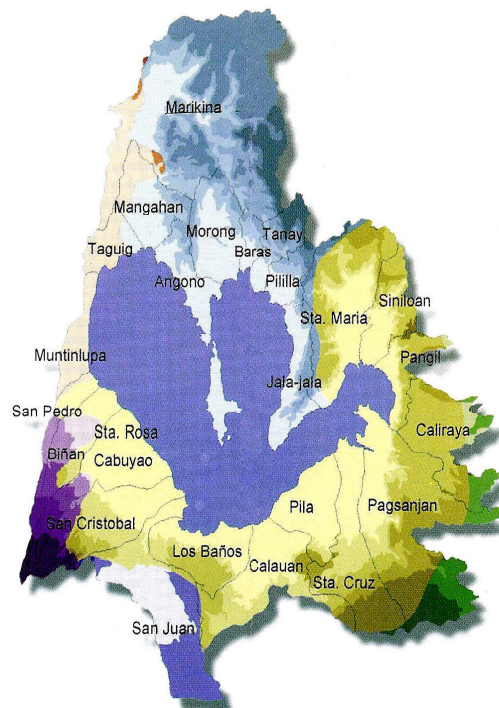


Laguna Lake Development Authority



CITIZEN'S CHARTER (A Guidebook on LLDA's Frontline Services)



Club Manila East Compound, Km. 24, Manila East Road, Brgy. San Juan, Taytay, Rizal

Laguna Lake Development Authority

Citizen's Charter (A Guidebook on LLDA's Frontline Services)

March 2009

Edition 1.0



**Chairperson
Board of Directors**

Message

In behalf of the Board of Directors of the Laguna Lake Development Authority, I convey my heartfelt congratulations to the LLDA Management for coming out with the LLDA Citizen's Charter.

I commend the Management for the conceptualization of an effective mechanism to provide the stakeholders with clear information on the services offered including requirements, fees, and responsible persons and divisions. This initiative will surely make a difference in countering bureaucratic red tape.

I truly support the endeavor. This is a good information tool to promote transparency and encourage citizens' participation in the fight against red tape and corruption.

I hope that LLDA will sustain this program as you come up with more innovative systems geared towards efficient delivery of services.

More power and Mabuhay!

ULIRAN T. JOAQUIN



General Manager

Message

To enhance transparency and accountability in government service, the LLDA has formulated the Citizen's Charter to provide the stakeholders with precise information on its frontline services including simplified service procedures, requirements, fees, responsible personnel and divisions, and service standards for every transaction.

The Charter in itself is a model for performance matrix not only in the Laguna de Bay Region but also for the entire country. It will cut red tape and reduce corruption in government processes. With this Charter comes our earnest desire to change values and attitudes of those in the public service sector in general, and LLDA in particular.

Let us continue working together to overcome the challenges towards sustainable conservation and development of the lake watershed.

EDGARDO C. MANDA

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Abbreviations

BIR	-	Bureau of Internal revenue
BOD	-	Bio-Chemical Oxygen Demand
CDA	-	Cooperative Development Authority
CPD	-	Clearances and Permits Division
DP	-	Discharge Permit
ELRD	-	Environmental Laboratory and Research Division
FC	-	Fishcage
FP	-	Fishpen
GM	-	General Manager
LC	-	LLDA Clearance
LLDA	-	Laguna Lake Development Authority
OGM	-	Office of the General Manager
SEC	-	Securities and Exchange Commission
TCT	-	Transfer Certificate of Title
TSS	-	Total Suspended Solids

Agency Profile

Laguna Lake Development Authority (LLDA) is a quasi-government agency. Established in 1966, its geographical mandate covers the Provinces of Laguna and Rizal; Tanauan City, Sto. Tomas, and Malvar in the Province of Batangas; Silang, Carmona, General Mariano Alvarez, and Tagaytay City in the Province of Cavite; Lucban, Quezon; cities of Taguig, Caloocan, Pasig, Quezon, Pasay, Muntinlupa, Manila, and Marikina, all in Metro Manila; and Pateros, Metro Manila.

History

The LLDA was organized by virtue of Republic Act No. 4850 as a quasi-government agency with regulatory and proprietary functions. Through Presidential Decree 813 in 1975, and Executive Order 927 in 1983, its powers and functions were further strengthened to include environmental protection and jurisdiction over the lake basin's surface water. In 1993, through Executive Order 149, the administrative supervision over LLDA was transferred from the Office of the President to the Department of Environment and Natural Resources (DENR).

Mandate

“Leads, promotes, and accelerates sustainable development in the Laguna de Bay Region. Regulatory and law-enforcement functions are carried out with provisions on environmental management, particularly on water quality monitoring, conservation of natural resources, and community-based natural resource management.”

