul style="list-style-type: none"> For Travel – Travel Itinerary, Travel Order/Office Order, Travel Memorandum/Invitation Letter For activity/program/project – Memorandum, Budget Proposal, Special Order 		Supporting documents will be provided by CEZA Employee/Personnel		
For replenishment of Petty Cash Fund: <ul style="list-style-type: none"> Petty cash replenishment form Petty cash voucher form Official receipts RER Contact report Attendance Task slip Certificate of emergency 		Supporting documents will be provided by CEZA Employee/Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for payment /reimbursement/ cash advance with attached supporting documents	1.1 Receives billing documents	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review the completeness of the document (Pre-Audit)	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.3 Prepares and records two (2) copies of Budget Utilization Request and Slip (BURS).	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.4 Forwards the BURS to the Administrative Division for review and signs the box A of the form.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.5 Receives the signed BURS.	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.6 Signs the BURS's box B for the availability of funds.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.7 Prepares two (2) copies of Disbursement Voucher (DV).	None	10 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.8 Records the DV in the DV Logbook	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.9 Forwards the DV to the Administrative Division and Office of Administrator for approval.	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.10 Receives the signed DV.	None	2 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
	1.11 Prepares and signs the check.	None	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Forwards the check to the Office of Administrator or Deputy Administrator for counter signature.	None	5 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
2. Receives the signed check	2. Records and release the check.	None	7 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
TOTAL:		None	1 hour and 33 minutes	

4. Receiving of Incoming Documents

Receiving of incoming mail and correspondence (i.e. walk-in correspondence, courier, private delivery and ordinary mail) to include checking of attachments and issuing document QR Code sticker and/or stamped received.

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit the hard copy of document/s to CEZA or send thru email at info@ceza.gov.ph and/or recordsection@ceza.gov.ph	1.1 Receive incoming document/s, check completeness of document/s if with attachments and issue QR code sticker and/or stamp received	None	1 hour and 10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

5. Issuance of Certificate of Appearance

To issue Certificate of Appearance upon request to a person who visits or has official transaction may request for Certificate of Appearance.

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Government agencies, LGU's, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A requestor may give the name, designation and agency for the issuance of Certificate of Appearance.			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check if for requestor filled in all fields in logbook	None	1 minute	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit name, designation and agency to the Administrative Office	2.1 Received and check the details of submitted information	None	4 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Submit the given information to the Administrative Officer	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.3 Encode the information given for the Certificate of Appearance	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

6. Application for Building Permit

A CEZA registered enterprise/investor who intends to construct/renovate a building or facility within the CSEZFP shall formally secure and submit a properly filled-up application for Building Permit through the CEZA Office of the Building Official (OBO).

Office or Division:	Infrastructure and Maintenance Division		
Classification:	G2B – for government services whose client is a business entity		
Type of Transaction:	Application for Building Permit		
Who may avail:	CEZA Registered Enterprise		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
In case the applicant is a registered owner of the lot, the requirements are as follows:			
1. Certified true copy of Transfer Certificate of Title. Tax Declaration or other proof of ownership	Bureau of Lands		
2. Certificate of Registration and Tax Exemption (CRTE) with the CEZA Business permit/lease issued by the CEZA	CEZA Business Processing and Regulatory Division		
3. Five (5) sets of plans, specifications and bill of quantities prepared, signed and sealed by duly licensed architects/engineers	Professional Architects/Engineers commissioned by the owner		
4. Logbook and standard drawing sheets	Construction Engineer assigned to the project		
5. Environmental Compliance Certificate (ECC)	Department of Environment and Natural Resources (DENR)		
In case the applicant is not a registered owner of the lot, the requirements are as follows:			
1. Duly notarized copy of the contract of lease or other pertinent contracts	Legal Attorney		
2. Certificate of Registration and Tax Exemption (CRTE) with the CEZA Business permit/lease issued by the CEZA	CEZA Business Processing and Regulatory Division		
3. Five (5) sets of plans, specifications and bill of quantities prepared, signed and sealed by duly licensed architects/engineers	Professional Architects/Engineers commissioned by the owner		
4. Logbook and standard drawing sheets	Construction Engineer assigned to the project		
5. Environmental Compliance Certificate (ECC)	Department of Environment and Natural Resources (DENR)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Application for Building Permit	1.1 Receiving and Recording of the Application for Building Permit	None	1 Hour	<i>Engineer V or Officer-In-Charge, Infrastructure Maintenance Division</i>
	1.2 Evaluation of Submitted application and Site Inspection	None	1.5 Days	<i>Engineer V or Officer-In-Charge, Infrastructure Maintenance Division</i>
	1.3 Preparation of evaluation Report and Assessment for Submission to the Building Official	New Schedule of Building Permit Fees and Other Charges (NBCDO MC No.3, S2016)	½ day	<i>Engineer V or Officer-In-Charge, Infrastructure Maintenance Division</i>
	1.4 Review and Approval	None	6 Hours	<i>Engineer V or Officer-In-Charge, Infrastructure Maintenance Division</i>
	1.5 Issuance of Order for Payment	None	15 Minutes	<i>Engineer V or Officer-In-Charge, Infrastructure Maintenance Division</i>
2. Pay processing fee by presenting proof of payment thru Bank deposit to: Land Bank Sta. Ana Cagayan current account #4712-1002-79	2.1 Upon presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	New Schedule of Building Permit Fees and Other Charges (NBCDO MC No.3, S2016)	15 Minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
	2.2 Release of Building Permit	None	30 Minutes	<i>Engineer V or Officer-In-Charge, Infrastructure Maintenance Division</i>
TOTAL:		None	3 days	

