

Republic of the Philippines
Office of the President



BASES CONVERSION AND DEVELOPMENT AUTHORITY

CITIZEN'S CHARTER

2020 (2nd Edition)

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I. **OUR MANDATE: Republic Act No. 7277**

A government-owned & controlled conglomerate responsible for converting baselands into livable, viable, sustainable and world-class communities

II. VISION 2022: BCDA shall have innovated on the conversion, design and development of covered military baselands into Smart Cities and shall have significantly contributed to the improvement of facilities for soldiers and lives of their families.

III. VISION 2040: BCDA shall have substantially completed the development of all baselands into Smart Cities; and shall have enhanced the living conditions of the Filipino soldier.

IV. **OUR MISSION**

Build great cities.

Strengthen the Armed Forces of the Philippines (AFP).

V. **SERVICE PLEDGE:**

BCDA, as prime mover of national development and mandated to transform military bases in the Philippines into premier centers of economic growth, commits to:

Best practices through the pursuit of excellence and sound business strategies compliant with statutory and regulatory requirements.

Client satisfaction through quality service and continual improvement of our quality management system.

Delivery of timely and cost-effective services through innovative and value-enhancing business process.

Adherence to the highest form of ethical standards and good governance through the promotion of integrity and transparency in all our transactions.

LIST OF SERVICES

External Services

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Internal Services

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BCDA Offices

(BGC, One West Clark, NCC-PMO Clark)

External and Internal Services

SERVICE	CLASSIFICATION	CATEGORY
1. Payment of Billing	Highly Technical (20 Days)	External
2. Issuance of Receipts	Simple	External
3. Check Preparation/Release	Simple	External
4. Release of Titles	Simple	External
5. Issuance of Certificate of Registration and Tax Exemption (CRTE)	Highly Technical (20 Days)	External
6. Issuance of Clearance of No Derogatory Record (Security Services)	Simple	External
7. Issuance of Certificate (Security Services)	Simple	External
8. Issuance of Photocopies of Spot/Incident Reports (Security Services)	Simple	External
9. Online/Manual Submission of Documents	Simple	External
10. Processing of Voucher for Payment	Simple	Internal

1. Payment of Billing

Description : Submission of Billing by Contractor/Consultant to BCDA

Office or Division:	Project Management Department / New Clark City PMO / Task Force	
Classification:	Highly Technical (20-Day Processing)	
Type of Transaction:	External – G2B (Government to Business)	
Who may avail:	Contractors / Consultants	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Required Documents:</p> <p>a) Letter request from Contracts</p> <p>b) Affidavit that all bills, labor, materials were paid</p> <p>c) Payment Certificate</p> <p>d) Billing Request prepared by Implementing Unit</p> <p>e) Certified Summary of Work Accomplished</p> <p>f) Detailed Quantity computation</p> <p>g) Construction Schedule and Updated S-curve</p> <p>h) Pictures</p> <p>i) Materials test results</p> <p>j) BIR Tax Clearance</p> <p>k) Income & VAT Payment returns</p> <p>l) Performance Security</p> <p>m) Surety Bond (if advance payment)</p>	<p>a)</p> <p>b)</p> <p>c)</p> <p>d) From BCDA Implementing Unit</p> <p>e)</p> <p>f)</p> <p>g)</p> <p>h)</p> <p>i)</p> <p>j) BIR Branch where the Business operates</p> <p>k) Same as j</p> <p>l)</p> <p>m) Any Surety/Insurance Provider licensed by Insurance Commission</p>