Vision

“A self-sufficient and highly dynamic integrated water resource management authority globally known and organized with competent and professional personnel who take the lead towards the sustainable development of the Laguna de Bay Basin.”

Mission

“To catalyze Integrated Water Resource Management in the Laguna de Bay Region, showcasing the symbiosis of man and nature for sustainability, with focus on preserving ecological integrity and promoting economic growth with equitable access to resources.”

Management Direction

“Taking sustainable development as the centerpiece of its development efforts, LLDA sets its direction from a regulatory agency to a market client-driven development agency.”

Performance Pledge

We, the officials and employees of Laguna Lake Development Authority, commits to:

Love to serve you promptly, efficiently, and with utmost courtesy by our dedicated personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m;

Listen to your needs through our public assistance and complaint desk and TXT LLDA (0917 898-5538) and respond to your complaints about our services within the day;

Develop a transparent system that will serve our stakeholders to the highest standards and eradicate corruption; and

Adhere to the highest standards of government service.

Frontline Services

1. LLDA Clearance
2. LLDA Clearance Exemption
3. Discharge Permit (New)
4. Discharge Permit (Renewal)
5. Revalidation of Discharge Permit (Long-Term Permit)
6. Accreditation of Pollution Control Officers
7. Fishpen/Fishcage Permit
8. Shoreland Lease Agreement (New)
9. Shoreland Lease Agreement (Renewal)
10. Clearance to Develop Shoreland Areas
11. Barging Clearance
12. Survey Services (Shoreland and Fishpen)
13. Laboratory Services

LLDA Clearance

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural and juridical, with existing and/or new development projects and activities in the Laguna de Bay Region

WHAT ARE THE REQUIREMENTS:

1. Duly accomplished and notarized Application Form;
2. Environmental Compliance Certificate **OR** Certificate of Non-Coverage, whichever is applicable;
3. SEC-approved Articles of Incorporation (for corporation) **OR** Articles of Cooperative duly approved by CDA (for cooperative) **OR** valid Certificate of Business Registration from the Department of Trade and Industry (for single proprietorship);
4. Locational Clearance, if available;
5. Environmental Impact Assessment, Initial Environmental Examination, **OR** Project Description/Engineer's Report, whichever is applicable;
6. Plans (site development plan, vicinity plan, and drainage/sewer plan);
7. Shoreland Lease Agreement, if the site or project area is below 12.5 m and untitled.

Note: The original copy or certified true copy of SEC-approved Articles of Incorporation or Certificate of Business Registration must be presented for authentication purposes. However, if the original copy of the document is not available, a certified true copy thereof from SEC or DTI should be presented.

FEES:

	Amount
Processing Fee	
LLDA Clearance	1,600.00
LLDA Clearance Amendments	1,800.00
Regulatory Fee	
A. Industrial Establishment/Infrastructure Projects/ Other Similar Projects	
➤ With capital investment of 5 million and below	1,800.00
➤ More than 5 million	360/M
B. Agro-industrial establishment	

	Amount
B.1 Piggery	
➤ 1,000 heads and less	1,800.00
➤ More than 1,000 heads	1.80/head
B.2 Poultry Farm	
➤ 7,000 birds and less	1,400.00
➤ More than 7,000 birds	0.20/bird
B.3 Duck Farm	
➤ 2,800 ducks and less	
➤ More than 2,800 ducks	1,400.00
B.4 Cattle Farm	0.50/duck
➤ 100 heads and less	1,400.00
➤ More than 100 heads	14.00/head
C. Housing and Development	
C.1 Subdivision	
➤ 10 has or less	1,800.00
➤ More than 10 has	180.00/ha
C.2 Townhouses, Villas/other cluster housing units	
➤ 20 units or less	1,800.00
➤ More than 20 units	90.00/unit
C.3 Condominium	
➤ 1,000 sq.m floor area or less	1,800.00
➤ More than 1,000 sq.m floor area	1.80/sq.m
C.4 Hotel/Motel	
➤ 1,000 sq.m floor area or less	1,800.00
➤ More than 1,000 sq.m floor area	1.80/sq.m
D. Institution	
D.1 School	
➤ 1,500 sq.m floor area or less	1,400.00
➤ More than 1,500 sq.m floor area	1.20/sq.m
D.2 Hospital	
➤ 1,000 sq.m floor area or less	1,800.00
➤ More than 1,000 sq.m floor area	1.80/sq.m
D.3 Memorial Park/Cemetery	
➤ 10 has or less	1,800.00
➤ More than 10 has	180.00/ha
D.4 Wet and Dry/Market (palengke)	
➤ 100 stalls or less	1,800.00
➤ More than 100 stalls	180.00/ha
D.5 Supermarket/shopping center, Indoor recreation	
➤ 1,000 sq.m floor area or less	1,800.00

