



# LBP Resources and Development Corporation

## CITIZEN'S CHARTER 2025 (1st Edition)



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## **I. Mandate**

LBP Resources and Development Corporation (LBRDC) is a non-chartered organization created under Batas Pambansa Blg. 68 or the Corporation Code of the Philippines and registered with the Securities and Exchange Commission on May 8, 1975, with registration no. 61385. It was initially created as an investment diversification vehicle for landowners whose properties have been covered by the agrarian reform program. LBRDC has expanded its business lines which include property management and maintenance services and brokering, and offers various manpower services such as contract and project staffing, permanent placement/headhunting, and job contracting (i.e. janitorial and messengerial services). LBRDC has ventured into air-conditioning unit (ACU) preventive maintenance services of Land Bank Branches, Cash Centers, and Accounting Centers in NCR North and South areas.

## **II. Vision**

By 2028, LBRDC shall be present in all regions to cater the services of construction and renovation, manpower, appraisal, ecozone development, and other allied services to the Land Bank of the Philippines (LANDBANK) and other Government Financial Institutions, Government-Owned and Controlled Corporations, National Government Agencies, Local Government Units, and other government agencies, instrumentalities and corporation.

## **III. Mission**

To efficiently deliver LBRDC's products, goods, and services through competent, committed, and well-rounded personnel, high-quality workmanship, and first-class components to LANDBANK and other Government Financial Institutions, Government-owned and Controlled Corporations, National Government Agencies, Local Government Units, and other government agencies, instrumentalities and corporation.

## **IV. Service Pledge**

We, the officials and employees of the LBP Resources and Development Corporation, in the spirit of public service, affirm our sworn duties to serve the citizenry with utmost responsibility, integrity, loyalty, efficiency, act with patriotism and justice, and lead modest lives.

Specifically, we pledge to:

- Carry out our responsibilities in a courteous and respectful manner without regard to race, religion, national or ethnic origin, gender, or political affiliation;

- Always behave in a professional manner, with dedication, integrity, and loyalty;
- Render prompt, efficient, total, and quality service to clients;
- Provide comfortable waiting areas and frontline personnel to attend immediately to clients' queries;
- Provide a feedback system to assess the quality of service rendered and make improvements, if necessary; and
- Respond to complaints about our services at the soonest possible time.

These, we pledge, with the goal of improving service delivery in the name of transparency, accountability, and quality service.

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**HEAD OFFICE**  
**Purchasing Unit**  
External Services

## 1. Procurement of Goods and Services

The Purchasing Unit recognizes the suppliers' willingness to offer their goods and services for the sustainability of business. The award is issued to suppliers with the offer most advantageous and beneficial to LBRDC.

<b>Office/Division:</b>	Purchasing Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Contractors, Suppliers, Companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PhilGEPS Platinum Registration (1 certified true copy)		Philippine Government Procurement System (PhilGEPS)		
Audited Financial Statement (latest)		Company External Auditor		
Business Permit (1 certified true copy)		Local Government Unit (LGU)		
Tax Clearance		Bureau of Internal Revenue (BIR)		
SEC/DTI Registration (1 certified true copy)		Securities and Exchange Commission (SEC)/ Department of Trade and Industry (DTI)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office lobby	1. Give the logbook to the client	None	5 minutes	Front Desk Lobby of the Land Bank of the Philippines Plaza
2. Submit the required documents to the Purchasing Unit	2. Receive the documents submitted and check for completeness	None	10 minutes	Purchasing Assistant
3. Submit quotation of goods/services being offered	3.1 Receive and evaluate the submitted quotation.  3.2 Evaluation process will vary in accordance with RA 9184	None	5 minutes	Purchasing Assistant/ Analyst, and Specialist, Tech Working Group
4. Wait for the Award		None	7 days	BAC/TWG
<b>TOTAL:</b>		<b>None</b>	<b>7 days, 20 minutes</b>	

## 2. Accreditation of Suppliers

The Purchasing Unit recognizes the interest of business entities to have a client with whom they will regularly transact business.

<b>Office/Division:</b>	Purchasing Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Contractors, Suppliers, Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SEC/DTI Registration Certificate (1 certified true copy)		Securities and Exchange Commission (SEC)/ Department of Trade and Industry (DTI)		
Articles of Incorporation/ Cooperation/Partnership and By-Laws (1 certified true copy)		Securities and Exchange Commission (SEC)/		
Mayor's Permit/Business License (1 certified true copy)		Mayor's Office		
BIR Registration/VAT and NON-VAT Registration (1 certified true copy)		Bureau of Internal Revenue (BIR)		
PhilGEPS Registration Certificate (1 certified true copy)		Philippine Government Procurement System (PhilGEPS)		
Audited Financial Statement (latest)		Supplier's External Auditor		
Annual Income Tax Return		Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Purchasing Unit and request application for application of LBRDC Supplier	1. Issuance of the checklist of requirements for Accreditation of Supplier	None	5 minutes	<i>Purchasing Analyst/ Assistant</i>

2. Submit the required documents for the accreditation of suppliers	2. Validation and evaluation of documents submitted by the suppliers	None	15 days	<i>Purchasing Analyst/ Assistant</i>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the release of the evaluation results (via email)	3. Recommendation to accredit suppliers to the LBRDC Bids and Award Committee 3.1 Approval by LBRDC Bids and Award Committee of the Accreditation of Suppliers	None	1 Day	<i>Purchasing Analyst/ Assistant</i>  and <i>LBRDC Bids and Awards Committee Chairman and Members</i>
<b>TOTAL:</b>		<b>None</b>	<b>16 working days, 5 minutes</b>	

**HEAD OFFICE**  
**Personnel Unit**  
External Services

## 1. Applicant Transaction – Filling of Vacancies

LBRDC shall recruit from within and from outside its workplace to obtain qualified candidates for any vacant or newly created regular positions.

<b>Office/Division:</b>	Personnel Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Qualified job applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LBRDC Application Form (1 original copy)		LBRDC Office or website		
NBI Clearance/ Police Clearance (1 original copy)		NBI/local police station		
2x2 picture (1pc)		Any photography studio		
SSS ID/No. (1 pc photocopy)		SSS		
TIN ID/No. (1 pc photocopy)		BIR		
Philhealth ID/No. (1 pc photocopy)		Philippine Health Insurance Corporation (PHIC)		
Pag IBIG/HDMF No. (1 pc photocopy)		Home Development Mutual Fund (HDMF)		
Medical Certificate (1 pc certified true copy)		Any Department of Health (DOH) accredited clinic or hospital		
Birth Certificate & Marriage Certificate - if applicable (1 pc photocopy each)		Philippine Statistics Authority		
Diploma and/or Transcript of Records - whichever is applicable (1 pc photocopy each)		School/University attended		
Training Certificate/s (1 pc photocopy each)		TESDA and/or training provider/s		
PRC/Driver's License - if applicable (1 pc photocopy each)		Philippine Regulatory Board		
Philippine Identification Card – if available (1 pc photocopy)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring/Submit an updated resume, photocopy of credentials, and valid ID	1.1. Assess documents submitted	None	15 minutes	HR Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill up LBRDC's Application form	<p>1.2. Receive accomplished form and review the inputted information</p> <p>2. Administer written examination measuring general intellectual and psychological aptitude once information was proven valid and authentic.</p>	None	15 minutes	<i>HR Personnel</i>
3. Take the exam required for the position applying for	3. Use the rubric to mark and determine the applicant's result.	None	3 hours	<i>HR Personnel</i>
4. Applicants who achieved average scores or above will move on to the series of screening interviews	<p>4.1 Conduct the initial interview and evaluate the applicant's fit and ability</p> <p>4.2. Applicant/s who passed the initial interview will be referred to the second interviewer</p> <p>4.3. Applicants will be interviewed by the Manager of the department they are applying for/by the President &amp; CEO for the final interview</p>	None	14 days	<i>HR Personnel, Department Head, President &amp; CEO &amp; Concerned Client</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Successful applicants has to submit the complete pre-employment requirements as per list given by the HR personnel	<p>5.1. Receive and file the documents, and prepare the contract of the newly-hired personnel.</p> <p>5.2. Release the ID and enroll them in the payroll ATM account</p>	None	1 Day	<p><i>HR Personnel</i></p> <p><i>LBP New Accounts</i></p>
<b>TOTAL:</b>		None	<b>15 working days, 3 hours, 30 minutes</b>	



**HEAD OFFICE**  
**Personnel Unit**  
Internal Services

## 1. Applicant Transaction – Request for Maintenance Personnel

LBRDC shall fill up manpower and personnel needed and requested by clients through recruiting from within and from outside its workplace to obtain qualified candidates for any vacant or newly created positions.

