Citizen's Charter Service Manual

A Customer Service Guide
of the Subic Bay Metropolitan Authority
2015 Edition

Preface

Republic Act No. 9485, otherwise known as the “Anti-Red Tape Act of 2007”, endeavors “to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties” for violations of the Act.

It also declares the State policy “to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government”.

In a nutshell, the spirit of the Anti-Red Tape Act (ARTA) is genuine public service – the kind of service that takes into account the interest of those who are served, not those who serve. It seeks total customer satisfaction, not self-gratification.

Quality public service, too, is the end-goal of the Citizen’s Charter Service Manual of the Subic Bay Metropolitan Authority (SBMA). As a service map for the public and stakeholders, as well as for each and every SBMA employee, this Manual serves as one of our guideposts in our journey toward service excellence.

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SUBIC BAY
METROPOLITAN AUTHORITY

Our Map for the High Road

OUR VISION	By 2030, Greater Subic Bay area shall be the premier Freeport Zone in Asia.
OUR MISSION	To generate broad-based business and job opportunities by offering unique maritime, eco-tourism and high-tech industrial services (infrastructure) to the world as a showcase of Philippine economic progress and development.
OUR CORPORATE SERVICE CREDO	We are individually and collectively responsible for maintaining and continuously improving the quality of our products and services. We are dedicated to enhancing the quality of our own operations in order to achieve new levels of efficiency, customer satisfaction and value. We constantly seek new and innovative ways to serve our internal and external customers better each time. We are committed to providing services that anticipate and fulfill the stated or implied needs of our customers and stakeholders, even as we constantly strive to exceed their expectations. We serve with enthusiasm, courtesy and integrity. We believe that working together at all times is essential to the delivery of total customer service and satisfaction. Everything we do is directed toward the achievement of service excellence as civil servants and as a public institution.

The public and our stakeholders deserve extraordinary service, support and concern from every SBMA employee. To provide them with useful information and easy-to-follow procedures, this service map aims to make their every encounter with our Agency a pleasant and positive experience.

Our Front-Line Services Map

List of Identified Front-line Services

AIRPORT DEPARTMENT

Issuance of Personal Access Pass
Issuance of Official Business (OB) Pass
Issuance of Flight Line Driver's Permit (Green and Yellow)

BUILDING PERMIT AND SAFETY DEPARTMENT

Issuance of Building Permit
Issuance of Occupancy Permit

BUSINESS & INVESTMENT GROUP

Issuance / Renewal of :
*CERTIFICATE OF REGISTRATION [CR]
BUSINESS PERMIT TO OPERATE [BPTO]
CERTIFICATE OF TAX EXEMPTION [CRTE]

FIRE DEPARTMENT

Issuance of Hazardous Operation Permit

LABOR DEPARTMENT

Manpower Sourcing Services
Endorsement for Issuance of Entry/Exit Pass for SBF Investors/Locators (Initial / Renewal)
Endorsement for Alien Employment Permit (AEP)
Endorsement for Provisional Permit to Work (PPW)
Endorsement for Special Work Permit (SWP)
Issuance of Certificate of Accreditation (Manpower Services, Janitorial / Messengerial Services, Security Services & Other Port-Related Services)
Endorsement for Issuance of Entry/Exit Pass

Our Front-Line Services Map

MAINTENANCE AND TRANSPORTATION DEPARTMENT

Regular Garbage and Waste Collection
Special Garbage and Waste Collection
Issuance of Tipping Permit for Solid Waste Transfer

OFFICE SERVICES DEPARTMENT

Issuance of Daily Pass / One-Month Temporary Pass
Issuance of Temporary Computerized ID or Computerized ID Card

PUBLIC HEALTH AND SAFETY DEPARTMENT

Issuance of PHSD Clearance for SBMA Accreditation

SEAPORT DEPARTMENT

Issuance of Manual Gate Pass & Sub-Gate Pass
Issuance of Bring-in Permit
Issuance of Temporary Transfer Permit
Issuance of Local/Foreign Transshipment Declaration
Issuance of Vessel Entry Clearance
Issuance of Vessel Exit Clearance
Issuance of Clearance for Cargoes Exiting Tipo
Processing of Automated Gate Pass / Sub Gate Pass

TOURISM DEPARTMENT

Reservation Services
Tourist Reception Services
Issuance of Event Permit
Issuance of Advertising Permit
SBECC Reservation Services
Tourism Standard Classification Services

TRADE FACILITATION AND COMPLIANCE DEPARTMENT

Import Processing
Export Processing

Our Front-Line Services Map

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

Issuance of Authority to Release for Duty-Free & Tax-Exempt Motor Vehicles
Issuance of Certificate of Admission for Duty-Free & Tax-Exempt Motor Vehicles
Issuance of Accreditation for Transportation Services
Issuance of Vehicle Decal/Sticker
Issuance of Conduction Pass for Tax-Exempt & Duty-Free Motor Vehicles

VISA AND ACCREDITATION OFFICES

Issuance of Accreditation
Issuance of Special Subic-Clark Visa (SS-CV)

FRONT-LINE SERVICES GUIDE

AIRPORT DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF PERSONAL ACCESS PASS
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBIA PERSONNEL, SBIA LOCATORS, GOV'T. SUPPORT AGENCIES, & SBMA SUPPORT DEPARTMENTS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Acceptance of request, review/checking of requirements	10 mins	Secretary/Clerk	SBIA locators SBIA support agencies (CAAP, PAG-ASA, PNP-AVSG & CIQ) and SBMA support departments/ units (Medical, Fire, K-9 & Security)	SBIA Access Pass Form Photocopy of SBMA ID Photocopy of Company ID Passport Copy (for foreign Applicants only) Two (2) pcs 1.5"x1.5" pictures (Locator – Orange background; Support Agencies/Departments – White background)	SBIA Locators PhP100.00 Others: Free of charge
2	Processing of the request	1 day	Pass Control Officer, Management Services Division (MSD)			
3	Approval and Signature of Manager	10 mins	Pass Control Officer (MSD)			
4	Issuance of billing assessment and payment	5 mins	Finance Officer/BillingClerk			
5	Release of pass and feedback form	15 mins	Pass Control Officer (MSD)			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

AIRPORT DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF OFFICIAL BUSINESS (OB) PASS
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBMA-ACCREDITED CONTRACTORS OF SBIA LOCATORS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Acceptance of request, review/ checking of requirements	10 mins	Secretary/Clerk	SBMA-Accredited Contractor of SBIA Locator, SBIA Locator, Vendors for special events	SBIA Access Pass Form Photocopy of SBMA ID Photoopy of Company ID Passport copy (for foreign applicant only) Two (2) pcs. 1.5" x1.5" ID pictures (Locator – Orange background; Support Agencies/Departments – White background)	PhP80.00
2	Processing of the request	1 day	Pass Control Officer (MSD)			
3	Approval and signature of Manager	10 mins	Pass Control Officer (MSD)			
4	Issuance of Billing Assessment & payment	5 mins	Finance Officer/Billing Clerk			
6	Release of Pass and feedback form	15 mins	Pass Control Officer (MSD)			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

AIRPORT DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF FLIGHT LINE DRIVER'S PERMIT (Green & Yellow)
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBIA AUTHORIZED DRIVERS & SBIA LOCATORS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Acceptance of request, review/checking of requirements	10 mins	Secretary/Clerk	SBIA locators and SBIA authorized drivers	Application Form with ALEB security vehicle inspection Photocopy of O.R., C.R., and Insurance LTO-issued Professional Driver's License (LTO) & SBMA-issued Driver's License (for SBMA employees only) Photocopy of flight line certificate Pass the flight line exam	For Green Permit SBIA Locators: PhP50.00
2	Processing of the request	1 day	Pass Control Officer, (MSD)			SBIA –authorized drivers: Free of charge For Yellow Permit
3	Approval and signature of Manager	10 mins	Pass Control Officer, (MSD)			SBIA Locators: PhP80.00
4	Issuance of billing assessment and payment	5 mins	Finance Officer/Billing Clerk			SBIA –authorized drivers: Free of charge
5	Release of pass and feedback form	15 mins	Pass Control Officer, (MSD)			

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

AIRPORT DEPARTMENT

Where to avail of the Department's services:	Bldg. 8015, Argonaut Highway, Subic Bay Freeport Zone 2222
Contact Numbers:	Tel: (047) 252-3131 Trunkline: (047) 252-9360-65

FRONT-LINE SERVICES GUIDE

BUILDING PERMIT AND SAFETY DEPARTMENT (BPSD)

FRONT-LINE SERVICE	ISSUANCE OF BUILDING PERMIT
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ LOCATORS/INVESTORS &/OR RESIDENTS/LESSEES/SBMA DEPARTMENTS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Issuance of checklist of requirements & application form	10 mins	BPSD Personnel	Locator/SBF Residents/SBMA Departments	Checklist of requirements & application form	None
2	Receipt of complete requirements as per checklist If the submission is incomplete, the application will be returned without action Note: Application must include required clearances as reflected on the issued checklist	20 mins	BPSD Personnel	Locator/SBF Residents/SBMA Departments	As required in the Checklist	None
3	If application is complete and accepted, the applicant will be given a written notice to come back within 3 working days for the result of the application	10 mins	BPSD Personnel	Locator/SBF Residents/SBMA Departments	Acknowledgement Receipt (written notice to come back within the specified date and time)	None

NOTE: If the submission is INCOMPLETE, the APPLICATION WILL BE RETURNED WITHOUT ACTION

FRONT-LINE SERVICES GUIDE

BUILDING PERMIT AND SAFETY DEPARTMENT (BPSD)

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
4	BPSD concerned staff reviews and evaluates the plans/ documents and will provide result with assessment within 1 to 3 working days For complicated projects like power plant, oil depot, etc., review of plans & documents will take up to a maximum of 9 working days	3 working days	BPSD Personnel	Electrical Engineer/ Electronics Engineer/ Mechanical Engineer/ Structural Engineer/ Master Plumber/ Architect	Plans and Specifications as required in the checklist	None
5	BPSD concerned staff will collate all review and comments and prepare Permit and Assessment if application is in order or will issue/prepare comments and findings if application is lacking in requirements	3 hours	BPSD Personnel	Co-employee	Result of review of BPSD Technical Personnels Regulatory Group's Consolidated Schedule of Fees	Per Regulatory Group's Consolidated Schedule of Fees, Permits, Clearances & other documents
6	Receipt of photocopy of Official Receipt (Proof of Payment)	10 mins	BPSD Personnel	Locator/SBF Resident	Official Receipt	
7	Issuance/ release of Building Permit and/or Letter of Comments/ Disapproval	10 mins	BPSD Personnel	Locator/SBF Resident/ SBMA Departments	Building Permit/ Letter of Comments/ Disapproval	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

BUILDING PERMIT AND SAFETY DEPARTMENT (BPSD)

FRONT-LINE SERVICE	ISSUANCE OF OCCUPANCY PERMIT
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ LOCATORS/INVESTORS &/OR RESIDENTS/LESSEES
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Issuance of checklist of requirements & application form	10 mins	BPSD Personnel	Locator/SBF Residents	Checklist of requirements & application forms	None
2	Receipt of complete requirements as per checklist If the submission is incomplete, the application will be returned without action Note: Application must include required clearances as reflected on the issued checklist	20 mins	BPSD Personnel	Locator/SBF Residents	Request letter, Certificate of Completion, Construction Logbook, As-Built Plans & Megger Test Result	None
3	If application is complete and accepted, the applicant will be given a written notice to come back within 3 working days for the result of the application	10 mins	BPSD Personnel	Locator/ SBF Residents	Acknowledgement Receipt (written notice to come back within the specified date and time)	None

NOTE: If the submission is INCOMPLETE, the APPLICATION WILL BE RETURNED WITHOUT ACTION

FRONT-LINE SERVICES GUIDE

BUILDING PERMIT AND SAFETY DEPARTMENT (BPSD)

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
4	BPSD concerned staff will inspect the building/ structure/ premises and will provide result with assessment within 1 to 3 working days For complicated projects like power plant, oil depot, etc., review of plans & documents will take up to a maximum of 9 working days	3 working days	BPSD Personnel	Electrical Engineer/ Electronics Engineer/ Mechanical Engineer/ Structural Engineer/ Master Plumber/ Architect	As-Built Plans	None
5	BPSD concerned staff will collate all review and comments and prepare Permit and Assessment if application is in order or will issue/prepare comments and findings if application is lacking in requirements	3 hours	BPSD Personnel	Co-employee	Result of review of BPSD Technical Personnels Regulatory Group's Consolidated Schedule of Fees	Per Regulatory Group's Consolidated Schedule of Fees, Permits, Clearances & other documents
6	Receipt of photocopy of Official Receipt (Proof of Payment)	10 mins	BPSD Personnel	Locator/SBF Residents	Official Receipt	
7	Issuance/ release of Certificate of Occupancy and/or Letter of Comments/ Disapproval	10 mins	BPSD Personnel	Locator/SBF Residents	Certificate of Occupancy/ Letter of Comments/ Disapproval	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

BUILDING PERMIT AND SAFETY DEPARTMENT (BPSD)

Where to avail of the Department's services:	2F, Regulatory Bldg., Rizal Highway corner Labitan Street, Subic Bay Freeport Zone 2222
Contact Numbers:	1. Issuance of Building Permit Telefax (047) 252-4015 2. Issuance of Occupancy Permit (047) 252-4723

FRONT-LINE SERVICES GUIDE

BUSINESS AND INVESTMENT GROUP (BIG)

FRONT-LINE SERVICE	ISSUANCE / RENEWAL OF : *CERTIFICATE OF REGISTRATION [CR], BUSINESS PERMIT TO OPERATE [BPTO] and CERTIFICATE OF TAX EXEMPTION [CRTE]
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-6:00PM)
WHO MAY AVAIL OF THE SERVICE	PROSPECTIVE LOCATORS EXISITING LOCATORS
REQUIREMENTS	Please refer to the required forms/documents below. This process is a continuation of the business process and evaluation system which begins after the SBMA Management and / or SBMA Board approval of a business proposal . New: Process commences / proceeds upon approval of business entity and its activity , with corresponding lease / sublease. Existing: Process commences upon completion of inspection and receipt of "no objection reports and documentary requirements from locators.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	**For New** Submission by proponent of complete registration requirements **For Renewal** Submission by proponent of complete requirements for renewal (N.B.: Renewal of BPTO is under the Office of the SDA for Regulatory)	For Steps 1 to 3: One (1) day only	Receiving Clerk and/ or Account Officer	Proponent Locator	A. For Initial Registration • Copy of receipt for payment of fee for CR and/or CTE • Certified true copy of SEC Registration with Articles of Incorporation and By – Laws • Notice to Proceed from the Ecology Center • Signed and notarized lease agreement • Proof of payment for : (1)Advanced rental (2)Security deposit • For CTE: Certificate of Conformity B. For Renewal • Copy of receipt for payment of fee for CR and/or CTE • For CTE: Certificate of Conformity	CR: US$ 150 CTE: US$100 Business Plate: $20 CR: US$ 150 CTE: US$100 Business Plate Sticker: Php200

FRONT-LINE SERVICES GUIDE

BUSINESS AND INVESTMENT GROUP (BIG)

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
2	Review by AO of documents submitted (accuracy, authenticity)		Account Officer	Proponent Locator		
3	A O endorses the drafting of the CR-CTE-BPTO to the Registration Officer		Account Officer			
4	Drafting of CR-CTE-BPTO by the Registration Officer	For Steps 4 to 6: One (1) day	Registration Officer			
5	Review of CR-CTE-BPTO by AO, including Docketing ,initials of originating BID Managers		Account Officer, Department Manager			
6	Endorsement of the CR-CTE-BPTO to the Office of the SDA for Business and investment		Account Officer			
7	Signing of the CR-CTE-BPTO by the SDA for Business and Investment	Steps 7 to 8: One (1) to three (3) days	Senior Deputy Administrator (SDA) for Business and Investment Documents Officer- SDA's Office			
8	Endorsement of the signed CR-CTE-BPTO to the Registration Officer					

FRONT-LINE SERVICES GUIDE

BUSINESS AND INVESTMENT GROUP (BIG)

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
9	Recording of the signed CR-CTE-BPTO and preparation of cover letter by Registration Officer (if applicable)	Half (1/2) day	Registration Officer			
10	Issuance of CR-CTE-BPTO, business plate and sticker	Half (1/2) day	Account Officer, Registration Officer	Proponent Locator	Requirement after Issuance of CR-CTE-BPTO: • Performance bond for those with development projects within thirty (30) days. • GSIS for main lessee with existing structure , the applicant shall submit the Insurance Policy with Government Service Insurance System stating SBMA as the beneficiary within thirty (30) days after issuance of signed and notarized Lease Agreement.	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

BUSINESS AND INVESTMENT GROUP (BIG)

Where to avail of the Department's services:	Bldg. 225, Dewey Ave., Subic Bay Freeport Zone 2222 Room 103, Bldg. 662, Taft Street, Subic Bay Freeport Zone 2222 (ICT)
Contact Numbers:	1. Issuance / Renewal of : *CERTIFICATE OF REGISTRATION [CR] BUSINESS PERMIT TO OPERATE [BPTO] CERTIFICATE OF TAX EXEMPTION [CRTE] Business & Investment Departments For General Business (047) 252-4394 to 97 For Manufacturing & Maritime (047) 252-4632 to 36 For Logistics (047) 252-4626 to 27 For Leisure (047) 252-4105/4398 For ICT (047) 252-4995

FRONT-LINE SERVICES GUIDE

FIRE DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF HAZARDOUS OPERATION PERMIT (Required for Welding, Cutting, Tar Pot, Brazing,Bonfire, Fireworks Display, Open Fires & other fire-related hazardous works &/or activities)
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ LOCATORS &/OR SBMA-ACCREDITED SERVICE PROVIDERS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of written, walk-in or phoned-in request for Hazardous Operation Permit	5 mins	Fire Safety Specialists	SBFZ Locators&/or SBMA-accredited Service Provider	Written request (Not applicable for walk-in or phoned-in requests)	
2	Inspection of Hazardous Operation site to determine if safety-compliant or not	45 mins	Fire Safety Specialists		Fire-watch, fire extinguisher, tools & equipment for hazardous work in good condition & area cleared of combustibles	
3	Filling-out & signing of Billing Assessment Form	5 mins	Admin Staff		Billing Assessment Form	
4	Receipt of payment of Hazardous Operation Permit	15 mins	SBMA Treasury		Official Receipt	PhP500
5	Receipt of copy of Official Receipt	3mins	Admin Staff		Copy of Official Receipt	
6	Filling out & issuance of Hazardous Operation Permit	5 mins	Fire Safety Specialists		Hazardous Operation Permit	

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

FIRE DEPARTMENT

Where to avail of the Department's services:	Bldg. 71, Station 7, Bonifacio Street, Subic Bay Freeport Zone 2222
Contact Numbers:	Issuance of Hazardous Operation Permit Telefax (047) 252-4227

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	MANPOWER SOURCING SERVICES
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	SBFZ LOCATORS/INVESTORS & JOB APPLICANTS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of Manpower Request					
1a	Receipt of Request for Recruitment Assistance (RRA)	2 mins	Evaluation/Account Officers	HR/ADMN of locators/ investors with job openings	Request for Recruitment Assistance (RRA) form duly signed by locator/ investor or authorized representative	None
1b	Recording of RRA	5 mins	Evaluation/Account Officers		Duly accomplished RRA form	
1c	Preparation/ Encoding of job announcements with job qualification requirements for posting at Bulletin Boards	15 mins	Encoders	Encoder of job announcement for posting		
1d	Approval of encoded Job Announcements	2 mins	Manpower Services Division (MSD) Chief or alternate	Account Officer		
1e	Dissemination/ posting of approved Job Announcements on Bulletin Boards/email blast by the Auxiliary Services Division-Office Services Department	15 mins (posting at Bulletin Board is made at 4:45 to 5:00pm; email blast is done a day after)	Encoder/ Messenger/ Utility	Job Applicants/ Other SBMA Departments/ Partners within SBFZ & other areas		
2	Receipt of resume / bio-data / job application of applicant					

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
2a	Receipt & pre-evaluation of applicant's resume / bio-data & supporting documents	3 mins	Receiving Officers	Job Applicants	Applicant's resume/biodata with 2x2 picture & the ff. attachments: Copy of birth certificate, transcript of records or diploma, NBI or police clearance & proof(s) of work experiences Application log sheet for applicant's registration	
2b	Issuance of action slip with control number to facilitate follow-up procedure	5 mins			Action slip issued after registration, indicating date & time for follow-up of the status of application	
2c	Endorsement of registered applicant from Receiving Section, Subic Gym, to the Evaluation Section, Bldg. 255	1 day	Driver	Receiving Officer, Account Officer		None
3	Evaluation & endorsement of job application					
3a	Receipt & sorting of applications from Subic Gym assigned to Account Officer	30 mins		Evaluator		
3b	Evaluation of job application per qualification requirement of the position	5 mins				
3c	Preparation of Register of Eligibles (ROE) or list of qualified candidates for the position required by the companies	20 mins			Resume/bio-data of applicants	

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3d	Issuance & endorsement of ROE	5 mins		HR/Admin of locators/ investors with job openings	Register of Eligibles (ROE) forms, resume/bio-data	
		END OF TRANSACTION				

Notes:

Since the recruitment process of locators is beyond the office's control, the preparation of notices for interview/examination is the responsibility of each locators.

