



**CAGAYAN ECONOMIC ZONE AUTHORITY**

**CITIZEN'S CHARTER**

**2022 (1<sup>st</sup> 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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# **Mandaluyong Office**

## **External Services**





## 1. Addressing Inquiries on Prospective Investments

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

<b>Office or Division:</b>	Marketing and Investment Promotion Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal correspondence describing nature of business		Business Entity		
Company/business profile		Business Entity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	2 days	<i>Marketing and Investment Promotion Department Manager</i>



2. Client requests meeting to discuss further possible investments	2. Set schedule for the meeting	None	1 Day	<i>Marketing and Investment Promotion Department Manager</i>
3. Client requests site visit to the Cagayan Freeport to inspect the area. <b>(optional)</b>	3. Set schedule for the site visit	None	2 Days	<i>Marketing and Investment Promotion Department Manager</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days, if no site visits 5 days, if with site visits</b>	



## 2. CEZA ENTERPRISE REGISTRATION (NEW)

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

<b>Office or Division:</b>	Business Registration and Regulatory Division (BRRD)
<b>Classification:</b>	New – Highly Technical
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity
<b>Who may avail:</b>	New Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>NEW</b>	
1. Application Form (online)	<a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a>
2. Processing Fee (e-copy)	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 (online)	Securities and Exchange Commission/ Department of Trade and Industry
5. BIR Certificate of Registration (online)	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
9. Sworn Declaration of Authenticity and Validity of Submitted Information (e-copy)	Business entity availing the service
10. Certificate under oath that CSEZFP Enterprise applicant will comply with the Master Plan as may be adopted and amended from time to time (BRD-CCMF-F04) (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 (online)	<a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a>
13. Projected production and sales schedule of products/services related to activity being registered (online)	<a href="https://firb.gov.ph/firms/">https://firb.gov.ph/firms/</a>
14. Certification or Proof of Loan Obtained, if applicable (online)	Business entity availing the service
15. Latest Audited Financial Statements, if applicable (online)	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
<b>NEW</b>				
<p>1.1 Submit application documents</p> <p>1.2 Receive notice of deficiency</p> <p>1.3 Receive order of payment and pay the filing fee</p> <p><b>Note:</b> 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>1.1 Receive application documents and conduct pre-evaluation</p> <p>1.2 Notify the applicant of any deficiencies</p> <p>1.3 Issue order of payment for the filing fee and stamp the date of official filing and application number</p>	None	3 days	<p><i>Enterprise Services Officer III, Business Registration and Regulatory Division</i></p>



<p>2. Receive notification and address the issue stated in the notice</p> <p><b>Note:</b> 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</p>	<p>2.1 Conduct evaluation</p> <p>2.2 Notify the applicant of any issues encountered during the evaluation process</p> <p>2.3 Prepare evaluation report</p>		<p>7 days</p>	<p><i>Enterprise Services Officer III, Business Registration and Regulatory Division</i></p>
<p>3. 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>3. 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-FTSOVCE enterprises)</p> <p>US\$10,000 (IGSSP)</p> <p>US\$5,000 (IGSP)</p> <p>US\$30,000 (Data/Content Streaming Provider)</p> <p>US\$10,000 (FTSOVCE ASP)</p>	<p>15 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>



4. Receive notice of approval or deferment	4.1 Present application to the Board of Directors for deliberation and approval	None	5 days	<i>Enterprise Services Officer VI, Business Registration and Regulatory Division</i>  <i>Board of Directors</i>
	4.2 Issue notice of approval or deferment	None	4 hours	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>
	4.3. Prepare COR and affix initial of Division Chief	None	1 day	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>  <i>Enterprise Services Officer VI, Business Registration and Regulatory Division</i>
	4.4 Approval and signature of the DA and ACEO		2 days and 4 hours	<i>Deputy Administrator</i>  <i>Administrator and CEO</i>
5. Receive COR	5.1 Issue COR	None	30 minutes	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>
<b>TOTAL:</b>		<b>US\$300/ US\$10,000/ US\$5,000 / US\$30,000/ US\$10,000</b>	<b>19 days, 45 minutes</b>	



### 3. CEZA ENTERPRISE REGISTRATION (RENEWAL)

Renewal shall cover all enterprises currently registered under CEZA prior to the approval of CREATE Act.

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

<b>Office or Division:</b>	Business Registration and Regulatory Division (BRRD)	
<b>Classification:</b>	Renewal – Complex	
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity	
<b>Who may avail:</b>	Existing CEZA Locators/Enterprises	
<b>RENEWAL</b>		
1. Letter of Request for the renewal of the Certificate of Registration (hard or e-copy)	Business entity availing the service	
2. Endorsement Letter from Master Licensee/Principal Licensee (for IGSSP and FTSOVCEASP) (hard or e-copy)	CEZA Master Licensee/ Principal Licensee	
3. General Information Sheet, if applicable (hard or e-copy)	Securities and Exchange Commission	
4. Annual Audited Financial Statement and Income Tax Return (hard or e-copy)	Bureau of Internal Revenue	
5. PhP700 (CEZA Registration Plate) (hard or e-copy of the Official Receipt or proof of payment)	Business entity availing the service	
6. Processing Fee ((hard or e-copy of the Official Receipt or proof of payment)	Business entity availing the service	





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RENEWAL</b>				
1.1 Submit application requirements (hard or e-copy)	1.1 Receive application	None	10 minutes	<i>Enterprise Services Officer III, 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 III, 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	US\$200 or its PhP equivalent (non-gaming and non-ftsovce enterprises)  US\$ 10,000 (IGSSP)  US\$ 5,000 (IGSP)  US\$10,000 (Data/Content Streaming Provider)  US\$5,000 (FTSOVCE Authorized Service Provider)  PhP700 (CEZA Plate)	15 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>



2. Submits copy of CEZA OR	2. Conduct evaluation and validation of the submitted documents	None	2 days and 4 hours	<i>Enterprise Services III, Business Registration and Regulatory Division</i>
	3.1 Prepare summary sheet and COR	None	3 hours	<i>Enterprise Services III, Business Registration and Regulatory Division</i>
	3.2 Review and initial of Division Chief/Department Head/Group Head	None	2 days	<i>Enterprise Services VI, Business Registration and Regulatory Division</i>
	3.3 Approval of the Administrator and CEO	None	None	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i>
4. Receive CRTE	4. Issue CRTE	None	20 minutes	<i>Enterprise Services IV/ Division Chief, Business Registration and Regulatory Division</i>
<b>TOTAL:</b>		<b>US\$200/ US\$10,000/ US\$5,000 / US\$10,000/ US\$5,000/ PhP700</b>	<b>5 days</b>	



## 4. 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.

<b>Office or Division:</b>	Business Registration and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity G2G – for government services whose client is a government entity or a government employee			
<b>Who may avail:</b>	CEZA Locators/Enterprises and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request (hard or e-copy)		Business entity/ Government agency availing the service		
2. Processing fee of PhP 100 – PhP 1,000 (hardcopy or e-copy of the Official Receipt or proof of payment)		Business entity availing the services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application and issue Payment Order	None	10 minutes	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>



<p>1.2 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>1.2 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt</p>	<p>PhP 500</p>	<p>15 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>
<p>2. Submits copy of CEZA OR</p>	<p>2.1 Check database and prepare Certification</p>	<p>None</p>	<p>2 days</p>	<p><i>Enterprise Services Officer III, Business Registration and Regulatory Division</i></p>
	<p>2.2 Review and initial of the Division Chief/Department Manager/Group Head</p>	<p>None</p>	<p>None</p>	<p><i>Enterprise Services Officer VI/ Division Chief, Business Registration and Regulatory Division</i></p>
	<p>2.3 Approval or signature of the Administrator and CEO</p>	<p>None</p>	<p>None</p>	<p><i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i></p>
<p>3. Receive Certification</p>	<p>3.1 Release Certification and file/ record of documents</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Enterprise Services Officer III, Business Registration and Regulatory Division</i></p>
<p><b>TOTAL:</b></p>		<p><b>PhP500</b></p>	<p><b>2 days and 45 minutes</b></p>	



## 5. ISSUANCE OF PORT USER PERMIT AND ACCREDITATION 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 Accreditation for Port Service Provider shall be renewed every year.

