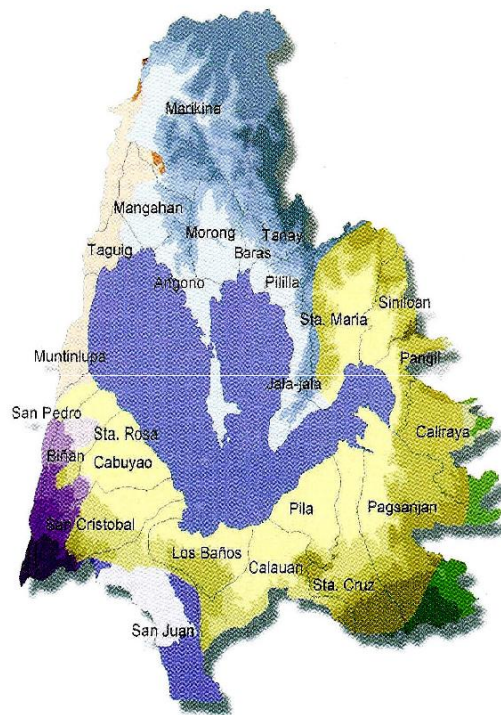


Laguna Lake Development Authority



CITIZEN'S CHARTER

(A Guidebook on LLDA's Frontline Services)



National Ecology Center, East Avenue, Diliman, Quezon City, Metro Manila

Laguna Lake Development Authority

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

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Citizen's Charter Manual

Table of Contents

Table of Contents	1
Abbreviations	2
Agency Profile	3
History	3
Mandate	3
Vision	4
Mission	4
Core Values	4
Quality Policy	5
Frontline Services	6
LLDA Clearance	8
LLDA Clearance Exemption	12
LLDA Clearance Expansion	14
LLDA Clearance Amendment	16
Discharge Permit (New)	18
Discharge Permit (Renewal)	21
Discharge Permit (Revalidation)	23
Accreditation of Pollution Control Officers	25
Temporary Lake Occupancy Permit	27
Shoreland Development Clearance (LGUs and Private)	29
Barging Clearance (New/Renewal)	32
Surface Water Permit (New/Renewal)	35
Survey Services (Shoreland)	41
Laboratory Services	43
Feedback and Redress Mechanism	46

Abbreviations

BC	-	Barging Clearance
BIR	-	Bureau of Internal Revenue
BOD	-	Bio-Chemical Oxygen Demand
CDA	-	Cooperative Development Authority
CPD	-	Clearances and Permits Division
DP	-	Discharge Permit
ED	-	Enforcement Division
FD	-	Finance Division
ELRD	-	Environmental Laboratory and Research Division
FC	-	Fishcage
FP	-	Fishpen
GM	-	General Manager
IR	-	Inspection Report
LAD	-	Legal and Adjudication Division
LC	-	LLDA Clearance
LLDA	-	Laguna Lake Development Authority
NOV	-	Notice of Violation
OGM	-	Office of the General Manager
PCO	-	Pollution Control Officer
ROLA	-	Result of Laboratory Analysis
SMD	-	Surveillance and Monitoring Division
SEC	-	Securities and Exchange Commission
SDC	-	Shoreland Development Clearance
SMD	-	Surveillance and Monitoring Division
SOP	-	Shoreland Lease Agreement
SWP	-	Surface Water Permit
TCT	-	Transfer Certificate of Title
TLOP	-	Temporary Lake Occupancy Permit
TSS	-	Total Suspended Solids
WTF	-	Waste Treatment Facilities

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 and the municipality of Pateros in Metro Manila.

History

The LLDA was organized by virtue of Republic Act No. 4850 as amended by Presidential Decree 813 and Executive Order 927 as a quasi-government agency with regulatory and proprietary functions including 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

“To promote, and accelerate the development and balanced growth of the Laguna Lake area and the surrounding provinces, cities and towns hereinafter referred to as the region, within the context of the national and regional plans and policies for social and economic development and to carry out the development of the Laguna Lake region with due regard and adequate provisions for environmental management and control, preservation of the quality of human life and ecological systems, and the prevention of undue ecological disturbances, deterioration and pollution.”

