



## **DEPARTMENT OF BACOLOD HOUSING AUTHORITY**

### **Bacolod City**

Organized in October 2, 1972, Bacolod Housing Authority (BHA) is committed to implement an affordable, livable and community-managed housing program to a greater number of homeless and landless families with effective and efficient delivery system of basic services and facilities provided by competent and dedicated personnel in order to uplift the quality of life of the urban poor.

**Location:** 2<sup>nd</sup> floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City

**Phone number:** (034) 433-7108, (034) 434-4051

#### **1. Mandate:**

To administer, supervise and implement the Housing Development Program of the City of Bacolod.

#### **2. Vision:**

The City as a modern urban center where all dwelling structures and establishments are appropriately designated to organized and self-sustaining residential sites.

#### **3. Mission:**

To implement an affordable, livable and community managed Housing Program to homeless and landless families with an effective and efficient delivery system of basic services and facilities provided by competent and dedicated personnel in order to uplift the quality of life of the urban poor.

# 1. ISSUANCE OF CERTIFICATION FOR INSTALLATION OF ELECTRICAL CONNECTION (CENECO) & WATER (PRIMEWATER) CONNECTION (RELOCATION SITE)

Issues Certification to City Relocation Awardees (beneficiaries) as requirement of the Office of the Building Official (OBO) & CENECO for electrical connection and PRIMEWATER for water connection.

<b>Office or Division:</b>	Bacolod Housing Authority – Housing & Relocation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residing beneficiaries of Bacolod City Relocation Sites			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>BENEFICIARY:</b>				
1. Request Form	➤ BHA – Housing & Relocation Division (HRD)			
2. Certificate of Lot Assignment / Gate Pass / Pahanumdum (present either of the three (3), bring original & 1 photocopy) Note: In case of loss, Affidavit of Loss is needed for re-issuance.	➤ Beneficiary			
3. One (1) valid Government issued ID (present original & 1 photocopy)	➤ BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG, LTO			
4. Barangay Certification (original copy)	➤ Barangay of Residency (Relocation Sites)			
5. Order of Payment	➤ BHA – Housing & Relocation Division (HRD)			
6. Official Receipt (original copy)	➤ City Treasurer’s Office – Cash Division			
<b>IF REPRESENTATIVE:</b>				
7. Marriage Contract (1 photocopy) if spouse is not yet listed in the master list.	➤ Local Civil Registrar / PSA			
8. Birth Certificate for the heir of awardee (1 photocopy) Note: if awardee or spouse is already deceased	➤ Local Civil Registrar / PSA			
9. Special Power of Attorney from the awardee, in his / her behalf, duly notarized (original copy)	➤ Beneficiary			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form and submit the documentary requirements.	1.1 Receive duly signed request form and validate attached	None	5 minutes	HHRO / BHA

	documentary requirements with master list as to the actual lot assignment and status of occupancy.			
1.2	Informs client that Certification will be available three days after the scheduled inspection.	None	2 minutes	<i>HHRO I BHA</i>
1.3	Prepare and endorse transmittal for inspection to Housing & Relocation Division Head for signature.	None	3 minutes	<i>HHRO I BHA</i>
1.4	Sign transmittal.	None	2 minutes	<i>HHRO V BHA</i>
1.5	Endorse transmittal to Planning & Implementation Division.	None	2 minutes	<i>HHRO I BHA</i>
1.6	Receive transmittal, record and refer to site inspector/s.	None	10 minutes	<i>Architect II BHA</i>
1.7	Inspector schedules date of inspection.	None	2 minutes	<i>PDO II, Engineer I, Instrumentman, BHA</i>
1.8	Conduct Site Inspection	None	20 minutes	<i>PDO II, Engineer I, Instrumentman, BHA</i>

	1.9 Submit inspection report to PID person in charge.	None	5 minutes	<i>PDO II, Engineer I, Instrumentman, BHA</i>
	1.10 Findings are consolidated, printed and submitted to PID Head with recommendations.	None	10 minutes	<i>Architect II BHA</i>
	1.11 Report findings & recommendations are reviewed, signed and forwarded to HRD for issuance of certification.	None	5 minutes	<i>Architect IV BHA</i>
	1.12 Receives inspection report from PID and prepares Certification.	None	3 minutes	<i>HHRO I BHA</i>
	1.13 Submit to Department Head for signature of certification.	None	2 minutes	<i>HHRO I BHA</i>
	1.14 Signs certification.	None	2 minutes	<i>CGDH II BHA</i>
2. Get the payment order.	2. Issues payment order.	None	3 minutes	<i>HHRO I BHA</i>
3. Pay to City Treasurer's Office – Cash Division	3. Accepts payment order and cash payment, then issues an Official Receipt.	BACIWA / PrimeWater Certification – P 50.00; CENECO Certification –	30 minutes	Revenue Collection Clerk II, CTO-Cash Division