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

<b>Office or Division:</b>	Business Registration and Regulatory Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity	
<b>Who may avail:</b>	New and existing Port Users and Port Service Provider	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>New</b>		
1. Letter of intent (hardcopy or e-copy)	Business entity availing the service	
2. Port User/Port Service Provider Application Form (CEZA-PMIS-BPRD-F07) (hardcopy or e-copy)	Business Registration and Regulatory Division	
3. Company Profile (hard copy or e-copy)	Business entity availing the service	
4. SEC or DTI Registration (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 (hardcopy or e-copy)	Business entity availing the service	
6. Mining Permit, if applicable (hardcopy or e-copy)	Department of Environment and Natural Resources	



7. Processing Fee of PhP2,000 (hardcopy or e-copy of Official Receipt or proof of payment)		Cash Division		
<b>RENEWAL</b>				
1. Letter of intent to renew Permit to Use Port/Port Service Provider Accreditation (hard copy or e-copy)		Business entity availing the service		
2. Latest Annual Audited Financial Statement, if applicable (hardcopy or e-copy)		Business entity availing the service		
3. Latest Income Tax Return (hardcopy or e-copy)		Bureau of Internal Revenue		
4. Latest Mining Permits, if applicable (hardcopy or e-copy)		Department of Environment and Natural Resources		
5. Processing Fee of PhP2,000 (hardcopy or e-copy of Official Receipt or proof of payment)		Cash Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>NEW</b>				
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application	None	10 minutes	<i>Enterprise Services Officer III, 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 III, Business Registration and Regulatory Division</i>



<p>1.3 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>1.3 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt</p>	<p>PhP 2,000</p>	<p>15 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>
<p>2. Submits copy of CEZA OR</p>	<p>2. Conduct evaluation and validation of the submitted documents</p>	<p>None</p>	<p>2 days</p>	<p><i>Enterprise Services Officer III, Business Registration and Regulatory Division</i></p>
	<p>3.1 Prepare summary sheet and Permit/ COA</p>	<p>None</p>	<p>2 days and 7 hours</p>	<p><i>Enterprise Services Officer III, Business Registration and Regulatory Division</i></p>
	<p>3.2 Review and initial of the Division Head/Department Head/Group Head</p>	<p>None</p>	<p>None</p>	<p><i>Enterprise Services Officer VI/ Division Chief, Business Registration and Regulatory Division</i></p>
	<p>3.3 Approval or signature of the Administrator and CEO</p>	<p>None</p>	<p>None</p>	<p><i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i></p>



4. Receive the Permit/ Certificate of Accreditation	4. Issue Permit/ Certificate of Accreditation	None	20 minutes	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>
<b>TOTAL:</b>		<b>PhP2,000</b>	<b>5 days</b>	
<b>RENEWAL</b>				
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application	None	10 minutes	<i>Enterprise Services Officer III, 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 III, 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>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>





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 III, Business Registration and Regulatory Division</i>
	3.1 Prepare summary sheet and Permit/ COA	None	2 days and 3 hours	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>
	3.2 Review and initial of the Division Chief/Department Head/Group Head	None	None	<i>Enterprise Services VI/ Division Chief, Business Registration and Regulatory Division</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 III, Business Registration and Regulatory Division</i>
<b>TOTAL:</b>		<b>PhP2,000</b>	<b>4 days</b>	



## 6. ISSUANCE OF EXPORTATION PERMIT

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

<b>Office or Division:</b>	Business Registration and Regulatory Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity	
<b>Who may avail:</b>	CEZA Locators/Enterprises	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Letter of request (hardcopy or e-copy)	Business entity availing the service	
2. DTI Export Declaration Form (hardcopy or e-copy)	Business Registration and Regulatory Division or Department of Trade and Industry	
3. Invoice (hardcopy or e-copy)	Business entity availing the service	
4. Packing List (hardcopy or e-copy)	Business entity availing the service	
5. Bill of Lading or Airway Bill (hardcopy or e-copy)	Business entity availing the service	
6. Processing Fee of PhP 100- 1,000 (hardcopy or e-copy of the Official Receipt or proof of payment)	Business entity availing the services	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application requirements (Physical or e-copy)	1.1 Receive application and issue payment order	None	10 minutes	<i>Enterprise Services Officer III, 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	PhP 100 – PhP 1,000	15 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
2. Submits copy of CEZA OR	2.1 Evaluate submitted documents and stamp attachments	None	2 days	<i>Enterprise Services Officer III, 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/ Division Chief, Business Registration and Regulatory Division</i>



	2.3 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>
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 III, Business Registration and Regulatory Division</i>
<b>TOTAL:</b>		<b>PhP100 - PhP1,000</b>	<b>2 days and 45 minutes</b>	



## 7. 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

<b>Office or Division:</b>	Business Registration and Regulatory Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity	
<b>Who may avail:</b>	CEZA Locators/Enterprises	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Letter of request (hardcopy or e-copy)	Business entity availing the service	
2. Importation Permit (BRD-IPF-F14) (hardcopy or e-copy)	Business Registration and Regulatory Division	
3. Invoice (hardcopy or e-copy)	Business entity availing the service	
4. Packing List (hardcopy or e-copy)	Business entity availing the service	
5. Bill of Lading or Airway Bill (hardcopy or e-copy)	Business entity availing the service	
6. Processing Fee of PhP100 – 1,000 (hardcopy or e-copy of the Official Receipt or proof of payment)	Business entity availing the services	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application requirements (hardcopy or e-copy)	1.1 Receive application and issue Payment Order	None	10 minutes	<i>Enterprise Services Officer III, 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	PhP 100 – PhP 1,000	15 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
2. Submits copy of CEZA OR	2.1 Evaluate submitted documents and stamp attachments	None	2 days	<i>Enterprise Services Officer III, 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/ Division Chief, Business Registration and Regulatory Division</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.3 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>
3. Receive Importation Permit with stamped attachments	3. Issue Importation Permit with stamped attachments	None	20 minutes	<i>Enterprise Services Officer III, Business Registration and Regulatory Division</i>
<b>TOTAL:</b>		<b>PhP100 - PhP1,000</b>	<b>2 days and 45 minutes</b>	



## 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).

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





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, 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	US\$100	15 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
3. Submits copy of CEZA OR	3.1 Conduct evaluation and validation of documents	None	1 day	<i>Division Manager A/ Division Chief, Labor and Visa Services Division</i>
	3.2 Prepare CWV documents	None	1 day	<i>Division Manager A/ Division Chief, Labor and Visa Services Division</i>
	3.3 Approval of CWV documents	None	1 day	<i>Administrator and Chief Executive Officer, 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/ Division Chief, 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>
	4.3 Prepare CWV Sticker upon approval of BI Aparri	None	1 hour	<i>Division Manager A/ Division Chief, Labor and Visa Services Division</i>
	4.4 Approval of CWV Sticker	None	7 hours	<i>Administrator and Chief Executive Officer, 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/ Division Chief, Labor and Visa Services Division</i>
<b>TOTAL:</b>		<b>US\$100 and PhP8,580 (BI) fee</b>	<b>14 days, 1 hour and 30 minutes</b>	



## 9. 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.

<b>Office or Division:</b>	Labor and Visa Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	CWV Holders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, 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>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>



3. Submits copy of CEZA OR	3.1 Verify and validate request	None	4 hours	<i>Division Manager A/ Division Chief, Labor and Visa Services Division</i>
	3.2 Prepare I-Card Certification	None	2 days	<i>Division Manager A/ Division Chief, Labor and Visa Services Division</i>
	3.3 Approval of I-Card Certification	None	None	<i>Administrator and Chief Executive Officer, 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/ Division Chief, Labor and Visa Services Division</i>
<b>TOTAL:</b>		<b>PhP250</b>	<b>2 days, 4 hours and 45 minutes</b>	



## 10. 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).

<b>Office or Division:</b>	Labor and Visa Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	CWV Holders or CEZA Enterprises/Locators whose foreign employees resigned or terminated by the company			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, Labor and Visa Services</i>



<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>	<p>PhP1,000</p>	<p>10 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>
<p>3. Submits copy of CEZA OR</p>	<p>3.1 Verify and validate request</p>	<p>None</p>	<p>4 hours</p>	<p><i>Division Manager A/ Division Chief, Labor and Visa Services</i></p>
	<p>3.2 Prepare Cancellation Order and stamp passport</p>	<p>None</p>	<p>2 days</p>	<p><i>Division Manager A/ Division Chief, Labor and Visa Services</i></p>
	<p>3.3 Approval of Cancellation Order and stamp passport</p>	<p>None</p>	<p>None</p>	<p><i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i></p>
<p>4. Receive CEZA I-Card Certification</p>	<p>4.1 Issue Cancellation Order and file/record documents</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Manager A/ Division Chief, Labor and Visa Services</i></p>
<p><b>TOTAL:</b></p>		<p><b>PhP1,000</b></p>	<p><b>2 days, 4 hours and 45 minutes</b></p>	



## 11. 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.

<b>Office or Division:</b>	Finance Department	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	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	
<b>Who may avail:</b>	CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Request for payment with the following supporting documents: <ul style="list-style-type: none"> <li>• For utilities and rent – Statement of Billing/Account</li> <li>• For projects - Progress Billing and Certificate of payment</li> <li>• For supplies/goods/services – Purchase Order/Job Order, Abstract of Cavass, Three quotation, Purchase Request/Request for maintenance</li> <li>• For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation</li> <li>• For government remittance – Billing, Payment Schedule</li> <li>• For gasoline consumption – Billing, Official Receipt, Vehicle Trip Ticket, Request for fuel</li> </ul>	Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity	