7. Issuance of CEZA I-Card Certification

Before leaving the country, CEZA Working Visa (CWV) Holders may apply for a CEZA I-Card Certification in lieu of the CEZA I-Card.

Office or Division:	Labor and Visa Services Division			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CWV Holders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the Administrator and CEO			Business entity availing the service	
2. Passport bio-page (photocopy)			Business entity availing the service	
3. CWV (photocopy)			Business entity availing the service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents and pay processing fee to the cashier	1.1 Receive application and issue Payment Order.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
2. Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	PhP250	10 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Verify and validate request	None	4 hours	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepare I-Card Certification	None	2 days	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.3 Approval of I-Card Certification	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Receive CEZA I-Card Certification	4.1. Issue CEZA I-Card Certification	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		Php250	2 days, 4 hours and 45 minutes	

8. Issuance of CEZA Working Visa (CWV)

CEZA Locators/Enterprises who intend to employ foreign nationals shall apply a CEZA Working Visa for their foreign workers to CEZA upon securing an Alien Employment Permit (AEP) from the Department of Labor and Employment (DOLE).

Office or Division:	Labor and Visa Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	Foreign nationals who intend to work or be employed by a CEZA Enterprise/Locator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (addressed to the Administrator and CEO)		Business entity availing the service		
2. Certificate of Non-Availability (CNA)		Labor and Visa Services Division - Labor		
3. Recruitment Assistance Form (RAF) (CEZA-ODEP-LEPO-F3)		Labor and Visa Services Division - Labor		
4. Alien Employment Permit (AEP)		Department of Labor and Employment, Tuguegarao City		
5. Notarized General Application Form (CEZA-PMIS-BPRD-F10)		Labor and Visa Services Division – Visa/ CEZA Website (ceza.gov.ph)		
6. Passport bio-page and 9a visa page (photocopy)		Business entity availing the service		
7. Notarized Employment Contract		Business entity availing the service		
8. Notarized Resume/Personal Data Sheet (CEZA-PMIS-BPRD-F11)		Labor and Visa Services Division - Visa/ CEZA Website (ceza.gov.ph)		
9. Notarized Affidavit of Support		Business entity availing the service		
10. Bureau of Immigration (BI) Official Receipt		Bureau of Immigration - Aparri, Cagayan		
11. Passport (original)		Business entity availing the service		
12. TIN ID		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements and pay processing fee to the cashier	1.1 Receive application documents, conduct initial evaluation and issue Payment Order	None	45 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	US\$100	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Conduct evaluation and validation of documents	None	1 day	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.2 Prepare CWV documents	None	1 day	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.3 Approval of CWV documents	None	1 day	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Pay processing fee to the BI	4.1 Prepare and send application and CWV documents to Bureau of Immigration (BI) Aparri, Cagayan.	None	1 day	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	4.2 Upon receipt, BI Officer checks for any derogatory records of the applicant and issue BI receipt.	PhP8,580 (BI) Fee	9 days	<i>Alien Control Officer, Bureau of Immigration, Aparri</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Prepare CWV Sticker upon approval of BI Aparri	None	1 hour	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	4.4 Approval of CWV Sticker	None	7 hours	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
5. Receive passport with CWV	5.1 Issue passport with CWV	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		US\$100 and PhP8,580 (BI) fee	14 days, 1 hour and 30 minutes	

9. Issuance of CEZA Working Visa (CWV) Cancellation Order

All CWV holders who have resigned or been terminated from their CEZA registered enterprise employers shall apply for a CWV Cancellation Order to CEZA and have their visas downgraded by the Bureau of Immigration (BI).