Vision

By 2040, the Laguna de Bay basin is an ecologically balanced resource that fosters vibrant economic development and sustains the needs of the present and future generations through participation of empowered and responsible stakeholders.

Mission

To manage, develop and transform the Laguna de Bay Region into a vibrant economic zone through conservation of lake basin resources and good governance with the participation of empowered and responsible stakeholders.

Core Values

Love of the Environment

“We are foremost advocates of environmental protection and sustainable development in this day and age of climate change.”

Leadership / Professionalism

“We adhere to the highest standards of civil service and professional meritocracy.”

Disciplined / Science-Driven

“We believe in empirically-driven and science-based environmental governance and management.”

Adaptability / Innovativeness

“We believe in change management and the value of innovation and creativity.”

Quality Policy

As the only lake basin Authority in the country, a member of the International Living Lakes Network and one of the founding members of Network of Asian River Basin Organizations (NARBO), we commit to:

Lead the sustainable development in the Laguna de Bay Region through effective and strict enforcement of water resources management laws;

Lead and continually improve our service delivery systems based on a certified quality management system for the satisfaction and trust of our stakeholders;

Develop and implement empirically-driven and science-based processes and decisions; and

Adhere to legal requirements and other policies that serve to maintain the highest standards of the civil service.

“Ibalik ang Diwa ng Lawa”

Frontline Services

LLDA Clearance

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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 (refer to B.R. 408 s. of 2011).

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. Certification that the site or project area is above 12.5 m if located within shoreland barangay.

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	1,400.00
More than 2,800 ducks	0.50/duck
B.4 Cattle Farm	
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

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant / FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt	Receives the application and assessment form.	CPD Front Liner

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
5		Schedules on-site inspection.	CPD Head / Senior Staff
6		Conducts on-site inspection and prepares report.	CPD Inspector
7		Reviews inspection report.	CPD Head
8		Evaluates documents and processes LC	Case Handler / Senior Staff
9		Reviews LC Application: •If approved, recommends approval of LC, then proceed to the next step •If disapproved, writes and sends the notice of denial ¹	CPD and ERD Head
10	Receives the LC	Approves LC Affixes LLDA dry seal.	GM OGM Staff
11		Releases the approved LC.	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 20 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.
3. For establishments who refused the entry of the CPD Inspector without valid grounds, an Ex-Parte Order (Refusal of Entry) from LLDA – LAD shall be issued thereof.

¹A. The LC Application might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information
4. Establishment outside LLDA’s jurisdiction

B. The above applies to all kinds LC (Expansion, Exemption and Amendment)

LLDA Clearance Exemption

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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 Report
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. Certification that the site or project area is above 12.5 m if located within shoreland barangay.

FEES:

Processing Fee	-	PhP1,600.00
Exemption	-	1,400.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/ FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt	Receives the application and assessment form.	CPD Front Liner
5		Evaluates documents and processes LC Exemption	Case Handler / Senior Staff
6		Schedules on-site inspection	CPD Head / Senior Staff
7		Conducts on-site inspection and prepares report	CPD Inspector
8		Reviews inspection report	CPD Head
9		Reviews LC Exemption Application: •If approved, recommends approval of LC, then proceed to the next step •If disapproved, writes and sends the notice of denial	CPD and ERD Head
10		Approves LC Exemption. Affixes LLDA dry seal	GM OGM Staff
11	Receives the LC Exemption	Releases the approved LC Exemption	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 10 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.
3. For establishments who refused the entry of the Inspector without valid grounds, an Ex-Parte Order (Refusal of Entry) from LLDA – LAD shall be issued thereof.

LLDA Clearance Expansion

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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 required to secure a LC Expansion from the LLDA

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. Environmental Impact Assessment, Initial Environmental Examination, **OR** Project Description/Engineer's Report, whichever is applicable;
5. Plans (site development plan, vicinity plan, and drainage/sewer plan);
6. Shoreland Occupancy Permit, if the site or project area is below 12.5 m and untitled;
7. Copy of previous LLDA Clearance.