<ul style="list-style-type: none"> <li>• For first salary (permanent) – Certified true copy of duly approved Appointment, Certified true copy of Oath of Office, Certificate of Assumption, SALN, DTR,</li> <li>• For first salary (contract of service) - Payment Memorandum, Contract, DTR,</li> <li>• For salary refund – Payment Memorandum</li> <li>• For monetization of leave credits – Monetization Form (minimum of 10 days)</li> <li>• For overtime – Certification, DTR</li> <li>• For membership dues – Payment Memorandum, Letter from Agency</li> <li>• For consultant – Accomplishment Report, Contract</li> <li>• For last payment of contract of service – Clearance, Memorandum</li> <li>• For financial Assistance – Letter request from concern employee/individual, Memorandum of recommendation, Hospital Billing/Official Receipt</li> <li>• For terminal pay – Clearance, DTR</li> </ul>	
<p>Request for reimbursement with the following supporting documents:</p> <ul style="list-style-type: none"> <li>• For travel – Travel Itinerary, Travel Order, Certificate of Travel Completed, Certificate of Appearance/Participation/Attendance, Accomplishment report, Official Receipt</li> <li>• For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation</li> <li>• For extraordinary &amp; miscellaneous expenses – Certification, Official Receipt</li> </ul>	<p>Supporting documents will be provided by CEZA Employee/Personnel</p>





<p>Request for Cash Advance with the following supporting documents:</p> <ul style="list-style-type: none"><li>• For Travel – Travel Itinerary, Travel Order/Office Order, Travel Memorandum/Invitation Letter</li><li>• For activity/program/project – Memorandum, Budget Proposal, Special Order</li></ul>	<p>Supporting documents will be provided by CEZA Employee/Personnel</p>
<p>For replenishment of Petty Cash Fund:</p> <ul style="list-style-type: none"><li>• Petty cash replenishment form</li><li>• Petty cash voucher form</li><li>• Official receipts</li><li>• RER</li><li>• Contact report</li><li>• Attendance</li><li>• Task slip</li><li>• Certificate of emergency</li></ul>	<p>Supporting documents will be provided by CEZA Employee/Personnel</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for payment/reimbursement/cash advance with attached supporting documents	1.1 Prepare Bidding Documents	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V)/ Division Chief, Budget Division</i>
	1.2 Review the completeness of the document (Pre-Audit)	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V)/ Division Chief, 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)/ Division Chief, 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)/ Division Chief, Budget Division</i>
	1.5 Receives the signed BURS.	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V)/ Division Chief, 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)/ Division Chief, Budget Division</i>
	1.7 Prepares two (2) copies of Disbursement Voucher (DV).	None	10 minutes	<i>Accountant IV/ OIC-Division Chief, Accounting Division</i>



	1.8 Records the DV in the DV Logbook	None	5 minutes	<i>Accountant IV/ OIC-Division Chief, Accounting Division</i>
	1.9 Forwards the DV to the Administrative Division and Office of Administrator for approval.	None	5 minutes	<i>Accountant IV/ OIC-Division Chief, Accounting Division</i>
	1.10 Receives the signed DV.	None	2 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
	1.11 Prepares and signs the check.	None	15 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
	1.12 Forwards the check to the Office of Administrator or Deputy Administrator for counter signature.	None	5 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
2. Receives the signed check	2. Records and release the check.	None	7 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 33 minutes</b>	



<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>	<p>PhP1,000</p>	<p>10 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>
<p>3. Submits copy of CEZA OR</p>	<p>3.1 Verify and validate request</p>	<p>None</p>	<p>4 hours</p>	<p><i>Division Manager A/ Division Chief, Labor and Visa Services</i></p>
	<p>3.2 Prepare Cancellation Order and stamp passport</p>	<p>None</p>	<p>2 days</p>	<p><i>Division Manager A/ Division Chief, Labor and Visa Services</i></p>
	<p>3.3 Approval of Cancellation Order and stamp passport</p>	<p>None</p>	<p>None</p>	<p><i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i></p>
<p>4. Receive CEZA I-Card Certification</p>	<p>4.1 Issue Cancellation Order and file/record documents</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Manager A/ Division Chief, Labor and Visa Services</i></p>
<p><b>TOTAL:</b></p>		<p><b>PhP1,000</b></p>	<p><b>2 days, 4 hours and 45 minutes</b></p>	



## 12. 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.

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



	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



### 13. Media Request for Information on CEZA Matters

This procedure applies to 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 (<https://www.facebook.com/OfficialCagayanEconomicZoneAuthority/>).

<b>Office or Division:</b>	Corporate Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	Any media entity intending to obtain significant materials, information or clarifications about CEZA, its undertakings and related personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal/official request that contains the name of media personnel, organization (entity), date and time of query, nature of inquiry and photocopy of a valid ID)		General Services Division – Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request or filled Freedom of Information Form to CEZA.	1.1 Acknowledge and log receipt.	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Endorse to the Corporate Affairs Division	None	10 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	1.3 Contact appropriate CEZA Officials, collect reports from various offices/ departments and obtain more information if deemed necessary	None	1 day	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
	1.4 Prepare the briefer, write-up and/or letter reply	None	15 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
	1.5 Have the briefer, write-up and/or letter reply and other materials reviewed and signed by the A/CEO or his/her authorized representative	None	10 minutes	<i>Administrator and Chief Executive Officer / Authorized Representative Office of the Administrator and Chief Executive Officer</i>
2. Obtain official response.	2. Issue/ release official response	None	10 minutes (if media requested for basic response only)  15 minutes (if media requested for basic response and briefer)  30 minutes (if media request for basic response plus interview with CEZA official)	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>





<b>TOTAL:</b>	<b>None</b>	<b>1 day and 55 minutes (if media requested for basic response only)</b> <b>1 day and 1 hour (if media requested for basic response and briefer)</b> <b>1 day, 1 hour and 15 minutes (if media request for basic response plus interview with CEZA official)</b>	
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## 14. Conduct of Media Visit

This procedure applies to any media personnel/entity intending to visit the Cagayan Special Economic Zone and Freeport and covers the process from request up to the documentation of output as a result of the media visit.

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 (<https://www.facebook.com/OfficialCagayanEconomicZoneAuthority/>).

<b>Office or Division:</b>	Corporate Affairs Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	Any media entity intending to visit the Cagayan Special Economic Zone and Freeport up to the documentation of output as a result of the media visit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request that contains the name of media personnel, organization, date and time of intended visit and photocopy of a valid ID		General Services Division – Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter or request	1.1 Acknowledge and log receipt.	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Endorse to the Corporate Affairs Division	None	10 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	1.3 Submit memorandum proposal including detailed budgetary requirements and proposed itinerary for A/CEO approval and signature.	None	2 days	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
	1.4 Circulate approved memo to concerned offices for preparation of logistics, transportation, accommodations , meals, tokens, proposed itineraries, briefings and orientations.	None	30 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
2. Follow-up on the request for media visit	2. Confirm with the media entity of the final date, time, venue and other information about the media visit.	None	10 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
3. Conduct media visit	3.1 Administer the visit.	None	3 days	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	3.2 Document the media visit and prepare accomplishment report including photos. Monitor and compile news releases from the media entities and disseminate to different offices.	None	1 day	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 1 hour</b>	



## 15. Providing Assistance on Walk-In Guests with General Concerns and Feedbacks

Walk-in guests who have inquiries, feedbacks or other concerns may approach and be attended by the Public Assistance and Complaints Desk (PACD). Guests may be referred to the appropriate division to ensure that their specific 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 e-mail, Messenger or SMS and will be replied to in the same manner.

