

Republic of the Philippines
Office of the President



BASES CONVERSION AND DEVELOPMENT AUTHORITY

CITIZEN'S CHARTER
2024 (3rd Edition)

AGENCY PROFILE

I. 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.

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.

III. OUR MISSION

Build great cities.

Strengthen the Armed Forces of the Philippines (AFP).

IV. 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.

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BASES CONVERSION AND DEVELOPMENT AUTHORITY

EXTERNAL SERVICES

1. Payment of Billing

Service Submission of Billing by Contractor/Consultant to BCDA

Office or Division:	Engineering and Social Support Department (ESSD) / Strategic Projects Management Department (SPMD)	
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
	<ol style="list-style-type: none"> 1. Letter request from Contractors/Consultants 2. Affidavit that all bills, labor, materials were paid 3. Payment Certificate 4. Billing Request prepared by Implementing Unit 5. Certified Summary of Work Accomplished 6. Detailed Quantity computation 7. Construction Schedule and Updated S-curve 8. Pictures 9. Materials test results 10. BIR Tax Clearance 11. Income & VAT Payment returns 12. Performance Security 13. Surety Bond (if advance payment) 14. Insurance (if advance payment) 15. Final Release/Quitclaim (if final billing) 16. Certification from Project Manager regarding submission of As-built plans (if final billing) 17. Derivation of remuneration (if consultancy) 18. Other documents based on contract 	<ol style="list-style-type: none"> 1. For submission of client 2. For submission of client 3. For submission of client 4. BCDA Implementing Unit 5. BCDA Implementing Unit 6. For submission of client 7. For submission of client 8. For submission of client 9. For submission of client 10. BIR 11. BIR 12. Any Surety/Insurance Provider licensed by Philippine Insurance Commission 13. Any Surety/Insurance Provider licensed by Insurance Commission 14. For submission of client 15. For submission of client 16. BCDA Implementing Unit 17. For submission of client 18. For submission of client

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	5-7 WD	Project Manager
	2. Endorse Payment of billing for approval	None	2-3 WD	SVP-CDG
	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
	4. Endorse Payment of billing for approval	None	1-2 WD	VP-SAPMD
	5. Endorse Payment of billing for approval	None	1-2 WD	CFO / SVP-IFMG
	6. Endorse Payment of billing for approval	None	1-2 WD	EVP
	7. Endorse Payment of billing for approval	None	1-2 WD	PCEO
	TOTAL	None	20 WD	

2. Issuance of Official Receipt

Payments made to BCDA are issued an Official Receipt

Office or Division:	Treasury and Project Finance 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		
<ol style="list-style-type: none"> Billing Letter Statement of Account Contract Other documents as basis for payment 		<ol style="list-style-type: none"> For submission of client For submission of client BCDA Records, if no copy is provided For submission of client 		
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

Preparation of Check, Release of Check

Office or Division:	Treasury and Project Finance Department (TPFD)			
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		
<ol style="list-style-type: none"> 1. Disbursement Voucher, complete with amount and description/particulars, and signature of VP-ACD 2. Completely Signed RFP 3. Signed Checks and Cash Book 4. Check / Official Receipt from Client (Authorization if needed)/ Cash Book 		<ol style="list-style-type: none"> 1. Accounting and Comptrollership Department (ACD) 2. ACD/Implementing Unit 3. TPFD 4. For submission of client 		
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	TPFD Staff/Records Coordinator
	2. Reviews documents and attachments	None	within 5 to 20 minutes depending on the request if check or non-check	TPFD Staff/Records Coordinator
	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	Approving signatories
	6. Logs of signed checks to cash book	None	5 minutes per document	TPFD Staff/Records Coordinator

1. Client receives Check from BCDA	7. Releases of checks (every Wednesdays and Fridays)	None	5 minutes per document	TPFD Staff/Records Coordinator
	Total	None	50 minutes	