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:

Processing fee	-	P1,600.00
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Clearance fee	Based on the size of the area and zonal value of the area to be utilized using the following formula:	
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Clearance fee (with structure) = area in sq. m. x 5% of zonal value

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements	Evaluates submitted documents	CPD Front Liner
2		Assesses and checks fees and charges	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges	Reviews and approves assessment Receives payment and issues Official Receipt	Accountant/ FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt	Receives the application and assessment form	CPD Front Liner
5		Schedules on-site inspection	CPD Head / Senior Staff
6		Conducts on-site inspection and prepares report	CPD Inspector
7		Reviews inspection report	CPD Head
8		Evaluates documents and processes LC Expansion	Case Handler / Senior Staff
9		Reviews LC Expansion Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial	CPD and ERD Head
10		Approves LC Expansion Affixes LLDA dry seal	GM OGM Staff
11	Receives the LC Expansion	Releases the approved LC Expansion	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 15 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.
3. For establishments who refused the entry of the Inspector without valid grounds, an Ex-Parte Order (Refusal of Entry) from LLDA – LAD shall be issued thereof.

LLDA Clearance Amendment

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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 requesting for amendment in their previously secured LLDA Clearance.

WHAT ARE THE REQUIREMENTS:

1. Duly accomplished and notarized Application Form with the signature of Pollution Control Officer and Chief Executive Officer (CEO);
2. Letter request for amendment signed by CEO;
3. Environmental Compliance Certificate **OR** Certificate of Non-Coverage, whichever is applicable;
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);
5. Copy of previous LLDA Clearance.

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:

Processing Fee	-	PhP1,600.00
Amendment	-	PhP1,400.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements	Evaluates submitted documents	CPD Front Liner

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/ FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt	Receives the application and assessment form.	CPD Front Liner
5		Evaluates documents and processes LC Amendment	Case Handler / Senior Staff
6		Reviews LC Amendment Application: •If approved, recommends approval of LC, then proceed to the next step •If disapproved, writes and sends the notice of denial	CPD and ERD Head
7		Approves LC Amendment. Affixes LLDA dry seal	GM OGM Staff
8	Receives the LC Amendment	Releases the approved LC Amendment	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 7 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.

Discharge Permit (New)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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. Duly accomplished and notarized Application Form;
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 and Drainage Plan 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

F E E S

Processing fee	: P 5,000.00
Fixed Fee	: Depending on the water volume
Conventional	
Small Scale (<30m ³ /day)	: P 8,000.00
Medium Scale (30-150m ³ /day)	: P 16,000.00
Large Scale (>150m ³ /day)	: P 24,000.00
With Heavy Metals	
Medium Scale (0-150m ³ /day)	: P 16,000.00
Large Scale (>150m ³ /day)	: P 24,000.00
Variable Fee (for BOD and TSS)	
Within the standard	: P 5.00/kg BOD/TSS
More than the standard	: P 30.00/kg BOD/TSS

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant / FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt.	Receives the application and assessment form.	CPD Front Liner
5		Schedules and conducts on-site inspection and collection of waste water sample.	CPD Inspector and CPD Head
6		Analyzes sample and prepares ROLA	ELRD Staff
7		Reviews and approves the ROLA Releases ROLA to ERD.	ELRD and RMDD Head ELRD Clerk
8		Prepares inspection report.	CPD Inspector
9		Reviews inspection report.	CPD Head

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
10		Evaluates documents and processes DP.	Case Handler / Senior Staff
11		Reviews DP Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial ²	CPD and ERD Head
12		Approves DP Affixes LLDA dry seal.	GM OGM Staff
13	Receives the DP	Releases the approved DP.	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 30 Working Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. DP New with discharge and DP Renewal shall be inspected by SMD.
3. DP New without discharge shall be inspected by CPD.
4. DP (Renewal) is valid for one (1) year and shall be subject to renewal upon expiration.
5. Release of Results of Laboratory Analysis is dependent on the nature of samples collected.
6. 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.
7. In case of non-compliance to effluent standards, the result of evaluation will be endorsed to ED for the preparation and issuance of NOV.
8. For applicants with pending case, deficiency on payment, documentary requirement, processing shall resume upon submission/compliance with the said requirements.
9. For establishments who refused the entry of the Inspector without valid grounds, an Ex-Parte Order (Refusal of Entry) from LLDA – LAD shall be issued thereof.