<b>Office or Division:</b>	Corporate Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Identified Client/Customer (s)/ All Walk-in Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled Visitor's Information Slip (CAD-VIS-F15)		Guard-on-duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, 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/ Division Chief, Corporate Affairs Division</i>

	<p>2.1.2 For concerns that need further information or assistance, refer the guest to the concerned division.</p>		<p>9 minutes</p>	
	<p>2.2. For suggestions, compliments or complaints, ask the guest to file a report through the feedback form. (The PACD Officer will coordinate with the concerned parties to make sure that all feedbacks are echoed to the management and that complaints are dealt accordingly.)</p>		<p>30 minutes</p>	

<p>3. Complete and submit the duly-filled and signed Visitor's Information Slip.</p>	<p>3. Collect the Visitor's information Slip and feedback forms (CAD-FF-F14 and/or CAD-GAS-F01, CAD-IS-F03, CAD-BP-F05, CAD-PIC-F07, CAD-OLA-F09, CAD-CAP-F11), if applicable.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>OIC, Corporate Affairs Division/ Public Relations Officer IV, Corporate Affairs Division</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>Simple or Minor concerns: 11 minutes</b></p> <p><b>Concerns that need further information or assistance: 15 minutes</b></p> <p><b>Suggestions, Compliments or Complaints: 36 minutes</b></p>	



## 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.

<b>Office or Division:</b>	Management and Information System Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity	
<b>Who may avail:</b>	Telecoms companies with facilities stationed within the CEZA jurisdiction	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
<p>1. Submit the application for assessment and payment of fees.</p>	<p>1.1. Check application and issue Order of Payment, based on applicable fee.</p>	<p>Renewal fee - PhP480.00 per unit</p> <p>Inspection fee - PhP480.00 per unit</p> <p>Documentary stamp - PhP30.00 per unit</p> <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>30 minutes</p>	<p><i>Information Technology Officer III, MIS Division</i></p>



		Permit to possess fee – PhP96.00 per unit  Filing fee – PhP 180.00 per unit		
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		10 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
3. Submit the application and requirements for processing and approval.	3.1. Perform a preliminary assessment of the application submitted with its supporting documents.	None	30 minutes	<i>Information Technology Officer III, MIS Division</i>



	3.2. If the application requirements are incomplete, issue a checklist of lacking requirements and return the application.	None	5 minutes	<i>Information Technology Officer III, MIS Division</i>
	3.3. If the application requirements are complete, assign a Telecoms trace number and acknowledge the receipt of the application.	None		<i>Information Technology Officer III, MIS Division</i>
	3.4. Conduct evaluation and validation of the documents submitted.	None	1 day	<i>Information Technology Officer III, MIS Division</i>
	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, MIS Division</i>
	3.6. Endorse the application to the management, based on evaluation.			<i>Information Technology Officer III, MIS Division</i>
	3.7. Approve the endorsement of the application.	None	45 minutes	<i>Administrator and CEO, Office of the Administrator and CEO</i>



4. Receive the license or notice of disapproval.	4.1. Issue the license or notice of disapproval.		5 minutes	<i>Information Technology Officer III, MIS Division</i>
<b>TOTAL:</b>		<p><b>Without Modification :</b></p> <p><b>PhP990 + Spectrum User Fee (for public fixed (FX)) - paid to NTC Region 2 Office, based on NTC MC 10-10-97 per Unit</b></p> <p><b>With Modification :</b></p> <p><b>PhP990 + PhP936 + Spectrum User Fee (for public fixed (FX)) - paid to NTC Region 2 Office, based on NTC MC 10-10-97 per Unit</b></p>	<b>2 days, 2 hours and 5 minutes</b>	



## 17. 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.

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 16. 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

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



## 19. Client Assistance on Entry and Exit within CSEZFP (Walk-In)

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, clients are advised to limit their transactions to the most urgent only and to try to transact via emails [pacd@ceza.gov.ph](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto:info@ceza.gov.ph), through the Freedom of Information (FOI) Portal that is accessible at [www.ceza.gov.ph](http://www.ceza.gov.ph) or the CEZA Official Facebook account with link <https://web.facebook.com/OfficialCagayanEconomicZoneAuthority> instead when applicable

<b>Office or Division:</b>	General Services Division Corporate Affairs Division Law and Enforcement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All non-CEZA employees who wish to transact with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client/guest will present his/her Identification Card and register at the visitor's logbook	1.1 The security officer will allow or permit the entry of visitors upon validation of the legitimacy of purpose of visit and performance of security inspection  Note: includes Covid-19 pandemic protocols	None	10 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>



	<p>1.2.1 If a visitor at Port Irene with their own vehicle:</p> <p>The security officer shall perform vehicle inspection upon entry in the Port Irene Archway</p>	None	5 minutes	<p><i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i></p>
	<p>1.2.2 If a visitor at any CEZA Office:</p> <p>The security officer shall collect the ID of the client/guest in exchange with the visitor's ID or gate pass</p>	None	5 minutes	<p><i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i></p>
	<p>1.2.3 If a visitor that needs assistance i.e. complaints, on-the-spot meeting with any of the CEZA employees, incoming documents:</p> <p>Assists the client/guest by endorsing to the Public Assistance Desk Officer and monitor the same while they are still inside the Freeport Zone</p>	None	50 minutes	<p><i>Division Manager A/ Division Chief, Corporate Affairs Division</i></p>





	1.2.4 For submission of document/s to CEZA, Receive and 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/ Division Chief, General Administrative Division</i>
2. Visitor will exit the premises	2.1 Return the ID and any belongings deposited if any.	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 25 minutes</b>	



# **Mandaluyong Office**

## **Internal Services**



## 1. 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.

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	Any Office within the Cagayan Economic Zone Authority			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		GSD - Procurement		
Technical Specifications		End User or its Authorized Representative		
Cert of availability of funds		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	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 Submission of bids by 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 Administrator and Chief Executive Officer</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 Administrator and Chief Executive Officer</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>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>54 days and 10 minutes</b>	



## 2. 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.

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	Any Office within the Cagayan Economic Zone Authority			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	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 Submission of bids by 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 Administrator and Chief Executive Officer</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 Administrator and Chief Executive Officer</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>
<b>TOTAL:</b>		<b>None</b>	<b>34 days and 10 minutes</b>	





### 3. 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.

<b>Office or Division:</b>	Office Of The Board Of Directors			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	Concerned departments, divisions and/or sections			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Form		Office of the Board of Directors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill-out Request for a copy of Resolution Form	1.1 Receive the request	None	5 minutes	<i>Board Secretary IV</i>
	1.2 Submit Filled-out Form to the Corporate Board Secretary for approval	None	5 minutes	<i>Board Secretary IV</i>
	1.3 Prepare / print requested Directors' Certificate	None	5 minutes	<i>Board Secretary IV</i>
2. Accept and/or acknowledge receipt of action.	2. Release the Director's Certificate	None	2 minutes	<i>Board Secretary IV</i>
<b>TOTAL:</b>		<b>None</b>	<b>17 minutes</b>	



## 4. 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.

<b>Office or Division:</b>	Finance Department	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	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	
<b>Who may avail:</b>	CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Request for payment with the following supporting documents: <ul style="list-style-type: none"> <li>• For utilities and rent – Statement of Billing/Account</li> <li>• For projects - Progress Billing and Certificate of payment</li> <li>• For supplies/goods/services – Purchase Order/Job Order, Abstract of Cavass, Three quotation, Purchase Request/Request for maintenance</li> <li>• For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation</li> <li>• For government remittance – Billing, Payment Schedule</li> <li>• For gasoline consumption – Billing, Official Receipt, Vehicle Trip Ticket, Request for fuel</li> </ul>	Supporting documents will be provided by CEZA Employee/Personnel, Other government agency, Suppliers, Contractors, Consultants, Business Entity	



<ul style="list-style-type: none"> <li>• For first salary (permanent) – Certified true copy of duly approved Appointment, Certified true copy of Oath of Office, Certificate of Assumption, SALN, DTR,</li> <li>• For first salary (contract of service) - Payment Memorandum, Contract, DTR,</li> <li>• For salary refund – Payment Memorandum</li> <li>• For monetization of leave credits – Monetization Form (minimum of 10 days)</li> <li>• For overtime – Certification, DTR</li> <li>• For membership dues – Payment Memorandum, Letter from Agency</li> <li>• For consultant – Accomplishment Report, Contract</li> <li>• For last payment of contract of service – Clearance, Memorandum</li> <li>• For financial Assistance – Letter request from concern employee/individual, Memorandum of recommendation, Hospital Billing/Official Receipt</li> <li>• For terminal pay – Clearance, DTR</li> </ul>	
<p>Request for reimbursement with the following supporting documents:</p> <ul style="list-style-type: none"> <li>• For travel – Travel Itinerary, Travel Order, Certificate of Travel Completed, Certificate of Appearance/Participation/Attendance, Accomplishment report, Official Receipt</li> <li>• For meetings/conference – Official Receipt, Contact Report, Attendance Sheet, Certificate of Appearance/Participation</li> <li>• For extraordinary &amp; miscellaneous expenses – Certification, Official Receipt</li> </ul>	<p>Supporting documents will be provided by CEZA Employee/Personnel</p>