	Amount
➤ More than 1,000 sq.m floor area	1.80/sq.m
D.6 Restaurant/fastfood	
➤ 200 sq.m floor area or less	1,800.00
➤ More than 200 sq.m floor area	9.00/sq.m
E. Quarrying/resource extractive industries	
➤ less than 5M (project cost)	1,800.00
➤ More than 5M	360/M
F. Industrial Subdivision	
➤ less than 5M (development cost)	1,800.00
➤ More than 5M	360/M
G. Theme Parks, Malls, Golf courses	7.20/m ²
H. Land Transport Terminals/Parking Areas	
➤ 50 Vehicles or less	1,800.00
➤ More than 50 vehicles	36.00/unit
I. Warehouse/Storage Facilities (hazardous waste)	
➤ 500 sq.m.floor area or less	1,800.00
➤ More than 500 sq.m floor area	3.60 sq.m

For Development of Titled Shoreland Areas

- Processing fee - P 1,600.00

- Clearance fee Based on the size of the area and zonal value of the area to be utilized using the following formula:

Clearance fee (with structure) =
area in sq. m. x 5% of zonal value

Clearance fee (without structure) =
area in sq. m. x 1% of zonal value

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and requirements	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Licensing Officer	20 minutes
		Evaluates submitted documents. (Includes evaluation and checking of correctness of the documents submitted according to form and substance)	CPD / Engineer	20 minutes
		Assesses and approves fees. (Includes recording in the ledger)	Finance / Accountant	20 minutes
2	Pays fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates technical documents and prepares evaluation report and LC. (Includes technical review of project proposal description and conduct of on-site inspection)	CPD / Engineer	20 WD

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Reviews and approves evaluation report and recommends approval of LC	CPD / Head	1 hour
		Approves LC and affixes LLDA dry seal. (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	OGM / GM	4 hours
3	Receives LC	Releases LLDA Clearance.	OGM / Clerk	10 minutes
END OF TRANSACTION				

Notes:

- 1) Process includes on-site inspection of project.
- 2) Section 4(d), RA 4850, as amended, provides that the necessary clearance shall be issued 30 days from submission thereof.
- 3) The foregoing process applies to application without pending case.
- 4) For applicants with pending case, applicable administrative fines should be first settled before the application is accepted.
- 5) Application forms may be downloaded from www.llda.gov.ph

LLDA Clearance Exemption

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural and juridical, with existing and/or new development projects and activities in the Laguna de Bay Region exempted to secure a clearance from the LLDA

WHAT ARE THE REQUIREMENTS:

1. Duly accomplished and notarized Application Form.
2. Project Description
3. Vicinity Map
4. SEC-approved Articles of Incorporation (for corporation) **OR** Articles of Cooperative duly approved by CDA (for cooperative) **OR** valid Certificate of Business Registration from the Department of Trade and Industry (for single proprietorship, **OR** certification that business is classified as a Barangay Micro Business Enterprise
5. Shoreland Lease Agreement, if the site or project area is below 12.5 m and untitled.

FEES:

Processing Fee	-	PhP1,600.00
Exemption	-	1,400.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and requirements	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Licensing Officer	20 minutes
		Evaluates submitted documents. (Includes evaluation and checking of correctness of the documents submitted according to form and substance)	CPD / Engineer	20 minutes
		Assesses and approves fees. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
2	Pays fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates project description, prepares evaluation report and LC Exemption.	CPD / Engineer	8 WD
		Reviews and approves evaluation report and recommends approval of LC Exemption	CPD / Head	1 hour

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Approves LC Exemption and affixes LLDA dry seal.	OGM / GM	4 hours
3	Receives Exemption LC	Releases LC Exemption	OGM / Clerk	10 minutes
END OF TRANSACTION				

Discharge Permit (New)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who are discharging liquid waste into the Laguna de Bay Region

WHAT ARE THE REQUIREMENTS:

1. Application form, duly accomplished, signed, and notarized.
2. LLDA Clearance. For LLDA Clearance exempted projects, Government issued documents as proof of existence (e.g. BIR, LGU Certificate of Occupancy, SSS Mechanical Permit, etc. dated before 1976)
3. Water bills/reading registered in the name of the applicant
 - If the source of water is from supplier/provider, water bills/reading for the last three (3) months;
 - If the source of water is from groundwater/deepwell, water permit or water permit application from NWRB;
 - If the water source is from surface water, water permit or water permit application from LLDA.
4. Water Treatment Facility layout, with complete specifications of the treatment process duly signed and sealed by a licensed structural/civil or sanitary engineer who prepared the report and countersigned by the owner
5. Engineer's Report/Technical Report
 - The declaration of product capacity stating the quantity or volume and the generic name(s) of product, the nature and character of applicant's waste, its chemical composition, total daily volume of discharge of raw waste, treatment process, and estimate treatment efficiency; and
 - The total daily volume of water composition and discharge of finally treated waste or effluent
6. For establishments discharging on a by-batch mode, schedule of discharge in tables or report (if schedule is not fixed, a projected schedule of at least a month shall be attached)