<b>Office/Division:</b>	Personnel Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Qualified job applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order - consists of vacant position, number of needed personnel, name of client (1 copy)		PMMS		
Job Description (1 copy)		PMMS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward Job Order request to HR unit (with job description)	Receive Job Order	None	5 minutes	<i>PMMS</i>
2. Sourcing of qualified applicants	Posting of Job Vacancy in sites/FB Page	None	1 hour	<i>HR Personnel</i>
3. Send email invite for interview and examination	Record invited applicants who confirmed or did not confirm the invitation	None	30 minutes	<i>HR Personnel</i>
4. Fill up LBRDC's Application form	Receive accomplished form and review the input information  Administer written examination measuring general intellectual and psychological	None	30 minutes	<i>HR Personnel</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	aptitude once information was proven valid and authentic.			
5. Take the exam required for the position applying for	Use the rubric to mark and determine the applicant's result	None	3 hours	<i>HR Personnel</i>
6. Applicants who achieved average score or above will move on to the series of screening interviews	Conduct the initial interview and evaluate the applicant's fit and ability  Applicant is endorsed to the requesting client for further evaluation	None	5 days	<i>HR Personnel</i>
7. Submission of pre-employment requirements	Once applicant is accepted by the requesting client, they are given a pre-employment requirement checklist.	None	5 days	<i>HR Personnel, Requesting Client</i>
8. Successful applicants has to submit the complete pre-employment requirements as per list given by the HR personnel	Receive and file the documents and prepare the contract of the newly-hired personnel.  Release the ID and enroll them in the payroll ATM account	None	1 hour	<i>HR Personnel</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	10 working days, 6 hours, 5 minutes	

## 2. Filing of Leave

This is to provide a standardized process for requesting and approving leave.

<b>Office/Division:</b>		Personnel Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		LBRDC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LBRDC Leave Application Form		Personnel Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File for application for any type of leave using the approved and prescribed form. Fill up the necessary data.	1. Review the form submitted and input data. A or the Certification of Leave Credits	None	30 minutes	<i>HR Personnel</i>
2. Forward the Application for Leave to the immediate supervisor	2. Recommend action to be taken	None	4 hours	<i>Immediate Supervisor</i>
3. Forward the Application for Leave to the immediate supervisor	3. Take action: approved or disapproved	None	1 day	<i>Administrative and General Services Department Manager</i>
4. Release of Approved/ Disapproved Leave Application	4. HR returns approved / disapproved copy to employee	None	15 minutes	<i>HR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 4 hours, 45 minutes</b>	

### 3. Loan Request/Processing

LBRDC assists in the processing of employee Loan requests upon their submission of requirements and request.

<b>Office/Division:</b>		Personnel Unit		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C –Government to Citizen		
<b>Who may avail:</b>		LBRDC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
PAGIBIG Multi-Purpose Loan Application Form (MPLAF) / Calamity Loan Form			LBRDC Employees	
2 Valid IDs (1 pc Photocopy)			LBRDC Employees	
Photocopy of Savings Account – ATM (1 pc photocopy)			LBRDC Employees	
Pay Slip (1 pc photocopy)			Payroll Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For SSS: Submit loan application through the SSS Online Account.	1.1. For SSS: The company representative to SSS will verify if the loan application is from the active employee. Certify the Loan Application.	None	1 Day	HR Personnel
	1.2. Once the loan application is already certified by the employer, SSS will process and credit the approved loan application to the enrolled disbursement account of the employee/s.	None	5 days	SSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.USING PAGIBIG APP: Submit loan application through the PAGIBIG Online Account	2.1. For PAGIBIG APPLIED THRU APP/ONLINE: The company fund coordinator of PAGIBIG will verify if the loan application is from the active employee.	None	1 day	<i>HR Personnel</i>
	2.2. Upon verification, the Gross and Net Income of the loan applicant must be provided.	None	1 day	<i>Payroll Personnel</i>
3. Thru PAGIBIG FORM Submit the following to documents: a. Multi-Purpose Loan Application Form (MPLAF) b. 2 Valid IDs c. Photocopy of Savings Account (ATM) d. Pay Slip	3. For PAGIBIG: Certify the loan application of the employees.	None	1 day	<i>HR Personnel</i>
4. Transmit the PAGIBIG loan application to the PAGIBIG branch		None	5 days (this will depend on the employee/client)	<i>LBRDC Personnel</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. PAGIBIG will process and credit the approved loan application to the account of the employee/s.	None	5 days	<i>PAGIBIG</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 working days</b>	

## 4. Loan Payment

LBRDC assists in the processing of the Loan Payment of an employee upon their submission of requirements and requests.

<b>Office/Division:</b>	Personnel Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LBRDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SSS Statement of Account/Voucher		LBRDC Employees		
PAGIBIG Short-Term Loan Billing Statement		PAGIBIG		
Loan Remittances Report		Finance Department		
Payment Reference Number		SSS		
Disbursement Order		Finance Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Loan Statement of Account/ Voucher upon approval of loan application.	1.1. For SSS and PAGIBIG: Verify the Statement of Account and the deductions of the employees.	None	1 day	<i>HR Personnel</i>
	1.2. SSS will also send a Loan Application Notification of approved loans	None	3 days	SSS
	1.3. For SSS: Verify the Loan Application and the employees and their loan deductions	None	2 days	<i>HR Personnel</i>
	1.4. For PAGIBIG: Verify the list of employees and loan deductions from the PAGIBIG Short-Term Loan Billing Statement.	None	2 days	<i>HR Personnel</i>

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Transmit the documents to the Finance Department for loan deductions on the salaries of the employees.	None	1 Day	<i>HR Personnel</i>
	1.6. Input the loan details and deductions of the employees in the Payroll System.	None	2 days	<i>Payroll Personnel</i>
	1.7. Transmit the deducted loan amount of the employees for the whole month to the Personnel Unit.	None	1 Day	<i>Payroll Personnel</i>
	1.8. Prepare and validate the loan remittances report.	None	5 days	<i>HR Personnel</i>
	1.9. Prepare the Disbursement Order and payment for SSS and PAGIBIG Loans.	None	2 days	<i>Payroll Personnel</i>
	1.10 Transmit the payment for loans to SSS and PAGIBIG	None	1 Day	<i>HR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 working days</b>	

## 5. Training

LBRDC facilitates the competency enhancement of employees through training needed and requested.

<b>Office/Division:</b>	Personnel Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LBRDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Recommendation		Department Head		
Proof of registration		Personnel Unit		
Special Order		Personnel Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a list of all the trainings attended.	1.1. Conduct training needs analysis and send recommendations to the Personnel Unit	None	5 days	<i>Immediate supervisor / Department Head</i>
	1.2. Search for training providers who conduct training/s needed by the employee	None	5 days	<i>HR Personnel</i>
	1.3. Recommend attendance of the personnel at the training	None	1 day	<i>Admin Head</i>
	1.4. Approve or disapprove the attendance of the employee to the training recommended	None	1 day	<i>President and CEO</i>
2. Register for the approved training.	2.1. Request for processing of payment	None	2 days <i>Note: It may extend the process time due to a required documents to process the payment</i>	<i>HR Personnel</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Process the payment	None	5 days	<i>Finance Department</i>
3. Attend the seminar	3. Issuance of Special Order at least 2 days prior to the scheduled seminar. Indicate the date, time, venue, and topic of the seminar to be attended	None	1 day	<i>HR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 working days</b>	

## 6. Request for Certificate of Employment

LBRDC issues employee Certificate of Employment upon request.