<p>Request for Cash Advance with the following supporting documents:</p> <ul style="list-style-type: none"><li>• For Travel – Travel Itinerary, Travel Order/Office Order, Travel Memorandum/Invitation Letter</li><li>• For activity/program/project – Memorandum, Budget Proposal, Special Order</li></ul>	<p>Supporting documents will be provided by CEZA Employee/Personnel</p>
<p>For replenishment of Petty Cash Fund:</p> <ul style="list-style-type: none"><li>• Petty cash replenishment form</li><li>• Petty cash voucher form</li><li>• Official receipts</li><li>• RER</li><li>• Contact report</li><li>• Attendance</li><li>• Task slip</li><li>• Certificate of emergency</li></ul>	<p>Supporting documents will be provided by CEZA Employee/Personnel</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for payment/reimbursement/cash advance with attached supporting documents	1.1 Prepare Bidding Documents	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V)/ Division Chief, Budget Division</i>
	1.2 Review the completeness of the document (Pre-Audit)	None	15 minutes	<i>Chief Administrative Officer (Budget Officer V)/ Division Chief, 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)/ Division Chief, 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)/ Division Chief, Budget Division</i>
	1.5 Receives the signed BURS.	None	2 minutes	<i>Chief Administrative Officer (Budget Officer V)/ Division Chief, 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)/ Division Chief, Budget Division</i>
	1.7 Prepares two (2) copies of Disbursement Voucher (DV).	None	10 minutes	<i>Accountant IV/ OIC-Division Chief, Accounting Division</i>



	1.8 Records the DV in the DV Logbook	None	5 minutes	<i>Accountant IV/ OIC-Division Chief, Accounting Division</i>
	1.9 Forwards the DV to the Administrative Division and Office of Administrator for approval.	None	5 minutes	<i>Accountant IV/ OIC-Division Chief, Accounting Division</i>
	1.10 Receives the signed DV.	None	2 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
	1.11 Prepares and signs the check.	None	15 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
	1.12 Forwards the check to the Office of Administrator or Deputy Administrator for counter signature.	None	5 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
2. Receives the signed check	2. Records and release the check.	None	7 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 33 minutes</b>	



## 5. Provision of Service Vehicle

To avail service vehicle for CEZA employees, investors and guests.

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



## 6. 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.

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





	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 7. Request for Personnel Record/s

Service request for document and/or files in the Human Resource Section, e.g. Certificate of Employment. Service Records, Certificate of Available Credit Leave

<b>Office or Division:</b>	Human Resource Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency
<b>Who may avail:</b>	CEZA Official, Employees and Contract of Service Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Properly accomplished Request for Personnel Record/s Form	Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit Request for Personnel Record/s Form	1.1 Receive/ Review accomplished Request for Personnel Record/s Form and make clarification if necessary.	None	2 minutes	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
	1.2 Check and verify the records of the applicant in the database system and/or 201 Files.	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
	1.3 Prepare the requested personnel records	None	10 Minutes	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>



	1.4 Approval of the requested personnel record/s	None	14 Minutes	<i>Administrator and Chief Executive Officer, Office of the Administrator and Chief Executive Officer</i>
2. Affix signature on the file copy and/or log book	2. Release the requested personnel record/s and/or document	None	1 minute	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>37 minutes</b>	



## 8. 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.

<b>Office or Division:</b>	Human Resource Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished Request for Personnel Record/s		Human Resource Division in Mandaluyong Office, Santa Ana and Tuguegarao City, Cagayan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit application for leave form	1.1 Receive/ Review accomplished Application for Leave	None	2 minutes	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
	1.2 Check if the required days for filing was followed	None	2 minutes	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
	1.3 Review the Application and input the leave balance of the requester and affix signature	None	7 minutes	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, 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/ Division Chief, 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>
4. Affix signature on the file copy	4. Release the approved application for leave to the requester	None	1 minute	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



## 9. 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

<b>Office or Division:</b>	Human Resource Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Officials and Immediate Supervisors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished Request for Rendition of Overtime Services		Human Resource Division in Mandaluyong Office, Santa Ana, Tuguegarao City, Cagayan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit request for the rendition of overtime services signed by the Immediate supervisor (recommending approval)	1.1 Receive/ Review accomplished request for rendition of overtime services	None	2 minutes	<i>Chief Administrative Officer/ Division Chief, Human Resource Division</i>
	1.2 Review and Check if the required days for filing was followed	None	2 minutes	<i>Chief Administrative Officer/ Division Chief, 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 – 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/ Division Chief, Human Resource Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



## 10. Legal Documents Preparation and Monitoring Procedure

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

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Division/Departments/Sections and/or Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, Legal Division</i>





	1.2 Office Concerned transmits the documents forwarded with the attached routed instruction to the Legal Division	None	15 minutes	<i>Attorney V/ Division Chief, Legal Division</i>
	1.3 Attorney V reviews the documents or the request transmitted for confidentiality	None	5 hours	<i>Attorney V/ Division Chief, Legal Division</i>
	1.4.1 Attorney V acts directly on the given confidential instructions	None	1 day	<i>Attorney V/ Division Chief, Legal Division</i>
	1.4.2 Attorney V instructs legal staff to review, research and accomplish non-confidential instructions	None	15 minutes	<i>Attorney V/ Division Chief, Legal Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Legal staff designated for the task submits completed work to the Attorney V for approval or review.	None	4 days	<i>Attorney V/ Division Chief, Legal Division</i>
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/ Division Chief, Legal Division</i>
	2.1.2 For non-confidential documents, reviewed by the Attorney V, Legal division staff forwards the documents to the Record Section for routing purposes to concerned offices.	None	15 minutes	<i>Attorney V/ Division Chief, Legal Division</i>



	The documents and letter are logged in Legal Division Logbook as 'Outgoing documents' and release			
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 6 hours</b>	



## 11. 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.

<b>Office or Division:</b>	Management Information System Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Service Request Form (CEZA-PMIS-MISD-F02)		Management Information System Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.2 Assign IP Address	None	10 minutes	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.3 Test the connection	None	1 hour	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II, MIS Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 25 minutes</b>	



## 12. Request for Website Posting

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

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



### 13. Request for IT Services

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

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



## 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.

<b>Office or Division:</b>	Management Information System Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.5 Pull-out the IT Equipment and log	None	1 hour	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.6 Bring to the service center for repair	None	18 days	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>



	1.7 Pick-up the IT Equipment from the Service Center and check the equipment if working	None	1 day	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.8 Return the IT Equipment and set-up	None	3 hours	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 days, 7 hours and 6 minutes</b>	





## 15. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip		General Services Division – Logistics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Requisition and Issue Slip (RIS)	1. Provide Requisition and Issue Slip to the client	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, 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/ Division Chief, General Services Division</i>



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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>26 minutes</b>	



## 16. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gate Pass		Guard on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Gate Pass	1.1 Receive the Gate Pass	None	3 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Check the contents of the Gate Pass	None	3 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.3 Process the Request	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
2. Receive the Approved Gate Pass	2. Issue the Approved Gate Pass	None	3 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>



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	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
	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	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
	3.3 Issue a copy of the signed Gate Pass to the requisitioner	None	3 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</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 III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



## 17. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memo Request Approved by the A/CEO			Client's Office or Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Memorandum Request	1.1 Receive the Approved Memorandum Request	None	15 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Check the content of the Memo Request	None	30 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.3 Process the Request	None	2 days and 5 hours	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
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	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>



	2.2 Issue a copy of the Signed Property Acknowledgement Received (PAR) for Equipment amounting to PhP 15,000.00 and above; or Inventory Custodian Slip (ICS) for Below PhP 15,000.00.	None	15 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	<b>TOTAL :</b>	<b>None</b>	<b>2 days, 6 hours and 15 minutes</b>	



## 18. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Client's Copy of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)			Client's Office or Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, 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/ Division Chief, General Services Division</i>
	1.3 Process the Request	None	7 hours	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>



	2.2 Issue a Copy of Canceled PAR/ICS	None	15 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day</b>	





## 19. 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.

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 20. 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

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



## 21. Request for a Copy of Document/s

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

<b>Office or Division:</b>	General Services Division – Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees for their official use			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request Slip		General Services Division - Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill-up the Document Request Slip	1.1 Receive approved Document Request Slip	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Retrieve and reproduce document/s in copy/copies as requested	None	3 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		None	<b>3 days and 7 minutes</b>	



# **Tuguegarao Office**

## **External Services**



## 1. 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.

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



	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 2. Media Request for Information on CEZA Matters

This procedure applies to 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 (<https://www.facebook.com/OfficialCagayanEconomicZoneAuthority/>).