4. Release of Titles (TCT / CCT)

Titles (TCT or CCT) are released to Owners

Office or Division:	Treasury and Project Finance Department (TPFD)			
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		
<ol style="list-style-type: none"> 1. Release to the owner: 2 valid government issued ID 2. Release thru authorized representative: (1) Special Power of Attorney (2) Two (2) valid Government issued ID of the owner and representative 3. Release to widower: (1) Death certificate of the owner (2) Marriage Contract (3) 2 valid ID of the owner & the widower 4. Present all original documents for verification 		<ol style="list-style-type: none"> 1. Valid ID issued by Govt Agency (eg LTO for Driver's License, DFA for Passport) 2. SPA may be secured from Attorneys-At-Law 3. 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 if fully settled and clear from any accountabilities, release the title	None	3 minutes	Finance Officer V
	TOTAL	None	10 minutes	

5. Filing of Application for Tax Incentives Under the CREATE Law

Office of Division	Business Development Department			
Classification:	"Service Process" (11 WD)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: 1. Application Letter from the Business Enterprise (BE)			1. BE to provide its own letter format.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BE informs BCDA of its intent to avail / apply for tax incentives as a locator within a BCDA-owned Special Economic Zone (SEZ)	BCDA checks if the BE Industry is included in the list of eligible industries under the 2020/2022 Strategic Priority Investment Plan (SIPP) and will issue a notice accordingly, as follows: 1. If eligible, issue notice to proceed with the registration process under the Fiscal Incentives Review and Monitoring System (FIRMS) 2. If ineligible, issue	TBD	Three (3) Working Days One (1) Working Day One (1) Working Day	DMO III, IV or V

	Notice of Denial.			
BE creates an account under FIRMS.	None	None	None	None
BE accomplishes all the required forms under CREATE / FIRMS (financial modeling should have been done at this point). The information in the financial model shall be used by the BE in accomplishing the forms under CREATE / FIRMS.	None	None	None	None
BE submits application to BCDA	<p>BCDA conducts a completeness check on the online-submitted documents.</p> <p>BCDA issues the following applicable notices:</p> <p>a. If submission is complete, issue a notice of acceptance to proceed with the FIRMS registration process.</p> <p>b. If documentary submission is incomplete, BE will be notified to complete submission.</p>	<p>None</p> <p>None</p>	<p>Two (2) working days</p> <p>Five (5) working days</p>	DMO III, IV or V
If the submission is incomplete, the BE	None	None	None	None

<p>shall complete all lacking documents and resubmit to BCDA. If the documents are not submitted within seven (7) working days, BCDA shall deem the application withdrawn without prejudice to the BE applicant to reapply.</p>				
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6. Conduct of Cost-Benefit Analysis on the Project / Activity

Office of Division	Business Development Department			
Classification:	Highly Technical (20 Days)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Information to supply the following forms:</p> <ol style="list-style-type: none"> 1. Form A – Business enterprise registration 2. Form B – Information about their current tax incentives 3. Form C1- Project level registration 4. Form C2- Project Sales and Operations Information 5. Form C3 – Project employment information 6. Form C4 – Facility Requirement Information 7. Form C5 – Project Timetable and Cost and Financial Information 8. Other relevant information as maybe required by BCDA 			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: https://firb.gov.ph/firms/</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If the documentary submission is incomplete BE shall complete all lacking documents and resubmit to BCDA. If the documents are not submitted within seven (7) working	None	None	None	None

<p>days, BCDA shall deem the application withdrawn without prejudice to the BE applicant to reapply.</p>				
<p>2. BE submits complete documents via the FIRMS online system.</p>	<p>1. If the submission is complete, BCDA shall conduct a Cost-Benefit Analysis (CBA) on the financial and economic merits of the application based on the submitted technical and financial documents.</p> <p>2. IPA preparation of Evaluation Report which includes the Terms and Conditions of the registration</p>	<p>None</p>	<p>Twenty (20) working days</p>	<p>DMO III, IV or V</p>

	and endorses this to the BCDA Managem ent and Board.			
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7. BCDA Board Approval of Tax Incentive Application for Investment Capital of Php1 Billion and Below