FEES :

Processing fee : P 5,000.00
 Fixed fee : (depending on volume of wastewater)

Small scale : P 8,000.00
 Medium scale : 16,000.00
 Large scale : 24,000.00

Variable fee : (for BOD and TSS)

Within the standard : P 5.00/kg BOD/TSS
 More than the standard : 30.00/kg BOD/TSS

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and requirements	Provides forms, checklist of requirements, and schedule of fees. (Includes explanation of requirements and process)	CPD / Licensing Officer	20 minutes
		Evaluates submitted documents (Includes checking of correctness of the documents submitted according to form and substance). Note: Applicable only to new application	CPD / Engineer	20 minutes
		Assesses and approves assessment. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
2	Pays fees (Payment may be deposited to accredited banks)	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Conducts on-site inspection, collects samples, and endorses samples to ELRD for analysis	CPD / Engineer	5 WD
		Analyses sample and issues Report of Laboratory Analysis (ROLA)	ELRD / Analyst	10 WD
		Reviews, approves ROLA and endorses the same to CPD (includes delivery of ROLA from Quezon City to Taytay, Rizal)	ELRD / Head	1 day
		Evaluates technical documents, prepares evaluation report and DP (Includes review of plans and specifications of the WTF and other facilities)	CPD / Engineer	12 WD
		Reviews and approves evaluation report and recommends approval of DP (Includes the determination of extent of complete staff work given to the evaluation of the submitted documents).	CPD / Head	1 hour

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Approves DP and affixes LLDA dry seal. (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	OGM / GM	4 hours
3	Receives DP	Releases DP.	OGM / Clerk	10 minutes
END OF TRANSACTION				

Notes:

1. Process includes on-site inspection, collection and analysis of samples.
2. Rule 14.4 of IRR of RA 9275, "Philippine Clean Water Act of 2004" states that the application shall be acted upon within 30 working days.
3. The foregoing process applies to application without pending water pollution case
4. Application may also be submitted online through <http://llda.csf.ph/pmes>
5. Application forms may be downloaded from www.llda.gov.ph
6. Release of Results of Laboratory Analysis is dependent on the nature of samples collected.

Discharge Permit (Renewal)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who are discharging liquid waste into the Laguna de Bay Region

WHAT ARE THE REQUIREMENTS:

Application form, duly accomplished, signed, and notarized.

FEES:

Processing fee : P 5,000.00
Fixed fee : (depending on volume of wastewater)

Small scale : P 8,000.00
Medium scale : 16,000.00
Large scale : 24,000.00

Variable fee : (for BOD and TSS)

Within the standard : P 5.00/kg BOD/TSS
More than the standard : 30.00/kg BOD/TSS

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and	Provides forms, checklist of requirements, and schedule of fees. (Includes explanation of requirements and process)	CPD / Licensing Officer	20 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
	form and requirements	Assesses and approves fees. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
2	Pays fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates technical documents and prepares evaluation report. (Includes review of compliance with DP conditions)	CPD / Engineer	12 WD
		Reviews and approves evaluation report and prepares DP (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents).	CPD / Head	1 hours
		Approves DP and affixes LLDA dry seal. (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	OGM / GM	4 hours
3	Receives DP	Releases DP.	OGM / Clerk	10 minutes
END OF TRANSACTION				

Notes:

1. Process includes on-site inspection, collection and analysis of samples.
2. Rule 14.4 of IRR of RA 9275, "Philippine Clean Water Act of 2004" states that the application shall be acted upon within 30 working days.
3. The foregoing process applies to application without pending water pollution case
4. Application forms may be downloaded from www.ilda.gov.ph

Revalidation of Discharge Permit (Long-term Permit)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who are discharging liquid waste into the Laguna de Bay Region

WHAT ARE THE REQUIREMENTS:

1. Application form, duly accomplished, signed, and notarized.
2. Original Discharge Permit

FEES:

Revalidation fee : P 1,600.00
Fixed fee : (depending on volume of wastewater)

Small scale : P 8,000.00
Medium scale : 16,000.00
Large scale : 24,000.00

Variable fee : (for BOD and TSS)

Within the standard : P 5.00/kg BOD/TSS
More than the standard : 30.00/kg BOD/TSS

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Submits application form and	Receives application form and original copy of DP.	CPD / Licensing Officer	5 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
	form and Original copy of Discharge Permit	Reviews compliance with DP conditions in the database/file and prepares evaluation report.	CPD / Engineer	30 minutes
		Assesses and approves fees. (Includes recording in the ledger)	Finance / Accountant	20 minutes
2	Pays fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Reviews and approves evaluation report and revalidates DP	CPD / Head	15 minutes
3	Receives revalidated DP	Releases revalidated DP	CPD / Licensing Officer	5 minutes
END OF TRANSACTION				