<b>Office or Division:</b>	Corporate Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	Any media entity intending to obtain significant materials, information or clarifications about CEZA, its undertakings and related personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal/official request that contains the name of media personnel, organization (entity), date and time of query, nature of inquiry and photocopy of a valid ID)		General Services Division – Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request or filled Freedom of Information Form to CEZA.	1.1 Acknowledge and log receipt.	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Endorse to the Corporate Affairs Division	None	10 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	1.3 Contact appropriate CEZA Officials, collect reports from various offices/ departments and obtain more information if deemed necessary	None	1 day	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
	1.4 Prepare the briefer, write-up and/or letter reply	None	15 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
	1.5 Have the briefer, write-up and/or letter reply and other materials reviewed and signed by the A/CEO or his/her authorized representative	None	10 minutes	<i>Administrator and Chief Executive Officer / Authorized Representative Office of the Administrator and Chief Executive Officer</i>
2. Obtain official response.	2. Issue/ release official response	None	10 minutes (if media requested for basic response only)  15 minutes (if media requested for basic response and briefer)  30 minutes (if media request for basic response plus interview with CEZA official)	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>





<b>TOTAL:</b>	<b>None</b>	<b>1 day and 55 minutes (if media requested for basic response only)</b> <b>1 day and 1 hour (if media requested for basic response and briefer)</b> <b>1 day, 1 hour and 15 minutes (if media request for basic response plus interview with CEZA official)</b>	
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### 3. Conduct of Media Visit

This procedure applies to any media personnel/entity intending to visit the Cagayan Special Economic Zone and Freeport and covers the process from request up to the documentation of output as a result of the media visit.

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 (<https://www.facebook.com/OfficialCagayanEconomicZoneAuthority/>).

<b>Office or Division:</b>	Corporate Affairs Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	Any media entity intending to visit the Cagayan Special Economic Zone and Freeport up to the documentation of output as a result of the media visit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request that contains the name of media personnel, organization, date and time of intended visit and photocopy of a valid ID		General Services Division – Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter or request	1.1 Acknowledge and log receipt.	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Endorse to the Corporate Affairs Division	None	10 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	1.3 Submit memorandum proposal including detailed budgetary requirements and proposed itinerary for A/CEO approval and signature.	None	2 days	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
	1.4 Circulate approved memo to concerned offices for preparation of logistics, transportation, accommodations , meals, tokens, proposed itineraries, briefings and orientations.	None	30 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
2. Follow-up on the request for media visit	2. Confirm with the media entity of the final date, time, venue and other information about the media visit.	None	10 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
3. Conduct media visit	3.1 Administer the visit.	None	3 days	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	3.2 Document the media visit and prepare accomplishment report including photos. Monitor and compile news releases from the media entities and disseminate to different offices.	None	1 day	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 1 hour</b>	



## 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.

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 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

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



## 6. Client Assistance on Entry and Exit within CSEZFP (Walk-In)

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, clients are advised to limit their transactions to the most urgent only and to try to transact via emails [pacd@ceza.gov.ph](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto:info@ceza.gov.ph), through the Freedom of Information (FOI) Portal that is accessible at [www.ceza.gov.ph](http://www.ceza.gov.ph) or the CEZA Official Facebook account with link <https://web.facebook.com/OfficialCagayanEconomicZoneAuthority> instead when applicable

<b>Office or Division:</b>	General Services Division Corporate Affairs Division Law and Enforcement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All non-CEZA employees who wish to transact with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client/guest will present his/her Identification Card and register at the visitor's logbook	1.1 The security officer will allow or permit the entry of visitors upon validation of the legitimacy of purpose of visit and performance of security inspection  Note: includes Covid-19 pandemic protocols	None	10 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>



	<p>1.2.1 If a visitor at Port Irene with their own vehicle:</p> <p>The security officer shall perform vehicle inspection upon entry in the Port Irene Archway</p>	None	5 minutes	<p><i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i></p>
	<p>1.2.2 If a visitor at any CEZA Office:</p> <p>The security officer shall collect the ID of the client/guest in exchange with the visitor's ID or gate pass</p>	None	5 minutes	<p><i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i></p>
	<p>1.2.3 If a visitor that needs assistance i.e. complaints, on-the-spot meeting with any of the CEZA employees, incoming documents:</p> <p>Assists the client/guest by endorsing to the Public Assistance Desk Officer and monitor the same while they are still inside the Freeport Zone</p>	None	50 minutes	<p><i>Division Manager A/ Division Chief, Corporate Affairs Division</i></p>





	1.2.4 For submission of document/s to CEZA, Receive and 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/ Division Chief, General Administrative Division</i>
2. Visitor will exit the premises	2.1 Return the ID and any belongings deposited if any.	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 25 minutes</b>	



# **Tuguegarao Office**

## **Internal Services**



## 1. Provision of Service Vehicle

To avail service vehicle for CEZA employees, investors and guests.

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



## 2. 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.

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



	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



### 3. 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.

<b>Office or Division:</b>	Management Information System Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Service Request Form (CEZA-PMIS-MISD-F02)		Management Information System Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.2 Assign IP Address	None	10 minutes	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.3 Test the connection	None	1 hour	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II, MIS Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 25 minutes</b>	



## 4. Request for Website Posting

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

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



## 5. Request for IT Services

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

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





## 6. 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.

<b>Office or Division:</b>	Management Information System Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.5 Pull-out the IT Equipment and log	None	1 hour	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.6 Bring to the service center for repair	None	18 days	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>



	1.7 Pick-up the IT Equipment from the Service Center and check the equipment if working	None	1 day	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.8 Return the IT Equipment and set-up	None	3 hours	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 days, 7 hours and 6 minutes</b>	



## 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip		General Services Division – Logistics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Requisition and Issue Slip (RIS)	1. Provide Requisition and Issue Slip to the client	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, 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/ Division Chief, General Services Division</i>



<p>4. Pick-up the available supplies and materials requested on Tuesday from the GSD - Logistics</p>	<p>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"</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Chief Administrative Officer/ Division Chief, General Services Division</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>26 minutes</b></p>	



## 8. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gate Pass		Guard on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Gate Pass	1.1 Receive the Gate Pass	None	3 minutes	Chief Administrative Officer/ Division Chief, General Services Division
	1.2 Check the contents of the Gate Pass	None	3 minutes	Chief Administrative Officer/ Division Chief, General Services Division
	1.3 Process the Request	None	10 minutes	Chief Administrative Officer/ Division Chief, General Services Division
2. Receive the Approved Gate Pass	2. Issue the Approved Gate Pass	None	3 minutes	Chief Administrative Officer/ Division Chief, 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	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
	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	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
	3.3 Issue a copy of the signed Gate Pass to the requisitioner	None	3 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</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 III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



## 9. 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.

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 10. 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

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	





# **Sta. Ana Office**

## **External Services**



## 1. Tourist Inquiry Procedure

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

<b>Office or Division:</b>	Community-Based Tourism Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Tourist/s within the Cagayan Freeport			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arrives at the Visitor Center	1. Requires the tourist/s to Register at the Log Book	None	1 minute	<i>Chief Tourism Operations Officer/ Division Chief, 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/ Division Chief, 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/ Division Chief, Community-based Tourism Division</i>
3. Give feedback and suggestions	3. Provide Customer Satisfaction Survey Form for the tourist/s to accomplish	None	3 minutes	<i>Chief Tourism Operations Officer/ Division Chief, Community-based Tourism Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>34 minutes</b>	



## 2. 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).

<b>Office or Division:</b>	Infrastructure and Maintenance Division	
<b>Classification:</b>	G2B – for government services whose client is a business entity	
<b>Type of Transaction:</b>	Application for Building Permit	
<b>Who may avail:</b>	CEZA Registered Enterprise	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filing of Application for Building Permit	1.1 Receiving and Recording of the Application for Building Permit	None	3 days	<i>Engineer V/ Division Chief, Infrastructure and Maintenance Division</i>
	1.2 Evaluation of Submitted application and Site Inspection	None	None	<i>Engineer V/ Division Chief, Infrastructure and 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.1, S2004)	None	<i>Engineer V/ Division Chief, Infrastructure and Maintenance Division</i>
	1.4 Review and Approval	None	None	<i>Engineer V/ Division Chief, Infrastructure and Maintenance Division</i>
	1.5 Issuance of Order for Payment	None	None	<i>Engineer V/ Division Chief, Infrastructure and Maintenance Division</i>



2. Payment of Charges/Fees	2.1 Upon payment of the processing fee, cashier issues Official Receipt	None	None	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
	2.2 Release of Building Permit	None	None	<i>Engineer V/ Division Chief, Infrastructure and Maintenance Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	



### 3. Request for Special Collection (Garbage or Waste)

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

<b>Office or Division:</b>	Environmental Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	CEZA locators, investors, residents, lessee and CEZA accredited contractors/haulers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled Special Collection Service Call Form		Industrial and Environmental Safety Division		
Hauling Fee of Ph₱ 2,050 for small truck and Ph₱ 5,500 for 14-tonner truck		Cashier Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	PhP2,050 for trucks that are smaller than a 14-tonner  PhP5,500 for 14-tonner trucks or bigger	5 minutes	<i>Division Manager A/ Division Chief, 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/ Division Chief, Environmental Management Division</i>
	1.3 Collect waste/garbage according to schedule. Verify/confirm from the Waste Monitoring Form the number of truck loads hauled.	None	5 hours	<i>Division Manager A/ Division Chief, Environmental Management Division</i>
	1.4 Receive and sign the Waste Monitoring Form upon collection. One copy will be left to the requesting party, another will be submitted to Cash Division for billing purposes, and the last copy will serve as EMD file copy.	None	15 minutes	<i>Division Manager A/ Division Chief, Environmental Management Division</i>
	1.5 Monitor and record the number of truck load hauled.	None	1 day	<i>Division Manager A/ Division Chief, Environmental Management Division</i>



