



**CERTIFICATION OF COMPLIANCE**

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **ATTY. WILMA T. EISMA**, Filipino, of legal age, Chairman and Head of Agency of the Subic Bay Metropolitan Authority, Subic Bay Freeport Zone, Philippines being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The Subic Bay Metropolitan Authority including its forty nine (49) departments/offices with thirteen (13) frontline service departments has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of Subic Bay Metropolitan Authority that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvement in its existing Citizen's Charter
- 7) The Citizen's Charter shows the process improvements, specifically on the streaming of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Airport Department	Issuance of Personal Access Pass	(1) Harmonization of business processes of some frontline departments (e.g. <i>Labor Department, Tourism Department and Seaport Department</i> )	
	Issuance of Official Business Pass		
	Issuance of Flight Line Driver's Permit (Green and Yellow)		

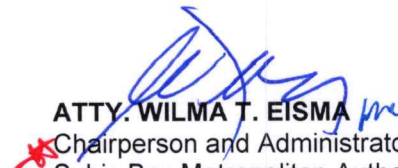


Building Permit and Safety Department	Issuance of Building Permit	(2) Automation system of manual transaction of <i>Business and Investment Group</i> frontline process. Implementation Date: 2019		
	Issuance of Occupancy Permit			
Business & Investment	Issuance/Renewal of: Certification of Registration (CR) and Certificate of Registration and Tax Exempt (CRTE)			
Fire Department	Issuance of Hazardous Operation Permit		From: Issuance of Hazardous Operation Permit – 1 hr & 13 mins  To: Issuance of Hot Work Operation Permit – 1 hr & 3 mins (for website update)	
Labor Department	Manpower Sourcing		(3) Streamlining and process improvement of all frontline departments/offices	From: 7 processes To: 6 processes (for website update) • Merging of 2 processes From: (1) Endorsement for Issuance of Entry/Exit Pass for SBF Investor/ Locators (Initial/ Renewal) and (2) Endorsement for Issuance of Entry/Exit Pass To: Issuance of Entry/Exit Pass
	Endorsement for Issuance of Entry/ Exit Pass for SBF Investor/ Locators (Initial /Renewal)		4) Efficient reporting systems for complaints, comments, suggestions and recommendations	
	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 and Other Port-Related Services)			
	Endorsement for Issuance of Entry/Exit Pass	5) Provided signage/ seats/area for: <ul style="list-style-type: none"> <li>• Person with Disability (PWD)/ Pregnant Women and Senior Citizen</li> <li>• No-smoking and Smoking area</li> <li>• Citizen Charter Manual</li> </ul>		
Maintenance and Transportation Department	Regular Garbage and Waste Collection	(5) Updates of Mission, Vision Statement and Core Value of SBMA		
	Special Garbage and Waste Collection			
	Issuance of Tipping Permit for Solid Waste Transfer			
Office Services Department	Issuance of Daily Pass / One-Month Temporary Pass		(6) Updates Citizen's Charter Website	
	Issuance of Temporary Computerized ID or Computerized ID Card			
Public Health and Safety Department	Issuance of Public Health and Safety Department Clearance for SBMA Accreditation			
Seaport Department	Issuance of Manual Gate Pass & Sub-Gate Pass		From: 8 processes To: 6 processes (for website update) 1. Issuance of Seaport Controlled Forms for Manual Process 2. Issuance of Seaport Cargo Clearance for Manual Process 3. Issuance of vessel Entry Clearance 4. Issuance of vessel Exit Clearance 5. Issuance of Clearance for Cargoes Exiting Tigo 6. Processing of Gate Pass Management System (GMS)	
	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 Tigo			
	Processing of Automated Gate Pass/ Sub-Gate Pass			

Tourism Department	Reservation Services		<b>From:</b> 6 processes <b>To:</b> 5 processes (for website update) <ul style="list-style-type: none"> <li>Merging of 2 processes</li> </ul> <b>From:</b> (1) Reservation Services and (2) SBECC Reservation Services <b>To:</b> Reservation of Facilities	
	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			<b>From:</b> 16 hrs <b>To:</b> 8 hrs (for website update)
	Export Processing			<b>From:</b> within the day <b>To:</b> 8 hrs (for website update)
Motor Vehicle and Registration Office	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 Office	Issuance of Accreditation			
	Issuance of Special Subic-Clark Visa (SS-CV)			


This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 26<sup>th</sup> day of July 2018 in Subic Bay Freeport Zone, Olongapo City, province of Zambales, Philippines

  
**ATTY. WILMA T. EISMA**  
 Chairperson and Administrator  
 Subic Bay Metropolitan Authority

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of July 2018 in Olongapo City, province of Zambales, Philippines with affiant exhibiting to me his/her PHIL. PASSPORT #P3989478A issued on UNTIL 09 AUG 2022 at DOA MANILA.

NOTARY PUBLIC

  
**VIVIAN T. PLOTENA**  
 NOTARY PUBLIC

OR THE PROVINCE OF ZAMBALES AND OLONGAPO  
 NOTARIAL COMMISSION NO. 03-D-2017/UNTIL 12-31-2018  
 PTR NO. 78867 IS/01-08-2018/OLONGAPO CITY  
 IBP LIFETIME MEMBER NO. 010682/02-14-2011  
 ROLL OF ATTORNEYS NO. 57893/04-30-2010  
 MCLE NO. V-0012626/UNTIL 04-14-2019  
 #22 MAGSAYSAY DRIVE, OLONGAPO CITY  
 CONTACT NO. (047) 222-5394

Doc. No. 468  
 Page No. 95  
 Book No. IX  
 Series of 2018