



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 fifty-one (51) 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 Access Pass (Annual, Seasonal and Temporary)	(1) Implementation of Queuing Machine at Office Services Department	
	Issuance of One Day Sticker Pass		
	Issuance of Aerodrome Maneuvering Area (AMA) Driver's Permit (Green and Yellow)		
	Issuance of Aerodrome Maneuvering Area (AMA) Vehicle Pass		

SUBIC BAY METROPOLITAN AUTHORITY

Building 229, Waterfront Road, Subic Bay Freeport Zone, 2222 Philippines
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Building Permit and Safety Department	Issuance of Building Permit	(2) Harmonization of business processes of some frontline departments (e.g. <i>Labor Department, Tourism Department and Seaport Department</i>)	Reduced Processing Time From: 3WD, 3hrs & 50mins To: 2.5WD & 4hrs
	Issuance of Occupancy Permit		
Business & Investment	Issuance of Certificate of Registration (CR) and Certificate of Registration and Tax Exemption (CRTE)	(3) Automation system of manual processing of <i>Business and Investment Group</i> Implementation Date: 2019	Reduced Processing Time From: 6days To: 5days
Compliance Review and Accreditation Office	Issuance of Provisional and Full Accreditation		Reduced Processing Time From: 6days, 7hrs and 40mins To: 3 WD
Fire Department	Issuance of Hot Work/Hazardous Operation Permit	(4) Streamlining and process improvement of all frontline departments/offices (reduced processing time and steps)	
Labor Department	Manpower Sourcing		From: 7 processes reduced To: 6 processes
	Endorsement for Issuance of Entry/ Exit Pass for SBF Investor/ Locators (Initial /Renewal)	(5) Efficient reporting systems for complaints, comments, suggestions and recommendations	1. Manpower Sourcing Services
	Endorsement for Alien Employment Permit (AEP)		2. Endorsement for issuance of Entry/ Exit pass (new and renewal)
	Endorsement for Provisional Permit to Work (PPW)	(6) Provided signage/ seats/area for: <ul style="list-style-type: none"> Person with Disability (PWD)/ Pregnant Women and Senior Citizen No-smoking and Smoking area Citizen Charter Manual 	3. Endorsement for issuance of Alien Employment Permit (AEP)
	Endorsement for Special Work Permit (SWP)		4. Endorsement for Issuance of Provisional Work Permit (PWP)
	Issuance of Certificate of Accreditation (Manpower Services, Janitorial/ Messengerial Services, Security Services and Other Port-Related Services)		5. Endorsement for Issuance of Special Work Permit (SWP)
	Endorsement for Issuance of Entry/Exit Pass	(7) Updates brochures/ booklets as information material for the client (streamlined process)	6. Issuance of Certificate of Accreditation (Manpower Services, Security Services Janitorial/ Messengerial Services & Other Port Related Services)
Maintenance and Transportation Department	Regular Garbage and Waste Collection		
	Special Garbage and Waste Collection	(8) Updated Citizen's Charter Manual in SBMA website	
	Issuance of Tipping Permit for Solid Waste Transfer		
Motor Vehicle and Registration Office	Issuance of Authority to Release for Duty- Free & Tax-Exempt Motor Vehicles		Reduced processing time From: 6days To: 25mins
	Issuance of Certificate of Admission for Duty-Free & Tax-Exempt Motor Vehicles		Reduced processing time From: 4days To: 28mins
	Issuance of Accreditation for Transportation Services		Reduced processing time From: 9days To: 1hour & 20mins
	Issuance of Vehicle Decal/Sticker		
	Issuance of Conduction Pass for Tax-Exempt & Duty-Free Motor Vehicles		Reduced processing time From: 25mins To: 23mins

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Office Services Department	Issuance of Daily Pass / One-Month Temporary Pass		Reduced process steps and processing time
	Issuance of Temporary Computerized ID or Computerized ID Card		
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 Tipó 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 Tipó		
	Processing of Automated Gate Pass/ Sub-Gate Pass		
Tourism Department	Reservation Services		From: 6 processes reduced To: 5 processes 1. Reservation of Facilities 2. Tourists Reception Services 3. Issuance of Event Permit 4. Marketing and Advertising Permit 5. Establishment Classification
	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		From: 16hours To: 8hours Reduced processing time From: 8hours To: 4hours
	Export Processing		
Visa and Accreditation Office	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.

JUL 30 2019

IN WITNESS HEREOF, I have hereunto set my hand this ____ day of July 2019 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 **JUL 30 2019** day of July 2019 in **OLONGAPO CITY**, province of Zambales, Philippines with affiant exhibiting to me his/her **SBMA ID #2019110001** issued on _____ at **SBFZ**.

ATTY. VON F. RODRIGUEZ

NOTARY PUBLIC UNTIL 12-31-2019

FOR OLONGAPO & ZAMBALES CHAPTER

IBP No. 68325/01-10-2019/ZAMBALES

PTR No. 8321683/01-04-2019/OLONGAPO CITY

NOTARIAL COMMISSION No. 23-0-2017

ATTORNEY'S ROLL No. 45066

MCLE COMPLIANCE No. V-0010063/08-28-2015

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OLONGAPO CITY

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