	1.6 Prepare billing report	None	1 day	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
	1.7 Print and issue Billing Statement	None	1 day	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
<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>	2.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt		10 minutes	<i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i>
<b>TOTAL:</b>		<p><b>PhP2,050 for trucks that are smaller than a 14-tonner</b></p> <p><b>PhP5,500 for 14-tonner trucks or bigger</b></p>	<b>3 days, 7 hours and 30 minutes</b>	





## 4. 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.

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



	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 5. Request for Manpower

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

<b>Office or Division:</b>	Labor and Visa Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	CEZA locators intending to request assistance from CEZA in obtaining its labor pool requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recruitment Assistance Form (LVD-RAF-F01)		Labor and Visa Services Division - Labor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, 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/ Division Chief, 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/ Division Chief, Labor and Visa Services Division</i>
	1.4 Check availability of manpower from the database	None	None	<i>Division Manager A/ Division Chief, 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/ Division Chief, 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/ Division Chief, Labor and Visa Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 6. 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

<b>Office or Division:</b>	Labor and Visa Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – for government services whose client is the transacting public			
<b>Who may avail:</b>	Aspiring applicants seeking employment with any CEZA locators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Manpower Registry Form (LVS-MRF-F04)		Labor and Visa Services Division – Labor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit manpower registry form	1.1 Perform a preliminary assessment of the form submitted	None	1 hour	<i>Division Manager A/ Division Chief, 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/ Division Chief, 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/ Division Chief, Labor and Visa Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 7. SHIPMENT OPERATION PROCEDURE

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.

<b>Office or Division:</b>	Port Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – for government services whose client is a business entity			
<b>Who may avail:</b>	All CEZA Registered Port Users, Enterprise/Locator, Importer and Exporter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Notice of Arrival	1. Receive Notice of Arrival	None	2 minutes	<i>Division Manager A, Port Management Division</i>



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	5 minutes	<i>Division Manager A, Port Management Division</i>
	2.2. Evaluate.	None	None	<i>Division Manager A, Port Management Division</i>
	2.3. Approval/ Disapproval	None	None	<i>Division Manager A, Port Management Division</i>
3. Attend the Pre-arrival Meeting	3. Conduct the Pre-Arrival meeting.	None	5 minutes	<i>Division Manager A, Port Management Division</i>
4. Attend the Post-meeting	4.1. Join the Post-meeting discussion of the operation activities	None	5 minutes	<i>Division Manager A, Port Management Division</i>
	4.2. Assist the port user in the post-meeting.	None	None	<i>Division Manager A, 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, Port Management Division</i>



<p>6. 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>6.1 Upon payment of cash or presentation of proof of payment thru Bank deposit, cashier issues Official Receipt</p>	<p>As per: - A.O. 001 s2002 -M.O. 19-001 -M.O. 22-2013 -M.O. 02-2019</p>	<p>15 minutes</p>	<p><i>Supervising Administrative Officer (Cashier IV)/ OIC-Division Chief, Cash Division</i></p>
<p>7. Impose on the Outward Manifest Form</p>	<p>7. Acknowledge receipt of the Outward manifest Form.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Port Operations Specialist, Seaport Section</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>		<p><b>As per:</b> <b>- A.O. 001 s2002</b> <b>-M.O. 19-001</b> <b>-M.O. 22-2013</b> <b>-M.O. 02-2019</b></p>	<p><b>35 minutes</b></p>	





## 8. 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.

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 9. 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

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



## 10. Security Assistance on Entry and Exit of Visitors within CSEZFP

Any officials, prospective and potential investors, dignitaries, VIPs who intend to visit the CSEZFP (Sta. Ana, Cagayan) can be provided with security and escort personnel during their stay in the premise

<b>Office or Division:</b>	Law Enforcement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	CEZA locators and potential investors, visitors, or any person/s or communities who may seek security and disaster assistance brought by manmade or natural calamities specially within Cagayan Special Economic Zone and Freeport jurisdiction.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The locators or visitor will present his/her Identification Card followed by telling the purpose of visit	1.1 The security officer will allow or permit the entry of visitors upon validation of the legitimacy of purpose to visit and security inspection is done  Note: include Covid-19 pandemic protocols	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
2. Visitor's will register at the visitor's logbook	2.1 The security officer shall issue visitor's ID or gate pass upon surrendering visitor's ID	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>



	2.2 Assists the visitor by endorsing to the Public Assistance Desk Officer and monitor the same while they are still inside the Freeport Zone	None	15 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
3. Visitor will exit the premises	3. Return the ID and any belongings deposited if any.	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 11. Disaster Assistance

<b>Office or Division:</b>	Fire and Safety Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	CEZA locators and potential investors, visitors, or any person/s or communities who may seek security and disaster assistance brought by manmade or natural calamities specially within Cagayan Special Economic Zone and Freeport jurisdiction.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Client will contact the Fire and Safety hotline number 09052186674 or directly proceed and seek assistance and provide the following information:</p> <p>Name of caller Type of Incident Location of Incident</p>	<p>The fire and Safety personnel upon receipt of the information shall automatically alert the Emergency Medical Team and FSD personnel for immediate response.</p> <p>FSD shall records all information gathered like complete name of the caller, type and location of incident and the like. Forward information to concerned agencies.</p>	None	5 minutes	<i>Supervising Tourism Operations Officer/ OIC-Division Chief, Fire and Safety Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 12. Client Assistance on Entry and Exit within CSEZFP (Walk-In)

In case of any situations that may affect regular operations, e.g. Covid-19 pandemic, clients are advised to limit their transactions to the most urgent only and to try to transact via emails [pacd@ceza.gov.ph](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto:info@ceza.gov.ph), through the Freedom of Information (FOI) Portal that is accessible at [www.ceza.gov.ph](http://www.ceza.gov.ph) or the CEZA Official Facebook account with link <https://web.facebook.com/OfficialCagayanEconomicZoneAuthority> instead when applicable

<b>Office or Division:</b>	General Services Division Corporate Affairs Division Law and Enforcement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All non-CEZA employees who wish to transact with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client/guest will present his/her Identification Card and register at the visitor's logbook	1.1 The security officer will allow or permit the entry of visitors upon validation of the legitimacy of purpose of visit and performance of security inspection  Note: includes Covid-19 pandemic protocols	None	10 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>



	<p>1.2.1 If a visitor at Port Irene with their own vehicle:</p> <p>The security officer shall perform vehicle inspection upon entry in the Port Irene Archway</p>	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
	<p>1.2.2 If a visitor at any CEZA Office:</p> <p>The security officer shall collect the ID of the client/guest in exchange with the visitor's ID or gate pass</p>	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
	<p>1.2.3 If a visitor that needs assistance i.e. complaints, on-the-spot meeting with any of the CEZA employees, incoming documents:</p> <p>Assists the client/guest by endorsing to the Public Assistance Desk Officer and monitor the same while they are still inside the Freeport Zone</p>	None	50 minutes	<i>Division Manager A/ Division Chief, Corporate Affairs Division</i>



	1.2.4 For submission of document/s to CEZA, Receive and 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/ Division Chief, General Administrative Division</i>
2. Visitor will exit the premises	2.1 Return the ID and any belongings deposited if any.	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 25 minutes</b>	





# **Sta. Ana Office**

## **Internal Services**



## 1. Provision of Service Vehicle

To avail service vehicle for CEZA employees, investors and guests.