		P 50.00		
4. Claims Certification.	4. Checks Official Receipt and releases Certification.	None	3 minutes	<i>HHRO / BHA</i>
TOTAL		₱100.00	1 hour and 49 minutes	

## 2. ISSUANCE OF BUILDING PERMITS

The BHA through the Subdivision Approval Division, recommends to the SP the approval of the applications after the proponent has fully complied with the requirements as being listed in the prescribed BHA Application form and all other plans/documents that we may deem necessary. This process involves mainly the technical evaluation of the building plans of the housing components of the residential subdivision.

<b>Office or Division:</b>	Bacolod Housing Authority – Subdivision Approval Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government	
<b>Who may avail:</b>	Subdivision Developers / Proponents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter Request for Site Inspection		• Project Proponents
2. Building Plans – 6 sets		• Civil Engineer or Architect / Planner
a. Specifications – 2 sets		
b. Bill of Materials & Estimates – 2 sets		
c. Circuit Analysis – 2 sets		
d. Structural Analysis – 2 sets		
3. Order of Payment		• BHA - Subdivision Approval Division
4. Official Receipt (Original)		• City Treasurer’s Office – Cash Division
5. Affidavit of Change Engineer, duly notarized, in case Engineer that signed the Building Permit plans: ➤ is deceased ➤ can no longer be located		• Project Proponents

<p>➤ personal issues between developer</p>				
<p>6. As built Electrical Plan, in case of revisions (Applicable only for revalidation application / expired Electrical Permit as declared by CENECO)</p>	<ul style="list-style-type: none"> <li>• Project Proponent</li> </ul>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>
<p>1. Fill up application form and submit plans and documents required.</p>	<p>1.1 Receives application form with required plans and documents; check/verify documents or plans submitted and endorse to Subdivision Approval Division Head for evaluation.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Engineering Assistant BHA</i></p>
	<p>1.2 Evaluate plans and documents submitted:</p> <p>a) if non-compliant with the guidelines under the implementing rules and regulations of BP220 and PD957, issue Notice of Deficiency.</p> <p>b) if compliant set a schedule for inspection.</p>	<p>None</p>	<p>3 Working days per application</p>	<p><i>Engineer IV, Engineer II, Engineer I BHA</i></p>
	<p>1.3 On the scheduled date, conduct site inspection.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Engineer IV, Engineer II, Engineer I BHA</i></p>

2. Secure payment order.	2. Assess and issue order of payment.	None	10 minutes	<i>Engineer IV BHA</i>
3. Pay to City Treasurer's Office – Cash Division	3. Accepts payment order together with cash payment and issues an Official Receipt.	A. Residential 1. Socialized (BP)..... P 8.30/sq.m. 2. Economic (BP)..... P 8.30/sq.m.	30 minutes	Revenue Collection Clerk II, CTO-Cash Division
4. Submits Official Receipt.	4.1 Checks Official Receipt and transmit application form with documents and plans to Division Head for final evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.2 Final evaluation	None	5 minutes	<i>Engineer IV BHA</i>
	4.3 Prepare endorsement letter and submit to Department Head for signature.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.4 Signs endorsement letter.	None	2 minutes	<i>CGDH II BHA</i>
	4.5 Endorse to Sangguniang Panlungsod for Approval.	None	5 minutes	<i>Engineering Assistant BHA</i>

5. Claims approved application with plans and documents after SP Approval and turnover the same to BHA – Subdivision Approval Division	5. After SP Approval, Receives, segregate and release a copy of approved application with plans and documents to the Project Proponent, retain a copy for office file.	None	1 hour	<i>Engineering Assistant BHA</i>
TOTAL		B. Residential 1. Socialized (BP)..... P 8.30/sq.m.  2. Economic (BP)..... P 8.30/sq.m.	3 days, 6 hours and 7 minutes	

### 3. ISSUANCE OF ELECTRICAL PERMITS

The BHA facilitates the issuance of the individual electric power connection permits for the particular housing units with duly issued occupancy permits, the office then endorses the same to CENECO for electrical connection.