Notes:

1. The foregoing process applies to application without pending water pollution case.
2. Application forms may be downloaded from www.ilda.gov.ph

Accreditation of Pollution Control Officers

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE

Pollution Control Officers

WHAT ARE THE REQUIREMENTS:

1. Official designation from the Chief Executive Officer/President/Owner/Plant Manager “incorporating his/her duties and responsibilities as Company’s Pollution Control Officer (PCO)”.
2. Certificate of employment signed by the Human Resources Officer and certified correct by the CEO.
3. Certificate of Attendance in a 40-hour training/seminar/workshop issued by DENR or LLDA within the last three (3) years.

Minimum Professional Qualification

- a) For large scale enterprises with capitalization of P 60 Million and above:
 - A licensed engineer of appropriate discipline; or
 - Senior manager regardless of professional qualifications
- b) For medium scale enterprises with capitalization between P 15 Million to 60 Million:
 - Graduate of any four-year course; or
 - Has been with the company for the past two (2) years in the production process on a supervisory position; or
 - Senior manager regardless of professional qualifications.
- c) For small scale enterprises with capitalization P 15 Million and below:
 - Owner or plant manager regardless of professional qualifications; or
 - If not the owner nor the plant manager, he/shall have at least graduated with a related technical vocational course or had reached third year in tertiary level education or had been with the company for at least five (5) years in supervisory position.

FEES:

Accreditation Fee - PhP 500.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and requirements	Provides forms and checklist of requirements (includes explanation of requirements and process).	CPD / Licensing Officer	10 minutes
		Assesses and approves assessment.	Finance / Accountant	10 minutes
2	Pays fee	Receives payment and issues Official Receipt (includes encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Processes Certificate of Accreditation and ID	CPD / Engineer	30 minutes
		Reviews and approves Certificate of Accreditation and ID. Affixes LLDA dry seal	OGM / GM	30 minutes
3	Receives Certificate of Accreditation and ID	Releases Certificate of Accreditation and ID	CPD / Licensing Officer	5 minutes
END OF TRANSACTION				

Note:

- 1) Application forms may be downloaded from www.lda.gov.ph

Fishpen/Fishcage Permit

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Fishpen/Fishcage Operators

WHAT ARE THE REQUIREMENTS:

Laguna de Bay

A. Fishpen

Corporation/Cooperative

1. Application form, duly accomplished, signed, and notarized.
2. Valid Business Permit
3. Latest Financial Statements (Balance Sheet and Income Statement)
4. Certificate of Recognition from Barangay where FP is located
5. Community Tax Certificate

Individual

1. Application form, duly accomplished, signed, and notarized.
2. Latest Statement of Assets and Liabilities, duly notarized
3. Certificate of Recognition from barangay where FP is located
4. Community Tax Certificate
5. Valid Business Permit

B. Fishcage

1. Application form, duly accomplished and signed
2. Barangay Clearance
3. Community Tax Certificate

Seven Lakes

A. Fishcage

1. Application form, duly accomplished and signed.
2. Income Tax Return or Certification from DSWD as to source of Income
3. Barangay Certificate indicating number of years of residency

4. Community Tax Certificate
5. Location Plan of the FC Structure duly certified by BFARMC President and Barangay Captain

FEES:

**Laguna de Bay
Fishpen Permit**

Processing Fee		
Individual	P	300.00
Cooperative		500.00
Corporation		1,000.00
Fishpen Fee		6,000.00/ha.

Fishcage Permit

Processing Fee	P	200.00
Fishcage Fee		4,200.00/ha

7 Lakes

Processing Fee	P	50.00
Fishcage Fee		0.60/sq.m.

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and requirements	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Licensing Officer	20 minutes
		Assesses and approves fees. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
2	Pays fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates application and prepares evaluation report and FP/FC Permit	CPD / Zone Desk Officer	20 minutes
		Reviews and approves evaluation report and recommends approval of FP/FC Permit (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents).	CPD / Head	1 hour
		Approves FP/FC Permit and affixes LLDA dry seal. (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	OGM / GM	4 hours
3	Receives FP/FC Permit	Releases FP/FC Permit	OGM / Clerk	10 minutes
END OF TRANSACTION				

Notes:

- 1) The foregoing process applies to application without pending case.
- 2) Application forms may be downloaded from www.lda.gov.ph.