Office or Division:	Labor and Visa Services Division			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CWV Holders or CEZA Enterprises/Locators whose foreign employees resigned or terminated by the company			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the Administrator and CEO			Business entity availing the service	
2. Passport (photocopy)			Business entity availing the service	
3. CEZA Working Visa (CWV) Sticker			Business entity availing the service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for cancellation and pay processing fee to the cashier	1.1 Receive application and issue Payment Order.	None	5 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
2. Pay processing fee/ present proof of payment thru Bank deposit Forms of acceptable payment: a. Cash paid through the CEZA Cashier b. Bank deposit to Land Bank Pasig Capitol current account #0672-1034-01	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	PhP1,000	10 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-In-Charge, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Verify and validate request	None	4 hours	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepare Cancellation Order and stamp passport	None	2 days	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	3.3 Approval of Cancellation Order and stamp passport	None	None	<i>Administrator and Chief Executive Officer or Officer-In-Charge, Office of the Administrator and Chief Executive Officer</i>
4. Receive CEZA I-Card Certification	4.1 Issue Cancellation Order and file/record documents	None	30 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		PhP1,000	2 days, 4 hours and 45 minutes	

10. Registration of Manpower

Any interested local to apply with any CEZA locator for employment must first register with CEZA, through its Labor Employment and Productivity Office

Office or Division:	Labor and Visa Services Division			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	Aspiring applicants seeking employment with any CEZA locators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Manpower Registry Form (LVS-MRF-F04)			Labor and Visa Services Division – Labor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit manpower registry form	1.1 Perform a preliminary assessment of the form submitted	None	1 hour	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	1.2 Inform the applicant of any deficiency in filling up the form	None	None	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
2. Receive feedback	2.1 Inform applicant for job openings and labor market information	None	10 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

11. Request for Manpower

This frontline service is applicable to current CEZA locators intending to request assistance from CEZA in obtaining its labor pool requirements

Office or Division:	Labor and Visa Services Division			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	CEZA locators intending to request assistance from CEZA in obtaining its labor pool requirements			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Recruitment Assistance Form (LVD-RAF-F01)			Labor and Visa Services Division – Labor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly filled Recruitment Assistance Form	1.1 Perform a preliminary assessment of the form submitted	None	1 hour	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	1.2 Inform the applicant of any deficiency in filling up the form	None	None	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	1.3 Assign a trace number and stamp “received” to the form, if found properly filled	None	None	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	1.4 Check availability of manpower from the database	None	None	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
2. Receive feedback/ List of Pre-Qualified applicants	2.1 Submit list of pre-qualified applicants	None	10 minutes	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
	2.2. Inform applicant for further updates necessary to comply with manpower requirements	None	None	<i>Division Manager A or Officer-In-Charge, Labor and Visa Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

12. Shipment Operation Procedures

This procedure is applicable to any CEZA registered port users, enterprise/locator, importer or exporter intending to import or export cargoes through the Port Irene.

Office or Division:	Port Management Division			
Classification:	Simple			
Type of Transaction:	G2B – for government services whose client is a business entity			
Who may avail:	All CEZA Registered Port Users, Enterprise/Locator, Importer and Exporter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Arrival of the Vessel		Shipping Agent		
Import/Export/Application/Permit		CEZA Business Development Division		
Certificate of Vessel		Shipping Agent		
Registry of Vessel		Shipping Agent		
Bill of Lading		Shipping Agent		
Commercial Invoice		Shipping Agent		
Stowage Plan		Shipping Agent		
Export Declaration		Shipping Agent		
Package List		Shipping Agent		
Crew List		Shipping Agent		
Inward Manifest Form		Shipping Agent		
Outward Manifest Form		Shipping Agent		
Certificate for Cargo		Shipping Agent		
Notice of Arrival of the Vessel		Shipping Agent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Arrival	1. Receive Notice of Arrival	None	2 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit duly filled Vessel Entry Pass Form, Vessel Information Sheet Form and submit other necessary documents required.	2.1. Receive the duly filled VEP Form (Vessel Entry Pass Form), VIS (Vessel Information Sheet Form) and submit other necessary documents required.	None	1 minute	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
	2.2. Evaluate.	None	2 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
	2.3. Approval/ Disapproval	None	2 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
3. Attend the Pre-arrival Meeting	3. Conduct the Pre-Arrival meeting.	None	45 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
4. Attend the Post-meeting	4.1. Join the Post-meeting discussion of the operation activities	None	3 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
	4.2. Assist the port user in the post-meeting.	None	2 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
5. Request for assessment of obligation to be settled	5. Assess necessary port charges.	None	5 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
6. Pay processing fee by presenting proof of payment thru Bank deposit to: Land Bank Sta. Ana Cagayan current account #4712-1002-79	6.1 Upon presentation of proof of payment thru Bank deposit, cashier issues Official Receipt	As per: - A.O. 001 s2002 -M.O. 19-001 -M.O. 22-2013 -M.O. 02-2019	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Impose on the Outward Manifest Form	7. Acknowledge receipt of the Outward manifest Form.	None	3 minutes	<i>Division Manager A or Officer-in-Charge, Port Management Division</i>
TOTAL:		As per: - A.O. 001 s2002 -M.O. 19-001 -M.O. 22-2013 -M.O. 02-2019	80 minutes	