² A. The DP Application might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information

B. The above applies to all kinds DP (Renewal and Revalidation)

Discharge Permit (Renewal)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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:

Duly accomplished and notarized Application Form.

F E E S

Processing fee		: P 5,000.00
Fixed Fee		: Depending on the water volume
Conventional		
Small Scale (<30m ³ /day)		: P 8,000.00
Medium Scale (30-150m ³ /day)		: P 16,000.00
Large Scale (>150m ³ /day)		: P 24,000.00
With Heavy Metals		
Medium Scale (0-150m ³ /day)		: P 16,000.00
Large Scale (>150m ³ /day)		: P 24,000.00
Variable Fee (for BOD and TSS)		
Within the standard		: P 5.00/kg BOD/TSS
More than the standard		: P 30.00/kg BOD/TSS

HOW TO AVAIL THE SERVICE:

C L I E N T		A G E N C Y	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements	Evaluates submitted documents	CPD Front Liner
2		Assesses and checks fees and charges	CPD Front Liner and CPD Head

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
3	Proceeds to the FD for the payment of corresponding fees and charges	Reviews and approves assessment Receives payment and issues Official Receipt	Accountant / FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt	Receives the application and assessment form	CPD Front Liner
5		Evaluates documents and processes DP (Renewal)	Case Handler / Senior Staff
6		Reviews DP (Renewal) Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial	CPD and ERD Head
7		Approves DP (Renewal) Affixes LLDA dry seal	GM OGM Staff
8	Receives the DP (Renewal)	Releases the approved DP (Renewal)	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 15 Working Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. In case of non-compliance to effluent standards, the result of evaluation will be endorsed to ED for the preparation and issuance of NOV.
3. DP (Renewal) is valid for one (1) year and shall be subject to renewal upon expiration.
4. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.
5. For establishments who refused the entry of the Inspector without valid grounds, an Ex-Parte Order (Refusal of Entry) from LLDA – LAD shall be issued thereof.
6. Establishments shall be subject to compliance monitoring prior to the renewal of the DP.

Revalidation of Discharge Permit (Revalidation)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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. Duly accomplished and notarized Application Form.
2. Original Discharge Permit

F E E S

Processing fee		: P 5,000.00
Fixed Fee		: Depending on the water volume
Conventional		
Small Scale (<30m ³ /day)		: P 8,000.00
Medium Scale (30-150m ³ /day)		: P 16,000.00
Large Scale (>150m ³ /day)		: P 24,000.00
With Heavy Metals		
Medium Scale (0-150m ³ /day)		: P 16,000.00
Large Scale (>150m ³ /day)		: P 24,000.00
Variable Fee (for BOD and TSS)		
Within the standard		: P 5.00/kg BOD/TSS
More than the standard		: P 30.00/kg BOD/TSS

HOW TO AVAIL THE SERVICE:

C L I E N T		A G E N C Y	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements	Evaluates submitted documents	CPD Front Liner
2		Assesses and checks fees and charges	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges	Reviews and approves assessment Receives payment and issues Official Receipt	Accountant/ FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt	Receives the application and assessment form	CPD Front Liner
5		Validates compliance to permit conditions	CPD Front Liner
6	Receives revalidated permit	Revalidates permit	CPD Head
END OF TRANSACTION			

PROCESSING TIME: 1 Working Day

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. In case of non-compliance to effluent standards, the result of evaluation will be endorsed to ED for the preparation and issuance of NOV.
3. DP (Revalidation) is valid for two (2) or three (3) years depending on the application and shall be subject to renewal upon expiration.
4. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.
5. Establishments shall be subject to compliance monitoring prior to the revalidation of DP.