Shoreland Lease Agreement (New)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who are qualified to lease shoreland areas

WHAT ARE THE REQUIREMENTS:

For Cooperatives/Association

1. Application form, duly accomplished and signed
2. Articles of Cooperative duly approved by CDA (for cooperative or association) OR Certificate for Business Registration from the DTI
3. Resolution from the Board of Directors authorizing representative to transact business with LLDA
4. Certification from the Municipal Planning and Development Office that there is no government project in the area applied
5. Tax Declaration of area applied for lease OR certification from the Assessor's Office that the area has no other claimants
6. ID Picture of the head of the cooperative/association taken within the last 6 months
7. Technical survey plan

For Individuals

1. Application form, duly accomplished, and signed,
2. ID Picture of the applicant taken within the last 6 months
3. Birth Certificate/voter's ID/passport
4. Barangay Clearance
5. Tax Declaration of area applied for lease OR certification from the Assessor's Office that the area has no other claimants
6. Certification from the Municipal Planning and Development Office that there is no government project in the area applied
7. Technical survey plan

FEES:

Processing fee	P 1,500.00
Lease Fee	see attached schedule of lease rate

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and supporting documents	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Licensing Officer	20 minutes
		Assesses and approves processing and lease fees. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
2	Pays processing and lease fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates documents, conducts site inspection, and prepares evaluation report.	CPD / Engineer	1 day
		Reviews and approves evaluation report. (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	CPD / Head	1 hour
		Prepares Shoreland Lease Agreement (SLA)	CPD / Engineer	10 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
3	Signs SLA	Reviews and recommends approval of SLA	CPD / Head	20 minutes
		Approves SLA (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	OGM / GM	4 hours
4	Receives SLA	Releases SLA	OGM / Clerk	10 minutes
END OF TRANSACTION				

Note:

- 1) Application forms may be downloaded from www.ilda.gov.ph

Shoreland Lease Agreement (Renewal)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who are qualified to lease shoreland areas

WHAT ARE THE REQUIREMENTS:

For Cooperative/Association

1. Application form, duly accomplished and signed
2. Certification from the Municipal Planning and Development Office that there is no government project in the area applied
3. ID Picture of the head of the cooperative/association taken within the last 6 months

For Individual

1. Application form, duly accomplished, and signed,
2. Certification from the Municipal Planning and Development Office that there is no government project in the area applied
3. ID Picture of the applicant taken within the last 6 months

FEES:

Processing fee	P 1,500.00
Lease Fee	see attached schedule of lease rate

HOW TO AVAIL THE SERVICE:

C L I E N T		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and supporting documents	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Licensing Officer	20 minutes
		Assesses and approves processing lease fees. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
2	Pays processing and lease fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
3	Submits photocopy of the Official Receipt	Receives and files photocopy of the Official Receipt.	CPD / Licensing Officer	10 minutes
END OF TRANSACTION				

Note:

- 1) Application forms may be downloaded from www.lda.gov.ph

Clearance to Develop Shoreland Areas

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Local Government Units located within the Laguna de Bay Region

WHAT ARE THE REQUIREMENTS:

1. Application form, duly accomplished and signed
2. Time table and corresponding budget appropriations
3. Engineering and technical plans
4. Solid and liquid waste management plans
5. Certification from the Municipal Assessors Office that no person is paying the tax of the area
6. Certification from the Office of the Municipal Planning Development Officer that there is no other feasible site for the project
7. Resolution from the Sanguniang Bayan endorsing the proposed project
8. Technical survey plan

FEES :

Processing fee - P 1,600.00

Clearance fee Based on the size of the area and zonal value of the area to be utilized using the following formula:

Clearance fee (with structure) =
area in sq. m. x 5% of zonal value

Clearance fee (without structure) =
area in sq. m. x 1% of zonal value

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and supporting documents	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Licensing Officer	20 minutes
		Assesses and approves processing and clearance fees (includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
2	Pays processing and clearance fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates technical documents, conducts site inspection, and prepares evaluation report.	CPD / Engineer	1 day
		Reviews and approves evaluation report (includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	CPD / Head	1 hour
		Prepares Clearance to Develop Shoreland Areas	CPD / Engineer	10 minutes
		Reviews and recommends approval of Clearance	CPD / Head	20 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Approves Clearance and affixes LLDA dry seal. (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents)	OGM / GM	4 hours
3	Receives Clearance	Releases Clearance	OGM / Clerk	10 minutes
END OF TRANSACTION				

NOTE:

1) Application forms may be downloaded from www.llda.gov.ph.