<b>Office or Division:</b>	Bacolod Housing Authority - Subdivision Approval Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government	
<b>Who may avail:</b>	Subdivision Developers / Proponents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request for Electrical Inspection	• Project Proponent	
2. Application for Electrical Permit – 2 Copies	• Project Proponent/BHA Form	
3. Site Development Plan – (1) copy	• Project Proponent	
4. Approved Electrical Layout	• Project Proponent/BHA	
5. Circuit Design Analysis	• Project Proponent	
6. Occupancy Permit – (1) Photocopy	• Project Proponent	
7. Order of Payment	• BHA - Subdivision Approval Division	
8. Official Receipt (original)	• City Treasurer’s Office – Cash Division	



<p>9. As built Electrical Plan, in case of revisions (Applicable only for revalidation application / expired Electrical Permit as declared by CENECO)</p>	<ul style="list-style-type: none"> <li>• Project Proponent</li> </ul>			
<p>10. Affidavit of Change Engineer, duly notarized, in case Engineer that signed the Building Permit plans:</p> <ul style="list-style-type: none"> <li>➤ is deceased</li> <li>➤ can no longer be located</li> <li>➤ personal issues between developer</li> </ul>	<ul style="list-style-type: none"> <li>• Project Proponents</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Fill up application form and submit with the attached requirements.</p>	<p>1.1 Receive and check submitted plans and documents being required for Electrical Permit.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Engineering Assistant, BHA</i></p>
	<p>1.2 Check and evaluate Electrical Layout and Circuit Design Analysis.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Engineer I, BHA</i></p>
	<p>1.3 Recommend Approval of the same if found in order.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Engineer IV, Engineer I, BHA</i></p>
	<p>1.4 Transmit documents to division head.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Engineering Assistant, BHA</i></p>
	<p>1.5 Final evaluation</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Engineer IV, BHA</i></p>
	<p>1.6 Prepare endorsement letter and submit to Department Head for signature.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Engineering Assistant, BHA</i></p>
	<p>1.7 Signs endorsement letter.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>CGDH II, BHA</i></p>

	1.8 Segregate copy of approved application with plans and documents, endorse application form to CENECO.	None	5 minutes	<i>Engineering Assistant, BHA</i>
2. Claims approved Electrical Permit.	2. Releases approved Electrical Permit.	None	5 minutes	<i>Engineering Assistant, Engineer I BHA</i>
TOTAL		None	1 hour and 37 minutes	

#### 4. ISSUANCE OF FINAL APPROVAL & DEVELOPMENT PERMITS

The BHA through the Subdivision Approval Division, recommends to the SP the approval of the applications after the proponent has fully complied with the requirements as being listed in the prescribed BHA Application form and all other plans/documents that we may deem necessary. This process involves mainly the technical evaluation of the detailed engineering plans and the accompanying technical papers after the issuance of the Preliminary Approval and Locational Clearance (PALC).

<b>Office or Division:</b>	Bacolod Housing Authority - Subdivision Approval Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government	
<b>Who may avail:</b>	Subdivision Developers / Proponents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a. Application form	<ul style="list-style-type: none"> <li>• BHA - Subdivision Approval Division</li> </ul>	
b. The following documents duly signed by a licensed architect/engineer <ul style="list-style-type: none"> <li>i. topographic map – 2 copies</li> <li>ii. Four (4) copies of: site development plan, road (geometric &amp; structural) design/plan, storm drainage and sewer system, water system lay-out &amp; details, power system lay-out &amp; details, site grading plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Proponent</li> </ul>	

c. Two (2) copies of project feasibility study to include the following: project profile, audited financial statement, income tax return (last preceding years), SEC registration, articles of incorporation, partnership, corporate by-laws and all amendments thereto. For new Corporation (3 years and below) – statement of capitalization, sources of income, and cash flow to support work program.		<ul style="list-style-type: none"> <li>• Project Proponent</li> </ul>		
d. Application for the following: PRIMEWATER Certification or NWRB clearance if deep well will be used, CENECO Certification		<ul style="list-style-type: none"> <li>• Water supply – (BACIWA/Prime Water)</li> </ul>		
e. Specification, bill of materials and cost estimates		<ul style="list-style-type: none"> <li>• Geodetic Engineer / Civil Engineer or Architect/Planner</li> </ul>		
f. DENR Certification – (1 true copy of Environmental Compliance Certification)		<ul style="list-style-type: none"> <li>• DENR</li> </ul>		
g. Current real property tax receipt & tax Clearance		<ul style="list-style-type: none"> <li>• City Treasurer’s Office – Land Tax Division</li> </ul>		
h. Order of payment		<ul style="list-style-type: none"> <li>• City Treasurer’s Office – Cash Division</li> </ul>		
i. Official Receipt		<ul style="list-style-type: none"> <li>• City Treasurer’s Office – Cash Division</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application form and submit plans and documents required.	1.1 Receive application form with required plans and documents; check/verify documents or plans submitted and endorse to Subdivision Approval Division Head for evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	1.2 Evaluate plans and documents submitted:  c) if non-compliant with the	None	3 Working days per application	<i>Engineer IV, Engineer II, Engineer I BHA</i>