n) Insurance (if advance payment)	n) Any Surety/Insurance Provider licensed by Insurance Commission
o) Final Release/Quitclaim (if final billing)	o)
p) Certification from PM regarding submission of As-built plans (if final billing)	p) Project Manager of BCDA
q) Derivation of remuneration (if consultancy)	q)
r) other documents based on contract	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Billing to BCDA	1. Receives Request from Contractor; Check, evaluate and recommend payment of request for billing	None	Submit Billing : 5 minutes Agency :5-7 WD	Project Manager / Manager of Implementing Unit
	2. Endorse Payment of billing	None	2-3 WD	SVP – BDOG
	3. Check if supporting documents comply with provisions of contract; validate quantities; check if within scope of contract; check correctness of amount billed.	None	3-5 WD	SAPMD Technical Personnel / Engineers
	4. Endorse Payment of billing	None	1-2 WD	SAPMD Head
	5. Endorse Payment of billing	None	1-2 WD	CFO / SVP-FSG
	6. Endorse Payment of billing	None	1-2 WD	EVP
	7. Endorse Payment of billing	None	1-2 WD	P/CEO
	TOTAL	None	20 WD	

2. Issuance of Official Receipt

Description : Payments made to BCDA are issued an Official Receipt

Office or Division:	Corporate Finance and Treasury Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Entities who make payments to BCDA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:				
a) Billing Letter		a)		
b) Statement of Account		b)		
c) Contract		c) BCDA Records, if no copy is provided		
d) Other documents as basis for payment		d)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Collection without verification			
1. Submit Billing to BCDA Cashier	1. Receive and Evaluate the Billing Letter	None	2 minutes	Cashier
	2. Issue Official Receipt to Client	None	1 minute	Cashier
	TOTAL	None	3 minutes	
	For Collection with verification			
1. Submit Payment to BCDA Cashier	1. Receive and Evaluate the Payment	None	2 minutes	Cashier
	2. Verify the Record	None	16 minutes	Finance Officer
	3. Issue Official Receipt	None	1 minute	Cashier
	TOTAL	None	19 minutes	

3. Check Preparation and Releasing

Description : Preparation of Check, Release of Check

Office or Division:	Corporate Finance and Treasury Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Entities who collects payments from BCDA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents: a) Disbursement Voucher, complete with amount and description/ particulars, and signature of FMDS Head b) Completely Signed RFP (Request of Payment Form) c) Signed Checks and Cash Book d) Check / Official Receipt from Client (Authorization if needed)/ Cash Book		a) FMDS / Accounting Department b) FMDS / Accounting Department / Implementing Unit c) d)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives document: Stamping of date and time received	None	5 minutes per document	CFTD STAFF/RC
	2. Reviews documents and attachments	None	within 5 to 20 minutes depending on the request if check or non-check	CFTD STAFF/RC

	3. Assigns of check and Check Voucher in Acumatica	None	5 minutes per document	Finance Officer V or alternate
	4. Prepares the check	None	5 minutes per document	Finance officer II or alternate
	5. Routes check to signatories	None	5 to 10 minutes per signatory	Depending on the amount: P50M below CFTD Head and Vice President/Executive Vice President/PCEO; above P50 Million any two (2) of the following Vice President/Executive Vice President/PCEO
	6. Logs of signed checks to cash book	None	5 minutes per document	CFTD STAFF/RC
1. Client receives Check from BCDA	7. Releases of checks (every Wednesdays and Fridays)	None	5 minutes per document	CFTD STAFF/RC
	Total	None	45 minutes Average Preparation Check Receipt : 5 mins	

4. Release of Titles (TCT / CCT)

Description : Titles (TCT or CCT) are released to Owners

Office or Division:	Corporate Finance and Treasury Department			
Classification:	Simple			
Type of Transaction:	External – G2C (Government to Citizens)			
Who may avail:	Persons who are Owners of Lots or Housing Units that are part of BCDA Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents: a. release to the owner: 2 valid government issued ID b. release thru authorized representative: (1) Special Power of Attorney (2) Two (2) valid Government issued ID of the owner and representative c. release to widower: (1) Death certificate of the owner (2) Marriage Contract (3) 2 valid ID of the owner & the widower Present all original documents for verification		a. Valid ID issued by Govt Agency (eg LTO for Driver's License, DFA for Passport) b. SPA may be secured from Attorneys-At-Law c. Death Certificate is issued by City/Municipality where the deceased died; Marriage Contract is issued by City or Municipality where Marriage took place; ID - see item (a)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits BCDA and requests for Title	1. Check client's record	None	7 Minutes	Finance Officer V
	2. If the property is fully settled and clear from any accountabilities, release the title	None	3 minutes	Finance Officer V
	TOTAL	None	10 minutes	