Office of Division	Business Development Department			
Classification:	"Service Process" (8 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Information to supply the following forms:</p> <ol style="list-style-type: none"> 1. Form A – Business enterprise registration 2. Form B – Information about their current tax incentives 3. Form C1- Project level registration 4. Form C2- Project Sales and Operations Information 5. Form C3 – Project employment information 6. Form C4 – Facility Requirement Information 7. Form C5 – Project Timetable and Cost and Financial Information 			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: https://firb.gov.ph/firms/</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>BCDA deliberation on the submitted application, resulting to either of the following:</p> <ol style="list-style-type: none"> 1. Approval of the application 2. Denial of the application, upon which BCDA will issue a Notice of Denial to the BE. 	None	Five (5) working days	BCDA Board
	Secure BE confirmation of the	None	Three (3) working days	DMO III, IV or V

	<p>Final Terms & Conditions of the approved application.</p> <p>If accepted, BCDA proceeds to issue the Certificate of Registration (COR). If not accepted, BE may file an appeal with the BCDA Board.</p>			
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8. BCDA Board Approval of Tax Incentive Application for Investment Capital of above Php1 Billion

Office of Division	Business Development Department			
Classification:	"Service Process" (8 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Information to supply the following forms:</p> <ul style="list-style-type: none"> 8. Form A – Business enterprise registration 9. Form B – Information about their current tax incentives 10. Form C1- Project level registration 11. Form C2- Project Sales and Operations Information 12. Form C3 – Project employment information 13. Form C4 – Facility Requirement Information 14. Form C5 – Project Timetable and Cost and Financial Information 			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: https://firb.gov.ph/firms/</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>BCDA deliberation on the submitted application, resulting to either of the following:</p> <ul style="list-style-type: none"> 1. Approval of the application 2. Denial of the application, upon which BCDA will issue a Notice of Denial to the BE. 	None	Five (5) working days	BCDA Board
	Secure BE confirmation of the Final Terms &	None	Three (3) working days	DMO III, IV or V

	<p>Conditions of the approved application.</p> <p>If accepted, BCDA endorses the same to the FIRB for consideration and approval.</p> <p>If not accepted, BE may file an appeal with the BCDA Board.</p>			
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9. FIRB Board Approval of the BE's Application for Tax Incentive for Projects with Investment Capital of above Php1 Billion

Office of Division	Business Development Department			
Classification:	"Service Process" (6 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: <ol style="list-style-type: none"> Form A – Business enterprise registration Form B – Information about their current tax incentives Form C1- Project level registration Form C2- Project Sales and Operations Information Form C3 – Project employment information Form C4 – Facility Requirement Information Form C5 – Project Timetable and Cost and Financial Information 			Fiscal Incentives Registration and Monitoring System (FIRMS) Website: https://firb.gov.ph/firms/	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Endorsement to the FIRB Board of the BCDA's Board's approval of the BE's tax incentive application for projects with Investment Capital of above Php1 Billion.	None	Two (2) working days	DMO III, IV or V
	2. BCDA receives copy of the FIRB Board Resolution on the tax incentive application	None	One (1) working day	DMO III, IV or V
	3. BCDA secures BE	None	Three (3)	DMO III, IV or V

	<p>confirmation of the final Terms and Conditions of the approval.</p> <p>If accepted, BCDA proceeds with the issuance of the Certificate of Registration (COR).</p> <p>If not accepted, BE may file an appeal with the BCDA Board.</p>		<p>working days</p>	
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10. Issuance of Certificate of Registration (COR)

Office of Division	Business Development Department			
Classification:	"Service Process" (10 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Certificate of Registration (COR) is prepared and routed for signature of the BCDA Office of the President (OP).	None	Seven (7) working days	DMO III, IV or V
1. BE receives the signed COR	None	Php2,500.00	Three (3) working days	Records Officer and Cashier