MSD shall use it as a basis for approval of one day gate pass to concerned job applicants who are scheduled for examination//interview and shall be forwarded to OSD-PPCD.

Posting and/or dissemination of notices shall be done at the Receiving Section, Subic Gym, bulletin boards; copies shall be forwarded to OSD-PPCD

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	ENDORSEMENT FOR ISSUANCE OF ENTRY/EXIT PASS
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	**SBFZ LOCATORS-INVESTORS/WORKERS**
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt & evaluation of Application for Endorsement for Issuance of Gate Pass/ID Request Form (new/renewal)	5 mins	Gatepass Processor	HR/Admin representative of locators/ investors	**Initial:** Three (3) copies of duly accomplished Application for Endorsement for Issuance of Gate Pass/ID, Office Services Dept. (OSD) Pass Issuance & Control Division Information Sheet, Photocopy of resume/bio data received by Manpower Services Division (MSD) in Subic Gym, Police Clearance for hired workers from Olongapo, Bataan & Zambales/ NBI Clearance for hired workers from other places of origin, SBFZ Locators/Investors updated Masterlist of Employees, Justification letter for direct hires.	None
2	Assignment of Control Number & duration of Entry/Exit Pass	3 mins			Renewal: Three (3) copies of duly accomplished Application for Endorsement for Issuance of Gate Pass/ID form and company letter request, photocopy of expired ID, Police/NBI clearance as detailed above.	
3	Signing & Approval of endorsement for Entry/Exit Pass	2 mins	Authorized signatories: Labor Dept. Manager/ Manpower Services Division Chief (alternate)/other assigned alternate signatories		For applicants aged 15 to less than 18 years (as defined under DOLE Department Advisory No. 01-08): In addition to the requirements above-Notarized parent's consent; and applicant's birth certificate, justification letter for direct hires	
4	Issuance/release of endorsement for Entry/Exit Pass	5 mins	Gatepass Processor			

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	**ENDORSEMENT FOR ISSUANCE OF ALIEN EMPLOYMENT PERMIT (AEP)**
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	**FOREIGN SBFZ LOCATORS/INVESTOR/WORKERS**
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt & evaluation of application for Alien Employment Permit (AEP) Endorsement	10 mins	AEP Endorsement Processor	HR / ADMIN or Authorized Representative of Locators/ Investor &/or foreign applicants/ nationals	IN FOUR (4) SETS: • Endorsement for AEP Application Form (duly notarized) • DOLE AEP Application Form with latest 1x1 picture taken not more than six (6) months • Photocopy of Passport all stamped pages with latest arrival & valid visa	US$20.00
2	Scheduling of personal interview of foreign employee-applicant	5 mins	AEP Endorsement Processor		• Duly notarized Employment Contract/Letter of Appointment/Consultancy Agreement • If elective officer and stockholder/member of the Board of Directors: SEC Articles of Incorporation, latest General Information Sheet (GIS),Board Resolution/ Corporate Secretary 's Affidavit (duly notarized) • Photocopy of CR/CTE/BPTO • Organizational structure • Proof of Tax identification Number (TIN) • Clearance Certificate from the Bureau of Immigration that foreign national is cleared from Hold Departure, Blacklist, Watch list and / or Intelligence Derogatory Record • Photocopies of AEP and Alien Certificate Registration (ACR) I-Card (for renewal)	

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Foreign employee's Personal appearance and interview	30 mins	Dept. Manager or Alternates: Manpower Services Division Chief/Conciliation and Employee Welfare Division Chief/ OIC-Service Contracting Office (SCO)/ OIC – Workforce Development Division (WDD)	Foreign National Applicant		
4	Preparation, Signing and Issuance of Billing Statement for AEP Endorsement	15 mins	AEP Endorsement Processor Interviewer: Dept. Manager / Alternate: Authorized signatory	HR / ADMIN or Authorized Representative of locators/ investors &/or foreign applicants/ nationals		
5	Payment of AEP Endorsement	10 mins (Depends on Client/Customer schedule of payment)	Treasury Dept. Cashier / Client-Customer		Billing Statement Form	
6	Preparation of AEP Endorsement for Review/ Evaluation of MSD Division Chief	15 mins	AEP Endorsement Processor; MSD Division Chief		Copy of Official Receipt	
7	Approval/Signing of AEP Endorsement	Within one (1) day	Dept. Manager or Alternate Signatory			
8	Recording and photocopying of approved AEP endorsement	10 mins	AEP Endorsement Processor/ Reproduction Operator			
9	Release of AEP Endorsement	5 mins	AEP Endorsement Processor			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	**ENDORSEMENT FOR ISSUANCE OF PROVISIONAL PERMIT TO WORK (PPW)**
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	**FOREIGN SBFZ LOCATORS/INVESTOR/WORKERS**
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt & evaluation of application for Provisional Permit to Work (PPW) endorsement	10 mins	PPW Endorsement Processor	HR / ADMIN or Authorized Representative of Locators/ Investor &/or foreign applicants/ nationals	• Cover letter address to: Atty: SEVERO C. PASTOR, Jr., Manager, Labor Department Attention: MR. ROMMEL M. AQUINO, Division Chief, Manpower Services • Bureau of Immigration (BI) Form RADJR-2012-01 (Available from the Manpower Services Division in Bldg. 255/downloadable at: www.immigration.gov.ph), with latest 2x2 picture taken not more than six (6) months • Photocopy of Passport all stamped pages with latest arrival & valid visa • Duly notarized Employment Contract/Letter of Appointment/ Consultancy Agreement	US$30.00
2	Scheduling of personal interview of foreign employee-applicant	5 mins	PPW Endorsement Processor		• If elective officer and stockholder/member of the Board of Directors: SEC Articles of Incorporation, latest General Information Sheet (GIS),Board Resolution/ Corporate Secretary 's Affidavit (duly notarized) • Photocopy of CR/CTE/BPTO • Resume/bio-data with latest 2x2 picture • Organizational structure • Proof of Tax identification Number (TIN) • Clearance Certificate from the Bureau of Immigration that foreign national is cleared from Hold Departure, Blacklist, Watch list and / or Intelligence Derogatory Records	

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Foreign employee's Personal appearance and interview	30 mins	Dept. Manager or Alternates: Manpower Services Division Chief/Conciliation and Employee Welfare Division Chief/ OIC-Service Contracting Office (SCO)/ OIC – Workforce Development Division (WDD)	Foreign National Applicant	Certificate of Appearance with Duties & Responsibilities Original Passport	
4	Preparation, Signing and Issuance of Billing Statement for PPW Endorsement	15 mins	PPW Endorsement Processor Interviewer: Dept. Manager / Alternate: Authorized signatory	HR / ADMIN or Authorized Representative of locators/ investors &/or foreign applicants/ nationals		
5	Payment of PPW Endorsement	10 mins (Depends on Client/Customer schedule of payment)	Treasury Dept. Cashier / Client-Customer		Billing Statement Form	
6	Preparation of PPW Endorsement for Review/ Evaluation of MSD Division Chief	15 mins	PPW Endorsement Processor; MSD Division Chief		Copy of Official Receipt	
7	Approval/Signing of PPW Endorsement	Within one (1) day	Dept. Manager or Alternate Signatory			
8	Recording and photocopying of approved PPW endorsement	10 mins	PPW Endorsement Processor/ Reproduction Operator			
9	Release of PPW Endorsement	5 mins	PPW Endorsement Processor			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	**ENDORSEMENT FOR ISSUANCE OF SPECIAL WORK PERMIT (SWP)**
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	**FOREIGN SBFZ LOCATORS/INVESTOR/WORKERS**
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt & evaluation of application for Special Work Permit (SWP) endorsement	10 mins	SWP Endorsement Processor	HR / ADMIN or Authorized Representative of Locators/ Investor &/or foreign applicants/ nationals	• Cover letter address to: Atty: SEVERO C. PASTOR, Jr., Manager, Labor Department Attention: MR. ROMMEL M. AQUINO, Division Chief, Manpower Services • Bureau of Immigration (BI) Form RADJR-2012-01 (Available from the Manpower Services Division in Bldg. 255/downloadable at: www.immigration.gov.ph), with latest 2x2 picture taken not more than six (6) months • Photocopy of Passport all stamped pages with latest arrival & valid visa • Duly notarized Employment Contract/Letter of Appointment/ Consultancy Agreement	US$30.00
2	Scheduling of foreign employee's personal interview by the Department Manager/ Authorized Interviewers	5 mins	SWP Processors		• If elective officer and stockholder/member of the Board of Directors: SEC Articles of Incorporation, latest General Information Sheet (GIS),Board Resolution/ Corporate Secretary 's Affidavit (duly notarized) • Photocopy of CR/CTE/BPTO • Resume/bio-data with latest 2x2 picture • Organizational structure • Proof of Tax identification Number (TIN) • Clearance Certificate from the Bureau of Immigration that foreign national is cleared from Hold Departure, Blacklist, Watch list and / or Intelligence Derogatory Records	

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Foreign employee's Personall interview	30 mins	Dept. Manager or Alternates: Manpower Services Division Chief/Conciliation and Employee Welfare Division Chief/ OIC-Service Contracting Office (SCO)/ OIC – Workforce Development Division (WDD)	Foreign National Applicant	Certificate of Appearance with Duties & Responsibilities Original Passport	
4	Preparation, Signing and Issuance of Billing Statement for SWP Endorsement	15 mins	SWP Endorsement Processor Interviewer: Dept. Manager / Alternate: Authorized signatory	HR / ADMIN or Authorized Representative of locators/ investors &/or foreign applicants/ nationals		
5	Payment of SWP Endorsement	10 mins (Depends on Client/Customer schedule of payment)	Treasury Dept. Cashier / Client-Customer		Billing Statement Form	
6	Preparation of SWP Endorsement for Review/ Evaluation of MSD Division Chief	15 mins	SWP Endorsement Processor; MSD Division Chief		Copy of Official Receipt	
7	Approval/Signing of SWP Endorsement	Within one (1) day	Dept. Manager or Alternate Signatory			
8	Recording and photocopying of approved SWP endorsement	10 mins	SWP Endorsement Processor/ Reproduction Operator			
9	Release of SWP Endorsement	5 mins	SWP Endorsement Processor			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF CERTIFICATE OF ACCREDITATION (MANPOWER SERVICES, SECURITY SERVICES, JANITORIAL/MESSENGERIAL SERVICES & OTHER PORT RELATED SERVICES)
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	**SBFZ SERVICE CONTRACTORS**
REQUIREMENTS	**New:** Letter of Intent, Application Form for Accreditation, SBF Client's Endorsement/Service Contract, Company Profile, SEC/DTI/CDA Registration, SSS/PhilHealth/HDMF Registration, DOLE 1020 Registration, Income Tax Return w/ Audited Financial Statement, List of Company Officers & List of Employees Additional Requirements for special types of service: 1. DOLE D.O. 18-A (Manpower /Janitorial Services/Security Services) 2. PNP-SOSIA License–(Security Services) 3. Performance/Surety Bond (Security & Ship Chandling Services) 4. Marina Certificate (Port-related services) For Port Workers (Cabo & Yagyag): 1. Endorsement Letter from SBF Principal Company 2. Application Form 3. Police/NBI Clearance 4. Medical Certificate **Renewal only:** Certificate of Good Standing Performance from SBF Locator-Client, 12-month Payroll with corresponding Daily Time Records (DTRs), Proof of 13th Month Pay, Proofs of SSS, PhilHealth & Pag-IBIG Remittances, Clearances from the ff: SBMA units: Accounting Dept., Legal Dept., Intelligence Office. **Other requirements for new/renewal of Certificate of Accreditation:** Clearances from the ff. SBMA units: Public Health & Safety Dept., Ecology Center, Law Enforcement Dept. & Seaport Dept., Accident Insurance coverage for high-risk jobs
How to avail of the service:	

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of application for accreditation, including required documents (new/renewal)	Within the day	Account Officer	SBF Service Contractor	Duly accomplished application form & supporting documents consisting of requirements listed above	US$200.00 PhP500.00 (for Cabo) PhP25 (for Yag-yag)
2	Pre-assessment of the submitted application for accreditation including attached documents		Department Manager			
3	Evaluation/ verification of application for accreditation, including required documents		Account Officer/ Evaluator			
4	Issuance of Billing Assessment/ Order of Payment & Receiving of Receipt of Payment for Accreditation	5 mins	Division Chief	SBF Service Contractor	Billing Assessment/Order of Payment Form, Official Receipt (OR)	
5	Preparation of Certificate of Accreditation & Assignment of Control Number	15 mins	Division Chief			
6	Preparation of recommendation for approval of Certificate of Accreditation	15 mins	Department Manager		Original copy of Certificate of Accreditation	
7	Signing of Certificate of Accreditation	Within the day	Sr. Deputy Administrator for Support Services		Original copy of Certificate of Accreditation, photocopy of Official Receipt (OR) of payment	
8	Issuance/release of Certificate of Accreditation	5 mins	Account Officer		Signed Original Certificate of Accreditation	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

FRONT-LINE SERVICE	ENDORSEMENT FOR ISSUANCE OF ENTRY/EXIT PASS
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM) **No Noon Break**
WHO MAY AVAIL OF THE SERVICE	**SBMA ACCREDITED SERVICE CONTRACTORS**
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1a	Receipt & evaluation of Entry/Exit Pass Application Form (new/renewal)	15 mins	Account Officer	SBMA-accredited Service Contractor	Valid SBMA Certificate of Accreditation, Entry/Exit Pass Application Form, Police/NBI Clearance & resume/biodata with two (2) 2x2 photos	None
1b	Assignment of Control Number & duration of Entry/Exit Pass					
2	Review & verification of application for accreditation, including document requirements	2 mins	Service Contracting Office (SCO) Division Chief		Entry/Exit Pass & Application Form	
3	Approval of endorsement for Entry/Exit Pass	2 mins	Department Manager			
4	Issuance/release of endorsement for Entry/Exit Pass	5 mins	Account Officer			

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

LABOR DEPARTMENT

Where to avail of the Department's services:	1F, Rm.125 and Rm.138, Barryman Street, Subic Bay Freeport Zone 2222 (for #s 1-5) 2F, Rm.210, Barryman Street, Subic Bay Freeport Zone 2222 (for #s 6-7)
Contact Numbers:	1. Manpower Sourcing Services (047) 252-4073/4101 2. Endorsement for Issuance of Entry/Exit Pass for SBF Investors/Locators (Initial / Renewal) (047) 252-4073/4101 3. Endorsement for Alien Employment Permit (AEP) (047) 252-4073/4101 4. Endorsement for Provisional Permit to Work (PPW) (047) 252-4073/4101 5. Endorsement for Special Work Permit (SWP) (047) 252-4073/4101 6. Issuance of Certificate of Accreditation (Manpower Services, Janitorial / Messengerial Services, Security Services & Other Port-Related Services) (047) 252-4861/4542 7. Endorsement for Issuance of Entry/Exit Pass (047) 252-4861/4542 Department Fax No. (047) 252-4494

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	REQUEST FOR REGULAR COLLECTION (GARBAGE/WASTE)
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ LOCATORS/INVESTORS &/OR SBMA-ACCREDITED CONTRACTOR/HAULER
REQUIREMENTS	Please refer to the required forms/documents below.

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of request for regular collection	5 mins	Solid Waste Management Officer	Requesting SBFZ locator/investor &/or resident/ lessee SBMA-Accredited Contractor		US$1.00 per bag
2	Inspection of waste/garbage. Issuance of Official Request Form and scheduling of collection according to clients preference. And provision of Regular Collection	4 hours	Solid Waste Management Officer		Official Request Form Regular Collection Form	
3	Collection of waste/garbage according to schedule. Locator signs on the Regular Collection Form to verify/confirm the total number of bags of waste/garbage collected	1 day	Solid Waste Management Personnel		Regular Collection duly signed by client	

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
4	Preparation of monthly billing report and forwarding the same to the SBMA Accounting Department	2 days	Solid Waste Management Billing Officer		Regular Collection Form duly signed by client Monthly Billing Report	
5	Issuance of Monthly Billing Statement		SBMA Accounting Department		Billing Statement	
6	Payment at SBMA Treasury Department Cashier		Client		Billing Statement	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

	FRONT-LINE SERVICE	**REQUEST FOR SPECIAL COLLECTION (GARBAGE/WASTE)**
	SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
	WHO MAY AVAIL OF THE SERVICE	**SBFZ LOCATORS/INVESTORS &/OR SBMA-ACCREDITED CONTRACTOR/HAULER**
How to avail of the service:	**REQUIREMENTS**	Please refer to the required forms/documents below.