5. Issuance of Locator's Certificate of Registration and Tax

Description: Upon request, BCDA issues CRTE to Locators of the

Office or Division:	Business Development Department			
Classification:	Highly Technical (20 days)			
Type of Transaction:	External - G2B (Government to Business)			
Who may avail:	Locators of Bataan Technology Park Ecozone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:				
1. Application Letter for a CRTE 2. Signed Lease Contract with BCDA		Locator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Standard Time	Employee Responsible
1. Client submits Application Letter	1. Application Letter is received from a Locator and forwarded to BDD Account Officer	None	1 day	Submitted by Locator, received by BDD Account Officer/Records Receiving Clerk
	2. Evaluation of Application	None	2 days	BDD Account Officer
	3. Routing of CRTE to SAPMD and Legal Department prior to having it approved by the BCDA President.	None	14 days	SAPMD Officer and Legal Officer
	4. OP Approval of the CRTE	None	2 days	BDD Account Officer
	5. Payment to Cashier	P2,500	19 minutes	Cashier
	6. Issuance of the CRTE (valid for one year)	None	10 minutes	BDD Account Officer
	TOTAL	P2,500	20 days	

6. Issuance of Clearance of No Derogatory Records/Pending Cases (As Bidding Requirement)

Description : Requests for Clearance that Security Agency/Guard has no Derogatory Record in BCDA

Office or Division:	Security Management Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Security Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:		Letter originates from Security Agency/Guard		
Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request at the BCDA CRRA	1. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	2. Request is forwarded to VP, CSG for comment/approval;	None	30 minutes	Staff on duty
	3. Request is forwarded to SSU for processing;	None	30 minutes	Staff on duty

	4. Duty SSO conducts records check and verification;	None	15 minutes	Duty SSO
	5. Duty SSO prepares the clearance; affix his initials;	None	30 minutes	Duty SSO
	6. Duty SSO sends clearance to Head, SSU via courier;	None	1 day	Duty SSO
	7. Head, SSU signs the clearance; sends back to duty SSO	None	1 day	Head, SSU
	8. Duty SSO releases clearance to CRRA; affixes DCN;	None	5 minutes	Duty SSO
	9. CRRA releases clearance to requesting party.	None	5 minutes	Staff on duty
	TOTAL	None	2 days 2 hours	

7. Issuance of Certificate of Performance Evaluation and Inspection (Bidding Requirement)

Description : As a Bidding Requirement, Security Agencies request for this Certificate

Office or Division:	Security Management Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Security Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:		Letter originates from Security Agency		
Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Request is submitted to BCDA CRRA	1.1. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	1.2. Request is forwarded to VP, CSG for comment/approval;	None	30 minutes	Staff on duty
	1.3. Request is forwarded to SSU for processing;	None	30 minutes	Staff on duty
	1.4. Duty SSO conducts records check and verification;	None	15 minutes	Duty SSO
	1.5. Duty SSO prepares the clearance; affix his initials;	None	30 minutes	Duty SSO

	1.6. Duty SSO sends clearance to Head, SSU via courier;	None	1 day	Duty SSO
	1.7. Head, SSU signs the clearance; sends back to duty SSO	None	1 day	Head, SSU
	1.8. Duty SSO releases clearance to CRRRA; affixes DCN;	None	5 minutes	Duty SSO
	1.9. CRRRA releases clearance to requesting party.	None	5 minutes	Staff on duty
	TOTAL	None	2 days 2 hours	

8. Issuance of Photocopies of Spot Reports or Incident Reports

Description : Security Agencies request for Certificate of Site Inspection

Office or Division:	Security Management Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business) or G2C (Govt to Citizen)			
Who may avail:	Any person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:		Letter originates from Security Agency or any person		
Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request to the BCDA CRRA	1.1. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	1.2. Request is forwarded to VP, CSG for comment;	None	30 minutes	Staff on duty
	1.3. Request is forwarded to Head, LSD for comment;	None	30 minutes	Staff on duty
	1.4. Request is forwarded to EVP/PCEO for approval;	None	1 day	Staff on duty
	1.5. If approved, request is forwarded to SSU for processing;	None	5 minutes	Staff on duty