11. Issuance of Certificate of Entitlement to Tax Incentives (CETI)

Office of Division	Business Development Department			
Classification:	Highly Technical (19 WD)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: <ol style="list-style-type: none"> 1. Letter Application from the Registered Business Enterprise (RBE) 2. Other relevant documents and information as maybe required by BCDA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One (1) year after registration, the Registered Business Enterprise (RBE) files for an application for the issuance of a Certificate of Entitlement to Tax Incentives (CETI)	BCDA evaluates and checks on the RBE's compliance with the Terms & Conditions (T&C) of the Certificate of Registration (COR) and the RBE's and its contractual obligations. BCDA notifies the RBE of either of the following: <ol style="list-style-type: none"> 1. RBE is compliant with its obligations 2. RBE is deficient in the fulfillment of its obligations and is 		Sixteen (16) working days	DMO III, IV or V

	<p>required to correct identified deficiencies.</p> <p>If the RBE is non-compliant with the T&C and its contractual obligations, the RBE is required to correct the deficiency within the period required for this process or otherwise, files an appeal with the BCDA Board.</p>			
	<p>The CETI is routed to the BCDA OP for signature and is issued to the RBE after its signing.</p>	<p>TBD</p>	<p>Three (3) working days</p>	<p>DMO III, IV or V</p>

12. Appeal Process on Tax Incentives Application of BCDA Locators

Office of Division	Business Development Department			
Classification:	Highly Technical (20 Days)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: <ol style="list-style-type: none"> Letter of Appeal from the Business Enterprise Relevant information / data as maybe required by BCDA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPEAL PROCESS for the following: <ol style="list-style-type: none"> Denied application for tax incentives Request to reconsider BCDA's proposed Terms & Conditions Denied issuance of CETI for failing to comply with the T&Cs of the COR 	Concerned BCDA departments evaluates and recommends action based on the merits of the appeal. BCDA then issues either of the following: <ol style="list-style-type: none"> Notice informing the BE that the appeal is granted and the process of registration continues. Notice informing the BE that the appeal is denied. 	TBD	Twenty (20) working days	DMO III, IV or V and the BCDA Board

13. Issuance of Clearance of No Derogatory Records/Pending Cases

Requests for Clearance that Security Agency/Guard has no Derogatory Record in BCDA as bidding requirement

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 SECURE¹		
1. Letter Request		1. Letter originates from Security Agency/Guard		
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 the requesting party.	None	5 minutes	Staff on duty
	TOTAL	None	2 days 2 hours	

14. Issuance of Certificate of Performance Evaluation and Inspection Security Agencies request for this Certificate as a bidding requirement

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		
1. Letter Request		1. Letter originates from Security Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Request is submitted to 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, SMD
	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	

15. Issuance of Photocopies of Spot Reports or Incident Reports 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		
Letter Request		Letter originates from Security Agency or any person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request to the BCDA CRRA	2. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	3. Request is forwarded to VP, CSG for comment;	None	30 minutes	Staff on duty
	4. Request is forwarded to Head, LSD for comment;	None	30 minutes	Staff on duty
	5. Request is forwarded to EVP/PCEO for approval;	None	1 day	Staff on duty
	6. If approved, request is forwarded to SSU for processing;	None	5 minutes	Staff on duty
	7. If disapproved, requesting party is informed by phone;	None	30 minutes	Staff on Duty
	8. SSU prepares official letter reply to requesting party;	None	30 minutes	Head/Duty SSO
	9. Requested documents are photocopied at ICTD;	None	10 minutes	Staff on duty
	10. Duty SSO prepares the transmittal of documents;	None	45 minutes	Duty SSO
	11. Duty SSO sends transmittal/documents to Head, SSU;	None	4 hours	Duty SSO
	12. Head, SSU signs the transmittal; sends back to duty SSO	None	4 hours	Head, SMD
	13. Duty SSO transmits documents to CRRA; affixes DCN;	None	15 minutes	Duty SSO
	14. CRRA releases documents to requesting party.	None	5 minutes	Staff on duty
	Total	None	2 days 3 hours	