<b>Office/Division:</b>	Personnel and Admin Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LBRDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting party		
Certificate of Employment		Personnel Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter addressed to the Admin Manager, stating the purpose and data needed to be indicated in the certificate.	1. Review and take action (approve or disapprove) upon receipt.	None	1 day	<i>Administrative and General Services Manager</i>
2. Endorsement of the request letter to the Personnel Unit	2. If the request is approved, prepare the Certificate of Employment and issue it to the requesting party.	None	2 days	<i>HR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 working days</b>	

## 7. Processing of Resignation

LBRDC provides a proper offboarding procedure upon submission of employee resignation.

<b>Office/Division:</b>	Personnel and Admin Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	LBRDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resignation Letter		Resigning employee		
LBRDC Certificate of Clearance		Personnel and Admin Unit		
LBRDC Release, Waiver and Quitclaim		Personnel and Admin Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File a resignation letter at least 30 days prior to its effectivity.	1. Review and take action (approve or disapprove) upon receipt.	None	1 day	<i>Immediate supervisor</i>
2. Endorsement of the resignation letter to the Personnel Unit	2. If the resignation is approved, instruct the resigning employee of the exit requirements he needs to comply.	None	1 day	<i>HR Personnel</i>
3. Route the Certificate of Clearance to authorized signatories	3.1. Check the records of the company if the resigning employee has accountability or None.	None	15 days	<i>Authorized signatories as stipulated in the LBRDC Certificate of Clearance</i>
	3.2. HR verifies status of employee's SSS salary loan.	None	1 day	<i>HR Personnel</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. HR scans and files the clearance form for record-keeping.	None	1 day	<i>HR Personnel</i>
	3.4. HR forwards the signed clearance to Finance and other concerned departments for final pay processing and issuance of Certificate of Employment (if requested).	None	1 day	<i>HR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 working days</b>	





**HEAD OFFICE**  
**Personnel Unit**  
External and Internal Services

## 1. Processing of Complaints and Feedback

The Personnel Unit of LBRDC handles and resolves complaints and feedbacks to improve its services to clients.

<b>Office/Division:</b>		Personnel Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Any transacting Citizen or Business with Complaint/Feedback		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint letter with specific details (What, Who, When, Where, Why, How)		Requesting Party		
Client Satisfaction Measurement Online Form		LBRDC Public Assistance Complaint Desk (PACD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Any of the following means:</p> <p>a) Write a letter and forward it to <a href="mailto:lbpresourceshr@gmail.com">lbpresourceshr@gmail.com</a> or at the LBRDC PACD</p> <p>b) Call directly to our Administrative and General Services Department via (02) 8405-7134 or (02) 8405-7402 during office hours;</p> <p>c) Speak to the LBRDC PACD Officer</p>	1.1. Receive the complaint and gather needed details	None	5 minutes	<i>LBRDC PACD Officer / Available Personnel Unit</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Evaluate the merit of the complaint and forward it to appropriate department for explanation and request for action.	None	1 day	<i>HR Personnel</i>
	1.3. Inform the complainant of that the concern was forwarded and is for due action.	None	1 day	<i>HR Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 working days, 5 minutes</b>	

**HEAD OFFICE**  
**Property Management and**  
**Maintenance Services (PMMS)**  
External Services

## 1. Request for Service Quotation

The procedure describes the process involved in the preparation and submission of quotation to prospective clients for maintenance and property management services.

<b>Office/Division:</b>	Property Management & Maintenance Services (PMMS) Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting party		
Schedule of Requirements and Terms of Reference		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request to avail of LBRDC's services through Agency-to-Agency procurement	1.1. Acknowledges the letter request. Review and evaluate the schedule of requirements and terms of reference provided by the prospective client	None	1 Day	<i>Account Sr. Specialist/ Division Chief (PMMS)</i>
	1.2. Prepares cost- benefit analysis and quotation based on the requirements. Forward to the Head of PMMS Dept. for review and endorsement to the PCEO	None	3 days	<i>Account Sr. Specialist/ Division Chief (PMMS)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Review/ evaluate the quotation and cost-benefit analysis and endorse the same to the PCEO for approval	None	1 Day	<i>Head, PMMS Department</i>
	1.4. Review the cost- benefit analysis and approve the quotation. Returns to PMMS Department for transmittal to prospective client	None	1 Day	<i>PCEO</i>
	1.5. Facilitates transmittal of the formal quotation to the prospective client	None	1 Day	<i>Account Sr. Specialist/ Division Chief (PMMS)</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 working days</b>	

## 2. Release of Referror's Fee

The procedure describes the process involved in the preparation and release of referror's fee to the referrer in brokering services.

<b>Office/Division:</b>	Property Management & Maintenance Services (PMMS) Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals who referred the brokering services whether Licensed Real Estate Broker (REB) or not			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form		PMMS Department		
Broker's Registration Letter		PMMS Department		
Negotiated Sale Offer		PMMS Department		
Offer to Lease		PMMS Department		
Official Receipt/s or Certification issued by the Accounting Center representing buyer/lessee's payments		Land Bank of the Philippines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly filled-out forms and other supporting documents to the Business Development Analyst	1.1. Acknowledges the letter request. Review and evaluate the veracity and completeness of the submitted forms and documents. Endorses the submitted documents to the Head of PMMS Department for final review and endorsement to PCEO	None	6 hours	<i>Division Chief (PMMS)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Review and endorse the same to the PCEO for approval	None	2 hours	<i>Head, PMMS Department</i>
	1.3. Approves the submitted documents and returns to the PMMS Department for submission to Land Bank	None	4 hours	<i>PCEO</i>
	1.4. Facilitates submission of the documents to the LBP Special Assets Department for processing of broker's commission	None	45 minutes	<i>Division Chief (PMMS)</i>
	1.5. Processes broker's commission and credits the same to the account of LBRDC. Provides copy of Credit Advice or Disbursement Voucher to LBRDC as proof of commission payment	None	2 days	<i>Account Officer (LBP Special Assets Department)</i>
	1.6. Receives the copy of Credit Advice or Disbursement Order from LBP-SPAD and requests issuance of Official Receipt from the Cashier	None	30 minutes	<i>Division Chief (PMMS)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Prepares computation of Referror's Fee and endorses to the PMMS Department for review	None	1 Hour	<i>Division Chief (PMMS)</i>
	1.8. Reviews and endorses the submitted documents to the Internal Audit Specialist	None	30 minutes	<i>Head, PMMS Department</i>
	1.9. Reviews and endorse the submitted documents to the PCEO for final approval	None	30 minutes	<i>Internal Audit Specialist</i>
	1.10. Approves the submitted documents and returns to the PMMS Department for facilitation of referror's fee release	None	4 hours	<i>PCEO</i>
	1.11. Endorses the approved Referror's Fee computation to the Accounting Unit for processing of referror's fee release	None	15 minutes	<i>Division Chief (PMMS)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12. Preparation, checking, and approval of Journal Entries of the Disbursement Voucher, routing for review and approval of the Voucher	None	2 hours	<i>Disbursement Assistant, Division Chief – Finance, Finance Manager</i>
	1.13. Certifying the expenses incurred for the Disbursement Voucher prepared		1 hour and 30 minutes	<i>Division Chief – PMMS Dept.</i>
	1.14. Certifying the availability of funds for the Disbursement Voucher prepared		1 hour and 30 minutes	<i>Acting Treasurer</i>
	1.15. Pre-audit of the Disbursement Voucher prepared		1 hour and 30 minutes	<i>Internal Audit Specialist</i>
	1.16. Approval of the Disbursement Voucher		1 hour and 30 minutes	<i>President and CEO</i>
	1.17. Preparation of Check Payment	None	4 hours	<i>Disbursement Assistant</i>
	1.18. Release of Check	None	1 Day	<i>Disbursement Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 working days, 7 hours, 30 minutes</b>	

### 3. Request for Uniform/Claiming of Uniform

LBRDC shall issue a uniform to the requesting employee and release it upon collection of the required fee from the requesting employee.