	<p>guidelines under the implementing rules and regulations of BP220 and PD957, issue Notice of Deficiency.</p> <p>d) if compliant set a schedule for inspection.</p> <p>1.3 On the scheduled date, conduct site inspection.</p>	None	4 hours	<i>Engineer IV, Engineer II, Engineer I BHA</i>
2. Secure payment order.	2. Assess and issue order of payment.	None	10 minutes	<i>Engineer IV BHA</i>
3. Pay to City Treasurer's Office – Cash Division.	3. Accepts payment order together with cash payment and issues an Official Receipt	See table below	30 minutes	Revenue Collection Clerk II, CTO-Cash Division
4. Submits Official Receipt.	4.1 Checks Official Receipt and transmit application form with documents and plans to Division Head for final evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.2 Final evaluation	None	5 minutes	<i>Engineer IV BHA</i>
	4.3 Prepare endorsement letter and submit to Department Head for signature.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.4 Signs endorsement letter.	None	2 minutes	<i>CGDH II BHA</i>
	4.5 Endorse to Sangguniang Panlungsod for	None	5 minutes	<i>Engineering Assistant BHA</i>

	Approval.			
5. Claims approved application with plans and documents after SP Approval and turnover the same to BHA – Subdivision Approval Division	5. After SP Approval, receives, segregate and release a copy of approved application with plans and documents to the Project Proponent, retain a copy for office file.	None	1 hour	<i>Engineering Assistant BHA</i>
TOTAL		See table below	3 days, 6 hours and 7 minutes	

Subdivision Development Regulatory Fees		
Final Approval & Development Permit (FA/DP)		
	Processing Fee	Inspection Fee
A. Residential		
1. Socialized	P 830.00/ha.	P 430.00/ha.
2. Economic	P 1,820.00/ha.	P 850.00/ha.
3. Open Market	P 3,290.00/ha.	P 1,660.00/ha.
B. Industrial and Commercial	P 13,470.00/ha.	P 14,817.00/ha.
C. Farm Lot	P 1,580.00/ha.	P 1,070.00/ha.
D. Memorial Park / Cemetery		
1. Memorial Park	P 310.00/sq.m.	
2. Cemeteries	P 6.20/sq.m.	
3. Columbarium	P 6.20/sq.m.	

## 5. ISSUANCE OF OCCUPANCY PERMITS

The BHA facilitates the issuance of the Occupancy Permits for the corresponding housing units being applied for by the project proponent prior to the issuance of the occupancy permit. The inspectors of the Subdivision Approval Division shall first verify at the project site whether the particular housing units are constructed in accordance with the approved plans and specifications by the Sangguniang Panlungsod. After which the office recommends the issuance thereof after payment by the applicant of the prescribed regulatory fees.

<b>Office or Division:</b>	Bacolod Housing Authority - Subdivision Approval Division
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Subdivision Developers / Proponents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for Inspection		• Project Proponents		
2. Approved Building Plan & Building Permit		• Project Proponent		
3. Certificate of Occupancy		• BHA/SP Committee Chair		
4. Order of Payment		• BHA - Subdivision Approval Division		
5. Official Receipt		• City Treasurer's Office – Cash Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit application form with lists of particular housing units being applied for.	1.1 Receives Application form with attached Approved Building Permit and check/verify conformity with duly approved units that are listed in Building Permit Certification of Coverage.	None	5 minutes	<i>Engineering Assistant, BHA</i>
	1.2 Schedule for Inspection.	None	2 minutes	<i>Engineer IV, Engineer II, Engineer I BHA</i>
	1.3 On the scheduled date, conduct site inspection.	None	4 hours	<i>Engineer IV, Engineer II, Engineer I BHA</i>
2. Secure payment order.	2.1 Assess and issue order of payment.	None	10 minutes	<i>Engineer IV, Engineer II, BHA</i>
3. Pay to City Treasurer's Office – Cash Division.	3.1 Accepts payment order together with cash payment and issues an Official Receipt.	A. Residential 1. Socialized P 8.30/sq.m. 2. Economic P 8.30/sq.m	30 minutes	Revenue Collection Clerk II, CTO-Cash Division

4. Submits Official Receipt.	4.1 Checks Official Receipt and transmit application form with documents and plans to Division Head for final evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.2 Final evaluation	None	5 minutes	<i>Engineer IV BHA</i>
	4.3 Prepare endorsement letter and submit to Department Head for signature.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.4 Signs endorsement letter.	None	2 minutes	<i>CGDH II BHA</i>
	4.5 Endorse to Sangguniang Panlungsod for Approval.	None	5 minutes	<i>Engineering Assistant BHA</i>
5. Claims approved application with plans and documents after SP Approval and turnover the same to BHA – Subdivision Approval Division	5.1 After SP Approval, receives, segregate and release a copy of approved application with plans and documents to the Project Proponent, retain a copy for office file.	None	1 hour	<i>Engineering Assistant BHA</i>