	1.5a. If disapproved, requesting party is informed by phone;	None	30 minutes	Staff on Duty
	1.5b. SSU prepares official letter reply to requesting party;	None	30 minutes	Head/Duty SSO
	1.6. Requested documents are photocopied at ICTD;	None	10 minutes	Staff on duty
	1.7. Duty SSO prepares the transmittal of documents;	None	45 minutes	Duty SSO
	1.8. Duty SSO sends transmittal/documents to Head, SSU;	None	4 hours	Duty SSO
	1.9. Head, SSU signs the transmittal; sends back to duty SSO	None	4 hours	Head, SSU
	1.10. Duty SSO transmits documents to CRRA; affixes DCN;	None	15 minutes	Duty SSO
	1.11. CRRA releases documents to requesting party.	None	5 minutes	Staff on duty
	Total	None	2 days 3 hours	

9. Online Submission of Documents / Manual Submission of Documents

Description: BCDA document receipt online or physical

Office or Division:	Records Management Division			
Classification:	Simple			
Type of Transaction:	External - G2B (Government to Business) or G2C			
Who may avail:	Any external entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:				
1. Letter/Document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Standard Time	Employee Responsible
1. Client submits Letter/Document thru email bcda@bcda.gov.ph	1. Letter is received via email	None	2 minutes	CRRRA Records Clerk
	2. Clerk assigns EDTS number and encodes	None	3 minutes	CRRRA Records Clerk
	3. Clerk emails to End User/Addressee	None	5 minutes	CRRRA Records Clerk
	4. Clerk acknowledges receipt, sends email to sender/client	None	5 minutes	CRRRA Records Clerk
	TOTAL	None	15 minutes	
2. Client submits Letter/Document by physical submission in the BCDA office	1. Letter is received by Clerk	None	2 minutes	CRRRA Records Clerk
	2. Clerk puts barcode sticker, stamps RECEIVED, signs and gives back receiving copy	None	3 minutes	CRRRA Records Clerk
	3. Clerk encodes into EDTS	None	10 minutes	CRRRA Records Clerk
	4. Clerk forwards all letters received to End User / Addressee	None	within an hour after receipt	CRRRA Records Clerk
	TOTAL	None	1 hr 15 minutes	

10. PROCESSING OF VOUCHER FOR PAYMENT

Description: Processing of Voucher from Billing to Payment

Office or Division:	ACCOUNTING AND COMPTROLLERSHIP DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	End User Departments / For Processing of Payments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents:		Please refer to Table Below		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RFP is submitted by End-User Department	Receives Request for Payment (RFP) from end-user including supporting documents	None	45 minutes per transaction with complete and valid documents submitted depending on the complexity of the transaction	Accounts Payable Officer
	Reviews and evaluate completeness and validity of documents. Check accuracy of computations.	None	45 minutes	Accounts Payable Officer
	Process transaction in Acumatica or ERP System. Enter Accounting Journal Entry of the transaction.	None	10 minutes per transaction	Accounts Payable Officer
	Prepares appropriate Tax Certificate, if necessary.	None	10 minutes	Accounts Payable Officer

	Checks availability of budget	None	10 minutes	Budget Department
	Certifies on the completeness of supporting documents. Releases/Approves accounting entry in Acumatica.	None	15 minutes	Accounting Manager
	Prints Disbursement Voucher for approval.	None	5 minutes	Accounts Payable Officer
	Approves Disbursement Voucher	None	1 minute	Accounting Manager
	Endorse to TID for check preparation	None	1 minute	Admin Clerk- Accounting
	TOTAL	None	2 hours 12 mins	