13. Tourist Inquiry Procedure

This procedure usually happens at the Visitor Center with the intention to provide adequate and sufficient information to tourist/s.

Office or Division:	Community-Based Tourism Division			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Tourist/s within the Cagayan Freeport			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives at the Visitor Center	1. Requires the tourist/s to Fill-up the Service Inquiry Form	None	1 minute	<i>Chief Tourism Operations Officer or Officer-in-Charge, Community-Based Tourism Division</i>
2. Ask questions and information about tourist destinations	2.1 Provide flyers of service providers and other information	None	20 minutes	<i>Chief Tourism Operations Officer or Officer-in-Charge, Community-Based Tourism Division</i>
	2.2 Design itinerary according to tourist/s preference/s in terms of time and budget	None	10 minutes	<i>Chief Tourism Operations Officer or Officer-in-Charge, Community-Based Tourism Division</i>
3. Give feedback and suggestions	3. Provide External Customer Satisfaction Survey Form Survey Form-2 for the tourist/s to accomplish	None	3 minutes	<i>Chief Tourism Operations Officer or Officer-in-Charge, Community-Based Tourism Division</i>
TOTAL:		None	34 minutes	

STA. ANA OFFICE

INTERNAL SERVICES

1. Processing of Payment/ Reimbursement/ Cash advance

The process entitles concerned CEZA employee/Personnel, Other government agency Suppliers, Contractors, Consultants, and Business entity for payment/reimbursement/cash advances for the purchase of goods and services for the fulfillment of CEZA's program/activity/projects.

The service starts from receipt of approved request of payment/reimbursement/cash advance/replenishment..

Office or Division:	Finance Department
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency
Who may avail:	CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for payment with the following supporting documents: <ul style="list-style-type: none"> • For utilities and rent – Statement of Billing/Account • For projects - Progress Billing and Certificate of payment • For supplies/goods/services – Purchase Order/Job Order, Abstract of Cavass, Three quotation, Purchase Request/Request for maintenance • For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation • For government remittance – Billing, Payment Schedule • For gasoline consumption – Billing, Official Receipt, Vehicle Trip Ticket, Request for fuel • For first salary (permanent) – Certified true copy of duly approved Appointment, Certified true copy of Oath of Office, Certificate of Assumption, SALN, DTR, • For first salary (contract of service) - Payment Memorandum, Contract, DTR, • For salary refund – Payment Memorandum • For monetization of leave credits – Monetization Form (minimum of 10 days) • For overtime – Certification, DTR • For membership dues – Payment Memorandum, Letter from Agency 	Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> For last payment of contract of service – Clearance, Memorandum For financial Assistance – Letter request from concern employee/individual, Memorandum of recommendation, Hospital Billing/Official Receipt For terminal pay – Clearance, DTR 		Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity		
Request for reimbursement with the following supporting documents: <ul style="list-style-type: none"> For travel – Travel Itinerary, Travel Order, Certificate of Travel Completed, Certificate of Appearance/Participation/Attendance, Accomplishment report, Official Receipt For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation For extraordinary & miscellaneous expenses – Certification, Official Receipt 		Supporting documents will be provided by CEZA Employee/Personnel		
Request for Cash Advance with the following supporting documents: <ul style="list-style-type: none"> For Travel – Travel Itinerary, Travel Order/Office Order, Travel Memorandum/Invitation Letter For activity/program/project – Memorandum, Budget Proposal, Special Order 		Supporting documents will be provided by CEZA Employee/Personnel		
For replenishment of Petty Cash Fund: <ul style="list-style-type: none"> Petty cash replenishment form Petty cash voucher form Official receipts RER Contact report Attendance Task slip Certificate of emergency 		Supporting documents will be provided by CEZA Employee/Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for payment /reimbursement/ cash advance with attached supporting documents	1.1 Receives billing documents	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review the completeness of the document (Pre-Audit)	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.3 Prepares and records two (2) copies of Budget Utilization Request and Slip (BURS).	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.4 Forwards the BURS to the Administrative Division for review and signs the box A of the form.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.5 Receives the signed BURS.	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.6 Signs the BURS's box B for the availability of funds.	None	5 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.7 Prepares two (2) copies of Disbursement Voucher (DV).	None	10 minutes	<i>Chief Administrative Officer (Budget Officer V) or Officer-in-Charge, Budget Division</i>
	1.8 Records the DV in the DV Logbook	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.9 Forwards the DV to the Administrative Division and Office of Administrator for approval.	None	5 minutes	<i>Chief Accountant or Officer-in-Charge, Accounting Division</i>
	1.10 Receives the signed DV.	None	2 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
	1.11 Prepares and signs the check.	None	15 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Forwards the check to the Office of Administrator or Deputy Administrator for counter signature.	None	5 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
2. Receives the signed check	2. Records and release the check.	None	7 minutes	<i>Chief Administrative Officer (Cashier V) or Officer-in-Charge, Cash Division</i>
TOTAL:		None	1 hour and 33 minutes	