16. Online Submission of Documents / Manual Submission of Documents BCDA document receipt online or physical

Office or Division:		Records Administration 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		
1. Letter/Document		For submission of client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online submission via email				
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	
Manual submission in BCDA Offices				
1. 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	

17. PROCESSING OF VOUCHER FOR PAYMENT

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		
Refer to the attached table				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RFP is submitted by End-User Department	1. 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
	2. Reviews and evaluate completeness and validity of documents. Check accuracy of computations	None	45 minutes	Accounts Payable Officer
	3. Process transaction in Acumatica or ERP System. Enter Accounting Journal Entry of the transaction.	None	10 minutes per transaction	Accounts Payable Officer
	4. Prepares appropriate Tax Certificate, if necessary.	None	10 minutes	Accounts Payable Officer
	5. Checks availability of budget	None	10 minutes	Budget Department
	6. Certifies on the completeness of supporting documents. Releases/Approves accounting entry in Acumatica.	None	15 minutes	Accounting Manager

	7. Prints Disbursement Voucher for approval.	None	5 minutes	Accounts Payable Officer
	8. Approves Disbursement Voucher	None	1 minute	Accounting Manager
	9. 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

1. Request for Payment (RFP)
2. Purchase Request PR)
3. Purchase Order / Contract / Agreement (or equivalent)
4. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
5. Bid Documents as prescribed by 9184 (if applicable)
6. Approved Abstract of Bids or quotations / Canvass Sheet (whichever is applicable)
7. Quotations/bids of suppliers
8. Notice of Award (if applicable)
9. Notice to Proceed (if applicable)
10. PHILGEPs Registration of the Supplier (if applicable)
11. Pre-repair Inspection (if applicable)
12. Request for Pre-repair Inspection (if applicable)
13. Certificate of Completion
14. Certificate of Acceptance
15. Inspection and Acceptance Report (IAR)
16. Certification/Approval of Expense
17. Special Order (if applicable)
18. Certificate of Emergency Purchase (if applicable)
19. Endorsement of SAPMD (if applicable)
20. And all other documents may be required by COA.

B. Payment to the Procured Catering Services or Accommodation

1. Request for Payment (RFP)
2. Purchase Request PR)
3. Purchase Order / Contract / Agreement (or equivalent)
4. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
5. Abstract of Bids or quotations / Canvass Sheet (whichever is applicable)
6. Quotations/bids submitted by the suppliers
7. BAC Resolution delegating the procurement to the end user (if below P1M)
8. Approval of PCEO (if applicable)
9. Bid Documents as prescribed by 9184 (if applicable)
10. Notice of Award (if applicable)
11. Notice to Proceed (if applicable)
12. Inspection and Acceptance Report (IAR)
13. Certificate of Emergency Purchase (if applicable)
14. Certification/Approval of Expense (Budget approval)
15. Special Order (if applicable)
16. Certificate of Emergency Purchase (if applicable)

17. Endorsement of SAPMD (if applicable)
18. And all other documents may be required by COA.

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

1. Request for Payment
2. Contract / Agreements
3. Breakdown of Contract Cost
4. Breakdown of ABC
5. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
6. Abstract of Bids (if necessary)
7. Notice of Award (for first payment or 15% mobilization)
8. Notice to Proceed (for first payment or 15% mobilization)
9. Bid Documents (as prescribed by 9184), if necessary
10. Statement of Billings / Accomplishment Report (Progress or Final Billing)
11. Inspection and Acceptance Report (IAR)
12. Approval of PCEO (with the recommendation of the Project Manager)
13. Approved Variation Orders (if Applicable)
14. Approved Time Extension (if Applicable)
15. Approved Additional Work (if Applicable)
16. Approved As-stake Plans (if applicable)
17. Certificate of Completion (if applicable)
18. Certificate of Acceptance (if applicable)
19. Endorsement of SAPMD
20. And all other documents may be required by COA.