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of request for special collection	5 mins	Solid Waste Management Officer	Requesting SBFZ locator/investor &/or resident/ lessee SBMA-Accredited Contractor		Php4,500.00 per truck load
2	Inspection of waste/garbage. Determine type of equipment to be used and manpower, and schedule date/time of collection. Issue approved special collection request.	4 hours	Solid Waste Management Officer		Special Collection Form	
3	Collection of waste/garbage according to schedule. Locator signs on the Waste Collection Form to verify/confirm the total number of truckload(s) collected.	1 day	Solid Waste Management Personnel		Special Collection Form	
4	Monitoring/ Recording of the total no. of truckload tipped	1 day	Solid Waste Management Officer		Special Collection Form	

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
5	Preparation of monthly billing report and forwarding the same to the SBMA Accounting Department	2 days	Solid Waste Management Billing Officer		Special Collection Form Monthly Billing Report	
6	Issuance of Monthly Billing Statement		SBMA Accounting Department		Billing Statement	
7	Payment at SBMA Treasury Department Cashier		Client		Billing Statement	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF TIPPING PERMIT FOR SOLID WASTE TRANSFER
SCHEDULE OF SERVICE	Monday-Friday (8:00AM-5:00PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ LOCATORS/INVESTORS &/OR SBMA-ACCREDITED CONTRACTOR/HAULER
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Filling up of Solid Waste Transfer Document		Client	Requesting SBFZ locator/investor &/or resident/ lessee SBMA-Accredited Contractor	Solid Waste Transfer Document	Php1,800.00 per truck load
2	Acquiring of Clearance from the Procurement and Property Department (PPMD) and the Bureau of Customs (BOC)		Client		Solid Waste Transfer Document	
3	Inspect Garbage/Waste to be disposed and Solid Waste Transfer Documents if Cleared by PPMD and BOC	15 mins	Solid Waste Management Officer		Waste Generator Certification/Authorization to haul Garbage/Waste & SBMA Accreditation (Hauler)	
4	Issuance of Billing Assessment Form and logging of the Solid Waste Transfer Documents	10 mins	Solid Waste Management Officer		Solid Waste Transfer Document Billing Assessment Form	

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
5	Payment at the SBMA Treasury Department		Client		Billing Assessment Form	
6	Endorsement of Solid Waste Transfer Document for approval and photocopying of approved documents for filing	10 mins	Solid Waste Management Officer		Official Receipt Solid Waste Transfer Document	
7	Issuance and logging of approved Solid Waste Transfer Document	5 mins	Solid Waste Management Officer		Solid Waste Transfer Document	
8	Surrender of original copy of Solid Waste Transfer Document prior to exiting the Tipo Sentry Plaza Gate				Solid Waste Transfer Document	
9	Recording of all collected Solid Waste Transfer Documents	5 mins	Solid Waste Management Officer		Solid Waste Transfer Document	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

MAINTENANCE AND TRANSPORTATION DEPARTMENT

Where to avail of the Department's services:	Maintenance: Bldg. 275, Aguinaldo Street, Subic Bay Freeport Zone 2222 Transportation: Canal Road, Subic Bay Freeport Zone 2222
Contact Numbers:	1. Regular Garbage and Waste Collection (047) 252-4309 2. Special Garbage and Waste Collection (047) 252-4309 3. Issuance of Tipping Permit for Solid Waste Transfer (047) 252-4309

FRONT-LINE SERVICES GUIDE

OFFICE SERVICES DEPARTMENT (OSD)

FRONT-LINE SERVICE	ISSUANCE OF DAILY PASS/ ONE-MONTH TEMPORARY PASS
SCHEDULE OF SERVICE	**Main gate/SOG :** Daily / **7:00AM – 4:00PM** **Tipo & Kalaklan Satellite Offices:** Daily / 24 hrs.
WHO MAY AVAIL OF THE SERVICE	**New APPLICANT FOR INTERVIEW OR EXAM** **DELIVERY / TRUCK DRIVER**
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of endorsement from Labor Dept.	7 mins.	Pass Window Section Personnel	New applicant (for interview or exam)	•Valid ID •(SSS/TIN/School/Company/ •Driver's license/PRC License)	None
2	Verification & evaluation of submitted requirements		Pass Window Section Personnel	Delivery/ Truck Driver	•Valid Driver's License & •Vehicle Registration •Delivery Receipt	
3	Preparation & issuance of pass		Pass Window Section Personnel			

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

OFFICE SERVICES DEPARTMENT (OSD)

FRONT-LINE SERVICE	ISSUANCE OF TEMPORARY COMPUTERIZED ID OR COMPUTERIZED ID CARD
SCHEDULE OF SERVICE	Bldg. 494: Monday – Friday / 8:00AM – 6:00PM (No Noon Break) Service is also available to SBFZ Residents on Saturdays from 8:00AM - 5:00PM
WHO MAY AVAIL OF THE SERVICE	SBMA/SBFZ WORKERS/SBF RESIDENTS & STUDENTS & EMPLOYEES OF SBFZ-DETAILED GOVERNMENT AGENCIES
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of Application for Gate Pass endorsed by Labor Dept./Land Asset Management Dept. (LAMD)	45 mins	Pass Issuance & Control Division (PICD) Evaluator	SBFZ Locator SBMA-Accredited Contractor	• Endorsement from Labor Dept. • Duly accomplished information Sheet • Malaria test (for initial & every renewal of ID cards of all Hanjin employees) • Safety Training Certificate (for all Hanjin employees) • Certificate of Attendance of Labor Workforce Orientation (for computerized ID card only) • 3x5 application form & expired SBMA ID card (for renewal of ID only)	PhP 100.00 for Temporary Computerized ID PhP 200.00 for computerized ID card
2	Approval of application endorsed by Labor Dept/LAMD		OSD Manager or authorized signatory			
3	Evaluation of requirements endorsed by Labor Dept./ Land Asset Management Dept. (LAMD)		PICD Evaluators	SBMA Permanent Employees	•Request from SBMA HRMD • Duly accomplished information sheet •3x5 application form (for replacement /reprint of ID)	Free of charge for initial issuance Php150.00 for replacement/ reprint of ID
4	Preparation of Billing Assessment form		PICD Clerk III	SBMA -Gov't Contractual -Contract of service employees	•Request from SBMA HRMD •-Duly accomplished information sheet •3x5 application form & expired SBMA ID card (for renewal only)	Free of charge for initial issuance PhP100.00 for replacement/re print of ID

FRONT-LINE SERVICES GUIDE

OFFICE SERVICES DEPARTMENT (OSD)

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
5	Payment of fee by applicant		Treasury Dept. Cashier	Employee of gov't agency in SBFZ	• Request from concerned gov't agency • Duly accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	Free of charge for agencies w/ MOA with SBMA PhP150.00 for other agencies
				SBFZ Resident	• Endorsement from Land & Asset Management Dept. • Duly accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	PhP200.00 for computerized ID card
				Foreign National Worker Foreign National Locator/ Investor	• Endorsement from Labor Dept. • For Foreign National Worker- Copy of valid Special Subic Working Visa • For Foreign National Locator/Investor- Copy of valid Special Subic Investors Visa • Duly accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	PhP200.00 for computerized ID card PhP100.00 for Temporary Computerized ID
				Foreign National Student	• For Foreign National Student- Copy of Student visa • Endorsement from Aviation School • Duly accomplished information sheet	PhP200.00 for computerized ID card PhP100.00 for Temporary Computerized ID
6	Final procedures by Electronic Data Processing (EDP) Section		Badging Section Personnel	Regular Visitor	• Endorsement from any office within SBFZ • Duly accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	PhP 100.00 for Temporary Computerized ID PhP 200.00 for computerized ID card

FRONT-LINE SERVICES GUIDE

OFFICE SERVICES DEPARTMENT (OSD)

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
6a	Encoding of needed information & Electronic capture of photo, signature and fingerprint of applicant (no fingerprinting for Temporary Computerized ID)		Badging Section Personnel	SBFZ Caretaker & Domestic helper in Binictican/ Cubi/ Kalayaan housing area	• Endorsement from Land Asset Management Dept. • Duly accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	PhP 100.00 Temporary Computerized ID PhP 200.00 for computerized ID card
6b	Printing and release of Temporary Computerized ID and Computerized ID card		Badging Section Personnel	Apartelle/ Condominium occupant Long-staying hotel guest within SBFZ	• Endorsement from ADMIN office of apartelle, condominium or hotel • Duly accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	PhP 100.00 for Temporary Computerized ID PhP 200.00 for computerized ID card
				On-the-Job Trainee (OJT)	• Endorsement from SBMA HRMD (for SBMA offices) or endorsement from SBMA Labor Dept. (for SBFZ locators) • Duly accomplished information sheet	PhP 100.00 for Temporary Computerized ID
				Students of Schools within SBFZ	• Masterlist from the School Registrar/ Registration Form • Accomplished information sheet • 3x5 application form & expired SBMA ID card (for renewal only)	Php 100.00 for Temporary Computerized ID
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

OFFICE SERVICES DEPARTMENT (OSD)

Where to avail of the Department's services:	Bldg. 494, Aguinaldo Street, Subic Bay Freeport Zone 2222 Main Gate/SOG, Tipo & Kalaklan Satellite Offices
Contact Numbers:	1. Issuance of Daily Pass / One-Month Temporary Pass Main Gate/SOG: (047) 252-4310 Kalaklan Satellite Office (047) 252-4006 2. Issuance of Issuance of Temporary Computerized ID or Computerized ID Card (Bldg. 494) (047) 252-4012/4290

FRONT-LINE SERVICES GUIDE

PUBLIC HEALTH AND SAFETY DEPARTMENT (PHSD)

FRONT-LINE SERVICE	ISSUANCE OF PHSD CLEARANCE FOR SBMA ACCREDITATION
SCHEDULE OF SERVICE	Monday - Wednesday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	SERVICE CONTRACTORS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Issuance of Application/Checklist Form & instructions to applicant regarding requirements & procedures	30 mins	Medical Officer, Sr. Safety Specialist, Safety Specialist or Sanitary Inspector	Service Contractors	Application Form indicating the list of requirements	None
2	Receipt & initial evaluation of complete requirements of application based on checklist	30 mins			All requirements indicated in the application form	
3	Issuance of billing assessment	10 mins				Php200.00
4	Payment of PSHD Clearance Fee	10 mins	SBMA Treasury Department Cashier		Photocopy of Official Receipt	
5	Evaluation of submitted documents	2 working days	Medical Officer, Sr. Safety Specialist, Safety Specialist or Sanitary Inspector		All requirements indicated in the application form	None
6	Validation of submitted medical certificates	2 working days	Medical Officer		Medical certificates of employees	
7	Issuance/release of PHSD Accreditation Clearance	5 mins	Occupational Health Staff			

END OF TRANSACTION

Note 1

Identification of Applicants for Accreditation of Service Contractors is based on six (6) Categories and they are as follows:

CATEGORY I

(A) Where the nature of work exposes the workers and other persons in the vicinity of the operations to dangerous environmental elements, contaminants or work conditions including ionizing radiation, chemicals, fire, flammable substances, noxious elements and the like such as:

1. Electrical services
2. Janitorial services
3. Oil sludge collection
4. Painting
5. Pest Control
6. Refrigeration and air conditioning services
7. Scrap hauling/trading
8. Supply/trading of hazardous goods
9. Tank Cleaning
10. Waste Disposal
11. Water/wastewater treatment

(B) Where the workers are engaged in construction work, blasting, stevedoring, dock work:

1. Construction
2. Lighterage and barges
3. Marine Surveying
4. Ship Chandling
5. Ship Repair
6. Repair of any nature
7. Stevedoring

(C) Where workers use or are exposed to power driven tools or machinery:

1. Automechanical services
2. Bunkering
3. Cargo Forwarding
4. Cargo Handling
5. Cargo hauler/trucking
6. Ferry Services
7. Harbor Pilot services
8. Hauling
9. Heavy Equipment rentals/sales
10. Helicopter/plane services
11. Shipping
12. Tour operation
13. Transportation
14. Trucking
15. Tug Services

(D) Where the workers are exposed to biologic agents such as bacteria, fungi, viruses, protozoas, nematodes and other parasites:

Landscaping

CATEGORY II	Food Service Providers
CATEGORY III	Health & Medical Services
CATEGORY IV	Security Agency
CATEGORY V	Those whose services are limited to office work, professional services, supply/trading of non-hazardous goods: 1. Brokerage 2. Communication 3. Consultancy 4. Insurance 5. Internet Service 6. Laundry 7. Learning Center 8. Lending Services 9. Professional Services (except health & medical) 10. Publishing/printing 11. Supply/trading
CATEGORY VI	Other services not specified or classified under any of the above

Note 2

	INITIAL	RENEWAL
CATEGORY I	• Safety and Health Program • List of current workers for SBFZ operation • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Programs • Certificate of attendance to 40-Hour Basic Occupational Safety and Health Training • Certificate of Attendance to 40-Hour Basic Occupational Safety and Health Training and Construction Safety Training ***(for Construction Services)*** • Authorization letter from company's top management if processor is not an employee or not connected with the company **NOTE:** *If no training certificate/s is submitted at the time of initial application, a letter of commitment to comply within 6 months shall be submitted.* ***Additional Requirements for Construction and Heavy Equipment Rental Services:*** • Heavy equipment Inventory • Heavy equipment testing certification • Heavy equipment operators TESDA certificate	• List of projects in SBFZ for the past year and duration of each • List of workers for SBFZ contracts for the past year, work performed and duration of employment of each • List of current workers • Certificate of attendance to 40-Hour Basic Occupational Safety and Health Training • Certificate of Attendance to 40-Hour Basic Occupational Safety and Health Training and Construction Safety Training (***for Construction Services)*** ***Proofs of SHP Implementation*** • Workplace inspection report • Accident investigation/injury reports • Safety Orientation/training syllabus and attendance sheet • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Program • Authorization letter from company's top management is processor is not an employee or not connected with the company

Note 2		
	INITIAL	**RENEWAL**
CATEGORY II	• Sanitary Clearance • Drug-free Workplace Policies and Programs • List of current workers • Authorization letter from company's top management is processor is not an employee or not connected with the company	• Sanitary Clearance • List of companies served for the past year • List of current workers • Drug-free Workplace Policies and Programs • Authorization letter from company's top management is processor is not an employee or not connected with the company
CATEGORY III	• Certificate of accreditation/authorization from DOH • Certificate of BWC accredited training on occupational health and safety of medical officer • List of current workers for SBFZ operation • PRC License of medical, dental, nursing & other health professionals • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Programs • Authorization letter from company's top management is processor is not an employee or not connected with the company	• Certificate of accreditation/authorization from DOH • Certificate of BWC accredited training on occupational health and safety of medical officer • Certificates of relevant refresher training of old staff • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • List of SBFZ clients for the past year • List of workers for SBFZ operation for the past year • List of current workers • PRC License of medical, dental, nursing and other health professionals • Drug-free Workplace Policies and Programs • Authorization letter from company's top management is processor is not an employee or not connected with the company
CATEGORY IV	• List of current workers for SBFZ operations • Original copy of current Certificates of Neuro-psychiatric Testing of all security personnel • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Original copy of drug testing results • Drug-free Workplace Policies and Programs	• List of clients for the past year • List of workers for SBFZ contracts for the past year, work performed and duration of employment of each • List of current workers • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Original copy of current Certificate of Neuro-psychiatric testing of all security personnel • Original copy of drug testing results • Drug-free Workplace Policies and Programs *(if no policy was submitted on the initial application)*

Note 2

	INITIAL	RENEWAL
CATEGORY V	• List of current workers for SBFZ operation • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Programs • Authorization letter from company's top management is processor is not an employee or not connected with the company	• List of SBFZ clients for the past year • List of workers for SBFZ operation for the past year • List of current workers • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Programs • Authorization letter from company's top management is processor is not an employee or not connected with the company
CATEGORY VI	• List of current workers for SBFZ operation • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Programs • Other requirements to be determined by the Department Manager depending on the nature of business • Authorization letter from company's top management is processor is not an employee or not connected with the company	• List of SBFZ clients for the past year • List of workers for SBFZ operation for the past year • List of current workers • Original copy of current Medical Certificates of pre-employment/annual physical exam of workers (with laboratory and chest x-ray results, ECG for workers 35 years old and above) • Drug-free Workplace Policies and Programs • Other requirements to be determined by the Department Manager depending on the nature of business • Authorization letter from company's top management is processor is not an employee or not connected with the company

NOTE 3
Additional requirements (Initial and Renewal, whenever applicable):

The following items for submission must be signed by the owner, manager or top official of the company:

a. List of current workers for SBFZ operation
b. Heavy equipment inventory
c. List of projects/clients in SBFZ for the past year and the duration of each project/client
d. List of workers for the past year, work performed and duration of employment of each employee

The following items for submission must be signed by the safety officer and approved/noted by the owner, manager or top official of the company:

a. Workplace inspection report
b. Accident investigation/injury report or certification of non-occurrence of accident/injury

Application for renewal of accreditation will not be accepted if the company fails to submit certificate of training in BOSH/Construction Safety of its designated safety officer based on the letter of undertaking/commitment that the company has previously submitted.