<b>Office/Division:</b>		Property Management & Maintenance Services (PMMS) Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		LBRDC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acknowledgment receipt sheet		LBRDC Office		
LBRDC Official Receipt		LBRDC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee will provide to HR Personnel the size of the uniform	1. Check the sizes available.	None	10 minutes	<i>PMMS Personnel</i>
2. Handing over the uniform	2. The employee will fill out the acknowledgment receipt sheet from LBRDC Head Office.	None	5 minutes	<i>PMMS Personnel</i>
3. Payment of Uniform to the LBRDC Cashier <i>(for additional uniform)</i>	3. LBRDC Cashier will issue an Official Receipt.	₱ 400.00	10 minutes	<i>LBRDC Cashier</i>
<b>TOTAL:</b>		<b>₱ 400.00</b>	<b>25 minutes</b>	



**HEAD OFFICE**  
**Finance Department**  
External Services

## 1. Payment to Suppliers thru Corporate checks/Manager's Checks

Supplier payments are made by LBRDC through checks issued by the Cashier of the Finance Department, to be collected by the suppliers' authorized representatives on official working days.

<b>Office/Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
An identification card or Authorization letter		Supplier's Company		
Service Invoice/Collection Receipt of checks released		Supplier's Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Cashier	1. Receive and process authorized representative of the supplier	None	5 minutes	<i>LBRDC Cashier</i>
2. Present an Identification Card or Authorization Letter to the Cashier	2. Verify the presented documents and release the check	None	5 minutes	<i>LBRDC Cashier</i>
3. Prepare Service Invoice/Collection receipt.	3. Review/verify the receipt issued by the suppliers as to date, payee's name, TIN, address, amount and breakdown of taxes paid	None	5 minutes	<i>LBRDC Cashier</i>
4. Sign in the check registry and original copy of the disbursement order (for the receipt of BIR Form 2307)	4. Release of payment	None	5 minutes	<i>LBRDC Cashier</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	20 minutes	

**HEAD OFFICE**  
**Appraisal and Credit**  
**Investigation Department**  
**(ACID)**  
External Services

## 1. Appraisal Services – Simple Properties

LBRDC Appraisal Services Department offers appraisal services to government agencies that need valuation of their properties or acquired assets.

<b>Office/Division:</b>		Appraisal Services Department		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who may avail:</b>		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Terms of Reference & Memorandum of Agreement		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
Notice to Proceed and Authority to Inspect		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
Pertinent documents for appraisal such as photocopies of Titles & Tax Declaration		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a quotation of Appraisal Services	1.1. Make a quotation based on the list of properties submitted by the client	None	1 day (upon receiving the documents)	<i>LBRDC Real Estate Appraiser II</i>
2. Submit draft Terms of Reference and Memorandum of Agreement	2.2. Review the terms of Reference & Memorandum of Agreement. Submit it to OGCC	None  Note: Consultation fee quoted by the Consultant Firm. (Depends on the complexity of the property)	3 days	<i>LBRDC Real Estate Appraiser &amp; Legal Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit Notice to Proceed and Authority to Inspect	3. Review the documents and distribute the subject property to the appraiser	None  Note: Consultation fee quoted by the Consultant Firm. (Depends on the complexity of the property)	1 day	<i>LBRDC Real Estate Appraiser</i>
4. Submit documents such as photocopies of titles and tax declaration	4.1. Review the documents and plot the property using AutoCAD		1 day	<i>LBRDC Real Estate Appraiser &amp; Draftsmen</i>
	4.2. Conduct Ocular Inspection on the subject property and Coordinate with the respective Local Government Unit		1 day  Note: Request of a Certified True copy of PHILARIS titles. (Additional 3 days for Register of deeds processing time)	<i>LBRDC Real Estate Appraiser</i>
	4.3. Make an appraisal Report and submit it to the reviewer	None	5 days	<i>LBRDC Real Estate Appraiser</i>
	4.4. Final draft report reviewed and submission of final draft (soft copy)	None	1 day	<i>LBRDC Appraisal Personnel/ Admin Clerk</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. For review of the final report	5. Signature of the President and Binding of Report/s and Submission of report (Hardcopy)	None	1 day	OPCEO / Admin Clerk
<b>TOTAL:</b>		<b>None</b>	<b>14 working days</b>	

## 2. Appraisal Services – Complex Properties

LBRDC Appraisal Services Department offers appraisal services to government agencies that need valuation of their properties or acquired assets. Applicable to Complex Properties (Commercial, Industrial, Agricultural, Mineral, Timberland/Forest, Hospital, Cultural, Scientific, Local Water District, Charitable, Religious, Recreational, Educational, Cemetery, Park; Government – National, Provincial, City, Municipality, Barangay, Corporation).

<b>Office/Division:</b>	Appraisal Services Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Terms of Reference & Memorandum of Agreement		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
Notice to Proceed and Authority to Inspect		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
Pertinent documents for appraisal such as photocopies of Titles & Tax Declaration		National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC); Companies (Agency)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a quotation of Appraisal Services	1. Make a quotation based on the list of properties submitted by the client	None	1 day	<i>LBRDC Real Estate Appraiser</i>
2. Submit draft Terms of Reference and Memorandum of Agreement	2. Review the terms of Reference & Memorandum of Agreement. Submit it to OGCC	None	5 days	<i>LBRDC Real Estate Appraiser &amp; Legal Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit Notice to Proceed and Authority to Inspect	3. Review the documents and distribute the subject property to the appraiser	None  Note: Consultation fee quoted by the Consultant Firm. (Depends on the complexity of the property)	1 day	<i>LBRDC Real Estate Appraiser</i>
4. Submit documents such as photocopies of titles and tax declaration	4.1. Review the documents and plot the property using AutoCAD		1 day	<i>LBRDC Real Estate Appraiser &amp; Draftsmen</i>
	4.2. Conduct Ocular Inspection on the subject property and Coordinate with the respective Local Government Unit  Note: This is subject to per property, depending on the technicality of the property.	None	3 days  Note: Request for a Certified True copy of the PHILARIS titles. (Additional 3 days for Register of Deeds processing time)	<i>LBRDC Real Estate Appraiser</i>
	4.3. Make an appraisal Report and submit it to the reviewer	None	6 days	<i>LBRDC Real Estate Appraiser</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Final draft report reviewed and submission of final draft (softcopy)	None	1 day	<i>LBRDC Real Estate Appraiser/Admin Clerk</i>
5. For Review of the final report	5. Signature of the President Department and Binding of Report/s and Submission of report (Hard copy)	None	2 days	<i>OPCEO Department/ Admin Clerk</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 working days</b>	

**HEAD OFFICE**  
**Construction Management**  
**Department (CMD)**  
External Services

## 1. Request for Quotation – Renovation

The procedure describes the process involved in the preparation and submission of quotations to prospective clients for renovation services.

<b>Office/Division:</b>	Construction Management Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request For Quotation with Approved Budget for the Contract (ABC)		Requesting party		
2. Complete sets of plans (i.e., Architectural, Structural, Electrical, Mechanical, Electronics, Plumbing, etc.)		Requesting party		
3. Terms of reference and,				
4. Scope of works				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request to avail of LBRDC’s services through Agency-to-Agency procurement	Acknowledges the letter request. Review and evaluate the plans, scope of work, and terms of reference provided by the prospective client	None	1 Day	<i>PCEO/CMD Manager/ Division Chief (CEDU)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Forward the request letter for quotation to the Cost Engineer. Prepares detailed quantity and cost estimates based on the submitted scope of work. Forward to the Head of Cost Estimating and Design Unit (CEDU) and CMD Manager for review and endorsement to the PCEO.</p> <p><i>Note: Processing time may be extended if documents are incomplete or client clarification with clients is needed.</i></p>	None	7 days	<i>Cost Engineer/ Division Chief (CEDU)</i>
	Review/evaluate the quotation and cost-benefit analysis and endorse the same to the PCEO for approval	None	1 Day	<i>Head, CMD</i>
	Review the cost-benefit analysis and approve the quotation. Returns to CMD for transmittal to prospective client	None	1 Day	<i>PCEO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Facilitates transmittal of the formal quotation to the prospective client	None	1 Day	<i>Cost Engineer/ Division Chief (CEDU)</i>
<b>TOTAL:</b>		<b>None</b>	<b>11 working days</b>	

## 2. Request for Quotation – Construction Projects worth 50 million Pesos Below

The procedure describes the process involved in the preparation and submission of quotations to prospective clients for construction services worth 50 million Pesos below.