2. Receiving of Incoming Documents

Receiving of incoming mail and correspondence (i.e. walk-in correspondence, courier, private delivery and ordinary mail) to include checking of attachments and issuing document QR Code sticker and/or stamped received.

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit the hard copy of document/s to CEZA or send thru email at info@ceza.gov.ph and/or recordsection@ceza.gov.ph	1.1 Receive incoming document/s, check completeness of document/s if with attachments and issue QR code sticker and/or stamp received	None	1 hour and 10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	1 hour and 10 minutes	

3. Releasing of Outgoing Documents

Receiving of outgoing correspondence (via: courier, private delivery and ordinary mail) to include checking of attachments before issuing document QR Code and delivery

Office or Division:	General Services Division - Records			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Cagayan Economic Zone Authority (CEZA) officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward the outgoing document/s to the Records Section with complete attachments, if any.	1.1 Receive outgoing document/s, check completeness of document/s if with attachments and encode in the CEZA Document Management System to issue QR code sticker	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2.Receive copy of proof of delivery thru the CEZA Document Management System and/or CEZA email.	2.1 Forward receiving copy of documents thru the CEZA Document Management System	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	2 days and 15 minutes	

4. Request for a Copy of Document/s

Provides a copy of requested document/s to CEZA official and employees for their official use

Office or Division:	General Services Division – Records			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Cagayan Economic Zone Authority (CEZA) officials and employees for their official use			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document Request Slip			General Services Division - Records	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the Document Request Slip	1.1 Receive Document Request Slip	None	2 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Approval of Document Request Slip	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Retrieve and reproduce document/s in copy/copies as requested	None	3 days	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2.Receive requested document/s	2. Forward copy/ copies of requested document/s to requesting employee	None	2 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	3 days and 7 minutes	

5. Issuance of Certificate of Appearance

To issue Certificate of Appearance upon request to a person who visits or has official transaction may request for Certificate of Appearance.

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All Government agencies, LGU's, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A requestor may give the name, designation and agency for the issuance of Certificate of Appearance.			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Check if for requestor filled in all fields in logbook	None	1 minute	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit name, designation and agency to the Administrative Office	2.1 Received and check the details of submitted information	None	4 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.2 Submit the given information to the Administrative Officer	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.3 Encode the information given for the Certificate of Appearance	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

6. Provision of Service Vehicle

To avail service vehicle for CEZA employees, investors and guests

Office or Division:	General Services Division - Motor Pool			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	All representatives from office/division or section who intends to request for vehicle use.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Vehicle Use Form			General Services Division - Motor Pool	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application for Request for Vehicle Use Form	1.1 Received Request for Vehicle Use Form	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.2 Check the availability of vehicles	None	10 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.3 Approval of the Request for Vehicle Use Form	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
	1.4 Issue approved request	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	25 minutes	

7. Gate Pass Issuance

Every CEZA employees can request to make use of equipment outside the office proximity to perform their official functions efficiently and effectively away from their designated posts.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Gate Pass			Guard on Duty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Gate Pass	1.1 Receive the Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the contents of the Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	10 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the Approved Gate Pass	2. Issue the Approved Gate Pass	None	3 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
3. Provide the Gate Pass to the Guard on Duty	3.1 Check the contents of the Gate Pass if it matches the item requested	None	3 minutes	Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division
	3.2 Affix control number in and signature in the “Guard on Duty” field in the Out column of the “Gate Pass” and log the details in the Gate Pass Control Book	None	3 minutes	Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Issue a copy of the signed Gate Pass to the requisitioner	None	3 minutes	<i>Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division</i>
	3.4 Allow the requisitioner to bring out the item. The requisitioner's copy of the Gate Pass should be handed over to the guard for recording when returning the item	None	3 minutes	<i>Security Officer V or Officer-In-Charge, Law Enforcement and Disaster Management Division</i>
TOTAL:		None	31 minutes	