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PUBLIC HEALTH AND SAFETY DEPARTMENT (PHSD)

Where to avail of the Department's services:	Bldg. 280, Dewey Ave., Subic Bay Freeport Zone 2222
Contact Numbers:	Issuance of PHSD Clearance for SBMA Accreditation TeleFax (047) 252-4502

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	**ISSUANCE OF SEAPORT CONTROLLED FORMS (FOR MANUAL PROCESS)**
SCHEDULE OF SERVICE	**Monday - Friday (8:00 AM - 5:00 PM)**
WHO MAY AVAIL OF THE SERVICE	**AUTHORIZED SHIPAGENT, COMPANY LOCATOR/ REPRESENTATIVES, SBMA-ACCREDITED BROKERS, FORWARDERS, CARGO OWNERS & PORT USERS**
REQUIREMENTS	

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt, log and review of Request Slip	3 mins	Billing Officer I	Authorized Ship Agent / Company representative	Duly accomplished Processing Form Request Slip	PhP300.00/ form
2	Assessment of fees using IFMS including printing of Billing Assessment (Form Fee)	5 mins	Billing Officer II			
3	Review and approval of Billing Assessment .	2 mins	Head, Billing-Processing Branch / Alternate Signatory			
4	Issuance of Billing Assessment (Note 1)	2 mins	Billing Officer I			
5	Verification & Photocopying of Official Receipt	2 mins	Billing Officer I		Official Receipt issued by SBMA Cashier	
6	Issuance of Seaport Controlled Form	2 mins	Billing Officer I			
		END OF TRANSACTION				

Note :

1. Upon issuance of Billing Assessment, the client will proceed to SBMA cashier for payment. This process is excluded in the KPM because SBMA Cashier has separate processing time.

2. Processing time is measured per document.

3. The Seaport Controlled Forms are;

- *Bring –In Permit*
- *Gatepass/Sub Gatepass (Land/Sea)*
- *Application for Temporary Transfer From Subic Bay Freeport*
- *Transshipment Declaration (Foreign/Local)*
- *Vessel Entry Clearance*
- *Vessel Exit Clearance*

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	ISSUANCE OF SEAPORT CARGO CLEARANCE (FOR MANUAL PROCESS)
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	AUTHORIZED COMPANY LOCATOR/ REPRESENTATIVES, SBMA-ACCREDITED BROKERS, FORWARDERS, CARGO OWNERS & PORT USERS
REQUIREMENTS	Required Form and other Documents Listed below

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt and Recording of Filled out Seaport Controlled – Cargo Application (Note1)	5 mins	Processing Officer I	Authorized Company Representative	Duly accomplished Seaport Controlled Application Form **For Bring –In Permit** 1. Delivery Receipt with Law Enforcement Officers and Seaport Cargo Checker acknowledgement (if already inside SBFZ) "Cleared for Entry" Stamp 2. Special Power of Attorney to process 3. Permanent Tally Sheet (if already inside SBFZ) 4. Farm-out/Bring-out Permit from other Economic Zone 5. Customs Boat Note from other Economic Zone 6. For additional Requirements please refer to the Official Checklist of Requirements **For Transshipment Declaration** 1. Import Documents 2. Transshipment Tally Sheet 3. Invoice /Packing List 4. Special Power of Attorney to process 5. Import Permit from PEZA authority or Bring-In permit from other Economic Zone or Customs Bonded Warehouse 6. Customs Boat Note 7. Transshipment Permit from Bureau of Customs (BOC) 8. For Additional Requirements please refer to Official Checklist of Requirements	

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
					For Temporary Transfer 1. Import Documents 2. Temporary Transfer Tally Sheet 3. Special Power of Attorney to process 4. Official Receipt for payment of Cash Bond from BOC 5. For additional requirements please refer to the official checklist of requirements **For Manual Gatepass / Sub Gatepass** 1. Bill of Lading 2. Invoice/Packing List 3. Import Tally Sheet 4. Official Receipt of Tax Payment from BOC 5. Customs Entry from BOC 6. Clearance/Permit from other Concerned SBMA Department & Government Agencies such as BOC 7. Relevant Documents stated in the Billing/Processing Checklist of Requirements 8. For additional requirements please refer to the official checklist of requirements	
2	Review and Verification of Seaport Controlled-Cargo Application and attachments (Note 2)	See Note 2 & 3	Processing Officer II			
3	Recommend approval of Seaport Controlled –Cargo Application	5 mins	General Manager/Authorized Signatory			

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SEAPORT DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
4	Approval of Seaport Controlled –Cargo Application	15 mins	Deputy Administrator for Port Operations /Authorized Signatory			
5	Marking of dry seal stamp and Segregation of Approved Seaport Controlled – Cargo Clearance	2 mins	Processing Officer I			
6	Release of Approved Seaport Controlled – Cargo Clearance	2 mins	Processing Officer I			
		END OF TRANSACTION				

Note:

1. This process includes sub-processes which requires clearances from other SBMA departments & government agencies. Only those application with complete requirements will be processed.

2. Items to consider during Application Review .

2.1. Some applications requires Port Charges payment . In which case, an additional 15 minutes will be added to the KPM time for Billing Assessment and Official Receipt Verification process, excluding payment to SBMA Cashier , since SBMA Cashier has separate processing time.. For Port Charges, please refer to current tariff rates .

2.2. For Temporary Transfer Application, verification from Statistic and Record Branch shall be conducted within 5 minutes.

3. KPM details of Reviewing for Specific Cargo Application.

3.1. For Bring-in Permit

- *8 minutes - local inbound products*
- *10 minutes - manufacturing company*
- *15 minutes - petroleum product by land, cigarettes, liquors & other products for direct export and transshipment*

3.2. For Transshipment Declaration

Local :

- *15 minutes - manufacturing / trading;*
- *20 minutes - ports user;*
- *25 minutes - retailing products with multiple sources*

Foreign:

- *20 minutes - general cargoes;*
- *30 minutes - cigarettes, liquors etc. with multiple sources*

3.3. For Temporary Transfer

- *15 minutes - manufacturing material fabrication, plating and painting*
- *20 minutes - Heavy equipment and machineries*

3.4 . For Manual Gatepass / SubGatepass

- *15 minutes*

4. Verification shall be conducted by the Billing / Processing Branch Head with an additional KPM of 5 minutes.

5. Processing time is measured per document

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	ISSUANCE OF VESSEL ENTRY CLEARANCE
SCHEDULE OF SERVICE	Monday - Saturday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	AUTHORIZED COMPANY REPRESENTATIVES, SHIP AGENTS
REQUIREMENTS	Vessel Entry Clearance Form & other Required Forms/Documents listed below

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt, log & Review of Vessel Entry Clearance Application (Note 1)	5 mins	Processing Officer I	Authorized Ship Agent	1. Duly accomplished Vessel Entry Clearance Form 2. Special Power of Attorney 3. Protection-Indemnity Insurance 4. Vessel Registration 5. International Load Line Certificate 6. Vessel Safety Construction/Equipment Certificate 7. Radio Telegraphy Certificate 8. Inward Manifest 9. Ship Particulars & Crew List 10. Ship Agent's Certificate of Registration	
2	Scheduling of Ship's Pre-Arrival Meeting	8 mins	Harbor Master / Port Traffic Officer			

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Recommend approval of Vessel Entry Clearance	5 mins	Head, Billing-Processing Branch / Alternate Signatory			
4	Approval of Vessel Entry Clearance	5 mins	General Manager/Authorized Signatory			
5	Segregation of Approved Vessel Entry Clearance	2 mins	Processing Officer II			
6	Release of Approved Vessel Entry Clearance	2 mins	Processing Officer I			
		END OF TRANSACTION				

Note:

1.Requirement 1 and 2 must be presented during Vessel Entry Application submission , while Item 3 to 10 may be submitted upon vessel arrival.

2. Processing time is measured per document.

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

FRONT-LINE SERVICE	ISSUANCEOF VESSEL EXIT CLEARANCE
SCHEDULE OF SERVICE	Monday - Saturday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	AUTHORIZED COMPANY REPRESENTATIVES, SHIP AGENTS
REQUIREMENTS	Vessel Exit Clearance Form & other Required Forms/Documents listed below

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt and Review of Filled out Vessel Exit Clearance Application (Note 1 & 2)	5min	Processing Officer I	Authorized Ship Agent	1. Duly accomplished Vessel Exit Clearance Form 2. Outward Manifest	Please refer to current Tariff Rate
2	Assessment of Port Charges using IFMS including printing of Billing Assessment	20 mins	Billing Officer II			
3	Review of Billing Assessment for Verification	5 mins	Head, Billing -Processing Branch / Alternate Signatory			
4	Issuance of Billing Assessment (Note 3)	2 min	Billing Officer I			
5	Verification & Photocopying of Official Receipt	2 mins	Billing Officer I		Official Receipt issued by SBMA Cashier	
6	Clearance on Port Charges (Affixing Initial on VECA)	1 min	Billing Officer II			

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SEAPORT DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
7	Clearance on Pre-Departure Inspection (affixing initial on VECA)	5mins	Ship Boarding Officer			
8	Recommend approval of Vessel Exit Clearance	5 mins	Head, Billing-Processing Branch / Alternate Signatory			
9	Approval of Vessel Exit Clearance	5 mins	General Manager/Authorized Signatory			
10	Segregate approved Vessel Exit Clearance	2 mins	Processing Officer			
11	Release of approved Vessel Exit Clearance	1 min	Processing Officer			
		END OF TRANSACTION				

Note:

1. *This process includes sub-processes which requires clearances from other SBMA departments and government agencies.*
2. *Prior to the submission of Filled Out Vessel Exit Clearance by the Ship Agent to the Billing / Processing Branch , The Ship Agent must first secure necessary clearances for Cargoes / Documents and Pilotage Services.*
3. *Upon issuance of Billing Assessment, clients will proceed to SBMA cashier for payment. This process is excluded in the KPM because SBMA Cashier has separate processing time.*
4. *Processing time is measured per document*

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF CLEARANCE FOR CARGOES EXITING TIPO
SCHEDULE OF SERVICE	24/7
WHO MAY AVAIL OF THE SERVICE	AUTHORIZED COMPANY REPRESENTATIVES, SBMA-ACCREDITED BROKERS & CARGO OWNERS
REQUIREMENTS	Required Forms/Documents listed below

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt and Review of Cargo Clearance documents (Including Attachments)	5 mins	Cargo Checker	Authorized company representative, SBMA-accredited broker, forwarder or cargo owner	1.Approved document a. Gatepass (manual) b. Subgate pass (manual) c. GMS d. Transshipment declaration e. Export declaration (manual) f. AEDS g. Temporary Transfer	None
2	Verification of Actual Cargo against Cargo Documents	5-30 mins	Cargo Checker			
3	Recording of details on the log sheet	5 mins	Cargo Checker			
4	Stamping of "Cleared for Exit " for manual Approved Cargo Clearances (Secure Seaport Copy) and/or tagged status as EXITED for GMS and AEDS application	3 mins	Cargo Checker			
5	Release of Cleared Documents and Cargoes	1 min	Cargo Checker			

END OF TRANSACTION

Note:

1. Processing time is measured per document.

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	PROCESSING OF GATE PASS MANAGEMENT SYSTEM (GMS)
SCHEDULE OF SERVICE	Monday-Friday (8:00 AM – 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	AUTHORIZED COMPANY REPRESENTATIVES,SBMA-ACCREDITED BROKERS & CARGO OWNERS
REQUIREMENTS	Documents listed below

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt, recording of GMS (Inspected status) and assignment of Processing Officer II (Note 1)	5 mins	Processing Officer I	Authorized Company Representative	1. Print out of GMS 2. Bill of Lading 3. Invoice/Packing List 4. Import Tally Sheet 5. Statement of Settlement of Duties and Taxes from BOC 6. Customs Entry from BOC 7. Clearance/Permit from other Concerned SBMA Department & Government Agencies such as BOC 8. For additional requirements please refer to the official checklist of requirements	PhP350/ transaction
2	Review, Verification & tagging of GMS as "evaluated" (For Port Charges Payment see Note 2)	For Review : 20 mins – Mother Gatepass 15 mins – Sub Gatepass For Verification: 5 mins	Processing Officer II			

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Recommend approval of GMS as "Recommended"	5 mins	Seaport General Manager/Authorized Signatory			
4	Approval of GMS as "Approved"	15 mins	Deputy Administrator for Port Operations /Authorized Signatory			
5	Release of attached original documents	2 mins	Processing Officer			
		END OF TRANSACTION				

Note:

1. *This process includes sub-processes which requires clearances from other SBMA departments and government agencies.*
2. *Port Charges payment . In which cases, an additional 15 minutes will be added to the KPM time for Billing Assessment and Official Receipt Verification process, excluding payment to SBMA Cashier , since SBMA Cashier has separate processing time. For Port Charges, please refer to current tariff rates . Verification shall be conducted by the Billing / Processing Branch Head*
3. *Processing time is measured per document.*

FRONT-LINE SERVICES GUIDE

SEAPORT DEPARTMENT

Where to avail of the Department's services:	New Administration Bldg., Waterfront Road, Subic Bay Freeport Zone 2222
Contact Numbers:	Tel. (047) 252-4140/4255 Fax (047) 252-4694

www.mysubicbay.com.ph

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

FRONT-LINE SERVICE	RESERVATION SERVICES
SCHEDULE OF SERVICE	Monday - Sunday (8 :00AM TO 5:00 PM) **NO NOON BREAK**
WHO MAY AVAIL OF THE SERVICE	ALL POSSIBLE CLIENTS
REQUIREMENTS	Letter of Intent, Approved LOA (if applicable)

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt letter of request/ inquiry by phone, in person or through letter & provision of information such as fees, facility location, etc	By phone: 5 mins In Person: 10-15 mins Through letter: 1 min	Reservation Officer	All possible clients	Reservation Form	**I. REMY FIELD SPORTS CENTER** a. Subic Gym Php1,500.00/ hr (w/ air conditioning) Php500.00/hr (w/o air-conditioning) Badminton Court Php250.00/ court/hr b. Oval (Joggers Fee) P10.00/ person Baseball/ Softball Games Php400.00/hr / daytime Php600.00/hr / night Subic Gym & Oval Location fee for special events: (Minor & Major) P10,000.00 (10hrs) (5,000.00 (5hrs)
2	Provision of information on fees, charges, and other relevant details	5 mins	Reservation Officer	All possible clients		
3	Ocular Inspection	30 mins	Reservation Officer/ Division Chief/ Lead person	All possible clients		
4	Reservation of venue/ Confirmation of chosen facility	5 mins	Reservation Officer	All possible clients	Verification calendar/ reservation logbook	
5	Preparation of LOA/FOC or discount	30 mins	Reservation Officer	All possible clients	LOA Logbook	
6	Preparation and submission of Bill of Proposal (BOP) with conforme	15 mins	Division Chief/ Reservation Officer	All confirmed clients (corporate or all those who are not considered walk-in clients)		

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TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
7	Approval of Bill of Proposal	5 mins	Department Manager	All confirmed clients (corporate or all those who are not considered walk-in clients)		Utilities Fee: Php5,000.00 Set-Up Fee: Php2,500.00 Coordination Fee: Php1,000.00 Event Permit Fee : Php500.00 II. SAN ROQUE CHAPEL **Wedding** (Manila residents & other areas) P10,000.00 for chapel use plus P3,200.00 processing fee & priest stipend **Wedding** (Residents of Olongapo, Bataan (Dinalupihan, Hermosa & Morong), Zambales (Subic, Castillejos, Sn Marcelino & Sn Antonio) P 7,500.00 for chapel use plus P3,200.00 processing fee & priest stipend **Baptism** P 800.00 for chapel use P 1,200.00 registration fee & processing fee P112.00/ Godparent/ candle **Holy Mass** P 1,000.00 Recollection Fee: P 40.00/person
8	Preparation of Entry and Exit Pass, Issuance of waiver and other requirements	5 mins	Reservation Officer	All confirmed clients, Law Enforcement Department		
9	Issuance of Billing Assessment Form for payment/ fees, request for advance payment	5 mins	Reservation Officer	All confirmed clients (corporate or all those who are not considered walk-in clients)		
10	Payment of Fees	5 mins	Treasury Department/ Field Cashier	All confirmed clients (corporate or all those who are not considered walk-in clients)		
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

FRONT-LINE SERVICE	TOURISTS RECEPTION SERVICES
SCHEDULE OF SERVICE	Monday - Sunday (8 :00AM TO 5:00 PM) **NO NOON BREAK**
WHO MAY AVAIL OF THE SERVICE	**ALL GUESTS/VISITORS, TOURISTS, SCHOOLS, LGUs, TOUR OPERATORS & AGENCIES**
REQUIREMENTS	Letter of request & tentative tour itinerary &activities

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of request for tour guide services by phone, in person and through letter	By phone: 3 mins In person: 3-4 mins Through letter: 1 min	Tour Coordinator	Tourist/ guest, tour operator or agency	Letter request Tentative tour itinerary & activities	Php200.00/ bus Php150.00/ small vehicle
2	Discussion of possible tour options with client & review of tour requirements	10-30 mins				
3	Approval of request for tour guide services	1 min	Supervisor			
4	Assigning of tour guide	2 mins				
5	Issuance of billing assessment	2-3 mins	Tour Personnel		Billing Assessment Form	
6	Payment of tour fee		SBMA Treasury/ Cashier		SBMA Official Receipt	

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

FRONT-LINE SERVICE	ADVERTISING PERMIT
SCHEDULE OF SERVICE	Monday - Friday (8 :00AM TO 5:00 PM) **NO NOON BREAK**
WHO MAY AVAIL OF THE SERVICE	ALL POSSIBLE CLIENTS
REQUIREMENTS	Letter of Intent

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of request/ inquiry by phone, in person, or thru email & provision of information such as fees, locations, standard requirements , etc.	By phone: 10 mins In person: 15 mins Thru email: Daily	Marketing Staff	All possible clients	Application Form for Advertising Permit	Permit and Space Rental 1. STANDARD SIZE (27sq.ft.) 1st 15 days Rental Fee: Php700.00/ location Permit Fee: Php300/pc
2	Receipt and checking the availability of desired location	5 mins	Marketing Staff			Renewal Php500/pc Duration:15 days/renewal Limited to 3x renewal
3	Provision of information and assessment of permit fees, charges, and other relevant details	15 mins	Marketing Staff			2. Billboard and Any Excess from Standard Size up to 50sq.ft. P15/sq.ft. above 50sq.ft. P30/sq.ft.
4	Final evaluation for completeness and recommendation for approval	5 mins	Marketing Supervisor			

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
5	Payment of Fees by the Applicant/ Client		Applicant/ Treasury Department		Billing Assessment Form	
6	Approval/ Disapproval of Application (for revision if disapproved)	5 mins	Department Manager or Deputy Administrator for Business Group		Completed Application Form and layout	
7	Release of Approved Permit and provision of reminders to applicant	5 mins	Marketing Staff		Completed Application Form and layout, and proof of payment	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF EVENTS PERMIT
SCHEDULE OF SERVICE	Monday - Sunday (8 :00AM TO 5:00 PM) **NO NOON BREAK**
WHO MAY AVAIL OF THE SERVICE	ALL POSSIBLE CLIENTS
REQUIREMENTS	Letter of Intent