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

1. Request for Payment (RFP)
2. Contract / Agreements
3. Breakdown of Contract Cost
4. Breakdown of ABC (if necessary)
5. Abstract of Bids (if necessary)
6. Notice of Award (for first payment)
7. Notice to Proceed (for first payment)
8. Bid Documents (as prescribed by 9184), if necessary
9. Statement of Billings / Accomplishment Report (Progress or Final Billing)
10. Approved Reports, Plans and other deliverables as prescribed in the Agreement (for progress and/or final billing)
11. Inspection and Acceptance Report (IAR)
12. Approval of PCEO (with the recommendation of the Project Manager or end user)
13. Approved Variation Orders (if Applicable)
14. Approved Time Extension (if Applicable)
15. Approved Additional Work (if Applicable)

16. Certificate of Completion (if applicable)
17. Certificate of Acceptance (if applicable)
18. Endorsement of SAPMD
19. And all other documents may be required by COA

E. Payment to the Project Affected People - RROW

1. Request for Payment
2. Contract / Agreements / DOAS
3. Validated TCT
4. Updated Tax Declaration
5. Tax Clearance
6. Paunawa
7. Alok ng Pagbili
8. Certificate of Zonal valuation
9. Land Use Certificate
10. Certificate of of no improvements
11. Approved Subdivision Plan
12. Certificate of Inclusion
13. Technical Description of affected property
14. 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)
15. Approval of PCEO (Approved Memo for payment)
16. Corporate Secretary's Certificate of applicable Board Resolutions (of approved price)
17. Certificate of approval of RRWA
18. LSD Review
19. OGCC Review
20. Endorsement of SAPMD
21. Approved survey plan/parcellary plan
22. And all other documents may be required by COA.

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

1. Request for Payment
2. Approved Memo for Payment (PCEO)
3. Order of Payment
4. Filled-out Census Form
5. Official Census List of Certification of PAP
6. Parcellary Map of affected area, certified by the claimant (or PAP)
7. Final Land Survey Report (with technical description)
8. Applicable Resolution for Financial Assistance (Secretary's Certificate)
9. Kasunduan (Agreement/Quit Claim)
10. Paunawa (Notice/s)
11. Valid Identification Card (per policy on financial assistance) or other proof of identification

12. Photo documentation (of claimed area with tag board showing the name of the claimant and date)
13. Breakdown or computation of consideration (cost of land, plants/trees, and structures affected, others), with certification of DENR for consideration of trees/plants
14. Endorsement of SAPMD
15. And all other documents may be required by COA

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client answers the Client Satisfaction Measurement Questionnaire upon completion of the transaction with the concerned department.
How feedbacks are processed	Concerned department shall collect all the Client Satisfaction Measurement Questionnaire accomplished by the client and submit it to the BCDA Public Affairs Department for validation and consolidation. These shall be consolidated to an Annual Client Satisfaction Measurement Report. Concerned departments shall be required to submit an Action Plan to address the feedback received from clients.
How to file a complaint	Send a letter thru the Receiving 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 shall be conducted by the concerned department. 2. If unresolved, a Special Order creating an Investigation Committee shall be issued to conduct investigation
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ● ARTA <ul style="list-style-type: none"> ■ complaints@arta.gov.ph ■ 8478 5093 ● PCC: 8888 ● CCB: 0908-881-6565 (SMS)

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	RECORDS ADMINISTRATION DIVISION			
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 of the complaint (copy stamped received by BCDA)	Receiving Clerk	1 minute	None
	-END-			

BCDA OFFICES

Office	Address	Contact Information
BCDA BGC Office	2 nd Floor Bonifacio Tech Center, 31 st Street, BGC, Taguig City	(02) 8-575-1700
BCDA Clark Office	9 th Floor, One West Aeropark Bldg., Clark Global City, Clark Pampanga	(045) 499-8617