Office/Division:	Construction Management Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request For Quotation with Approved Budget for the Contract (ABC)		Requesting party		
2. Complete sets of plans (i.e., Architectural, Structural, Electrical, Mechanical, Electronics, Plumbing, etc.)		Requesting party		
3. Terms of reference and, 4. Scope of works				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to avail of LBRDC's services through Agency-to-Agency procurement	Acknowledges the letter request. Review and evaluate the plans, scope of work, and terms of reference provided by the prospective client	None	1 Day	PCEO/CMD Manager/ Division Chief (CEDU)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Forward the request letter for quotation to the Cost Engineer. Prepares detailed quantity and cost estimates based on the submitted scope of work. Forward to the Head of Cost Estimating and Design Unit (CEDU) and CMD Manager for review and endorsement to the PCEO.</p> <p><i>Note: Processing time may be extended if documents are incomplete or client clarification with clients is needed.</i></p>	None	15 days	<i>Cost Engineer/ Division Chief (CEDU)</i>
	Review/evaluate the quotation and cost-benefit analysis and endorse the same to the PCEO for approval	None	1 Day	<i>Head, CMD</i>
	Review the cost-benefit analysis and approve the quotation. Returns to CMD for transmittal to prospective client	None	1 Day	<i>PCEO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Facilitates transmittal of the formal quotation to the prospective client	None	1 Day	<i>Cost Engineer/ Division Chief (CEDU)</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 working days</b>	

### 3. Request for Quotation – Construction Projects worth above 50 million Pesos

The procedure describes the process involved in the preparation and submission of quotations to prospective clients for construction clients for construction services worth above 50 million Pesos.

Office/Division:	Construction Management Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies (NGA); Government-Owned and Controlled Corporation (GOCC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request For Quotation with Approved Budget for the Contract (ABC)		Requesting party		
2. Complete sets of plans (i.e., Architectural, Structural, Electrical, Mechanical, Electronics, Plumbing, etc.)		Requesting party		
3. Terms of reference and, 4. Scope of works				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to avail of LBRDC's services through Agency-to-Agency procurement	1.1. Acknowledges the letter request. Review and evaluate the plans, scope of work, and terms of reference provided by the prospective client	None	1 Day	PCEO/CMD Manager/ Division Chief (CEDU)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2. Forward the request letter for quotation to the Cost Engineer. Prepares detailed quantity and cost estimates based on the submitted scope of work. Forward to the Head of Cost Estimating and Design Unit (CEDU) and CMD Manager for review and endorsement to the PCEO.</p> <p><i>Note: Processing time may be extended if documents are incomplete or client clarification with clients is needed.</i></p>	None	17 days	<i>Cost Engineer/ Division Chief (CEDU)</i>
	<p>1.3. Review/evaluate the quotation and cost-benefit analysis and endorse the same to the PCEO for approval</p>	None	4 hours	<i>Head, CMD</i>
	<p>1.4. Review the cost- benefit analysis and approve the quotation. Returns to CMD for transmittal to prospective client</p>	None	1 Day	<i>PCEO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Facilitates transmittal of the formal quotation to the prospective client	None	4 hours	<i>Cost Engineer/ Division Chief (CEDU)</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 working days</b>	

**HEAD OFFICE**  
**Office of the President and**  
**CEO (OPCEO)**  
**Legal Unit**  
Internal Services



## 1. Request for Legal Advice and other related Legal Internal Services

The Legal Unit of the LBRDC provides legal services, including but not limited to legal opinions, guidance, and contract review.

This procedure outlines all requests for legal opinions, guidance, review, and other legal services requested by departments or divisions.

<b>Office/Division:</b>		Legal Unit		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Citizen to Citizen		
<b>Who may avail:</b>		LBRDC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
The original or electronic copy of the signed memorandum requests for a legal opinion, guidance, contract, or other related material.			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit one (1) signed request memorandum	1.1 Receive the request.	None	5 minutes	<i>Legal Assistant</i>
	1.2 Record the receipt of the request.	None	5 minutes	<i>Legal Assistant</i>
	1.3 Conduct an initial assessment of the request.	None	1 hour	
	1.4 If, upon preliminary assessment, a legal issue is identified and supporting documents are available, then the legal review may proceed accordingly.	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 If a legal issue is identified but the supporting documents are deemed insufficient, the request shall not proceed until the required documents are duly submitted.	None	1 day	
	1.5 If there is no legal issue arising from the request, then the matter shall not proceed as necessary.	None	5 minutes	
	1.4 Research on relevant laws, rules, and regulations.	None	3 days	
	1.5 Draft legal opinion, guidance, position paper, or other similar material as requested and submit the same to the Legal Counsel	None	7 days	
	1.6 Review the draft legal opinion, guidance, position paper, or other similar materials.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>IF APPROVED:</p> <p>1.6.1 Return the signed legal opinion, guidance, position paper, or other similar materials for transmittal to the requesting party</p>	None	3 days	
	<p>IF DISAPPROVED:</p> <p>1.6.2 Return draft legal opinion guidance, paper, or other similar materials to the Legal Officer for further review and/or revisions.</p> <p>Transmit with signed legal opinion, guidance, position paper, or other similar material, and scan all documents as necessary.</p>	None	10 minutes	
2. Receive the signed legal opinion, guidance, position paper, or other similar material via email or physical or hard copy.	<p>IF VIA ELECTRONIC MAIL:</p> <p>2.1.1 Scan the letter and save it as a PDF file.</p> <p>2.1.2 Prepare the attachments for sending.</p> <p>2.1.3 Send the PDF to the nominated email of the client.</p> <p>2.1.4 Record the action using the</p>	None	<p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Action Logbook. IF VIA PHYSICAL OR HARD COPY: 2.1.5 Prepare attachment(s) to be included in the copy		10 minutes	
	2.1.6 Prepare the document(s) for transmittal. 2.1.7 Forward to the requesting party. <i>Note: Legal review may take longer if the issue involved is complex and requires a diligent and exhaustive legal research.</i>		10 minutes  10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>14 working days, 2 hours and 25 minutes</b>	

# **ECONOMIC ZONE MANAGEMENT DEPARTMENT (EZMD)**

**General Services**

External Services

## 1. Onboarding of Employees

Employee onboarding within the LBRDC Special Economic Zone commences upon the identification of a staffing requirement by the respective unit head. This process is integrated with and contingent upon the completion of the recruitment process managed by the LBRDC Personnel and Administrative Unit.

<b>Office/Division:</b>	Economic Zone Management Department / General Services			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Qualified Job Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for Job Order		EZMD Unit Head		
Job Order with Qualification and Duties and Responsibilities		LBRDC Special Economic Zone		
Letter of Endorsement		LBRDC Personnel and Admin Unit		
Interview Sheet		LBRDC Personnel and Admin Unit		
Complete Pre-Employment Documents		Qualified Job Applicants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Submit a letter request for additional staff addressed to the Administrator	None	1 day	EZMD Unit Head
	Review and approve the request for additional staff			
	Instruct the development of Job order with qualification requirements, duties and responsibilities			
				EZMD Administrator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Develop a complete job order, with attached specifications of qualification requirements and duties and responsibilities			<i>EZMD GS Assistant</i>
	<p>Recruitment process; sourcing, pre-employment exam, initial interview</p> <p>Endorsement of the successful job applicant/s for final interview of the EZMD Administrator</p> <p>Provide a copy of the applicant's profile and interview sheet for reference.</p>	None	10 days	<i>LBRDC Head Office HR Personnel</i>
<p>1. Applicant to appear on the scheduled date of the:</p> <p>a) Final Interview</p> <p>b) Trade test (skilled worker)</p>	<p>Final interview and confirmation of hiring</p> <p>Final interview and trade test</p>	None	1 hour	<p><i>EZMD Administrator</i></p> <p><i>EZMD Unit Head</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inform the LBRDC HO HR Personnel about the confirmation of hiring thru phone call and email the formal endorsement of the Administrator/Unit Head	None	10 minutes	<i>EZMD GS Assistant</i>
	<p>Inform the successful applicant regarding the confirmation of hiring</p> <p>Send Job Offer</p> <p>Provide the checklist of requirements for completion within 5 days</p> <p>Assist with the opening of ATM payroll account and release of company ID</p>	None	5 days	<i>LBRDC Head Office HR Personnel</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the complete pre-employment requirements	<p>Receive, validate and file the documents</p> <p>Prepare the contract and facilitate the contract signing</p> <p>Advise the EZMD GS Assistant on the reporting date</p>	None	1 hour	<i>LBRDC Head Office HR Personnel</i>
	Prepare the workstation of the new hire	None	15 minutes	<i>EZMD GS Assistant</i>
3. Report on the scheduled reporting date	Enrollment to biometrics, brief orientation on the Company policies	None	15 minutes	<i>EZMD GS Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>16 days, 2 hours and 40 minutes</b>	