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receiving and logging of letter of intent/ request and acknowledging it thru phone or email	5 mins	Events Section Coordinator	Event Organizer	Letter of Intent/Request	None
2	Assignment of Events Section Coordinator	2 mins	Events Section Supervisor		Letter of Intent/Request	
3	Reviewing of requirements	5 mins	Events Section Coordinator		Letter of Intent/Request	
4	Coordination with client for specific requirements	15 min	Events Section Coordinator			
5	Preparation of letter of request to concerned SBMA offices for ocular inspection	5 mins	Events Section Coordinator			
6	Conduct of ocular inspection with the client/ organizers	1 day	Events Section Coordinator		Letter of Intent/Request	

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
7	Discussion with the client/organizer suitable event venue and approval for the chosen venue and other related requirements	15 mins	Events Section Coordinator		Checklist	None
8	Filling out, submission, evaluation and approval of duly accomplished event permit form. Notation: In cases that Event would require MOA/MOU, the process on Filling out, submission, evaluation and approval duly accomplished event permit form will nit be applicable	3 mins	Events Section Coordinator			
9	Final Coordination meeting before the Event	1 hr	DA for Tourism / Manager/DC / Supervisor/ Coordinator			

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TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
10	Preparation and approval of Billing Assessment Form and issuance of waiver form	15 mins	Events Section Coordinator		Event Permit Form	
11	Payment of fees and assistance to client in setting necessary charges as indicated in the billing assessment form	10 mins	Events Section Coordinator		Billing Assessment Form	EVENT FEES: 1. Regular Events Permit Major Events: Php1,000.00 Minor Events: Php500.00 2. Shooting Permit Php1,000.00 3. Coordination Fee Php1,000.00
12	Monitoring and assistance in the actual day of event	Until Duration of the Event	Events Supervisor			
13	Post Evaluation	30 mins	Events Coordinator / Supervisor/ Events Section			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

FRONT-LINE SERVICE	SBECC RESERVATION SERVICES
SCHEDULE OF SERVICE	Monday - Sunday (8 :00AM TO 5:00 PM) **NO NOON BREAK**
WHO MAY AVAIL OF THE SERVICE	ALL POSSIBLE CLIENTS
REQUIREMENTS	Letter of Intent

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of request /inquiry - through letter, personal, or telephone - and provide relevant information such as fees, facility location, etc.	By phone: 5 mins In person: 10-15 mins Through letter: 1 min	Supervisor / Coordinator, SBECC Sales and Marketing	All possible clients	Incoming Letter Logbook / Transaction Report Logbook	Refer to Fees below
2	Ocular inspection	15-20 mins	SBECC Sales and Marketing Supervisor/ SBECC Operations Supervisor/ SBECC Staff Lead Person			
3	Confirmation of reservation	5 mins	Supervisor, SBECC Sales and Marketing		Transaction Report Logbook/ Conforme	
4	Preparation & submission of Bill of Proposal (BOP) / Conforme	15 mins	SBECC Sales and Marketing Supervisor/ SBECC Operations Supervisor		Bill of Proposal/Conforme	
5	Approval of Bill of Proposal/ Conforme	5 mins	Deputy Administrator for Business Group and Tourism Dept. Manager/ OIC		Bill of Proposal/Conforme	

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
6	Assessment of payment/ fees	2 mins	SBECC Reservation Officer/ SBECC Supervisor for Marketing or for Operations		Billing Assessment Form	
7	Payment of Fees	5 mins	Treasury Department Field Cashier		Billing Assessment Form, Official Receipt & Bill of Proposal/Conforme	
		END OF TRANSACTION				

SUBIC BAY EXHIBITION & CONVENTION CENTER (SBECC)	
Venue Fees for Convention/ Seminars and other related events:	
Plenary 1	PhP243,623.00
Plenary II	PhP399,226.00
Lounge	PhP112,454.00
VIP I	PhP25,418.00
VIP II	PhP25,395.00
Office 3	PhP29,555.00
Ingress Fees:	
Plenary 1	PhP121,811.50
Plenary II	PhP199,613.00
Lounge	PhP56,227.00
VIP I	PhP12,709.00
VIP II	PhP12,697.50
Office 3	PhP14,777.50

SUBIC BAY EXHIBITION & CONVENTION CENTER (SBECC)	
Venue Fees for School Graduation:	
Plenary 1	PhP182,171.25
Plenary II	PhP299,419.50
Lounge	PhP84,340.50
VIP I	PhP19,063.50
VIP II	PhP19,046.25
Office 3	PhP22,166.25
Ingress Fees:	
Plenary 1	PhP91,358.63
Plenary II	PhP149,709.75
Lounge	PhP42,170.25
VIP I	PhP9,531.75
VIP II	PhP9,523.13
Office 3	PhP11,083.13

Notes:

All 25% or 10% discount incentives will be given for confirmed bookings made (6) months or (3) months prior to event schedule;

All confirmed bookings require a non-refundable 25% deposit;

All rates are subject to change without prior notice.

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

FRONT-LINE SERVICE	TOURISM STANDARD CLASSIFICATION SERVICES
SCHEDULE OF SERVICE	Monday - Friday (8 :00AM TO 5:00 PM) **NO NOON BREAK**
WHO MAY AVAIL OF THE SERVICE	**TOURISM LOCATOR** • **RESTAURANTS** • **SPA** • **DUTY FREE SHOPS/ STORES** • **REST AREAS** • **SPORTS AND RECREATIONAL FACILITIES** • **VFA TRANSPORTATION GROUPS** • **AMBULANT /SOUVENIR AND VFA VENDORS** **EXCEPT *ACCOMMODATIONS AND TOUR AGENCIES- CURRENT ACCREDITATION CARED ONLINE THRU REGION III DEPARTMENT OF TOURISM**
REQUIREMENTS	Letter of Intent / Supporting Documents – Latest copy of Records of Business Establishment/Completed Application Form

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Acceptance of Letter of Intent & application form from the establish-ment	5 mins	Staff	Tourism Locator	Letter of Intent with request for inspection Completed Application Form Supporting Documents of Business Establishment	1. Spa Php1,400.00 Certificate: Php1,000 Sticker: Php200 ID: Php200 2. Rest Area Php900.00 Certificate: Php500 Sticker: Php200 ID: Php200 3. Duty Free Store/Shop Php1,400 Certificate: Php1,000 Sticker: Php200 ID: Php200
2	Acknowledg-ment of the Letter of Intent	5 mins				
3	Acceptance and checking of complete-ness of the required documents					
4	Preparation of the mission order for inspection	5 mins				
5	Setting of Inspection schedule		Supervisor			

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
6	Conduct of Inspection	1-2 hrs			Completed Inspection Results	4. Sports & Recreation Facilities Php900.00 Certificate: Php1,000 Sticker: Php200 ID: Php200 5. VFA Transport Group Php1,000 per vehicle Vehicle: Php150 to Php500 plus sticker: Php300 ID: Php100 6. VFA Vendors USD55.00 7. Souvenir Vendor Php1,100 Certificate: Php1,000 ID: Php100 8. Ambulant Vendors Php1,600 Certificate: Php1,500 ID: Php100 9. Restaurants Certificate: Php500 to Php1,000 Sticker: Php400 ID: Php200
7	Evaluation of Completed Inspection Checklist	45 mins	Supervisor			
8	Submission of Inspection result to the Division Chief, Tourism Manager, Office of the DA for Tourism for Signature, and sending of copy to the establish-ment	1 day	Staff		Evaluated Inspection Results	
	Inspection Result/Failed				Written document to Tourism locator of results for compliance and re-inspection upon compliance	
	Inspection Result/ Passed				Evaluated Inspection Results	
9	Preparation of the Classification Certificate and Tourism Standards IDs to be signed by the DA for Tourism, SBMA Chairman and Administrator	2 days	Staff	SBMA Officials	Inspection Results, Tourism Certificate for signature, IDs for signatures	

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
10	Receipt of signed Certificates and IDs and preparation of stickers	10 mins	Staff	SBMA Officials	Inspection Results, signed Tourism Certificate, signed IDs with picture and sticker/s for establishment	
11	Informing of locator about the release of certificate and other proofs of classification thru phone call	5 mins	Staff	Tourism Locator		
12	Preparation of Billing Assessment for the locator	5 mins	Staff		Billing Assessment Form for payment to SBMA Cashier	
13	Getting of copy of the Official Receipt of payment and giving proofs of classification	5 mins	Staff		Proofs of Classification and Photocopy of Official Receipt of Payment	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TOURISM DEPARTMENT

Where to avail of the Department's services:	2/F Subic Bay Convention and Exhibition Center, Efficiency Street, Subic Bay Gateway Park, Subic Bay Freeport Zone 2222
Contact Numbers:	1. Reservation Services (047) 252-44193/4032/4809 2. Tourist Reception Services (047) 252-44829/4154 3. Issuance of Event Permit (047) 252-44197/4206 4. Issuance of Advertising Permit (047) 252-4 252-4123/4200 5. SBECC Reservation Services (047) 252-44049/4129/4160 6. Tourism Standard Classification Services (047) 252-4788/4196 Tourism Department Fax No. 252-4194

FRONT-LINE SERVICES GUIDE

TRADE FACILITATION AND COMPLIANCE DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	IMPORT PROCESSING
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 6:00 PM)
WHO MAY AVAIL OF THE SERVICE	SBMA-accredited/registered Locators, Brokers & Authorized Company Representatives
REQUIREMENTS	Please refer to Required Forms/Documents listed below

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Approval of Application for Accreditation		TFCD Personnel	SBMA-accredited/ registered Locators, Brokers & Authorized Company Represen-tatives	Application Form	None
2	Issuance/Approval of Admission Permit (AP) "Applied to controlled items, capital equipment and production supplies"	16 hours upon completion of all requirements			Letter of request addressed to TFCD Head **For initial request of AP** Lease Contract or Sublease Agreement Certificate of Registration (CR), Certificate of Tax Exempt (CTE), Business Permit to Operate **For subsequent request of AP** Lease Contract or Sublease Agreement for additional lease area, if any Liquidation Report and the necessary supporting documents Clearance/permit from other government agencies (if necessary) Duly accomplished Single Administrative Document (SAD) and attached documents such as invoice, packing list, bill of lading, Certificate of Registration, Certificate of Tax Exemption, Business Permit to Operate and clearance/permit from other government agencies (if necessary)	Fees for Motor Vehicle - Php5,000.00 per unit for used trucks, spv & buses - Php10,000.00 for Industrial/ Heavy equipment - $30.00 per unit for passenger vans, sports utility vehicles & motorcycles year 1999 and below - $100.00 per unit for brand new motor vehicles, passenger cars (regardless of year make and model) sports utility vehicles & passenger vans year 2000 & up

FRONT-LINE SERVICES GUIDE

TRADE FACILITATION AND COMPLIANCE DEPARTMENT

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Review & Approval of SAD				Duly accomplished Single Administrative Document (SAD) and attached documents such as invoice, packing list, bill of lading, Certificate of Registration, Certificate of Tax Exemption, Business Permit to Operate and clearance/permit from other government agencies (if necessary)	Php550.00 per* transaction – TAFS Web - Php300.00 per* transaction – ETAPs *pre payment/auto debit scheme
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TRADE FACILITATION AND COMPLIANCE DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	EXPORT PROCESSING
SCHEDULE OF SERVICE	Monday - Friday (9:00 AM - 6:00 PM)
WHO MAY AVAIL OF THE SERVICE	SBMA-accredited/registered Locators, Brokers & Authorized Company Representatives
REQUIREMENTS	Please refer to Required Forms/Documents listed below

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of accomplished DTI - Export Declaration form & attached documents	within the day upon completion of all requirements	Document Examiner	SBMA-accredited/ registered Locators, Brokers & Authorized Company Represen-tatives	**For Export:** Invoice, packing list, clearance/permit from other government agencies (if necessary **For Re-Export:** Invoice, packing list, approved re-export letter from Bureau of Custom, import documents (single administrative declaration, invoice, tally sheet, bill of lading), clearance/permit from other government agencies (if necessary)	None
2	Assign & log SBMA clearance number					
3	Review & evaluation of export declaration and attached documents					
4	Approval of Export Declaration		TFCD Manager or alternate signatory			
5	Release of signed document		Document Examiner			

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

TRADE FACILITATION AND COMPLIANCE DEPARTMENT

Where to avail of the Department's services:	New Administration Bldg., Subic Bay Freeport Zone 2222
Contact Numbers:	Import/Export Processing Tel. (047) 252-4361/4089 Fax (047) 252-4360

FRONT-LINE SERVICES GUIDE

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF AUTHORITY TO RELEASE FOR DUTY FREE AND TAX EXEMPT MOTOR VEHICLES
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	CRTE HOLDERS & SBFZ LOCATORS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Request for Authority to Release	1 day	Locator	CRTE Holders/ SBFZ Locators	Bill of Lading Sales Invoice Packing List	Luxury Vehicle – US$500.00 or its equivalent rate in Phil. currency at the time of exchange
2	Preparation/ Issuance of Billing Assessment	1 day	Admin Officer II		Billing Assessment Form	Non Luxury Vehicle – US$200.00 or its equivalent rate in Phil. currency at the time of exchange
3	Receipt of Payment for processing fee	1 day	Cashier		Official Receipt of Payment	
4	Preparation of Authority to Release	1 day	Admin Officer II			
5	Review/ Approval of Authority to Release	1 day	OIC, TRD			
6	Issuance of Authority to Release	1 day	Admin Officer II			

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	ISSUANCE OF CERTIFICATE OF ADMISSION FOR DUTY FREE AND TAX EXEMPT MOTOR VEHICLES
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	CRTE HOLDERS & SBFZ LOCATORS
REQUIREMENTS	Please refer to the required forms/documents below.

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Vehicle Inspection	1 day	Motor Vehicle Inspector	CRTE Holders/ SBFZ Locators	Picture Stencils (Chassis Number and Engine Number)	
2	Preparation of Certificate of Admission	1 day	Admin Officer II			
3	Review/ Approval of Certificate of Admission	1 day	OIC, TRD Department Manager			
4	Issuance of Certificate of Admission	1 day	Admin Officer II			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	ISSUANCE OF ACCREDITATION FOR TRANSPORTATION SERVICES
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ REGISTERED TRANSPORT PROVIDER
REQUIREMENTS	Please refer to the required forms/documents below.

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt, verification and evaluation of application form and attachment/ requirements	1 day	Clerk III	Applicant	Application form with attachment/requirements *Company Profile (List of Company Officers) * Vehicle Registration (OR/CR) *Drivers License/SBMA Drivers	
2	Vehicle Inspection	1 day	Motor Vehicle Inspector		Permit *Clearance from Accounting Dept/	
3	Preparation & Issuance of billing assessment for payment	1 day	Clerk III		LED/IIO//Ecology Dept/Labor Dept/Occupational Health & Safety Dept*SSS/Phil-Health/ Pag-ibig Proof of Payment & Membership	
4	Received receipt of payment	1 day	Cashier		Billing Assessment Form	
5	Preparation of Certificate of Accreditation	1 day	Clerk III		Official Receipt of Payment	
6	Review & Recommendation of Certificate of Accreditation	1 day	OIC, TRD			
7	Approval/ Signing of Certificate of Accreditation	1 day	Department Manager/SDA for Regulatory Group			
8	Issuance of Certificate of Accreditation	1 day	Clerk III		Certificate of Accreditation	
9	Issuance and Sticking of Accreditation Sticker	1 day	Motor Vehicle Inspector		Accreditation Sticker	

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

How to avail of the service:

FRONT-LINE SERVICE	ISSUANCE OF VEHICLE DECAL/STICKER
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ REGISTERED LOCATORS/RESIDENTS/ EMPLOYEES/SCHOOLS/REGULAR VISITORS
REQUIREMENTS	Please refer to the required forms/documents below.

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt and verification of application form and attachment/ Requirements	5 mins	Clerk/Motor Vehicle Inspector	Applicant	Accomplished Application Form with attachment/requirements Vehicle Registration (OR/CR) SBMA ID and Driver's License	New/Renewal 4 wheeled vehicle – Php200.00
2	Manual checking of previous year's record on file	5 mins	Clerk/Motor Vehicle Inspector			Motorcycle – Php100.00
3	Vehicle Inspection	5 mins	Motor Vehicle Inspector			Bicycle – Php75.00
4	Preparation and Issuance of billing assessment for payment	2 mins	Clerk/Motor Vehicle Inspector		Billing Assessment Form	
5	Receipt of payment receipt	3 mins	Cashier		Official Receipt of Payment	
6	Issuance and sticking of vehicle decal/sticker	5 mins	Clerk/Motor Vehicle Inspector		Vehicle Decal/Sticker	
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

FRONT-LINE SERVICE	ISSUANCE OF CONDUCTION PASS FOR TAX-EXEMPT & DUTY-FREE VEHICLE
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	SBFZ REGISTERED LOCATORS
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt of OR/TEV, list of authorized drivers, expired conduction pass	3 mins	Clerk/Motor Vehicle Inspector	SBF Registered Locator	New – OR/list of authorized drivers Renewal – Old Conduction Pass/list of authorized drivers	Failure to return the conduction pass on the expiration date - US$100.00/ excess day or its equivalent rate in Phil. currency at the time of exchange
2	Vehicle Inspection	5 mins	Motor Vehicle Inspector		Vehicle Inspection Form	
3	Preparation of Conduction Pass	5 mins	Clerk/Motor Vehicle Inspector			
4	Signing/ Approval of Conduction Pass	5 mins	OIC, TRD		Conduction Pass	
5	Issuance of Conduction Pass	2 mins	Clerk/Motor Vehicle Inspector		Issued New Conduction Pass	

END OF TRANSACTION

FRONT-LINE SERVICES GUIDE

TRANSPORTATION AND COMMUNICATIONS DEPARTMENT

Where to avail of the Department's services:	Transport Regulatory Division, Ground Floor, Regulatory Bldg., Rizal Highway corner Labitan Street, SBFZ.
Contact Numbers:	1. Issuance of Authority to Release for Duty-Free & Tax-Exempt Motor Vehicles (047) 252-4249 2. Issuance of Certificate of Admission for Duty-Free & Tax-Exempt Motor Vehicles (047) 252-4249 3. Issuance of Accreditation for Transportation Services (047) 252-4315 4. Issuance of Vehicle Decal/Sticker (047) 252-4249 5. Issuance of Conduction Pass for Tax-Exempt & Duty-Free Motor Vehicles (047) 252-4249

FRONT-LINE SERVICES GUIDE

VISA AND ACCREDITATION OFFICES

How to avail of the service:

FRONT-LINE SERVICE	ISSUANCE OF ACCREDITATION
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	ALL SERVICE PROVIDERS
REQUIREMENTS	Please refer to the required forms/documents below.