8. Requisition and Issuance of Available Equipment

Every CEZA employees can request equipment (office equipment, IT Equipment, Furniture and Fixtures, Motor Vehicles, etc.) to efficiently and effectively perform their duties and responsibilities.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Request Approved by the A/CEO			Client's Office or Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Memorandum Request	1.1 Receive the Approved Memorandum Request	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the content of the Memo Request	None	30 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	2 days and 5 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the requested equipment after 3 days	2.1 Request the client to affix their signature in the "received by" field in the PAR/ICS	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	2.2 Issue a copy of the Signed Property Acknowledgement Received (PAR) for Equipment amounting to PhP 50,000.01 and above; or Inventory Custodian Slip (ICS) for Below PhP 50,000.00.	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
TOTAL :		None	2 days, 6 hours and 15 minutes	

9. Requisition and Issuance of Supplies and Materials

Every CEZA employees can request supplies and materials (consumable items such as office supplies, janitorial supplies, etc.) to efficiently and effectively perform their duties and responsibilities.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip			General Services Division – Logistics	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Requisition and Issue Slip (RIS)	1. Provide Requisition and Issue Slip to the client	None	5 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
2. Submit the duly accomplished RIS	2. Receive the RIS and checks the availability of stocks in the stock room and recommend the approval of RIS to the Chief Administrative Officer	None	15 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
3. Receive approved RIS	3. Issue a copy of the approved RIS and inform the client to pick-up their requested items on Tuesday	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pick-up the available supplies and materials requested on Tuesday from the GSD - Logistics	4. Receive the approved RIS copy of the client and fill-up the necessary fields WHILE issuing the approved available requested supplies and materials to the client along with the clients copy of RIS Stamped "Released"	None	3 minutes	<i>Chief Administrative Officer or Officer-In-Charge, General Services Division</i>
TOTAL:		None	26 minutes	

10. Return of Property Accountability

Every CEZA employees are allowed to return unused or unserviceable equipment to provide room for new equipment for a better working environment and cancel their accountability for the returned equipment.

Office or Division:	General Services Division – Logistics			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client's Copy of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)			Client's Office or Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PRS along with a copy of PAR/ICS and equipment to be returned	1.1 Receive the PRS and PAR/ICS along with the equipment	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.2 Check the contents of the PRS it matches the PAR/ICS and the equipment	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	7 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
	1.3 Process the Request	None	7 hours	Chief Administrative Officer or Officer-In-Charge, General Services Division
2. Receive the copy of the approved PRS and Canceled PAR/ICS	2.1 Request the client to affix their signature in the releasing logbook	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
	2.2 Issue a Copy of Canceled PAR/ICS	None	15 minutes	Chief Administrative Officer or Officer-In-Charge, General Services Division
TOTAL:		None	1 day	

11. Request for Personnel Record/s

Service request for document and/or files in the Human Resource Division, e.g. Certificate of Employment, Service Records, Certificate of Available Credit Leave, Payslip, Travel Authorization, Certificate of Leave without Pay (LWOP), Member Data Record for plantilla Individual Performance Commitment and Review (IPCR)

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Official, Employees and Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Document Request Form for Personnel Record/s			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Document Request Form	1.1 Receive/ Review accomplished Document Request Form and make clarification if necessary.	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Check and verify the records of the applicant in the database system and/or 201 Files.	None	5 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Prepare the requested personnel record/s	None	12 Minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.4 Approval of the requested personnel record/s	None	15 Minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i> <i>Deputy Administrator I, Support Services, Office of the Deputy Administrator for Support Services</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i> <i>Chief Administrative Officer or Officer In- Charge, Human Resource Division</i>
2. Affix signature on the file copy and/or log book	2. Release the requested personnel record/s and/or document	None	3 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	37 minutes	

12. Application for Leave

Application for Leave: (1) Vacation Leave (including Forced Leave) to be filed five [5] days before the intended date; (2) Sick Leave to be filed on the day when the personnel reported back to work; etc.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Application for Leave Form			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit application for leave form	1.1 Receive/ Review accomplished Application for Leave	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Check if the required days for filing was followed	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Review the Application and input the leave balance of the requester	None	5 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.4 affix signature	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
2. Receive the Application for Leave Form and affix signature	2. Release the application for leave form to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
3. Submit the application for leave with the signature of the Immediate supervisor (recommending approval)	3.1 Receive/ Review accomplished application for leave	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	3.2 Approval of the application for leave	None	11 minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i> <i>Deputy Administrator I, Support Services, Office of the Deputy Administrator for Support Services</i> <i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i>
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	25 minutes	