## 2. Administrative Concerns

The Admin Office accommodates various administrative matters raised by locators including but not limited to concerns or activities on leased area, payment issues, lease agreement.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Locators (Client)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Ecozone locator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter addressed to the Administrator indicating concern and details about the issue	Receive letter from the client, log details to monitoring sheet, and forward to the Administrator for instructions	None	10 minutes	<i>Assistant Secretary</i>
	Review letter and formulate instructions to address the concern	None	30 minutes	<i>Administrator</i>
	Execute instructions from the Administrator which may include gathering of beneficial information about the concern and/or	None	3 days	<i>General Services Assistant, Assistant Secretary</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	coordination with internal or external sector and drafting of letter response.			
	Review and approval of action plan and/or draft letter response	None	4 hours	<i>Assistant Secretary, Administrator, President and CEO</i>
	Coordination of action plan and/or release of approved letter response to the client	None	10 minutes	<i>Assistance Secretary, Messenger</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 working days, 4 hours, 50 minutes</b>	

### 3. Payment Process to Supplier

The validated billing documents (for EZMD transactions) are processed for Accounts Payable Voucher (APV) and Disbursement Order (DO) preparation, approved by authorized signatories, and checks are issued and released to suppliers.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C (Government to Citizen)		
<b>Who may avail:</b>		LBRDC Concerned Process Holders		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Billing Statement			Supplier	
Accounts Payable Voucher and Disbursement Order			EZMD Admin Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The supplier submits the Billing Statement, together with all required supporting documents, to the Purchasing Unit of the LBRDC Head Office	The Purchasing Unit receives and validates the submitted Billing Statement and supporting documents to ensure completeness and accuracy and transmit the validated documents to the Economic Zone Management Department (EZMD) for the preparation of the Accounts Payable Voucher (APV)	None	1 day	<i>Purchasing Unit - AGSD Head Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The EZMD check the accuracy of the submitted documents. Once verified, prepare the APV and transmit to the Finance Unit and Internal Audit in Head Office for review and approval	None	1 day	<i>EZMD GS Assistant</i>
	The Finance Unit and Internal Audit review and sign the APV. Once approved it is returned to the EZMD for Disbursement Order preparation	None	2 days	<i>COD-Budget &amp; Accounting Unit, Acting Head, Audit Unit and Acting Manager - Finance Department</i>
	The EZMD prepares the Disbursement Order and forwards the prepared DO to the LBRDC Head Office for signatures of the authorized signatories. The approved DO is then returned to the EZMD	None	1 day	<i>General Assistant, Finance unit, Internal Audit and PCEO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The EZMD prepares the check(s) based on the approved Disbursement Order (DO)	None	5 minutes	<i>GS Assistant (Cashier - EZMD)</i>
	The EZMD will transmit the prepared check(s) to the Head Office Cashier for the signatures of the authorized signatories and return them to the EZMD Cashier once signed for release.	None	1 day	<i>Cashier (Head Office)</i>
	The EZMD Cashier scheduled and releases the checks to the supplier	None	10 minutes	<i>GS Assistant (Cashier - EZMD)</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 working days, 15 minutes</b>	

## 4. Locator Onboarding Process

Companies, new or existing locators, who intend to lease an area in the Special Economic Zone are guided until the turnover process.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Prospective and Existing Locators		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Intent Letter			Company who is interested to lease	
Company Profile			Prospective New Locator	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit intent letter addressed to the Administrator indicating the preferred area size, purpose and company profile	Receive letter from the client, log details to monitoring sheet, and forward to the Administrator	None	10 minutes	<i>Assistant Secretary</i>
	Check if the available Standard Factory Building matches the preference of the prospective locator	None	10 minutes	<i>GS Officer II</i>
	Prepare response letter to prospective client. If there is an available area, indicate invitation for ocular	None	30 minutes	<i>General Services Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend the scheduled Ocular Visit	Conduct Ocular Visit	None	1 hour	<i>GS Officer II</i>
	Prepare offer letter and list of requirements	None	30 minutes	<i>General Services Assistant</i>
3. Pay reservation fee and submit required documents	Received reservation fee and complete documents  <i>Note: Processing time may be extended if documents are incomplete or client clarification with clients is needed.</i>	None	30 minutes	<i>General Services Assistant</i>
	Prepare draft lease agreement for review of legal	None	30 minutes	<i>General Services Assistant</i>
	Review Lease Agreement	None	3 days	<i>LBRDC Legal Specialist</i>
	Prepare letter for the schedule of Contract Signing and list of payment requirements. Attach the lease Agreement reviewed by LBRDC Legal Unit for review of the prospective locator	None	30 minutes	<i>General Services Assistant</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Review lease agreement contents and relay clarifications, if there are any.	Provide feedback about the clarifications from the prospective locator	None	1 hour	<i>General Services Assistant</i>
5. Confirm availability on the Contract Signing Schedule	Confirm availability of LBRDC President and CEO, SEZ Administrator and the LBRDC Legal Unit Representative	None	30 minutes	<i>Assistant Secretary</i>
6. Submit payment requirements: 12 post dated checks, 2 months rental deposit, 1 month advance rental deposit and utility deposit.	Receive payment requirements  <i>Note: Processing time may be extended if payments are incomplete or client clarification with clients is needed.</i>	None	30 minutes	<i>General Services Assistant</i>
7. Authorized representative and witness sign the lease Agreement	LBRDC President and CEO, SEZ Administrator sign the Lease Agreement with the presence of the Legal Unit Representative	None	30 minutes	<i>President and CEO, SEZ Administrator</i>
	Forward signed Lease Agreement to Legal Unit for Notary	None	3 days	<i>Assistant Secretary, Messenger, Legal Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the leased area for turnover to locator and secure schedule for the turnover	None	1 day	<i>GS Officer II</i>
8. Provide Padlock for the turnover of SFB	Turnover the area to the locator	None	30 minutes	<i>GS Officer II</i>
	Provide the locator's copy of the Notarized Lease Agreement	None	30 minutes	<i>Assistant Secretary</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 working days, 7 hours, 20 minutes</b>	

## 5. Maintenance – Ground and Other Facilities

The procedure describes the process in the Ground and other facilities maintenance.

<b>Office/Division:</b>		EZMD General Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Ecozone Locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	A. Ground Cleaning			
	Blower Operations	None	1 day (1st Quadrant - Luzon Ecoroad to Mindanao Ecoroad 2nd Quadrant - Visayas Ecoroad to Mactan Ecoroad, 3rd Quadrant - Bataan Ecoroad to Baguio Ecoroad)	<i>Blower Operator</i>
	Grasscutting Operation	None	1 day (1st Quadrant - Luzon Ecoroad to Mindanao Ecoroad 2nd Quadrant - Visayas Ecoroad to Mactan Ecoroad, 3rd Quadrant - Bataan Ecoroad to Baguio Ecoroad)	<i>Grasscutter Operator</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Drainage unclogging	None	1 day (1st Quadrant - Luzon Ecoroad to Mindanao Ecoroad 2nd Quadrant - Visayas Ecoroad to Mactan Ecoroad, 3rd Quadrant - Bataan Ecoroad to Baguio Ecoroad)	<i>Pump Operator/Gardener</i>
	Plant/tree Trimmer	None	1 day (1st Quadrant - Luzon Ecoroad to Mindanao Ecoroad 2nd Quadrant - Visayas Ecoroad to Mactan Ecoroad, 3rd Quadrant - Bataan Ecoroad to Baguio Ecoroad)	<i>Gardener</i>
	B. Building Maintenance			
	Roof and roof gutters cleaning	None	1 day (Per Building)	<i>Tinsmtih</i>
	C. Pump House Operation			
	Backwashing (draining of water and cleaning of the surface)	None	1 day	<i>Pump Operator / Gardener</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	6 working days	

## 6. Repairs – Standard Factory Building

The procedure describes the process involved in the repairs for the locators inside Tala-Ecozone.