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Requisition of Checklist	30 mins	Accreditation Officer	Applicant	Application for Accreditation Form	None
2	Receipt of duly accomplished application form	30 mins				
3	Interview and Briefing	1 hour	Accreditation Head	President/Vice President/ Proprietor of supplier/ contractors or service providers		
4	Review documentary requirements and approved SBMA Clearances	2 days	Accreditation Officer	Applicant	Mayor's Permit and Business registration from place of Business, Company Profile with list of Company Officer and list employees and vehicles to be assigned in SBFZ, Licenses/ Permit or other issuance from concerned government agency for which authorization to engage in the business activity being applied for is required;	
5	Preparation of Accreditation Certificate, Deed of Undertaking and Recommending Approval	4 hours			Clearances from concerned SBMA Department/ Office (Accounting Dept., Ecology Center, Intelligence Office, Labor Center, Occupational Health and Safety Dept.), and other Requirements (as specified)	
6	Review of Accreditation Certificate, Deed of Undertaking and Recommending Approval	2 hours	Accreditation Office Head		Certificate of Accreditation, Clearances from concerned SBMA Departments (PHSD, Ecology Center) and letter from locator/investor signifying intent to use service provider	

FRONT-LINE SERVICES GUIDE

VISA AND ACCREDITATION OFFICES

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
7	Submission of Certificate of Accreditation to the Office of Sr. Deputy Administrator (SDA) for Regulatory Group	2 days	Accreditation Officer --------- Messenger		None	
8	Issuance of Billing Assessment	15 mins	Accreditation Officer	Applicant	Billing of Assessment Form	US$200.00
9	Receipt of Proof of Payment/ Official Receipt	10 mins	Accreditation Officer -------- Treasury Department Cashier		Proof of payment of Accreditation Processing Fee (SBMA Official Receipt)	None
10	Issuance of Accreditation Certificate	15 mins	Accreditation Office Head			
		END OF TRANSACTION				

FRONT-LINE SERVICES GUIDE

VISA AND ACCREDITATION OFFICES

FRONT-LINE SERVICE	ISSUANCE OF SUBIC-CLARK VISA (S-CV) ENDORSEMENT CERTIFICATE FOR FOREIGN NATIONALS IN SUBIC
SCHEDULE OF SERVICE	Monday - Friday (8:00 AM - 5:00 PM)
WHO MAY AVAIL OF THE SERVICE	SBF REGISTERED LOCATOR/INVESTOR
REQUIREMENTS	Please refer to the required forms/documents below.

How to avail of the service:

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
1	Receipt and evaluation as to the completeness and validity of Subic-Clark Endorsement Certificate applications and supporting documents; personal appearance/ briefing of visa applicant	1 hour & 30 minutes	Visa Staff	Foreign National/ Locator's Representative	Duly accomplished application form w/ latest 2" X 2" colored picture with notarized Affidavit of Support/Guarantee executed by a responsible officer of the cognizant SBF enterprise at the back page Copy of passport (not less than six (6) months validity) with the latest arrival visa and updated visa Employment contract/Consultancy Agreement (for non-elective positions) or Corporate Secretary's Certificate/Board Resolution on the lection/appointment (for elective positions) from a zone-registered Enterprise (NOTARIZED) Copy of Alien Employment Permit (AEP) issued by the Department of Labor and Employment (DOLE) or Endorsement for Exclusion from Alien Employment Permit from SBMA Labor Centre Copy of SBF Certificate of Registration and Tax Exemption (CRTE) Results of Medical and Psychological Examination or Medical Certification	
2	Necessary stamping, logging and assignment of control/ reference number	30 minutes	Visa Staff		Applications and documentary requirements for Subic-Clark Visa Endorsement Certificate	

FRONT-LINE SERVICES GUIDE

VISA AND ACCREDITATION OFFICES

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
3	Preparation/ encoding of Subic-Clark Visa Endorsement Certificate for review and initialing of the Visa Head	1 hour & 30 minutes	Visa Staff		Applications and documentary requirements for Subic-Clark Visa Endorsement Certificate S-CV Endorsement Certificate	
4	Review accuracy and legality of information indicated in the Subic-Clark Visa Endorsement Certificate and initialing of the same for submission at the Office of the SDA for Regulatory Group for final approval	1 hour	Visa Head		S-CV applications and documentary requirements for Visa Endorsement Certificate S-CV Endorsement Certificate	
5	Final approval of Subic-Clark Visa Endorsement Certificate	1 hour	SDA for Regulatory Group		Applications and documentary requirements for Subic-Clark Visa Endorsement Certificate Subic-Clark Visa Endorsement Certificate	
6	Reproduction of copies and necessary stamping of Subic-Clark Visa Endorsement Certificate	30 minutes	Visa Staff		Subic-Clark Visa Endorsement Certificate	
7	Preparation of billing assessment and advise foreign national/locator's representative to pick-up the billing assessment	1 hour	Visa Staff	Foreign National/ Locator's Representative		

FRONT-LINE SERVICES GUIDE

VISA AND ACCREDITATION OFFICES

STEP	ACTIVITY	PROCESSING TIME	PERSON/S RESPONSIBLE	CLIENT	REQUIRED FORMS/DOCUMENTS	FEES
8	Receipt of proof of payment of Subic-Clark Visa Endorsement Certificate	30 minutes	Visa Staff	Foreign National/ Locator's Representative	Billing Assessment Form Copy of Official Receipt	US$100 (SCWV New) US$50 (SCWV Renewal) US$75 (SCDV New) US$50 (SCDV Renewal) US$50 (SCIV Principal) US$50 (SCIV Dependent)
9	Issuance of Subic-Clark Visa Endorsement Certificate for notarization and implementation by the Bureau of Immigration	30 minutes	Visa Staff	Foreign National/ Locator's Representative	Subic-Clark Visa Endorsement Certificate	
		END OF TRANSACTION				

Note: For Visa Implementation requirements and release of passport, please inquire with the Bureau of Immigration (BI) Personnel at the same office or call (047) 250-0478.

FRONT-LINE SERVICES GUIDE

VISA AND ACCREDITATION OFFICES

Where to avail of the Department's services:	Accreditation Office: 1/F, Regulatory Bldg., Rizal Highway corner Labitan Street, Subic Bay Freeport Zone 2222 Visa Office: Room 203, 2/F, Regulatory Bldg., Rizal Highway corner Labitan Street, Subic Bay Freeport Zone 2222
Contact Numbers:	1. Issuance of Accreditation (047) 252-4088 (047) 252-4029 2. Issuance of Subic-Clark Visa (S-CV) (047) 252-4257 (047) 252-4203

FEEDBACK AND REDRESS PROCEDURE

Are you happy with our service?

In SBMA, we do everything we can to give our clients the best possible service. If you are happy with the way we serve you, we would appreciate hearing from you. This will not only inspire us to do even better but will also serve as a basis for commending our employees who do well.

However, If you are not satisfied with any aspect of our service, please let us know your concern to allow us the opportunity to address it properly.

To help us improve our service, you may:

Visit us

Drop by the concerned Department/Office and speak to its head/representative
Total Quality Management (TQM) Office (Rm. G06, Ground Floor, Seaport Building, Subic Bay Freeport Zone)
SBMA Website **www.mysubicbay.com.ph**

Write to us

Fill out our Customer Feedback/Complaint Form, a sample of which is provided in all respective departments/offices and front liners, and drop accomplished feedback/complaint in each designated Customer Feedback box or submit it directly to TQM Office.

E-mail us

Send us an e-mail at **customerservice@sbma.com**

Call us (Our Front line Services)

Airport Dept.	252 – 3131
Building Permit & Safety Dept.	252 – 4535
Business & Investment Group	252 – 4066/4365
Fire Dept.	252 – 4227/4061
Labor Dept.	252 – 4067/4092
Maintenance & Transportation Dept.	252 – 4802/4057/4876
Office Services Dept.	252 – 4290/4390
Public Health & Safety Dept.	252– 4169/4161/4880/4106
Seaport Dept.	252 – 4225/4104
Tourism Dept.	250 – 0512/252-4196
Trade Facilitation & Compliance Dept.	252 – 4277/4361
Transportation & Communication Dept.	252 – 4298
Visa & Accreditation Offices	252 – 4257/4088

FEEDBACK AND REDRESS PROCEDURE

Or you may get in touch with:

Total Quality Management Office	252 – 4021/4022/4026
Deputy Administrator for Administration	252 – 4130/4164
Subic Info Center	252 – 7262

All customer complaints will be treated with confidentiality.

All documented customer complaints or customer support shall be treated fairly and quickly, especially if the customer gives his/her utmost cooperation in discussing his/her concern and/or the solution to a given situation.

Our Feedback and Redress Procedure aims to resolve all complaints as expeditiously as possible and, at the same time, give due process to all those concerned. It is based on the pertinent provisions of R.A. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees), R.A. 9485 (Anti-Red Tape Act) and ISO 9001:2008 (International Standard for Quality Mgmt. System).

THANK YOU for helping us continuously improve our services.

SAMPLE CUSTOMER FEEDBACK FORM

General Quality Form
TQM-CF-01
Rev. No.: 02
Effectivity Date: 11-06-2013

CUSTOMER FEEDBACK

Department/Office: _____
Division/Section/Branch: _____
Control No.: _____

How would you rate us on the following indicators? Please check.	Very Good	Good	Fair	Poor
OUR SERVICES 1. Timeliness of the processing/service rendered • How long did it take you to get the service you needed? Indicate number. _____ minutes _____weeks _____ hours _____months _____ days				
2. Accuracy of Processed Documents/Service Rendered				
3. Clarity and transparency of all requirements				
OUR STAFF 1. Knowledge/Understanding of Job				
2. Courteousness and Promptness				
3. Initiative				
4. Proper Conduct and Neatness of Appearance				
OUR OFFICE 1. Orderliness and Cleanliness				
2. Adequacy of Facilities and Equipment				

COMMENTS/SUGGESTIONS
_____
_____
_____

Customer /Company
Name:_____Signature:_____
Date of Visit:_____Time of Visit:_____

Thank you very much for your cooperation.

SAMPLE CUSTOMER COMPLAINT FORM

General Quality Form
TQM-CF-01
Rev. No.: 02
Effectivity Date: 11-06-2013

CUSTOMER COMPLAINT

Control No.: _____
Department visited: _____
Division/Section: _____
Service/Activity: _____
Person/s to be complained: _____

I. BRIEF DETAILS OF COMPLAINT:

_____
_____
_____
_____
_____
_____
_____

Customer/Company Name: _____
Signature: _____
Date & Time of complaint: _____

To help us improve our service, you may:

- ✓ Write to us – fill out our Customer Feedback/Complaint Form, samples of which are provided in all respective departments/offices and front liners, and drop accomplished feedback/complaint in each designated Customer Feedback box or submit it directly to Total Quality Management (TQM) Office. You may also send an e-mail to SBMA through **customerservice@sbma.com** or to our automated customer feedback at our website **www.mysubicbay.com.ph**

- ✓ Visit us – drop by the concerned department/office and speak to its head/representative or to TQM Office (Rm. G06, Ground Floor, Seaport Bldg., Subic Bay Freeport Zone).

Thank you very much for your cooperation. Rest assured that your complaint/feedback/request shall be treated with the strictest confidentiality.

SAMPLE CORRECTIVE & PREVENTIVE ACTION REPORT (CPAR)

SUBIC BAY METROPOLITAN AUTHORITY
CORRECTIVE & PREVENTIVE ACTION REPORT (CPAR)

General Quality Form
TQM-QF-CPAR
Rev. No.: 02
Effectivity Date: 08-01-2013
Page 1 of 2

CPAR. NO. _____ **DATE:** _____

A. NATURE
___Customer Feedback/Complaint ___3rd Party Audit ___Internal Quality Audit
___Others, pls. specify _____

If Customer Feedback/ Complaint:
Customer Name: _____
Company: _____ Contact no.: _____

B. CLASSIFICATION:

Major Non-conformity
Minor Non-conformity
Opportunity for Improvement
Observation

C. DEPARTMENT/ PROCESS OWNER: _____
D. DOCUMENT/REFERENCE: _____
E. DESCRIPTION/FINDINGS: _____

Attachment/Details (See attached)

IDENTIFIED BY:	DATE:	VERIFIED BY:	DATE:
_____	_____	_____	_____
Signature over Printed Name		Signature over Printed Name	

F. RECEIVED BY: _____ **DATE:** _____
Service Quality Coordinator (SQC)

G. ROOT CAUSE ANALYSIS STATEMENT *(applicable for Non-Conformances only):*

_____
_____
_____

PERFORMED BY:	DATE:	ATTESTED BY:	DATE:
_____	_____	_____	_____
Signature over Printed Name		Signature over Printed Name	

SAMPLE CORRECTIVE & PREVENTIVE ACTION REPORT (CPAR)

	SUBIC BAY METROPOLITAN AUTHORITY **CORRECTIVE & PREVENTIVE ACTION REPORT (CPAR)**	General Quality Form TQM-QF-CPAR Rev. No.: 02 Effectivity Date: 08-01-2013 Page 2 of 2

H. PROPOSED CORRECTIVE/PREVENTIVE ACTION:

Proposed Action	Type (C/P)	For Implementation by	Current Date	Target Completion Date

Approved for Action: _____
Signature over Printed Name
(Department Head/OIC)

I. VERIFICATION OF IMPLEMENTATION

Objective Evidence	Action Taken	Verified by	Date

Completed Action Accepted: _____ Quality Management Representative (QMR) Date of Acceptance: _____	Target Date for Checking of Effectiveness: _____ Effectiveness of Action Taken: _____ Approved for Closure: _____ Quality Management Representative (QMR) Date of Closure: _____

Evidence of Effectiveness:

DIRECTORY OF SBMA OFFICES

SBMA HOTLINES

SBMA Hotlines	Hotline Numbers
Crime Stop	166
Emergency Hotline Desk	911 for PLDT-SubicTel Landline Subscribers 9111 for Smart & Globe Mobile Subscribers
Fire	160
Forest Ranger Branch (Bldg. 2175 Naval Mag Area)	167
Medical - Sagip Buhay	161
Telephone Trouble Desk (For SBMA lines only)	183

DEPARTMENTS

	TEL. NUMBER	LOCATION
ACCOUNTING DEPARTMENT		
Department Manager	252 - 4045	Rm. 214, Bldg. 229 Waterfront Road
Secretary	252 - 4419	Rm. 214, Bldg. 229 Waterfront Road
Cost Accounting Division/Payroll	252 - 4017	Rm. 214, Bldg. 229 Waterfront Road
Cost Accounting Division/Payroll	252 - 4606	Rm. 214, Bldg. 229 Waterfront Road
Fax/Receivable Locator	252 - 4858	Rm. 214, Bldg. 229 Waterfront Road
General Accounting	252 - 4364	Rm. 214, Bldg. 229 Waterfront Road
Payable	252 - 4018	Rm. 214, Bldg. 229 Waterfront Road
Receivable-Locator/Billing-Locator	252 - 4654	Rm. 214, Bldg. 229 Waterfront Road
Receivable Division/Billing-Housing	252 - 4016	Rm. 214, Bldg. 229 Waterfront Road
BID-ICT		
Department Manager	252 - 4994	Rm. 103 Bldg. 662 Taft St
Staff	252 - 4995	Rm. 103 Bldg. 662 Taft St
Staff/Telefax	252 - 4215	Rm. 103 Bldg. 662 Taft St

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
BID-LEISURE		
Department Manager	252 - 4392	Rm. 128, Bldg. 225 Barryman St.
Secretary	252 - 4398	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4331	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4087	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4735	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4669	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4066	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4071	Rm. 128, Bldg. 225 Barryman St.
Account Officer	252 - 4399	Rm. 128, Bldg. 225 Barryman St.
Account Officer/Registration	252 - 4105	Rm. 128, Bldg. 225 Barryman St.
Account Officer/Telefax	252 - 4023	Rm. 128, Bldg. 225 Barryman St.
BID-LOGISTIC		
Department Manager	252 - 4055	Rm. 120 Bldg. 225 Dewey Ave.
Secretary	252 - 4626	Rm. 120 Bldg. 225 Dewey Ave.
Account Officer	252 - 4354	Rm. 120 Bldg. 225 Dewey Ave.
Account Officer	252 - 4627	Rm. 120 Bldg. 225 Dewey Ave.
Fax	252 - 4216	Rm. 120 Bldg. 225 Dewey Ave.
BID-MANUFACTURING & MARITIME SERVICES		
Department Manager	252 - 4791	Rm. 104 Bldg. 225 Dewey Ave.
Manager's Secretary/Account Officer	252 - 4632	Rm. 104 Bldg. 225 Dewey Ave.
Account Officer	252 - 4636	Rm. 104 Bldg. 225 Dewey Ave.
Account Officer	252 - 4486	Rm. 104 Bldg. 225 Dewey Ave.
Account Officer	252 - 4635	Rm. 104 Bldg. 225 Dewey Ave.
Fax	252 - 4633	Rm. 104 Bldg. 225 Dewey Ave.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
BOARD SECRETARIAT OFFICE		
Department Manager	252 - 4173	Rm. 113 Bldg 229 Waterfront Rd
Secretary	252 - 4172	Rm. 113 Bldg 229 Waterfront Rd
Staff	252 - 4176	Rm. 113 Bldg 229 Waterfront Rd
Staff	252 - 4359	Rm. 113 Bldg 229 Waterfront Rd
Fax	252 - 4170	Rm. 113 Bldg 229 Waterfront Rd
BUILDING PERMIT		
Building Permit General Info. /Telefax	252 - 4015	Regulatory Bldg. Labitan Street corner Rizal Avenue
Occupancy	252 - 4723	Regulatory Bldg. Labitan Street corner Rizal Avenue
Electrical/Power Connection	252 - 4572	Regulatory Bldg. Labitan Street corner Rizal Avenue
Staff	252 - 4573	Regulatory Bldg. Labitan Street corner Rizal Avenue
Staff	252 - 4543	Regulatory Bldg. Labitan Street corner Rizal Avenue
Staff	252 - 4578	Regulatory Bldg. Labitan Street corner Rizal Avenue
Staff	252 - 4535	Regulatory Bldg. Labitan Street corner Rizal Avenue
CHAIRMAN & ADMINISTRATOR'S OFFICE		
Secretary	252 - 4427	Rm. 201 Bldg. 229 Waterfront
Secretary	252 - 4888	Rm. 201 Bldg. 229 Waterfront
Secretary	252 - 4153	Rm. 201 Bldg. 229 Waterfront
Executive Assistant	252 - 4422	Rm. 201 Bldg. 229 Waterfront
Fax	252 - 4428	Rm. 201 Bldg. 229 Waterfront
Chief Operating Officer & Treasurer/Executive Assistant	252 - 4895	Rm. 206 Bldg. 229 Waterfront
Chief Operating Officer & Treasurer/Executive Assistant	252-1934	Rm. 206 Bldg. 229 Waterfront
Executive Assistant/Staff	252 - 4381	Rm. 206 Bldg. 229 Waterfront
Chief Of Staff	252 - 4383	Rm. 206 Bldg. 229 Waterfront
Staff	252 - 4009	Rm. 206 Bldg. 229 Waterfront
Staff	252 - 4011	Rm. 206 Bldg. 229 Waterfront
Filing Room	252 - 4459	Rm. 206 Bldg. 229 Waterfront