Barging Clearance

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Barge/Tugboat Operators

WHAT ARE THE REQUIREMENTS:

BARGE

New

1. Application form, duly accomplished, and signed
2. Protection and Indemnity Coverage for oil pollution (P and I)
3. Ship Safety Construction Certificate and Ship Safety Equipment Certificate
4. Bay and River License or Coastwise License
5. Coastwise Loadline Certificate
6. Calibration Table
7. Minimum Safe Manning Certificate
8. General Arrangement Plan
9. Capacity Plan
10. Certificate of Ownership and/or Deed of Sale
11. Certificate of Stability
12. Certificate of Vessel Registry
13. Certificate of Public Convenience

Renewal

1. Application form, duly accomplished, and signed
2. Protection and Indemnity Coverage for oil pollution (P and I)
3. Bay and River License or Coastwise License
4. Coastwise Loadline Certificate
5. Calibration Table
6. Minimum Safe Manning Certificate

TUGBOAT

New

1. Application form, duly accomplished, and signed
2. Ship Safety Certificate

3. Bay and River License or Coastwise License
4. Minimum Safe Manning Certificate
5. General Arrangement Plan
6. Certificate of Ownership and/or Deed of Sale
7. Certificate of Stability
8. Certificate of Vessel Registry
9. Certificate of Public Convenience

Renewal

1. Application form, duly accomplished, and signed
2. Ship Safety Certificate
3. Bay and River License or Coastwise License
4. Minimum Safe Manning Certificate

FEES

Processing fee	-	2,000.00
Regulatory fee	-	40,000.00
More than 1 million liters	-	4,500.00
Extension / month	-	33,000.00
750,001 to 1 million liters	-	3,500.00
Extension / month	-	26,000.00
500,000 to 750,000 million	-	2,000.00
liters	-	
Extension / month	-	2,000.00
Tugboat	-	20,500.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and supporting documents	Provides forms, checklist of requirements, schedule of fees (Includes explanation of requirements and process)	CPD / Licensing Officer	20 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Assesses and approves processing and regulatory fees. (Includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger)	Finance / Accountant	20 minutes
	Pays processing and regulatory fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application and issues claim stub	CPD / Licensing Officer	5 minutes
		Evaluates documents, conducts vessel inspection, and prepares evaluation report. Note: inspection depends on the availability of the vessel.	CPD / Engineer	1 day
2		Reviews and approves evaluation report and prepares Barging Clearance (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents).	CPD / Head	1 hour
		Approves Clearance and affixes LLDA dry seal (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents).	OGM / GM	4 hours

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
3	Receives Barging Clearance	Releases Clearance	OGM/ Clerk	10 minutes
END OF TRANSACTION				

Notes:

- 1) Permit shall be issued within five (5) working days after inspection of the vessel.
- 2) Application forms may be downloaded from www.lda.gov.ph.

Survey Services (Shoreland and Fishpen)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who would like to avail the service

WHAT ARE THE REQUIREMENTS:

Shoreland – LLDA Clearance

1. Application form, duly accomplished, signed
2. Lot plan
3. Vicinity map
4. TCT (for titled area) **OR** Tax Declaration (for untitled area)

Shoreland – Land Titling (Administrative Process)

1. Application form, duly accomplished, signed
2. Lot plan
3. Vicinity map
4. Tax Declaration

Fishpen and Fishcages

1. Endorsement from CPD

FEES:

A. Fishpen Delineation Verification

More than 10 hectares	10,000.00
10 hectares and below	5,000.00

B. Fishcage Delineation/Verification

.35/square meters

C. Shoreland Survey

C.1 Area Determination	Step increment of P 500 for every 1,500 sq. m
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30,001 – 50,000 sq. m. (5 has)	10,800.00
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10,001 - 30,000 sq. m. (3 has)	10,300.00
5,001 – 10,000 sq. m. (1 has)	9,800.00
2,001 – 5,000 sq. m.	9,300.00
501 – 2,000 sq. m.	8,800.00
500 sq. m. and below	8,300.00

C.2 Verification of 12.50 m. elevation	Step increment of P 1,000 for every 1 hectare
20,001 sq. m. – 5 hec.	12,800.00
5,001 sq. m. – 2 hec.	9,800.00
5,000 sq. m. and below	8,300.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
1	Secures, fills-up, and submits application form and supporting documents	Provides forms, checklist of requirements, and schedule of fees (Includes explanation of requirements and process).	CPD / Clerk	20 minutes
		Assesses and approves survey fees (includes the review and evaluation of data that will be used in the computation of fees and recording in the ledger).	Finance / Accountant	20 minutes
2	Pays survey fees	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes
		Receives application, schedules date of survey, and issues claim stub.	CPD / Clerk	5 minutes