CHECKLISTS OF DOCUMENTARY REQUIREMENTS

A. Payment to the Procured Goods

- a. Request for Payment (RFP)
- b. Purchase Request PR)
- c. Purchase Order / Contract / Agreement (or equivalent)
- d. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
- e. Bid Documents as prescribed by 9184 (if applicable)
- f. Approved Abstract of Bids or quotations / Canvass Sheet (whichever is applicable)
- g. Quotations/bids of suppliers
- h. Notice of Award (if applicable)
- i. Notice to Proceed (if applicable)
- j. PHILGEPs Registration of the Supplier (if applicable)
- k. Pre-repair Inspection (if applicable)
- l. Request for Pre-repair Inspection (if applicable)
- m. Certificate of Completion
- n. Certificate of Acceptance
- o. Inspection and Acceptance Report (IAR)

- p. Certification/Approval of Expense
- q. Special Order (if applicable)
- r. Certificate of Emergency Purchase (if applicable)

- s. Endorsement of SAPMD (if applicable)
- t. And all other documents may be required by COA.

B. Payment to the Procured Catering Services or Accommodation

- a. Request for Payment (RFP)
- b. Purchase Request PR)
- c. Purchase Order / Contract / Agreement (or equivalent)
- d. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
- e. Abstract of Bids or quotations / Canvass Sheet (whichever is applicable)
- f. Quotations/bids submitted by the suppliers
- g. BAC Resolution delegating the procurement to the end user (if below P1M)
- h. Approval of PCEO (if applicable)
- i. Bid Documents as prescribed by 9184 (if applicable)
- j. Notice of Award (if applicable)
- k. Notice to Proceed (if applicable)
- l. Inspection and Acceptance Report (IAR)
- m. Certificate of Emergency Purchase (if applicable)

- n. Certification/Approval of Expense (Budget approval)
- o. Special Order (if applicable)
- p. Certificate of Emergency Purchase (if applicable)
- q. Endorsement of SAPMD (if applicable)
- r. And all other documents may be required by COA.

C. Payment to the Billing of Infrastructure Projects (including 15% mobilization)

- a. Request for Payment (RFP)

- b. Contract / Agreements
- c. Breakdown of Contract Cost
- d. Breakdown of ABC
- e. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
- f. Abstract of Bids (if necessary)
- g. Notice of Award (for first payment or 15% mobilization)
- h. Notice to Proceed (for first payment or 15% mobilization)
- i. Bid Documents (as prescribed by 9184), if necessary
- j. Statement of Billings / Accomplishment Report (Progress or Final Billing)
- k. Inspection and Acceptance Report (IAR)
- l. Approval of PCEO (with the recommendation of the Project Manager)
- m. Approved Variation Orders (if Applicable)
- n. Approved Time Extension (if Applicable)
- o. Approved Additional Work (if Applicable)
- p. Approved As-stake Plans (if applicable)
- q. Certificate of Completion (if applicable)
- r. Certificate of Acceptance (if applicable)
- s. Endorsement of SAPMD
- t. And all other documents may be required by COA.

D. Payment to the Consulting Services (Construction Management, Architectural and Design Services, etc)

- a. Request for Payment (RFP)
- b. Contract / Agreements
- c. Breakdown of Contract Cost
- d. Breakdown of ABC (if necessary)
- e. Abstract of Bids (if necessary)
- f. Notice of Award (for first payment)
- g. Notice to Proceed (for first payment)

- h. Bid Documents (as prescribed by 9184), if necessary
- i. Statement of Billings / Accomplishment Report (Progress or Final Billing)
- j. Approved Reports, Plans and other deliverables as prescribed in the Agreement (for progress and/or final billing)
- k. Inspection and Acceptance Report (IAR)
- l. Approval of PCEO (with the recommendation of the Project Manager or end user)
- m. Approved Variation Orders (if Applicable)
- n. Approved Time Extension (if Applicable)
- o. Approved Additional Work (if Applicable)
- p. Certificate of Completion (if applicable)
- q. Certificate of Acceptance (if applicable)
- r. Endorsement of SAPMD
- s. And all other documents may be required by COA.