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
COMMISSION ON AUDIT		
Staff	252 - 4138	Rm. 209 Bldg. 255 Barryman St.
Telefax	252 - 4408	Rm. 209 Bldg. 255 Barryman St.
DA FOR ADMINISTRATION		
D.A. for Admin	252 - 4358	Rm. 209 Bldg. 229 Waterfront Rd
Staff	252 - 4164	Rm. 209 Bldg. 229 Waterfront Rd
Staff	252 - 4130	Rm. 209 Bldg. 229 Waterfront Rd
Fax	252 - 4165	Rm. 209 Bldg. 229 Waterfront Rd
Total Quality Management (TQM)		
OIC	252 - 4026	Rm. 01 Ground Flr., Seaport Administrative Building
Secretary	252 - 4021	Rm. 01 Ground Flr., Seaport Administrative Building
Document Controller	252 - 4022	Rm. 01 Ground Flr., Seaport Administrative Building
Telefax	252 - 4024	Rm. 01 Ground Flr., Seaport Administrative Building
DA FOR CORCOM		
Deputy Administrator/Staff	252 - 4999	Bldg N, Corner Aguinaldo & Quezon Street
Staff/Telefax	252 - 4007	Bldg N, Corner Aguinaldo & Quezon Street
DA FOR FINANCE		
Deputy Adminstrator	252 – 4488	Rm. 211 Bldg. 229 Waterfront Rd
Staff	252 – 4168	Rm. 211 Bldg. 229 Waterfront Rd
Fax	252 – 4167	Rm. 211 Bldg. 229 Waterfront Rd
DA FOR LEGAL AFFAIRS		
DA Legal Affairs	252 - 4357	Rm.111 Bldg. 229 Waterfront Rd
Staff	252 - 4356	Rm.111 Bldg. 229 Waterfront Rd
Telefax	252 - 4352	Rm.111 Bldg. 229 Waterfront Rd
DA FOR PWTSG		
Admin	252 - 4610	Rm. 229 Bldg. 255 Barryman Rd
Admin	252 - 4834	Rm. 229 Bldg. 255 Barryman Rd
Fax	252 - 4472	Rm. 229 Bldg. 255 Barryman Rd

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
DIRECTOR'S OFFICE		
Staff	252 - 4902	Bldg. 229 Waterfront Road
Staff	252 - 4903	Bldg. 229 Waterfront Road
DISASTER RISK REDUCTION MANAGEMENT COMMITTEE		
Staff	252 - 4991	Rm. 207 Bldg. 657 Burgos Street
Staff/ Telefax	252 - 4992	Rm. 207 Bldg. 657 Burgos Street
ECOLOGY DEPARTMENT		
Department Manager	252 - 4321	Regulatory Building, Labitan St., cor. Rizal Avenue
Admin	252 - 4435	Regulatory Building, Labitan St., cor. Rizal Avenue
Admin	252 - 4155	Regulatory Building, Labitan St., cor. Rizal Avenue
Permitting Division	252 - 4059	Regulatory Building, Labitan St., cor. Rizal Avenue
Permitting Division	252 - 4156	Regulatory Building, Labitan St., cor. Rizal Avenue
Policy and Monitoring Division (Inspection)	252 - 4416	Regulatory Building, Labitan St., cor. Rizal Avenue
Protected Area (Beach & Forest)	252 - 4656	Regulatory Building, Labitan St., cor. Rizal Avenue
Fax	252 - 4157	Regulatory Building, Labitan St., cor. Rizal Avenue
ENGINEERING DEPARTMENT		
Department Manager	252 - 4100	Rm. 228 Bldg. 255 Barryman St.
Project Development Division	252 - 4191	Rm. 223 Bldg. 255 Barryman St.
Project Development Division	252 - 4468	Rm. 223 Bldg. 255 Barryman St.
Project Development Division/Division Chief	252 - 4095	Rm. 223 Bldg. 255 Barryman St.
Technical Services Division	252 - 4526	Rm. 230 Bldg. 255 Barryman St.
Technical Services Division	252 - 4483	Rm. 230 Bldg. 255 Barryman St.
Utilities Management Office	252 - 4577	Rm. 224 Bldg. 255 Barryman St.
Utilities Management Office	252 - 4589	Rm. 224 Bldg. 255 Barryman St.
Telefax	252 - 4713	Rm. 228 Bldg. 255 Barryman St.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
FINANCIAL CONTROL AND ANALYSIS DEPARTMENT		
Department Head	252 - 4099	Rm. 3 Bldg. 255 Barryman Street
Department Head/Secretary	252 - 4459	Rm. 3 Bldg. 255 Barryman Street
Division Chief (Financial Control/Financial Analysis Div.)	252 - 4512	Rm. 3 Bldg. 255 Barryman Street
Financial Analysis Division	252 - 4126	Rm. 1 Bldg. 255 Barryman Street
Financial Control Division	252 - 4033	Rm. 4 Bldg. 255 Barryman Street
Financial Control Division	252 - 4605	Rm. 5 Bldg. 255 Barryman Street
Financial Control Division	252 - 4414	Rm. 6 Bldg. 255 Barryman Street
Financial Control Division	252 - 4459	Rm. 6 Bldg. 255 Barryman Street
Fax	252 - 4631	Rm. 3 Bldg. 255 Barryman Street
FIRE DEPARTMENT		
Admin/Telefax	252 - 4227	Bldg. 71 Sampson Street
Fire Chief Office	252 - 4224	Bldg. 71 Sampson Street
Alarm Room	252 - 4830	Bldg. 71 Sampson Street
Alarm Room	252 - 4657	Bldg. 71 Sampson Street
Fire Prevention Division	252 - 4061	Bldg. 71 Sampson Street
Fire Station 1 *(Upper Cubi)*	252-5967	Bldg. 8252 Upper Cubi Area
Fire Station 2 *(Naval Mag.)*	252-5117	Bldg. 2545 Naval Mag. Cubi Area
Fire Station 3 *(SBIA)*	252-5047/252-5356	Bldg. 8051 SBIA Upper Cubi Area
Fire Station 4 *(Boton)*	252 - 4740	Bldg. 1430 Boton Road
Fire Station 5 *(Binictican)*	252 - 4319	Bldg. 6643 Binictican Drive
Fire Station 6 *(Kalayaan)*	252 - 4883	Bldg. 1548 Kalayaan Road
GENERAL BUSINESS & INVESTMENT DEPARTMENT		
Department Manager	252 - 4395	Rm. 111 Bldg. 225 Dewey Ave.
Division Chief	252 - 4397	Rm. 111 Bldg. 225 Dewey Ave.
Account Officer	252 - 4753	Rm. 111 Bldg. 225 Dewey Ave.
Account Officer	252 - 4394	Rm. 111 Bldg. 225 Dewey Ave.
Account Officer	252 - 4634	Rm. 111 Bldg. 225 Dewey Ave.
Account Officer	252 - 4515	Rm. 111 Bldg. 225 Dewey Ave.
Fax	252 - 4396	Rm. 111 Bldg. 225 Dewey Ave.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
HUMAN RESOURCE & MANAGEMENT DEPARTMENT		
Department Manager	252 - 4232	Bldg. 255 Barryman Road
Admin Section/Personnel Services Division	252 - 4711	Bldg. 255 Barryman Road
Manpower Development Division	252 - 4252	Bldg. 255 Barryman Road
Manpower Development Division	252 - 4709	Bldg. 255 Barryman Road
Manpower Development Division	252 - 4054	Bldg. 255 Barryman Road
Recruitment/FRC/Personnel Services Division	252-4054	Bldg. 255 Barryman Road
Personnel Services Division	252 - 4135	Bldg. 255 Barryman Road
Training (SBECC)	252 - 4231	SBECC
Training Room	252 - 4052	Bldg. 255 Barryman Road
Payroll/Personnel Services Division	252 - 4110	Bldg. 662 Taft Street
Fax	252 - 4294	Bldg. 255 Barryman Road
INFORMATION AND TECHNOLOGY DEPARTMENT (MIS)		
Admin/Helpdesk	252 - 4404	Rm. 206 Bldg. N, Quezon Street
Admin	252 - 4497	Rm. 203 Bldg. N, Quezon Street
Admin/Telefax	252 - 4388	Rm. 201 Bldg. N, Quezon Street
Data Center	252 - 4493	Rm. 206 Bldg. N, Quezon Street
Data Center	252 - 4389	Rm. 206 Bldg. N, Quezon Street
Data Center	252 - 4490	Rm. 206 Bldg. N, Quezon Street
Data Center	252 - 4879	Rm. 206 Bldg. N, Quezon Street
Data Center	252 - 4378	Bldg. 229 Waterfront Road
System Design	252 - 4482	Rm. 201 Bldg. N, Quezon Street
System Design	252 - 4489	Rm. 201 Bldg. N, Quezon Street
System Design	252 - 4158	Rm. 101 Bldg. N, Quezon Street
System Design	252 - 4487	Rm. 112 Bldg. N, Quezon Street
Ortho-GIS/Training Room	252 - 4355	Bldg. N, 2nd Floor Quezon Street
Technical Support Group	252 - 4779	Rm. 209 Bldg. N, Quezon Street
Technical Support Group	252 - 4778	Rm. 209 Bldg. N, Quezon Street

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
INTERNAL AUDIT SERVICES		
Department Manager	252 - 4267	Rm. 115 Bldg. 255 Barryman St.
Staff	252 - 4030	Rm. 115 Bldg. 255 Barryman St.
Staff	252 - 4031	Rm. 115 Bldg. 255 Barryman St.
Fax	252 - 4266	Rm. 115 Bldg. 255 Barryman St.
INTELLIGENCE OFFICE		
Department Manager	252 - 4139	Bldg. 657(2nd floor) Burgos St.
Admin/Budget	252 - 4510	Bldg. 657(2nd floor) Burgos St.
Special Operation Branch	252 - 4509	Bldg. 657(2nd floor) Burgos St.
Counter Intelligence	252 - 4506	Bldg. 657(2nd floor) Burgos St.
Telefax	252 - 4246	Bldg. 657(2nd floor) Burgos St.
LABOR DEPARTMENT		
Department Manager	252 - 4254	Rm. 116 Bldg. 255 Barryman St.
Admin	252-4254	Rm. 116 Bldg. 255 Barryman St.
Fax	252 - 4494	Rm. 116 Bldg. 255 Barryman St.
Manpower Services Division	252 - 4101	Rm. 138 Bldg. 255 Barryman St.
Manpower Services Division	252 - 4346	Rm. 138 Bldg. 255 Barryman St.
Manpower Services Division-Receiving Section	252 - 4073	Rm. 125 Bldg. 255 Barryman St.
Manpower Services Division-Receiving Section	252 - 4273	Subic Gym
Concillation and Employment Welfare Division (CEWD)	252 - 4554	Bldg. 662 2nd Floor Taft Street
Concillation and Employment Welfare Division (CEWD)	252 - 4253	Bldg. 662 2nd Floor Taft Street
Concillation and Employment Welfare Division (CEWD)-Telefax	252 - 4008	Bldg. 662 2nd Floor Taft Street
Workforce Development Division-Telefax	252 - 4092	Bldg. 662 2nd Floor Taft Street
Workforce Development Division	252 - 4067	Bldg. 662 2nd Floor Taft Street
Service Contruction Office	252 - 4542	Rm. 210 Bldg. 255 Barryman St.
Service Contruction Office	252 - 4861	Rm. 210 Bldg. 255 Barryman St.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
LAND ASSET MANAGEMENT DEPARTMENT		
Department Manager (outgoing only)	252 - 4470	Bldg. 156 Quezon St.
Secretary	252 - 4479	Bldg. 156 Quezon St.
Housing	252 - 4409	Bldg. 156 Quezon St.
Housing	252 - 4147	Bldg. 156 Quezon St.
Housing	252 - 4891	Bldg. 156 Quezon St.
Land Admin	252 - 4148	Bldg. 156 Quezon St.
Land Admin	252 - 4529	Bldg. 156 Quezon St.
Land Admin	252 - 4298	Bldg. 156 Quezon St.
Fax	252 - 4475	Bldg. 156 Quezon St.
LAW ENFORCEMENT DEPARTMENT		
Department Manager/Secretary	252 - 4665	Bldg. 657, Burgos street
Operation Command Center	252 - 4505	Bldg. 657, Burgos street
Division Chief	252 - 4641	Bldg. 657, Burgos street
Fax	252 - 4667	Bldg. 657, Burgos street
Admin	252 - 4048	Bldg. 657, Burgos street
Admin	252 - 4855	Bldg. 657, Burgos street
Desk Sergeant	252 - 4550	Bldg. 657, Burgos street
Desk Sergeant	252 - 4650	Bldg. 657, Burgos street
Desk Sergeant	252 - 4145	Bldg. 657, Burgos street
Desk Sergeant	252 - 4144	Bldg. 657, Burgos street
Desk Sergeant (Emergency Hotline)	H911	Bldg. 657, Burgos street
Desk Sergeant (Emergency Hotline)	H166	Bldg. 657, Burgos street
Chief for Operations	252 - 4481	Bldg. 657, Burgos street
Harbor Patrol	252 - 4142	Bldg. 657, Burgos street
Traffic Branch	252 - 4121	Bldg. 657, Burgos street
Port Sentinel Branch	252 - 4423	Bldg. 657, Burgos street
Investigation	252 - 4766	Bldg. 657, Burgos street
Investigation	252 - 4042	Bldg. 657, Burgos street
Traffic Investigation Branch	252 - 4707	Bldg. 657, Burgos street
Intelligence	252 - 4509	Bldg. 657, Burgos street

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
Follow up Operations	252 - 4271	Bldg.268, Main gate SOG
Logistic Branch/Supply	252 - 4212	Bldg. 657, Burgos street
Armory	252 - 4141	Bldg. 657, Burgos street
SOG main gate	252 - 4268	Bldg.268, Main gate SOG
Special Reaction Division/SOG main gate	252 - 4037	Bldg.268, Main gate SOG
Information Front Desk Bldg. 229	252 - 4492	Bldg. 229 Waterfront Road
Front Desk Officer Bldg. 225	252 - 4615	Bldg. 225 Lobby Dewey Avenue
Law Enforcement Academy	252 - 4272	Bldg. 501 Causeway Road
K-9 Branch	252-5500	Bldg. 8500 Upper Cubi
SWAT	252-5027	Bldg. 657, Burgos street
Forest Ranger Branch	252-5217	Bldg. 2145 NavMag
Forest Ranger Branch	Hotline-167	Bldg. 2145 NavMag
Internal Affairs Service	252 - 4146	Bldg. 639, Burgos Street
Internal Affairs Service	252 - 4363	Bldg. 639, Burgos Street
Airport Branch	252-5184	Bldg. 8050 Cubi Area
Airport Branch	252-5185	Bldg. 8050 Cubi Area
Binictican Detachment	252-5347	23-A Binictican Drive
Cubi Detachment	252-5413	Bldg. 8375 Cubi Area
Kalayaan Detachment	252-5346	82-B Kalayaan
Kalayaan Detachment	252-5277	Bldg. 2157 NavMag
LEGAL DEPARTMENT		
Department Head/Secretary	252 - 4784	Bldg. 255 Rm. 205 Barryman St.
Legal Officers	252 - 4367	Bldg. 255 Rm. 205 Barryman St.
Legal Officers	252 - 4513	Bldg. 255 Rm. 205 Barryman St.
Library	252 - 4781	Bldg. 255 Rm. 205 Barryman St.
Contract and Document Division		
Division Chief/Staff	252 - 4785	Bldg. 255 Rm. 207 Barryman St,
Legal Officers	252 - 4367	Bldg. 255 Rm. 207 Barryman St.
Legal Officers	252 - 4686	Bldg. 255 Rm. 207 Barryman St.
Staff	252 - 4093	Bldg. 255 Rm. 207 Barryman St.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
Collection and Litigation Division		
Division Chief	252 - 4783	Bldg. 255 Rm. 204 Barryman St.
Staff	252 - 4786	Bldg. 255 Rm. 204 Barryman St.
Staff	252 - 4041	Bldg. 255 Rm. 204 Barryman St.
Staff	252 - 4721	Bldg. 255 Rm. 204 Barryman St.
Fax	252 - 4780	Bldg. 255 Rm. 204 Barryman St.
MAINTENANCE and TRANSPORTATION DEPARTMENT		
Department Manager	252 - 4058	
	252 - 4802	
Maintenance Division		
Admin	252 – 4057	Bldg. 275 Aguinaldo St.
Trouble Desk	252 – 4111	Bldg. 275 Aguinaldo St.
Engineer and Supervisor	252 – 4175	Bldg. 275 Aguinaldo St.
Staff	252 – 4163	Bldg. 275 Aguinaldo St.
Staff	252 – 4876	Bldg. 275 Aguinaldo St.
Road And Bridges	252 – 4250	Boton
Fax	252 – 4072	Bldg. 275 Aguinaldo St.
Transportation Division		
Secretary	252 – 4802	Transportation Bldg., Canal Road
Admin	252 – 4805	Transportation Bldg., Canal Road
Admin	252 – 4756	Transportation Bldg., Canal Road
Admin	252 – 4276	Transportation Bldg., Canal Road
Dispatcher	252 – 4854	Transportation Bldg., Canal Road
Dispatcher	252 – 4263	Transportation Bldg., Canal Road
Heavy Shop/Public Works	252 – 4421	Transportation Bldg., Canal Road
Light Shop	252 – 4461	Transportation Bldg., Canal Road
Tool Room	252 – 4623	Transportation Bldg., Canal Road
Solid Waste	252 – 4309	Transportation Bldg., Canal Road
Fax	252 – 4137	Transportation Bldg., Canal Road