CLIENT		AGENCY		
Step	Activity	Activity	Division / Person Responsible	Duration of Activity
		Conducts actual ground survey and prepares certification and topo maps (shoreland) or location plan and survey report (for fishpen and fishcages).	CPD / Engineer	3 days
		Reviews certification and topo maps (shoreland) or location plan and survey report (for fishpen and fishcages). Recommends approval of certification or location plan (Includes the review of the evaluation report and determination of extent of complete staff work given to the evaluation of the submitted documents).	CPD / Head	1 hours
		Approves certification or location plan, and affixes LLDA dry seal (includes the review of the submitted and determination of extent of complete staff work given to the evaluation of the submitted documents).	OGM / GM	4 hours
3	Receives certification and topo maps (shoreland) or location plan and survey report (for fishpen and fishcages).	Releases certification and topo maps (shoreland) or location plan and survey report (for fishpen and fishcages).	CPD / Clerk	5 minutes
END OF TRANSACTION				

NOTE:

- 1) Application forms may be downloaded from www.ilda.gov.ph

Laboratory Services

SCHEDULE OF AVAILABILITY OF SERVICE:

Physio-Chemical & Biological - Monday to Friday, 8:00 am to 5:00 pm

Microbiological - Monday to Wednesday, 8:00 am to 5:00 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who wishes to avail laboratory services

WHAT ARE THE REQUIREMENTS:

1. Request for Analysis Form duly accomplished
2. Sample (in standard container)
 - Samples should be properly labeled and sealed with masking tape. Label shall include the name of client, source of sample, date and time of collection. The LLDA laboratory can provide container for bacteriological analysis.
 - Clients must call the laboratory for the schedules of endorsement of samples. In case the sample was not been submitted on the planned date, re-scheduling is required.
 - Clients should observe proper steps in the endorsement of samples (available at the LLDA Laboratory or maybe downloaded from the LLDA Website) for Physico-chemical and Bacteriological analysis.

FEES:

Parameter	Amount
Physico-chemical	
PH	200.00
COD	800.00
BOD ³	900.00
DO	500.00
Ammonia	600.00
Nitrate	600.00
Inorganic Phosphate	600.00
Total Phosphorus	600.00
Total Nitrogen	800.00
TKN	800.00
Silica	600.00
Sulfate	600.00
Total Solids	600.00
Total Suspended Solids	600.00
Total Dissolved Solids	600.00
Imhoff cone	200.00
Turbidity	300.00
Conductivity	300.00
Color	200.00
Chloride	400.00
Fluoride	600.00
Alkalinity	400.00
Calcium hardness	400.00
Total hardness	400.00
Oil and grease	900.00
Phenols	2,000.00
Surfactants	1,000.00

Parameter	Sample Preparation	Instrumentation
Cadmium	1,000.00	500.00
Copper	1,000.00	500.00
Iron	1,000.00	500.00
Lead	1,000.00	500.00
Nickel	1,000.00	500.00
Zinc	1,000.00	500.00
Chromium, hexavalent	1,000.00	500.00

Surface Water	
Zooplankton	400.00
Benthos	500.00
Phytoplankton	500.00
Chlorophyll "a"	500.00
Drinking water	520.00
Total coliforms	600.00
Fecal coliforms	500.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY			
Step	Activity	Activity	Division / Person Responsible	Duration of Activity	
1	Secures, fills-up, and request for analysis form	Provides forms and checklist of requirements (Includes evaluation of submitted application form, checking of completeness and correctness of data and adequacy of sample.)	ELRD / Secretary and Analyst	5 minutes	
2	Pays fee	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid).	Finance / Cashier	10 minutes	
		Receives samples for analysis	ELRD / Analyst	See brochure of ELRD	
		Analyses sample	ELRD / Analyst	Physio-chemical Analysis	2 weeks
				Heavy Metals	1 month
				Microbiological	1 week (neg.)
2 weeks (pos.)					
Biological Analysis	3 weeks				
3	Receives Result of Laboratory Analysis (ROLA)	Releases Result of Laboratory Analysis (ROLA)	ELRD / Clerk	5 minutes	

NOTE:

1) Application forms may be downloaded from www.ilda.gov.ph

Feedback and Redress Mechanism

To help us improve or assess our services, you may send your comments, commendations, and complaints through the following:

- 1) Accomplish the Feedback Form, which is available at the Public Assistance Desk.
- 2) Short messaging system at 0917-898-5532 (0917-TXT-LLDA).
- 3) Electronic mail at piu@llda.gov.ph.
- 4) Talk to our OFFICER OF THE DAY.
- 5) Call us at the following numbers:

Office of the GM	284-47-40 local 3388
Public Affairs Unit	286-6110
Clearances & Permits Department	
Industries, etc	284-47-93
Fishpen/Fishcage	286-6114
Shoreland	286-6117

- 6) Snail mail addressed to:

Laguna Lake Development Authority
Public Affairs Office
Club Manila East Compound, Km. 24, Manila East Road,
Brgy. San Juan, Taytay, Rizal

LAGUNA LAKE DEVELOPMENT AUTHORITY
Club Manila East Compound, Manila East Road,
Brgy. San Juan, Taytay, Rizal

1st Edition