<b>Office/Division:</b>		EZMD General Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Companies/Client Locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Schedule of repairs by the inspection of the area that need for repair	None	1 day	<i>GS Officer II</i>
	Listing of the Materials needed for the work	None	2 minutes	<i>General Services Clerk</i>
	Prepare the Withdrawal slip	None	2 minutes	<i>General Services Clerk</i>
	Withdraw the materials and start mobilization	None	10 minutes	<i>General Services Clerk</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge and sign the service report upon completion	Proceed with the repair work	None	2 days	<i>Tinsmith, Plumber, Carpenter, Welder, Painter, and Mason</i>
<b>TOTAL:</b>		None	<b>3 working days, 14 minutes</b>	

## 7. (General Services) Specialty Works Request

The procedure describes the process involved in the Specialty works requested by the Client.

<b>Office/Division:</b>		EZMD General Services		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Companies/Client Locators		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request			Requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request	Acknowledge the letter and endorse it to the concerned personnel for approval/ Disapproval	None	1 day	<i>General Services Clerk</i>
	If the request is approved, proceed to prepare with the scope of work and the Cost estimate	None	1 day	<i>GS Officer II</i>
	Once the Scope of work and Cost estimate are available, forward it to the client for CONFORME	None	1 day	<i>Client</i>
	Upon Receipt of the Scope of work and Cost estimate Corformed from the Client prepare the Bill of materials	None	5 minutes	<i>General Services Clerk</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the Withdrawal Slip. If materials are not available;	None	2 minutes	<i>General Services Clerk</i>
	Prepare the Procurement Request form (PRF) and supporting documents for approval of signatories	None	1 day	<i>General Services Clerk</i>
	Follow up status of PRF	None	5 minutes	<i>General Services Clerk</i>
	Once PRF is approved, submit it to EZMD – Purchasing Unit to process	None	2 minutes	<i>General Services Clerk</i>
	Once the materials are available, prepare the withdrawal slip and withdraw it to the LBRDC Warehouse	None	10 minutes	<i>General Services Clerk, Carpenter, Tinsmith, Welder, Mason, and Painter</i>
2. Acknowledge and sign the service report upon completion	Start the mobilization of the materials and proceed with the Specialty works	None	15 days	<i>Carpenter, Tinsmith, Welder, Mason, and Painter</i>
<b>TOTAL:</b>		<b>None</b>	<b>19 working days, 24 minutes</b>	

## 8. Maintenance – Electrical Distribution

The procedure describes the process in the Electrical Maintenance Unit maintenance.

<b>Office/Division:</b>		EZMD Electrical Maintenance Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Ecozone Locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. High Tension wires sag alignment, clearing of hazards on lines and tighten loose connections of insulators and etc.	None	1 day	<i>Electricians on Duty</i>
	2. Cleaning of transformer and transformer rooms	None	1 day	<i>Electricians on Duty</i>
	3. Check the oil levels and conditions of transformers	None	2 days	<i>Electrical Supervisor &amp; Electrician on Duty</i>
	4. KWH meter Reading	None	2 days	<i>Electricians on Duty</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Visual Inspection for Electrical and Auxiliary System and 24 hours duty	None	1 day	<i>Electrical Supervisor &amp; Electrician on Duty</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 working days</b>	

## 9. Maintenance – Substation

The procedure describes the process in the Electrical Maintenance Unit maintenance.

<b>Office/Division:</b>		EZMD Electrical Maintenance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Ecozone Locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Check oil, Terminations on Switchgear and vegetation in Substation	None	1 day	<i>Electrical Supervisor &amp; Electrician on Duty</i>
	2. Ensuring tightness of bolts, terminations, insulators and devices integrity and no water leaks on equipment	None	1 day	<i>Electrical Supervisor &amp; Electrician on Duty</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 working days</b>	

## 10. Maintenance – Generator

The procedure describes the process in the Electrical Maintenance Unit maintenance.

<b>Office/Division:</b>		EZMD Electrical Maintenance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Ecozone Locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Check all Mechanical and Electrical Components and Cleaning Generator room	None	1 day	<i>Generator operator &amp; Electrician</i>
	2. Warm up and oil circulation maintenance and Diesel Monitoring	None	1 day	<i>Generator operator &amp; Electrician</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 working days</b>	

## 11. Maintenance – Airconditioning Unit

The procedure describes the process in the Electrical Maintenance Unit maintenance.

<b>Office/Division:</b>		EZMD Electrical Maintenance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Ecozone Locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Cleaning of Airconditioning units on Admin	None	1 day	<i>Aircon technician &amp; Electrician</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day</b>	

## 12. Repairs – Electrical Maintenance

The procedure describes the process in the repairs for the locators inside Tala-Ecozone.

<b>Office/Division:</b>		EZMD Electrical Maintenance Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Companies/Client Locators		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Schedule of repairs based on the inspection of areas requiring repair, along with a release memorandum for the affected areas.	None	1 day	<i>Electrical Engineer Sr. Specialist &amp; Electrical Supervisor</i>
	Listing of the Materials needed for the work	None	2 minutes	<i>Electrical Supervisor</i>
	Prepare the requisition slip to request the materials	None	2 minutes	<i>Electrical Supervisor</i>
	If the materials are not available, prepare procurement request form (PRF) to be approved and to be	None	10 minutes	<i>Electrical Engineer Sr. Specialist</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	processed by purchasing team and await for the materials delivery. Note: Materials delivery time may vary as part of procurement process			
	Withdraw the materials and start mobilization	None	10 minutes	<i>Electrical Supervisor and Electrician on Duty</i>
1. Acknowledge and sign the service report upon completion	Proceed with the repair work	None	2 days	<i>Electrical Maintenance unit Personnel</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 working Days, 25 minutes</b>	



### 13. (Electrical Services) Specialty Works Request

The procedure describes the process involved in the Specialty works requested by the Client.

<b>Office/Division:</b>	EZMD Electrical Maintenance Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business Entity			
<b>Who may avail:</b>	Companies/Client Locators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request for shut down and Assistance	Acknowledged the Letter of request and plan the work execution and proceed with the scope of work and schedule the Work requested	None	1 day	<i>Electrical Engineer Sr. Specialist &amp; Electrical Supervisor</i>
	Release a memorandum for the affected areas for power interruption	None	1 day	<i>Electrical Engineer Sr. Specialist &amp; Electrical Supervisor</i>
	Prepared Scope of work and materials quantity, forwarded to client for CONFORME	None	2 days	<i>Electrical Engineer Sr. Specialist</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Upon Receipt of the Scope of work and list of materials conformed from the Client. Prepare the Bill of Materials for requisition	None	5 minutes	<i>Electrical Engineer Sr. Specialist</i>
	If the materials are not available, prepare procurement request form (PRF) to be approved and to be processed by purchasing team and await for the materials delivery. Note: Materials delivery time may vary as part of procurement process	None	10 minutes	<i>Electrical Engineer Sr. Specialist</i>
	Once the materials are available, withdraw the Items	None	2 minutes	<i>Electrical Supervisor &amp; Electrician</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acknowledge and sign the service report upon completion	Start the mobilization of the materials and proceed with the Specialty works	None	2 days	<i>Electrical Supervisor &amp; Electrician</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 working days, 17 minutes</b>	

## 14. Utility Billing Preparation and Issuance

Provision of up-to-date Statement of Account (SOA) for electricity and water consumption of LBRDC Special Economic Zone locators and staff house tenants.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Locators and Staff House Tenants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meter Reading Stub		EZMD General Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct electricity and water meter reading and submit stub for encoding	None	2 days	<i>EZMD Electrician / Waterpump Operator</i>
	Process and compute charges of each locator (electricity and water), prepare SOA	None	1 day and 4 hours	<i>EZMD Transportation Assistant / GS Assistant / Cashier</i>
	Validation of SOA and signature of signatories	None	30 minutes	<i>EZMD GS Assistant - Finance</i>
	Release of Statement of Account (SOA) to locators and staff house tenants	None	2 hours	<i>EZMD Transportation Assistant/ Driving Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge receipt of SOA	File and safekeep receiving copy of SOA	None	30 minutes	<i>EZMD Transportation Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 working days, 7 hours</b>	