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



## 2. 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.

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



	2.4 Have Signature for the Certificate of Appearance	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



### 3. 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.

<b>Office or Division:</b>	Management Information System Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Service Request Form (CEZA-PMIS-MISD-F02)		Management Information System Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Systems Officer III/ OIC-Division Chief, Management Information System Division</i>
	1.2 Assign IP Address	None	10 minutes	<i>Information Systems Officer III/ OIC-Division Chief, Management Information System Division</i>
	1.3 Test the connection	None	1 hour	<i>Information Systems Officer III/ OIC-Division Chief, 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 Systems Officer II, MIS Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 25 minutes</b>	



## 4. Request for Website Posting

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

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



## 5. Request for IT Services

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

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



## 6. 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.

<b>Office or Division:</b>	Management Information System Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
IT Service Request Form (CEZA-PMIS-MISD-F02)			Management Information System Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit IT Service Request Form (CEZA-PMIS-MISD-F02)	1.1 Receive the IT Service Request Form	None	1 minute	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.5 Pull-out the IT Equipment and log	None	1 hour	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.6 Bring to the service center for repair	None	18 days	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>





	1.7 Pick-up the IT Equipment from the Service Center and check the equipment if working	None	1 day	<i>Information Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
	1.8 Return the IT Equipment and set-up	None	3 hours	<i>Information Systems Officer II/ OIC-Division Chief, 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 Systems Officer II/ OIC-Division Chief, Management Information System Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 days, 7 hours and 6 minutes</b>	



## 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip		General Services Division – Logistics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Requisition and Issue Slip (RIS)	1. Provide Requisition and Issue Slip to the client	None	5 minutes	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, 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/ Division Chief, General Services Division</i>



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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>26 minutes</b>	



## 8. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gate Pass		Guard on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Gate Pass	1.1 Receive the Gate Pass	None	3 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Check the contents of the Gate Pass	None	3 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.3 Process the Request	None	10 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
2. Receive the Approved Gate Pass	2. Issue the Approved Gate Pass	None	3 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>



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	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
	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	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
	3.3 Issue a copy of the signed Gate Pass to the requisitioner	None	3 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management</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 III/ OIC-Division Chief, Law Enforcement and Disaster Management</i>
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



## 9. 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memo Request Approved by the A/CEO		Client's Office or Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Memorandum Request	1.1 Receive the Approved Memorandum Request	None	15 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.2 Check the content of the Memo Request	None	30 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
	1.3 Process the Request	None	2 days and 5 hours	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
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	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>



	2.2 Issue a copy of the Signed Property Acknowledgement Received (PAR) for Equipment amounting to PhP 15,000.00 and above; or Inventory Custodian Slip (ICS) for Below PhP 15,000.00.	None	15 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL :</b>		<b>None</b>	<b>2 days, 6 hours and 15 minutes</b>	



## 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.

<b>Office or Division:</b>	General Services Division – Logistics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	CEZA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Client's Copy of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)			Client's Office or Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, 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/ Division Chief, General Services Division</i>
	1.3 Process the Request	None	7 hours	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>





	2.2 Issue a Copy of Canceled PAR/ICS	None	15 minutes	<i>Chief Administrative Officer/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day</b>	



## 11. 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.

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	Any company or person who would have official business concerns with the Cagayan Economic Zone Authority (CEZA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	



## 12. 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

<b>Office or Division:</b>	General Services Division - Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	All Cagayan Economic Zone Authority (CEZA) officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ Division Chief, General Services Division</i>
	1.2 Deliver document/s to concerned office/s	None	2 days	<i>Chief Administrative Officer/ Division Chief, 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/ Division Chief, General Services Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



### 13. Security Assistance on Entry and Exit of Visitors within CSEZFP

Any officials, prospective and potential investors, dignitaries, VIPs who intend to visit the CSEZFP (Sta. Ana, Cagayan) can be provided with security and escort personnel during their stay in the premise

<b>Office or Division:</b>	Law Enforcement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	CEZA locators and potential investors, visitors, or any person/s or communities who may seek security and disaster assistance brought by manmade or natural calamities specially within Cagayan Special Economic Zone and Freeport jurisdiction.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The locators or visitor will present his/her Identification Card followed by telling the purpose of visit	1.1 The security officer will allow or permit the entry of visitors upon validation of the legitimacy of purpose to visit and security inspection is done  Note: include Covid-19 pandemic protocols	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
2. Visitor's will register at the visitor's logbook	2.1 The security officer shall issue visitor's ID or gate pass upon surrendering visitor's ID	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>



	2.2 Assists the visitor by endorsing to the Public Assistance Desk Officer and monitor the same while they are still inside the Freeport Zone	None	15 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
3. Visitor will exit the premises	3. Return the ID and any belongings deposited if any.	None	5 minutes	<i>Security Officer III/ OIC-Division Chief, Law Enforcement and Disaster Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 14. Disaster Assistance

<b>Office or Division:</b>	Fire and Safety Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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			
<b>Who may avail:</b>	CEZA locators and potential investors, visitors, or any person/s or communities who may seek security and disaster assistance brought by manmade or natural calamities specially within Cagayan Special Economic Zone and Freeport jurisdiction.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Client will contact the Fire and Safety hotline number 09052186674 or directly proceed and seek assistance and provide the following information:</p> <p>Name of caller Type of Incident Location of Incident</p>	<p>The fire and Safety personnel upon receipt of the information shall automatically alert the Emergency Medical Team and FSD personnel for immediate response.</p> <p>FSD shall records all information gathered like complete name of the caller, type and location of incident and the like. Forward information to concerned agencies.</p>	None	5 minutes	<i>Supervising Tourism Operations Officer/ OIC-Division Chief, Fire and Safety Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 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 <a href="mailto:pacd@ceza.gov.ph">pacd@ceza.gov.ph</a> and <a href="mailto:info@ceza.gov.ph">info@ceza.gov.ph</a> or through the Freedom of Information (FOI) Portal that is accessible at <a href="http://www.ceza.gov.ph">www.ceza.gov.ph</a></p>
<p>How feedbacks are processed</p>	<ol style="list-style-type: none"> <li>1) The PACD Officer opens feedback dropbox first thing the next day.</li> <li>2) For complaints, please see procedure on how to file a complaint.</li> <li>3) PACD Officer prepares monthly summary report.</li> <li>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</li> <li>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.</li> </ol> <p>For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses <a href="mailto:pacd@ceza.gov.ph">pacd@ceza.gov.ph</a> and <a href="mailto:info@ceza.gov.ph">info@ceza.gov.ph</a> or through the Freedom of Information (FOI) Portal that is accessible at <a href="http://www.ceza.gov.ph">www.ceza.gov.ph</a></p>
<p>How to file a complaint</p>	<p>Through any of the following:</p> <ol style="list-style-type: none"> <li>1) Answer the client feedback form and drop at the designated dropbox at the front desk.</li> <li>2) Phone calls</li> <li>3) Email to <a href="mailto:pacd@ceza.gov.ph">pacd@ceza.gov.ph</a> or <a href="mailto:info@ceza.gov.ph">info@ceza.gov.ph</a></li> <li>4) Freedom of Information portal</li> </ol> <p>For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses <a href="mailto:pacd@ceza.gov.ph">pacd@ceza.gov.ph</a> and <a href="mailto:info@ceza.gov.ph">info@ceza.gov.ph</a> or through the Freedom of Information (FOI) Portal that is accessible at <a href="http://www.ceza.gov.ph">www.ceza.gov.ph</a></p>



<p>How complaints are processed</p>	<p>THROUGH FEEDBACK FORM, WALK-IN, PHONE CALLS</p> <ol style="list-style-type: none"><li>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.</li><li>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)</li><li>3) After evaluating, the PACD Officer refers the complaint to concerned division if it needs specific action from the said division (7 hours)</li></ol> <p>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</p> <ol style="list-style-type: none"><li>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)</li><li>5) PACD Officer informs the complainant of the resolution of the complaint by the Feedback Body</li><li>5) If the complaint is unsatisfied with the result of the complaint, he/she may contact Sec. Raul L. Lambino, Administrator and Chief Executive Officer through e-mail <a href="mailto:admin.ceo@ceza.gov.ph">admin.ceo@ceza.gov.ph</a> (21 days)</li><li>6) PACD is to include a summary of actions regarding all complaints to his/her monthly feedback report</li></ol> <p>THROUGH EMAIL OR FOI PORTAL</p> <p>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</p>
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- 1) CEZA officers-in-charge of emails [pacd@ceza.gov.ph](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto: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](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto:info@ceza.gov.ph) or the FOI portal (5 minutes)
- 4) CEZA officers-in-charge of emails [pacd@ceza.gov.ph](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto: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. Raul L. Lambino, Administrator and Chief Executive Officer through e-mail [admin.ceo@ceza.gov.ph](mailto:admin.ceo@ceza.gov.ph) (21 days)
- 7) PACD is to include a summary of actions regarding all complaints to his/her monthly feedback report

For inquiries and follow-ups, clients may contact telephone numbers +632 8291 6704 to 08 or thru email addresses [pacd@ceza.gov.ph](mailto:pacd@ceza.gov.ph) and [info@ceza.gov.ph](mailto:info@ceza.gov.ph) or through the Freedom of Information (FOI) Portal that is accessible at [www.ceza.gov.ph](http://www.ceza.gov.ph)



<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: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 8478-5091/ 8478-5093/ 8478-5099 PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> +632-8736-8621/ 8888 CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 1-6565 0908-8816565 (SMS)</p>
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## List of Offices

Office	Address	Contact Information
Mandaluyong Office	10 <sup>th</sup> Floor, Greenfield Tower, Mayflower and Williams St. Greenfield District, Mandaluyong City	(+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) 395 4832 (+6378) 395 4828 info@ceza.gov.ph