TOTAL	A. Residential 1. Socialized P 8.30/sq.m.  2. Economic P 8.30/sq.m	6 hours and 9 minutes	
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## 6. ISSUANCE OF PRELIMINARY APPROVAL & LOCATIONAL CLEARANCE (PALC)

The BHA through the Subdivision Approval Division, recommends to the SP the approval of the applications after the proponent has fully complied with the requirements as being listed in the prescribed BHA Application form and all other plans/documents that we may deem necessary. This process involves mainly the evaluation of the proposed subdivision scheme with the necessary documents.

<b>Office or Division:</b>	Bacolod Housing Authority - Subdivision Approval Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government	
<b>Who may avail:</b>	Subdivision Developers / Proponents	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Application Form	• BHA - Subdivision Approval Division	
2. Four (4) sets of Site Development Plan, Vicinity Map, Survey Plan as described in TCT.	• Geodetic Engineer/ Planner	
3. DAR Clearance (agricultural land or land zoning classification conversion to residential use as certified by the deputized Zoning Administrator)	• Department of Agrarian Reform Office (DAR) / Zoning Division (CPDO)	
4. Certified True Copy – Title & Tax Clearance	• Registry of Deeds / Land Tax Division, City Treasurer’s Office	
5. Current Real Property Tax Receipts and Tax Clearance	• City Treasurer’s Office – Land Tax Division	
6. Sworn Statement – maximum selling price per unit	• Owner/Project Proponent	
7. Right to Use or Deed of Sale of Right-of Way for access road, other utilities	• Registered Owner of the Property	
8. Indication of natural waterway into which drainage water will be discharged.	• Geodetic Engineer/Civil Engineer/Planner	
9. Released of Mortgage or Mortgagee’s conformity for Subdivision	• Registry of Deeds/Mortgage Bank or other Financial Institution	



10. Order of payment		<ul style="list-style-type: none"> <li>• BHA - Subdivision Approval Division</li> </ul>		
11. Official Receipt		<ul style="list-style-type: none"> <li>• City Treasurer's Office – Cash Division</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application form and submit plans and documents required.	1.1 Receive application form with required plans and documents; check/verify documents or plans submitted and endorse to Subdivision Approval Division Head for evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	1.2 Evaluate plans and documents submitted:  e) if non-compliant with the guidelines under the implementing rules and regulations of BP220 and PD957, issue Notice of Deficiency.  f) if compliant set a schedule for inspection.	None	3 Working days per application	<i>Engineer IV, Engineer II, Engineer I BHA</i>
	1.3 On the scheduled date, conduct site inspection.	None	4 hours	<i>Engineer IV, Engineer II, Engineer I BHA</i>
2. Secure payment order.	2.1 Assess and issue order of payment.	None	10 minutes	<i>Engineer IV BHA</i>
3. Pay to City Treasurer's Office – Cash Division.	3.1 Accepts payment order together with cash payment and issues an Official Receipt	See table below	30 minutes	<i>Revenue Collection Clerk II, CTO-Cash Division</i>

4. Submits Official Receipt.	4.1 Checks Official Receipt and transmit application form with documents and plans to Division Head for final evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.2 Final evaluation	None	5 minutes	<i>Engineer IV BHA</i>
	4.3 Prepare endorsement letter and submit to Department Head for signature.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.4 Signs endorsement letter.	None	2 minutes	<i>CGDH II BHA</i>
	4.5 Endorse to Sangguniang Panlungsod for Approval.	None	5 minutes	<i>Engineering Assistant BHA</i>
5. Claims approved application with plans and documents after SP Approval and turnover the same to BHA – Subdivision Approval Division	5.1 After SP Approval, receives, segregate and release a copy of approved application with plans and documents to the Project Proponent, retain a copy for office file.	None	1 hour	<i>Engineering Assistant BHA</i>
TOTAL		See table below	3 days, 6 hours and 7 minutes	

Subdivision Development Regulatory Fees	
Preliminary Approval and Locational Clearance (PALC)	
	Processing Fee
A. Residential	
1. Socialized	140.00/ha.
2. Economic	330.00/ha.
3. Open Market	530.00/ha.
B. Industrial and Commercial	850.00/ha.
C. Farm Lot	380.00/ha.
D. Memorial Park / Cemetery	
1. Memorial Park	830.00/ha.
2. Cemeteries	830.00/ha.
3. Columbarium	4,150.00/ha.