## 15. Rental Billing Preparation and Issuance

Provision of up-to-date Statement of Account (SOA) for rental of the Economic Zone locators including staff house tenants.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Locators and Staff House Tenants		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Copy of Previous Statement of Account			EZMD Admin Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Review and validate previous payments and outstanding balance, if any	None	1 hour	<i>EZMD Transportation Assistant/ GS Assistant/ Cashier</i>
	Prepare Statement of Account (SOA)	None	4 hours	<i>EZMD Transportation Assistant</i>
	Validation of SOA and signature of signatories	None	30 minutes	<i>EZMD GS Assistant - Finance</i>
	Release the SOA to locators and staff house tenants	None	2 hours	<i>EZMD Transportation Assistant/ Driving Assistant</i>
1. Acknowledge receipt of SOA	File and safekeep receiving copy of SOA	None	30 minutes	<i>EZMD Transportation Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day</b>	

## 16. Request of Billing Statements and Verification of Meter Readings

As per request of the client, this service facilitates the verification of recorded meter readings.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Companies/Client Locators		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request			Locators	
Copy of SOA and Meter Reading usage			EZMD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request	1.1. Receive the client's request letter	None	5 minutes	<i>EZMD Transportation Assistant</i>
	1.2. Review the Locator's billing records to validate discrepancy. Once the discrepancy is confirmed, coordinate with the concerned department	None	30 minutes	<i>EZMD Transportation Assistant/ GS Assistant/ Cashier</i>
	1.3. Conduct meter reading verification to compare recorded reading against actual meter reading, prepare SOA, if there is a revision needed	None	30 minutes	<i>EZMD Electrician/ Waterpump Operator</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Validation of SOA and signature of signatories	None	15 minutes	<i>EZMD GS Assistant - Finance</i>
	1.5. Release the revised Statement of Account to the locator	None	10 minutes	<i>EZMD Transportation Assistant/ Driving Assistant</i>
2. Acknowledge receipt of SOA	2. File and safekeep receiving copy of SOA	None	30 minutes	<i>EZMD Transportation Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours</b>	



# **ECONOMIC ZONE MANAGEMENT DEPARTMENT (EZMD)**

**General Services**

Internal Services

## 1. Emergency Purchase of Out-of-Stock Materials and Miscellaneous Small Items

LBRDC SEZ inter department request materials to accomplish repair works and other project / tasks to be done.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C (Government to Citizen)		
<b>Who may avail:</b>		LBRDC SEZ General Services Maintenance Team		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requisition Slip			Requesting Unit Head	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved PRF by Unit Head	Canvass requested materials for purchase	None	1 hour	<i>General Services Clerk</i>
	Submit Abstract of Canvass / Canvass Sheet to Purchasing Unit	None	5 minutes	<i>General Services Clerk</i>
	Process Cash Advance for the purchase of urgent materials needed.	None	2 days	<i>General Services Clerk</i>
	Purchase materials once the funds already available.	None	2 hours	<i>General Services Clerk</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received the items once delivered/ purchased.	Release items	None	10 minutes	<i>Warehouse Aide</i>
<b>TOTAL:</b>		None	<b>2 working days, 3 hours, 15 minutes</b>	

## 2. Materials and Services Need to Procure

These are materials and services that can only be procured as need arises.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		C2C Citizen to Citizen		
<b>Who may avail:</b>		EZMD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip		Department Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved PRF by Unit Head	Forward to Purchasing Unit (HO) the approved PRF	None	2 minutes	<i>General Services Clerk</i>
	Canvass requested materials for purchase	None	1 day	<i>General Services Clerk</i>
	Submit Abstract of Canvass / Canvass Sheet	None	10 minutes	<i>General Services Clerk</i>
	Gather supplier's document submit to Purchasing unit for processing of payment	None	1 day	<i>General Services Clerk</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request for the approval of Cash Advance and forward to the accounting for processing	None	1 day	<i>General Services Clerk</i>
	Once check/cash is available, proceed with the purchase of the requested items	None	2 days	<i>Clerk-General Services</i>
2. Received the items once delivered/purchased.	Item ready for release	None	10 minutes	<i>Warehouseman</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 working days, 22 minutes</b>	

# **ECONOMIC ZONE MANAGEMENT DEPARTMENT (EZMD)**

## **General Services**

External and Internal Services

## 1. Emergency Response

The LBRDC Special Economic Zone responds to emergency situations inside the zone with its available resources and equipment.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Ecozone locators and EZMD Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fire truck		LBRDC Special Economic Zone		
Investigation Report		Authorized External respondents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the EZMD Admin regarding the emergency situation	<p>In case of fire emergency: Contact the Caloocan Fire Station</p> <p>In case of other disasters: Contact the Caloocan City DRRMO</p> <p>Contact the nearest Police Station for situations requiring for the police assistance</p> <p>Contact the nearest Emergency Medical Services for possible medical emergency assistance</p>	None	5 minutes	<i>Transportation Assistant/Office Staff/Security Personnel</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Fire emergency, dispatch the Fire trucks to the reported location for back up water source	None	2 minutes	<i>Security Officers</i>
	<p>Coordinate with the authorities on investigation</p> <p>Secure a copy of the investigation report from the authorities for documentation and for reference if there are actions to be taken</p> <p>Inspect the extent of damages caused by the incident and prepare narrative report for documentation.</p>	None	1 day	<p><i>Security Officers</i></p> <p><i>General Services Officer II</i></p>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day, 7 minutes</b>	



## 2. Security Management Operation

LBRDC Special Economic Zone provides continuous, 24-hour security coverage to ensure the safety and integrity of its entire complex, security related concern reported by the locators and personnel are also addressed.

<b>Office/Division:</b>		Economic Zone Management Department / General Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business Entity		
<b>Who may avail:</b>		Companies/Client Locators and EZMD Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Ecozone locator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complain request for assistance related to security matters	Review and forward to Administrator for instruction.	None	5 minutes	<i>Security officer/Assistant Secretary</i>
	Order instruction for the course of action to be done	None	30 minutes	<i>Administrator</i>
	Proceed to the location of incident for investigation and fact finding and collection of evidence, reports all the collected information	None	2 days	<i>Security Officer/Security OIC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Coordinate with the Police Barangay or LGU for assistance	None	1 hour	<i>Security Officer/Security OIC/Police, Barangay or LGU</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 working days, 35 minutes</b>	

## VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Send feedback directly to our e-mail <a href="mailto:hr@lbpresources.com">hr@lbpresources.com</a> with the subject line: Feedback
How feedback are processed?	<p>During working hours of 8 am - 5 pm, Monday-Friday, our Personnel and Administrative Unit will check and process all emails sent to the address stated.</p> <p>For feedback that needs an answer, the responsible Human Resources personnel will promptly send a response.</p>
How to file a complaint?	Call directly to our Administrative and General Services Department via (02) 8405-7134 or (02) 8405-7402 during office hours
How are complaints processed?	Complaints will be immediately received and evaluated and an investigation shall start if needed.
Contact information of LBRDC, Anti-Red Tape Authority (ARTA), Presidential Complaint Center (PCC), and Contact Center ng Bayan (CCB)	<p>LBRDC: <a href="mailto:agsd@lbpresources.com">agsd@lbpresources.com</a> (02) 8405-7402</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888 / (02) 8736-8645</p> <p>CCB: 0908-881-6565 (SMS) or 1-6565 (Tel.)</p>

## VII. List of Offices

Office	Address	Contact Information
Head Office	24th Floor LandBank Plaza, 1598 M.H. del Pilar corner Dr. Quintos St., Malate, Manila	(02) 8405-7402
Economic Zone Management Department	Brgy. 186, North Caloocan City	(02) 8983-8106



**RICARDO C. JULIANO**  
President and CEO *resty*