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
MEDIA RELATIONS DEPARTMENT		
Admin	252 - 4014	Rm. 107 Bldg. 255 Barryman St
Staff/Writers	252 - 4279	Rm. 107 Bldg. 255 Barryman St
OFFICE SERVICES DEPARTMENT		
Pass Issuance and Control Division		
Department Head	252 - 4390	Bldg. 494 (at the back of SBMA multi purpose gym)
Admin	252 - 4776	Bldg. 494
Admin Record Section	252 - 4012	Bldg. 494
Division Chief	252 - 4290	Bldg. 494
Badging Area	252 - 4475	Bldg. 494
Badging Area Supervisor	252 - 4217	Bldg. 494
Pass Window Section-Section Chief	252 - 4261	Bldg. 494
Pass Issuance Evaluator	252 - 4728	Bldg. 494
Pass Issuance Evaluator	252 - 4044	Bldg. 494
Pass Window Section Satellite Office-14th gate	252 - 4818	14th Street Gate
Pass Window Section Satellite Office-Rizal gate	252 - 4006	Rizal Street Gate
Pass Window Section Satellite Office-Main Gate	252 - 4310	Main Gate Sentry
Telefax	252 - 4291	Bldg. 606
Auxillary Services Division (ASD/CSSD)		
Division Chief	252 - 4188	Rm. 107 Bldg. 229 Waterfront Rd
Staff	252 - 4184	Rm. 107 Bldg. 229 Waterfront Rd
Staff	252 - 4754	Rm. 107 Bldg. 229 Waterfront Rd
Staff	252 - 4469	Rm. 107 Bldg. 229 Waterfront Rd
Fax	252 - 4185	Rm. 107 Bldg. 229 Waterfront Rd
Fax	252 - 4186	Rm. 107 Bldg. 229 Waterfront Rd
Fax	252 - 4187	Rm. 107 Bldg. 229 Waterfront Rd
PLANNING & DEVELOPMENT OFFICE		
Department Manager	252 - 4077	Bldg. 662 2nd Floor Taft Street
Secretary	252 - 4097	Bldg. 662 2nd Floor Taft Street
Planning Office	252 - 4053	Bldg. 662 2nd Floor Taft Street
Fax	252 - 4098	Bldg. 662 2nd Floor Taft Street

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
PROCUREMENT & PROPERTY MANAGEMENT DEPT.		
Procurement Division		
Admin	252 - 4283	Rm. 201 Bldg. 255 Barryman St.
Admin	252 - 4214	Rm. 201 Bldg. 255 Barryman St.
Division Chief	252 - 4210	Rm. 201 Bldg. 255 Barryman St.
Purchasing	252-4210	Rm. 201 Bldg. 255 Barryman St.
Purchasing	252 - 4124	Rm. 201 Bldg. 255 Barryman St.
Purchasing	252 - 4211	Rm. 201 Bldg. 255 Barryman St.
Purchasing	252 - 4424	Rm. 201 Bldg. 255 Barryman St.
Technical Section	252 - 4503	Rm. 201 Bldg. 255 Barryman St.
Coordination Section	252 - 4282	Rm. 201 Bldg. 255 Barryman St.
BAC Secretariat	252 - 4230	Rm. 201 Bldg. 255 Barryman St.
Fax (incoming)	252 - 4284	Rm. 201 Bldg. 255 Barryman St.
Fax (outgoing)	252 - 4250	Rm. 201 Bldg. 255 Barryman St.
Property Division		
Admin	252 - 4219	Bldg. 709 Burgos Street
Admin	252 - 4613	Bldg. 709 Burgos Street
Issuance Section	252 - 4046	Bldg. 709 Burgos Street
Inspector Section	252 - 4474	Bldg. 709 Burgos Street
Warehouse/Yard Section	252 - 4085	Bldg. 709 Burgos Street
Inventory Section	252-4085	Bldg. 709 Burgos Street
Records Section	252 - 4432	Bldg. 709 Burgos Street
Records Section	252 - 4238	Bldg. 709 Burgos Street
Fax	252 - 4339	Bldg. 709 Burgos Street
PUBLIC HEALTH & SAFETY DEPARTMENT		
Public Health & Safety Department-Subic		
Hotline/Emergency	H-161	Bldg. 280 Dewey Avenue
Admin/Telefax	252 - 4106	Bldg. 280 Dewey Avenue
Locator's P.E.	252 - 4161	Bldg. 280 Dewey Avenue
Occupational Health & Safety	252 - 4502	Bldg. 280 Dewey Avenue
Main Trunkline/Emergency	252 - 4169	Bldg. 280 Dewey Avenue
Nurse Station/Medical	252 - 4880	Bldg. 280 Dewey Avenue
Laboratory/Pharmacy	252 - 4380	Bldg. 280 Dewey Avenue
Dental	252 - 4280	Bldg. 280 Dewey Avenue

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
Public Health & Safety Department-Cubi		
Staff	252-5851	Bldg. 8052 Old Terminal, Argonaut Highway
Dental	252-5378	Bldg. 8052 Old Terminal, Argonaut Highway
Fax	252-8929	Bldg. 8052 Old Terminal, Argonaut Highway
PUBLIC RELATIONS DEPARTMENT		
Department Manager	252 - 4368	Rm. 105 Bldg. 255 Barryman St.
Admin	252 - 4338	Rm. 105 Bldg. 255 Barryman St.
Media Relations Division	252 - 4375	Rm. 105 Bldg. 255 Barryman St.
Community Division	252 - 4278	Rm. 105 Bldg. 255 Barryman St.
Subic Bay Information Center		
Subic Bay Information Center 1	252 - 4000	Bldg. N Corner Aguinaldo & Quezon Street
Subic Bay Information Center 2	252 - 4001	Bldg. N Corner Aguinaldo & Quezon Street
Subic Bay Information Center 3	252 - 4002	Bldg. N Corner Aguinaldo & Quezon Street
SDA FOR BUSINESS AND INVESTMENT		
Senior Deputy Administrator	252 - 4259	Rm. 117 Bldg. 225 Dewey Ave
Executive Assistant	252 - 4440	Rm. 117 Bldg. 225 Dewey Ave
Admin Staff	252 - 4351	Rm. 117 Bldg. 225 Dewey Ave
Admin Staff	252 - 4365	Rm. 117 Bldg. 225 Dewey Ave
Fax	252 - 4498	Rm. 117 Bldg. 225 Dewey Ave
SDA FOR OPERATIONS		
Staff	252 - 4927	Seaport Administrative Bldg.
Staff	252 - 4241	Seaport Administrative Bldg.
Staff	252 - 4262	Seaport Administrative Bldg.
Fax	252 - 4108	Seaport Administrative Bldg.
SDA FOR REGULATORY GROUP		
Senior Deputy Administrator	252 - 4426	Regulatory Bldg./2nd Floor
Staff	252 - 4370	Regulatory Bldg./2nd Floor
Fax	252 - 4584	Regulatory Bldg./2nd Floor
Front desk	252 - 4082	Regulatory Bldg./1st Floor

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
Accreditation Office		
Staff	252 - 4088	Regulatory Bldg./2nd Floor
Staff	252 - 4029	Regulatory Bldg./2nd Floor
Visa Processing Office		
Staff	252 - 4257	Regulatory Bldg./2nd Floor
Staff	252 - 4203	Regulatory Bldg./2nd Floor
Registry Office		
Staff	252 - 4296	Regulatory Bldg./2nd Floor
Staff/Telefax	252 - 4258	Regulatory Bldg./2nd Floor
SDA FOR SUPPORT SERVICES		
Admin Staff	252 - 4885	Rm. 119 Bldg. 229 Waterfront Rd
Admin Staff	252 - 4782	Rm. 119 Bldg. 229 Waterfront Rd
Fax	252 - 4040	Rm. 119 Bldg. 229 Waterfront Rd
SEAPORT DEPARTMENT		
Supply Room	2524732/252427	Ground F, Seaport Admin Bldg.
Data Center	252-4307	Ground F, Seaport Admin Bldg.
SBMA Library	252-4107	Ground F, Seaport Admin Bldg.
ASYCUDA	250-0861/ 252-2669	Ground F, Seaport Admin Bldg.
OSEDC	252-4316/ 252-2673	Ground F, Seaport Admin Bldg.
Policy Division	252-4644/ 4192/4201/4691	1st F, Seaport Admin Bldg.
Corporate Division	252-4096/ 4612/4136/4103	1st F, Seaport Admin Bldg.
Seaport Front Desk	252-4292	1st F, Seaport Admin Bldg.
Processing/Billing	252-4220/ 4648/4140/4207	1st F, Seaport Admin Bldg.
TAFS	252-4269/ 252-4306	1st F, Seaport Admin Bldg.
Harbor Pilot's Office	252-7245	1st F, Seaport Admin Bldg.
Statistic & Records	252-4372/ 4202/4240/4223	1st F, Seaport Admin Bldg.
Chairman's Office	252-4925/ 252-4925	1st F, Seaport Admin Bldg.
Asset Management/Maintenance	252-4116	2nd F, Seaport Admin Bldg.
Asset Management/ Engineering & Planning	252-4692/ 4588/4115	2nd F, Seaport Admin Bldg.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS	TEL. NUMBER	LOCATION
Asset Management/ Engineering & Planning	252-4692/ 4588/4115	2nd F, Seaport Admin Bldg.
Asset Management	252-4871	2nd F, Seaport Admin Bldg.
Asset Management Division/Head	252-4228	2nd F, Seaport Admin Bldg.
Asset Management/ Engineering & Planning	252-4236/ 252-4239	2nd F, Seaport Admin Bldg.
Asset Management Division Head/Staff	252-4844	2nd F, Seaport Admin Bldg.
Asset Management/ Engineering & Planning	252-4237/4928	2nd F, Seaport Admin Bldg.
General Manager	252-4541	2nd F, Seaport Admin Bldg.
General Manager/Staff	252-4225	2nd F, Seaport Admin Bldg.
General Manager's Staff-Telefax	252-4694	2nd F, Seaport Admin Bldg.
Central File	252-4133/ 4152/4825	2nd F, Seaport Admin Bldg.
Janitorial Room	252-4412	2nd F, Seaport Admin Bldg.
VTMS Room	252-4882/4120	3rd F, Seaport Admin Bldg.
Port Traffic	252-4248/ 4473/4260	3rd F, Seaport Admin Bldg.
Shipbording & Maritime Safety	252-4264/ 4638/4683/4125	3rd F, Seaport Admin Bldg.
CCTV Room	252-4311	3rd F, Seaport Admin Bldg.
Asset Management Division (Maintenance Branch)		
Harbor Maintenance Branch Head	252 - 4695	Bldg. 696 Ship Repair Facility (SRF)
Maintenance Branch (Workshop)	252 - 4060	Bldg. 696 Ship Repair Facility (SRF)
Linehandler	252 - 4243	Bldg. 696 Ship Repair Facility (SRF)
PMMA	252 - 4343	Bldg. 696 Ship Repair Facility (SRF)
Terminal Operation Division		
Terminal Division	252 - 4347	Bldg. 1055, Naval Suppy Depot (NSD)
Terminal Division telefax	252 - 4476	Bldg. 1055, Naval Suppy Depot (NSD)
Terminal Division Head	252 - 4697	Bldg. 1055, Naval Suppy Depot (NSD)
Container Control Branch (NCT-1)	252 - 4340	Bldg. 1055, Naval Suppy Depot (NSD)

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
Cargo Control Branch	252 - 4323	Bldg. 1055, Naval Suppy Depot (NSD)
Common Area Terminal Division (SRF Gate)	252 - 4742	SRF Gate
Bulk Control Branch Head	252 - 4644	Bldg. 1055, Naval Suppy Depot (NSD)
SUBIC BAY INTERNATIONAL AIRPORT		
General Manager's Office	252-3131	Bldg. 8015 New Terminal, Argonaut Highway
Admin/Telefax	252-9379	Bldg. 8015 New Terminal, Argonaut Highway
Operation Center	252-5535	Bldg. 8015 New Terminal, Argonaut Highway
Management Services Division	252-9377	Bldg. 8050 Old Terminal, Argonaut Highway
Maintenance	252-9365	Bldg. 8050 Old Terminal, Argonaut Highway
Airfield	252-5104	Bldg. 8050 Old Terminal, Argonaut Highway
Ground Electronics	252-5574	Bldg. 8050 Old Terminal, Argonaut Highway
Supply	252-9364	Bldg. 8015 New Terminal, Argonaut Highway
Terminal	252-9362	Bldg. 8050 Old Terminal, Argonaut Highway
Engineering	252-9361	Bldg. 8050 Old Terminal, Argonaut Highway
PAG-ASA	252-5392	Bldg. 8050 Old Terminal, Argonaut Highway
Tower	252-6560	Bldg. 8050 Old Terminal, Argonaut Highway
Law Enforcement	252-0951	Bldg. 8050 Old Terminal, Argonaut Highway
TRADE FACILITATION AND COMPLIANCE DEPARTMENT		
Department Manager	252 - 4384	Ground Floor New Seaport Bldg. Waterfront Road
Staff	252 - 4265	Ground Floor New Seaport Bldg. Waterfront Road
Staff	252 - 4361	
Staff	252 - 4295	
Staff	252 - 4293	
Staff	252 - 4277	
Staff	252 - 4285	
Staff	252 - 4089	
Fax	252 - 4360	

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
TRANSPORTATION & COMMUNICATIONS DEPARTMENT		
Department Manager (Ext. at secretary's desk)	252-6269	Regulatory Building, Labitan St., cor. Rizal Ave.
Admin/Secretary	252 - 4298	Regulatory Building, Labitan St., cor. Rizal Ave.
Fax	252 - 4449	Regulatory Building, Labitan St., cor. Rizal Ave.
Electronic System Division (ESD)		
Division Chief	252 - 4444	Regulatory Building, Labitan St., cor. Rizal Ave.
Lights and Sounds Section	252 - 4437	Regulatory Building, Labitan St., cor. Rizal Ave.
Staff	252 - 4445	Regulatory Building, Labitan St., cor. Rizal Ave.
Fax	252 - 4447	Regulatory Building, Labitan St., cor. Rizal Ave.
Telephony Standards Division (TSD)		
Division Chief	252 - 4567	Regulatory Building, Labitan St., cor. Rizal Ave.
Supervisor	252 - 4446	Regulatory Building, Labitan St., cor. Rizal Ave.
Staff	252 - 4441	Regulatory Building, Labitan St., cor. Rizal Ave.
Staff	252 - 4047	Regulatory Building, Labitan St., cor. Rizal Ave.
Telephone Hotline Repair	H-183	Bldg. 229 Telex Rm., Waterfront Road
Telephone Operator	Operator 0	Bldg. 229 Telex Rm., Waterfront Road
Communications Network Compliance Division (CNCD)		
Division Chief	252 - 4570	Regulatory Building, Labitan St., cor. Rizal Ave.
Staff	252 - 4442	Regulatory Building, Labitan St., cor. Rizal Ave.
CNCD, Mt. Sta. Rita Communication facilities (MSR)	252 - 4495	Bldg. 4000, Sta. Rita, Hermosa Bataan
Transport Regulatory Division(TRD/MVRO)		
Division Chief	252 - 4663	Regulatory Building, Labitan St., cor. Rizal Ave.
Staff	252 - 4249	Regulatory Building, Labitan St., cor. Rizal Ave.
Front Desk/Cashier/Staff	252 - 4315	Regulatory Building, Labitan St., cor. Rizal Ave.

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
TOURISM DEPARTMENT		
Department Manager	252-4655/ 252-4180	SBECC, Efficiency Street, Subic Bay Gateway Park
Division Chief (Conference Support)	252-4229	SBECC, Efficiency Street, Subic Bay Gateway Park
Division Chief (Recreational)	252-4195	SBECC, Efficiency Street, Subic Bay Gateway Park
Admin	252-4429/ 252-4561/ 252-4132	SBECC, Efficiency Street, Subic Bay Gateway Park
Reservations	252-4032/ 252-4193/ 252-4809	SBECC, Efficiency Street, Subic Bay Gateway Park
SBECC	252-4049/ 252-4129/ 252-4160	SBECC, Efficiency Street, Subic Bay Gateway Park
Tour Operations	252-4154/ 252-4829	SBECC, Efficiency Street, Subic Bay Gateway Park
Events Management	252-4197/ 252-4206/ 252-4242	SBECC, Efficiency Street, Subic Bay Gateway Park
Standards/Statistics	252-4196/ 252-4788	SBECC, Efficiency Street, Subic Bay Gateway Park
Signage/Marketing	252-4200/ 252-4123	SBECC, Efficiency Street, Subic Bay Gateway Park
Subic Gym	252-4213	Remy Field, Burgos St. Corner Canal Rd.
Subic Chapel	252-4539	Dewey Ave., Central Business District
Internal Security	252-4393	SBECC, Efficiency Street, Subic Bay Gateway Park
Fax	252-4194	SBECC, Efficiency Street, Subic Bay Gateway Park

DIRECTORY OF SBMA OFFICES

DEPARTMENTS

	TEL. NUMBER	LOCATION
TREASURY DEPARTMENT		
Department Manager	252 - 4050	Bldg. 229 2nd floor, Rm.212 Waterfront Road
Financial Management Division	252 - 4131	Bldg. 229 2nd floor, Rm.212 Waterfront Road
Financial Management Division	252 - 4376	Bldg. 229 2nd floor, Rm.212 Waterfront Road
Investment Management Division	252 - 4218	Bldg. 229 2nd floor, Rm.212 Waterfront Road
Investment Management Division	252 - 4374	Bldg. 229 2nd floor, Rm.212 Waterfront Road
Division Chief/Cash Management	252 - 4010	Bldg. 229 1st Floor Waterfront Road
Cashier/Cash Management	252 - 4344	Bldg. 229 1st Floor Waterfront Road
Cash Management Division	252 - 4595	Bldg. 229 1st Floor Waterfront Road
Credit and Collection	252 - 4377	Bldg. 255 2nd floor Rm. 220 Dewey Avenue
Credit and Collection	252 - 4378	Bldg. 255 2nd floor Rm. 220 Dewey Avenue
Credit and Collection	252 - 4379	Bldg. 255 2nd floor Rm. 220 Dewey Avenue
Fax	252 - 4051	\Bldg. 229 2nd floor, Rm.212 Waterfront Road
Cashier GYM/Booth	252 - 4289	Subic Gym

NDD - *Dial 0 + Area Code + Telephone No.*

IDD – *Dial 00 + Country Code + Area Code + Telephone No.*

About the Subic Bay Metropolitan Authority (SBMA)

The SBMA was created in 1992 under Republic Act No. 7227, otherwise known as “The Bases Conversion Act.”

Under the said law, the SBMA is mandated to promote and develop the Subic Special Economic Zone into a self-sustaining, industrial, commercial, financial, and investment center, to generate employment opportunities in and around the zone, and to attract and promote productive foreign investments.

Today, the Subic Bay Freeport, which the SBMA manages and operates as a premier investment and tourism destination, is recognized over the world as a most successful model of military bases conversion.

Public Domain Notice

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Electronic Access to Publication

The components of this Manual can be accessed through the Internet at:
http://www.mysubicbay.com.ph