**7. ISSUANCE ALTERATION**

**OF PLAN**

The BHA through the Subdivision Approval Division, recommends to the SP the approval of the applications after the proponent has fully complied with the requirements as being listed in the prescribed BHA Application form and all other plans/documents that we may deem necessary. This process involves the technical evaluation of the proposed alteration of the approved subdivision plans specifically focusing on the affected area as a result of the Alteration.

<b>Office or Division:</b>	Bacolod Housing Authority - Subdivision Approval Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>	Subdivision Developers / Proponents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
a. Application Form		<ul style="list-style-type: none"> <li>• BHA/ Subdivision Approval Division</li> </ul>	
b. Proposed Alteration of plan duly signed and sealed by a licensed Architect / Engineer – six (6) copies		<ul style="list-style-type: none"> <li>• Land owner / Proponent</li> </ul>	
c. Letter stating purpose / reason for the proposed alteration / conversion		<ul style="list-style-type: none"> <li>• Owner (Project Proponent)</li> </ul>	
d. Sworn Statement – affected lots / units for alteration have not been sold		<ul style="list-style-type: none"> <li>• Owner/Project Proponent</li> </ul>	
e. Written conformity or consent of the homeowner’s association or of the majority of the lot / unit buyers		<ul style="list-style-type: none"> <li>• Homeowners’ Association</li> </ul>	
f. Certified true copy of Title of affected lot / unit if already titled		<ul style="list-style-type: none"> <li>• Project proponent/Owner</li> </ul>	
g. Approved Subdivision Plan		<ul style="list-style-type: none"> <li>• Proponent/Owner/Planner</li> </ul>	
h. Current Real Property Tax Receipts		<ul style="list-style-type: none"> <li>• City Treasurer’s Office - Land Tax Division</li> </ul>	
i. Order of payment		<ul style="list-style-type: none"> <li>• BHA - Subdivision Approval Division</li> </ul>	
j. Official Receipt		<ul style="list-style-type: none"> <li>• City Treasurer’s Office – Cash Division</li> </ul>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application form and submit plans and documents required.	1.1 Receive application form with required plans and documents; check/verify documents or plans submitted and endorse to Subdivision Approval Division Head for evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	1.2 Evaluate plans and documents submitted:  g) if non-compliant with the guidelines under the implementing rules and regulations of BP220 and PD957, issue Notice of Deficiency.  h) if compliant set a schedule for inspection.	None	3 Working days per application	<i>Engineer IV, Engineer II, Engineer I BHA</i>
	1.3 On the scheduled date, conduct site inspection.	None	4 hours	<i>Engineer IV, Engineer II, Engineer I BHA</i>
2. Secure payment order.	2.1 Assess and issue order of payment.	None	10 minutes	<i>Engineer IV BHA</i>
3. Pay to City Treasurer's Office – Cash Division.	3.1 Accepts payment order together with cash payment and issues an Official Receipt	See table below	30 minutes	Revenue Collection Clerk II, CTO-Cash Division

4. Submits Official Receipt.	4.1 Checks Official Receipt and transmit application form with documents and plans to Division Head for final evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.2 Final evaluation	None	5 minutes	<i>Engineer IV BHA</i>
	4.3 Prepare endorsement letter and submit to Department Head for signature.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.4 Signs endorsement letter.	None	2 minutes	<i>CGDH II BHA</i>
	4.5 Endorse to Sangguniang Panlungsod for Approval.	None	5 minutes	<i>Engineering Assistant BHA</i>
5. Claims approved application with plans and documents after SP Approval and turnover the same to BHA – Subdivision Approval Division	5.1 After SP Approval, receives, segregate and release a copy of approved application with plans and documents to the Project Proponent, retain a copy for office file.	None	1 hour	<i>Engineering Assistant BHA</i>
TOTAL		See table below	3 days, 6 hours and 7 minutes	

Subdivision Development Regulatory Fees	
PLAN ALTERATION	
	Processing Fee
A. Residential	
1. Economic	P 1,820.00/ha.
2. Open Market	P 3,290.00/ha.
B. Industrial and Commercial	P 13,470.00/ha.
C. Farm Lot	P 1,580.00/ha.
D. Memorial Park / Cemetery	
1. Memorial Park	P 7.10/sq.m.
2. Cemeteries	P 5.90/sq.m.

## 8. ISSUANCE SUBDIVISION

The BHA  
Subdivision

recommends the issuance of simple subdivision permit to the SP after the proponent complied with the necessary requirements for such purpose.