13. Request for the Rendition of Overtime Services

In the exigency of the service, officials, employees and contract of service of personnel may be required to render overtime services

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Officials and Immediate Supervisors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Properly accomplished Request for Rendition of Overtime Services			Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit request for the rendition of overtime services signed by the Immediate supervisor	1.1 Receive/ Review accomplished request for rendition of overtime services	None	2 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.2 Review/Check if the purpose of the request is included in the Guidelines of DBM or approved by the A/CEO	None	3 minutes	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	1.3 Approval of the request for the rendition of Overtime Services	None	10 Minutes	<i>Department Manager A, Administrative Services, Office of the Department Manager for Administrative Services</i>
2. Affix signature on the file copy and/or logbook	2. Release the approved request for the rendition of Overtime Services to the requester	None	1 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit accomplished overtime request form and accomplishment report for overtime service in the next working day after the intended date of overtime.	3. Receive/ Review accomplished overtime request form and overtime accomplishment report	None	2 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
	3.1 Encode actual time of submitted overtime request	None	2 minute	<i>Chief Administrative Officer or Officer In-Charge, Human Resource Division</i>
TOTAL:		None	20 minutes	

14. Request for Network Connectivity

This applies to all IT equipment assigned by CEZA such as computer systems and facilities to be connected to the CEZA Network, including, but not limited to, desktop computers, laptops, printers, servers, wireless computers, smart phones, and specialized equipment.

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form and obtain the MAC address	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Assign IP Address	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Test the connection	None	1 hour	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2. Seek confirmation and acceptance and update record.	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	1 hour and 25 minutes	

15. Request for Website Posting

This applies to all concerned Divisions in order to update the content of the CEZA Website

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Concerned Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02) together with soft copy of articles or documents.	1.1 Receive the IT Service Request Form and the soft copy of articles or documents	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Access Web account	None	10 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Upload the articles or documents and assess and evaluate	None	2 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2. Seek confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	2 hours and 16 minutes	

16. Request for Repair of IT Equipment

This applies to all IT equipment of CEZA such as computer systems and facilities including, desktop computers, laptops, printers, servers, scanners and other IT equipment to be repaired through the service center.

Office or Division:	Management and Information System Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Assess and evaluate and reflect on IT Service Request Form (CEZA-PMIS-MISD-F02) if for repair	None	3 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.3 Prepare Memorandum – Findings on IT Equipment	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.4 Approve Memorandum – Findings on IT Equipment	None	2 days	<i>Deputy Administrator I, Support Services or Officer-In-Charge, Office of the Deputy Administrator for Support Services</i>
	1.5 Pull-out the IT Equipment and log	None	1 hour	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.6 Bring to the service center for repair	None	18 days	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Pick-up the IT Equipment from the Service Center and check the equipment if working	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.8 Return the IT Equipment and set-up	None	3 hours	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Receive the IT Equipment and sign the confirmed and accepted by in the IT Service Request Form (CEZA-PMIS-MISD-F02)	2. Log and seek for confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	TOTAL:	None	19 days, 7 hours and 6 minutes	

17. Request for IT Services

This covers the technical support and troubleshooting of all IT Equipment of CEZA..

Office or Division:	Management and Information System Division			
Classification:	Simple			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	CEZA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
	1.2 Perform the job request	None	1 day	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
2. Sign in the confirmed and accepted by.	2.1 Seek confirmation and acceptance	None	5 minutes	<i>Information Technology Officer III or Officer-In-Charge, Management Information System Division</i>
TOTAL:		None	1 day and 6 minutes	