E. Payment to the Project Affected People - RROW

- a. Request for Payment
- b. Contract / Agreements / DOAS
- c. Validated TCT
- d. Updated Tax Declaration
- e. Tax Clearance
- f. Paunawa
- g. Alok ng Pagbili
- h. Certificate of Zonal valuation
- i. Land Use Certificate
- j. Certificate of of no improvements
- k. Approved Subdivision Plan
- l. Certificate of Inclusion
- m. Technical Description of affected property
- n. Breakdown or computation of consideration (cost of land, plants/trees, and structures affected, others), with certification of DENR for consideration of trees/plants (if necessary)

- o. Approval of PCEO (Approved Memo for payment)
- p. Corporate Secretary's Certificate of applicable Board Resolutions (of approved price)
- q. Certificate of approval of RRWA
- r. LSD Review
- s. OGCC Review
- t. Endorsement of SAPMD
- u. Approved survey plan/parcellary plan
- v. And all other documents may be required by COA.

F. Payment to the Project Affected People (PAP) – Financial Assistance

- a. Request for Payment
- b. Approved Memo for Payment (PCEO)
- c. Order of PAYMENT
- d. Filled-out Census Form
- e. Official Census List of Certification of PAP
- f. Parcellary Map of affected area, certified by the claimant (or PAP)
- g. Final Land Survey Report (with technical description)
- h. Applicable Resolution for Financial Assistance (Secretary's Certificate)
- i. Kasunduan (Agreement/Quit Claim)
- j. Paunawa (Notice/s)
- k. Valid Identification Card (per policy on financial assistance) or other proof of identification
- l. Photo documentation (of claimed area with tag board showing the name of the claimant and date)
- m. Breakdown or computation of consideration (cost of land, plants/trees, and structures affected, others), with certification of DENR for consideration of trees/plants
- n. Endorsement of SAPMD

And all other documents may be required by COA

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Via Website www.bcda.gov.ph/contact-us 2. email bcda@bcda.gov.ph 3. Drop Letters thru Comments Box or thru Clerk at the Receiving Area at the BCDA Lobby 4. BCDA Annual Stakeholder Study
How feedbacks are processed	Annual Stakeholder Study
How to file a complaint	Send a Letter thru the Clerk at the Receiving Area at the BCDA Lobby (See next page)
How complaints are processed	<ol style="list-style-type: none"> 1. Initial Investigation by Concerned Department. 2. If unresolved, issuance of a Special Order creating an Investigation Committee
Contact Information of CCB, PCC, ARTA	CCB – 0908-881-6565 PCC - 8-736-8645 ARTA - 8478-5099

HOW TO FILE A COMPLAINT

Who May Avail of the Service: Any person may file a complaint against BCDA officers and employees

What are the requirements:

1. Full name and address of the complainant
2. Full name and address of the person complained of as well as his/her position
3. A narration of the relevant and material facts which shows the acts or omission allegedly committed by the BCDA officer or employee
4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
5. The complaint must be in writing and under oath
6. Certificate of Non-Forum Shopping

Duration: 3 minutes

Name of Department	INFORMATION AND COMMUNICATIONS TECHNOLOGY DEPARTMENT - RECORDS MANAGEMENT DIVISION			
Frontline Service:	Filing of Complaint			
	Any person may file a complaint against BCDA Officers and/or Employees			
Step No.:	Procedure:	Employee Responsible	Standard Time	Fee (if any)
1	Person files the complaint along with the requirements at the BCDA Receiving Area	Receiving Clerk	2 minutes	None
2	Person receives the file copy (Copy stamped Received by BCDA) of the complaint	Receiving Clerk	1 minute	None
	-END-			

BCDA OFFICES

Office	Address	Contact Information
BCDA BGC	2 nd Floor Bonifacio Tech Center, 31 st Street, BGC, Taguig City	(02) 8-575-1700
BCDA Clark	9 th Floor, One West Aeropark Bldg., Clark Global City, Clark Pampanga	(045)499-8617
BCDA New Clark City Project Management Office (NCC-PMO)	J. Topacio St., Clark Special Economic Zone, Pampanga	045-599-7215