## OF SIMPLE PERMITS

through the  
Approval Division,

<b>Office or Division:</b>	Bacolod Housing Authority - Subdivision Approval Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Subdivision Developers / Proponents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Application Form	<ul style="list-style-type: none"> <li>BHA - Subdivision Approval Division</li> </ul>			
b. Four (4) sets of Site Development Plan and Vicinity Map or Location Plan (original copy)	<ul style="list-style-type: none"> <li>Geodetic Engineer/Planner</li> </ul>			
c. Certified True Copies of Titles (Attach Deed of Sale / MOA if title is not registered in the name of the applicant) (1 original & 1 photocopy)	<ul style="list-style-type: none"> <li>Registry of Deeds</li> </ul>			
d. Tax Declaration (original & 1 photocopy)	<ul style="list-style-type: none"> <li>City Assessor's Office</li> </ul>			
e. Real Property Tax Receipts (1 original & 1 photocopy)	<ul style="list-style-type: none"> <li>City Treasurer's Office</li> </ul>			
f. Certification of Zoning Classification (1 original & 1 photocopy)	<ul style="list-style-type: none"> <li>City Planning &amp; Development Office (CPDO), Zoning Division</li> </ul>			
g. Order of payment	<ul style="list-style-type: none"> <li>BHA / Subdivision Approval Division</li> </ul>			
h. Official Receipt (original copy)	<ul style="list-style-type: none"> <li>City Treasurer's Office – Cash Division</li> </ul>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form and submit plans and documents required.	1.1 Receive application form with required plans and documents;	None	5 minutes	<i>Engineering Assistant BHA</i>

	check/verify documents or plans submitted and endorse to Subdivision Approval Division Head for evaluation.			
	<p>1.2 Evaluate plans and documents submitted:</p> <p>i) if non-compliant with the guidelines under the implementing rules and regulations of BP220 and PD957, issue Notice of Deficiency.</p> <p>j) if compliant set a schedule for inspection.</p> <p>1.3 On the scheduled date, conduct site inspection.</p>	None	3 Working days per application	<i>Engineer IV, Engineer II, Engineer I BHA</i>
		None	4 hours	<i>Engineer IV, Engineer II, Engineer I BHA</i>
2. Secure payment order.	2.1 Assess and issue order of payment.	None	10 minutes	<i>Engineer IV BHA</i>
3. Pay to City Treasurer's Office – Cash Division.	3.1 Accepts payment order together with cash payment and issues an Official Receipt	P 8.30/ha.	30 minutes	Revenue Collection Clerk II, CTO-Cash Division
4. Submits Official Receipt.	4.1 Checks Official Receipt and transmit application form with documents and plans to Division Head for final evaluation.	None	5 minutes	<i>Engineering Assistant BHA</i>
	4.2 Final evaluation	None	5 minutes	<i>Engineer IV</i>

	4.3 Prepare endorsement letter and submit to Department Head for signature.	None	5 minutes	<i>BHA</i> <i>Engineering Assistant BHA</i>
	4.4 Signs endorsement letter.	None	2 minutes	<i>CGDH II BHA</i>
	4.5 Endorse to Sangguniang Panlungsod for Approval.	None	5 minutes	<i>Engineering Assistant BHA</i>
5. Claims approved application with plans and documents after SP Approval and turnover the same to BHA – Subdivision Approval Division	5.1 After SP Approval, receives, segregate and release a copy of approved application with plans and documents to the Project Proponent, retain a copy for office file.	None	1 hour	<i>Engineering Assistant BHA</i>
TOTAL		P 8.30/ha.	3 days, 6 hours and 7 minutes	

## 9. PROVISION OF RELOCATION SERVICES

Landless urban poor families of the City may apply for the relocation program from the Bacolod Housing Authority.

<b>Office or Division:</b>	Bacolod Housing Authority – Housing & Relocation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All informal settlers, persons/entities occupy danger area, victims of calamities, and displaced individuals.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. FOR APPLICANT</b>		
1. Duly accomplished application form	<ul style="list-style-type: none"> <li>• BHA – Housing &amp; Relocation Division</li> </ul>	