Feedback And Complaint Mechanism

FEEDBACK AND COMPLAINT MECHANISM

<p>How to send feedback</p>	<p>Answer the client feedback form and drop at the designated dropbox at the front desk.</p> <p>For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses pacd@ceza.gov.ph and info@ceza.gov.ph or through the Freedom of Information (FOI) Portal that is accessible at www.ceza.gov.ph</p>
<p>How feedbacks are processed</p>	<ol style="list-style-type: none"> 1) The PACD Officer opens feedback dropbox first thing the next day. 2) For complaints, please see procedure on how to file a complaint. 3) PACD Officer prepares monthly summary report. 4) For compliments, PACD Officer shall forward a copy to the Human Resource Division and the A/CEO's office for proper rewards and recognition 5) For suggestions, PACD Officer shall forward a copy to the concerned office/personnel and the A/CEO's office for consideration and proper action. <p>For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses pacd@ceza.gov.ph and info@ceza.gov.ph or through the Freedom of Information (FOI) Portal that is accessible at www.ceza.gov.ph</p>
<p>How to file a complaint</p>	<p>Through any of the following:</p> <ol style="list-style-type: none"> 1) Answer the client feedback form and drop at the designated dropbox at the front desk. 2) Phone calls 3) Email to pacd@ceza.gov.ph or info@ceza.gov.ph 4) Freedom of Information portal <p>For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses pacd@ceza.gov.ph and info@ceza.gov.ph or through the Freedom of Information (FOI) Portal that is accessible at www.ceza.gov.ph</p>

Feedback And Complaint Mechanism

FEEDBACK AND COMPLAINT MECHANISM

How complaints are processed

THROUGH FEEDBACK FORM, WALK-IN, PHONE CALLS

- 1) The PACD Officer opens feedback dropbox first thing the next day. In case of walk-in, the PACD Officer provides the feedback form to the client to fill out.
- 2) PACD Officer provides the initial step for resolution of the complaint by acknowledging, evaluating and giving the appropriate corrective action to the complaint (1 hour)
- 3) After evaluating, the PACD Officer refers the complaint to concerned division if it needs specific action from the said division (7 hours)

NOTE: it is assumed that the complainant will not leave (applicable if the complaint was given through the feedback form or through walk-in) or will keep on calling back (applicable if the complaint was given through phone calls) until he/she is satisfied with the service of the division concerned

- 4) PACD Officer refers to Feedback Body the complaint after 7 hours if the action of the division is unfavorable to the complainant (21 days)
- 5) PACD Officer informs the complainant of the resolution of the complaint by the Feedback Body
- 5) If the complaint is unsatisfied with the result of the complaint, he/she may contact Sec. KATRINA PONCE ENRILE, Administrator and Chief Executive Officer through e-mail aceo@ceza.gov.ph (21 days)
- 6) PACD is to include a summary of actions regarding all complaints to his/her monthly feedback report

THROUGH EMAIL OR FOI PORTAL

NOTES (applicable for email only): type the complaint as the subject, email should have the complainant's full name, company and contact number and it should provide complete details about the scenario, person involved and date

Feedback And Complaint Mechanism

FEEDBACK AND COMPLAINT MECHANISM

	<ol style="list-style-type: none"> 1) CEZA officers-in-charge of emails pacd@ceza.gov.ph and info@ceza.gov.ph or the FOI portal prints out complaint and forward to PACD personnel (5 minutes) 2) Prepares response based on the stated concern. Includes request for inputs from divisions concerned (2 days) 3) Submits official response to CEZA officers-in-charge of emails pacd@ceza.gov.ph and info@ceza.gov.ph or the FOI portal (5 minutes) 4) CEZA officers-in-charge of emails pacd@ceza.gov.ph and info@ceza.gov.ph or the FOI portal inputs the official response given by the PACD personnel (5 minutes) 5) Applicable for email only: Refer to feedback body after 7 hours if the action of the division is unfavorable to the complainant (21 days) 6) Unsatisfied customers may contact Sec. KATRINA PONCE ENRILE, Administrator and Chief Executive Officer through e-mail aceo@ceza.gov.ph (21 days) 7) PACD is to include a summary of actions regarding all complaints to his/her monthly feedback report <p>For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses pacd@ceza.gov.ph and info@ceza.gov.ph or through the Freedom of Information (FOI) Portal that is accessible at www.ceza.gov.ph</p>
<p>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center(PCC), Anti-Red Tape Authority (Legal and Public Assistance Office (LPAO))</p>	<p>ARTA: complaints@arta.gov.ph : 8478-5091/ 8478-5093/ 8478-5099 PCC: pcc@malacanang.gov.ph +632-8736-8621/ 8888 CCB: email@contactcenterngbayan.gov.ph 1-6565 0908-8816565 (SMS)</p>

List of Offices

Office	Address	Contact Information
Makati Office	10 th Floor Ayala Triangle Gardens Tower 2 Paseo De Roxas St. Corner Makati Avenue Makati City, Philippines	(+632) 82916704 to 08 info@ceza.gov.ph
Tuguegarao Office	Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	(+6378) 395 4844 (+6378) 395 4080 info@ceza.gov.ph
Sta. Ana Office	Administration Complex, Centro, Sta. Ana, Cagayan	(+6378) 825 2901 (+6378) 825 1101 (+6378) 846 2346 info@ceza.gov.ph