2. Residence Certificate of the current year (1 photocopy)	• Barangay of Residency			
3. One (1) valid Government IDs (present original & 1 photocopy)	➤ BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG, LTO			
4. Marriage Contract / Affidavit of Cohabitation (1 photocopy only)	➤ Local Civil Registrar / PSA / Attorney			
5. Latest Family Picture	➤ Applicant			
6. Voter's Certificate / Affidavit (1 photocopy)	➤ Commission on Election (COMELEC)			
7. Certification from Barangay Captain & at least two (2) other persons of reputable standing as to length of residency, status of residency & Certificate of Indigency	➤ Barangay of Residency			
8. Certification from the following that applicant is not an owner of any Real Property (original)	➤ City Assessor's Office / City Register of Deeds / Provincial Assessor's Office / Provincial Register of Deeds			
9. Certification from the following that applicant has not availed of their housing program (original)	➤ National Housing Authority / HDMF (PAG-IBIG Fund) / Provincial Government Relocation Program (GAM) / Federation of Homeowner's Association, Inc.			
10. Latest Income Tax Return / Cert. of Tax Exemption.	➤ Bureau of Internal Revenue (BIR)			
11. Statement of Assets & Liabilities and Net Worth (Duly notarized)	➤ Attached with the Application Form			
12. Certification that applicant is not a CLOA beneficiary	➤ Department of Agrarian Reform (DAR)			
13. Certification that applicant is not a Lease Patent Holder	➤ Department of Environment & Natural Resources (DENR)			
14. Contact Number/Person	➤ Applicant			
<b>B. FOR CO – APPLICANT</b>				
1. One (1) valid Government IDs (present original & 1 photocopy)	➤ BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG, LTO			
<b>C. FOR SIBLINGS &amp; OFFSPRINGS</b>				
1. Birth Certificate (1 photocopy)	➤ Local Civil Registrar / PSA			
2. Marriage Certificate (1 photocopy)	➤ Local Civil Registrar / PSA			
<b>D. FOR PARENT</b>				
1. Marriage Certificate (1 photocopy)	➤ Local Civil Registrar / PSA			
2. Contact Number/Person	➤ Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Secure housing relocation application form.	1.1 Give application form to Client, inform applicant to process and submit complete application requirements within 15 days.	None	5 minutes	<i>HHRO I, BHA</i>
2. Submits signed and sworn application form and its requirements.	2.1 Accepts application form and evaluates completeness of documents submitted and conduct preliminary interview.	None	5 minutes	<i>HHRO I BHA</i>
	3.2 Reviews, evaluates and endorse requirements submitted to division head of HRD.	None	10 minutes	<i>HHRO III BHA</i>
	3.3 Final Evaluation and endorsement of list of applicants for approval to Head of Office.	None	10 minutes	HHRO V, BHA
	3.4 Approves application to the Relocation Program.	None	5 minutes	<i>CGDH II</i>
	3.5 Approved application of ISFs are forwarded / transmitted to Planning & Implementation Division for lot assignment and preparation of Gate pass and Pahanumdom.	None	10 minutes	HHRO V, BHA
	3.6 Inform awardees about the	None	3 minutes	<i>HHRO V, BHA</i>

	schedule of orientation.			
4. Attends orientation	4.1 Briefing on policies and guidelines of the relocation program.	None	20 minutes	<i>HHRO V, Arch. II, PDO II, Arch. IV, BHA</i>
	4.2 Interviews & Issues a "PAHANUMDUM"	None	15 minutes	<i>Arch. II, PDO II, Arch. IV, BHA</i>
	4.3 Awardee is guided to the assigned lot at the relocation site.	None	30 minutes	<i>Arch. II, PDO II, Arch. IV, BHA</i>
	4.4 Establishes markers and issues gate pass (duly signed by the awardee, site engineer & division head attesting to the correctness of the assigned lot).	None	3 hours	<i>Engr. I, BHA</i>
5. Claims Certificate of Lot Assignment after 3 months of occupancy.	5.1 Releases Certificate of Lot Assignment.	None	3 minutes	<i>HHRO I, BHA</i>
TOTAL		None	4 hours and 51 minutes	

**FEEDBACK AND COMPLAINTS MECHANISM**

How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Bacolod Housing Authority. Contact info: 433-7108 or complaints at <a href="mailto:bha@bacolodcity.gov.ph">bha@bacolodcity.gov.ph</a> .
How feedbacks are processed	Every Friday, the Public Relation Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow - ups, client may contact the following telephone number. 433-7108
How to file a complaint	Answer the client Complaint form and drop it at the designated drop box in front of the Bacolod Housing Authority. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> For inquiries and follow-ups, client may contact the following telephone number: 433-7108
How complaints are processed	The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, client may contact the following telephone number: 433-7108.
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none"> <li>• 888 – Presidential Complaints Center</li> <li>• 0908-8816565 – CSC Contact Center ng Bayan</li> <li>• 478-5093 – Anti-Red Tape Authority</li> </ul>

Office	Address	Contact Information
Bacolod Housing Authority	2 <sup>nd</sup> floor, Bacolod City Government Center, Circumferential Road Barangay Villamonte, Bacolod City, Negros Occidental	433-7108 <a href="mailto:bha@bacolodcity.gov.ph">bha@bacolodcity.gov.ph</a>