Pollution Control Officers Accreditation

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:30 am to 4:30 pm

WHO MAY AVAIL OF THE SERVICE

Pollution Control Officers

WHAT ARE THE REQUIREMENTS:

1. Accomplished and notarized application form signed by the designated PCO and CEO/President/Owner/Plant Manager.
2. Official designation from the Chief Executive Officer/President/Owner/Plant Manager "incorporating his/her duties and responsibilities as Company's Pollution Control Officer (PCO)
3. Certificate of employment signed by the Human Resources Officer and certified correct by the CEO.
4. Certificate of Attendance in a 40-hour training/seminar/workshop issued by LLDA within the last three (3) months.

Minimum Professional Qualification

- a) Licensed Engineer of appropriate discipline or;
- b) Graduate of any four (4) year course or;
- c) Has been in the company for the past three (3) years on a supervisory position or;
- d) Owner or Manager regardless of professional qualification

FEES:

Accreditation Fee	-	PhP 500.00
PCO ID	-	PhP 200.00

HOW TO AVAIL THE SERVICE:

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents. Assesses and checks fees and charges.	ECO Staff
2	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/ FD Head Cashier
3	Proceeds to the FD for the payment of corresponding fees and charges	Reviews and approves assessment Receives payment and issues Official Receipt	Accountant/ FD Head Cashier
4	Returns to the ECO for the submission of the application and Official Receipt.	Receives application and assessment form.	ECO Staff
5		Processes Certificate of Accreditation	ECO Staff
6		Review and approves Certificate of Accreditation	General Manager
7	Receives Certificate of Accreditation and PCO ID.	Releases Certificate of Accreditation and PCO ID.	ECO Staff
END OF TRANSACTION			

PROCESSING TIME: 3 Days

Notes:

1. Application form for PCO Accreditation may be downloaded from www.lda.gov.ph

Temporary Lake Occupancy Permit (Seven Lakes)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 pm

WHO MAY AVAIL OF THE SERVICE:

Fishcage operators

WHAT ARE THE REQUIREMENTS:

1. Duly accomplished and notarized Application Form
2. Barangay Clearance
3. Community Tax Certificate
4. Mayor's Permit

FEES:

Processing fee	:	P 200.00
Regulatory/Permitting Fee	:	P .60/m ² x area of FC

HOW TO AVAIL THE SERVICE:

Step	CLIENT	AGENCY	
	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/ FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt.	Receives the application and assessment form.	CPD Front Liner

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
5		Schedules and conducts on-site inspection and collection of waste water sample.	CPD Inspector and CPD Head
6		Prepares inspection report.	CPD Inspector
7		Reviews inspection report.	CPD Head
8		Evaluates documents and processes TLOP.	Case Handler / Senior Staff
9		Reviews TLOP Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial. ³	CPD and ERD Head
10		Approves TLOP Affixes LLDA dry seal.	GM OGM Staff
11	Receives the TLOP	Releases the approved TLOP.	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 15 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. The foregoing process applies to application without pending case.
3. TLOP shall be valid only until the end of the year of issuance.
4. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.

³ The TLOP Application might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information

Shoreland Development Clearance

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 pm

WHO MAY AVAIL OF THE SERVICE:

Local Government Units and Private Entities with untitled and titled properties respectively located within 12.5m elevation in the shoreland of Laguna de Bay

WHAT ARE THE REQUIREMENTS:

For LGUs:

1. Duly accomplished Shoreland Development Clearance application form;
2. Plans (site development plan, vicinity plan, technical survey plan) duly signed by the chief executive officer/owner and engineer;
3. Solid and liquid waste management plans;
4. Timetable and corresponding budget appropriations;
5. Certification from the Municipal Assessor's 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; and
7. Resolution from the Sangguniang Bayan endorsing the proposed project.
8. Geo-tagged location of the proposed project

For Private Corporations/Individuals:

1. Duly accomplished Shoreland Development Clearance application form;
2. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), as the case may be;
3. Copy of Land title of the proposed area for development;
4. Project Proposal including Cost Estimate and Environmental Management Plan;
5. Plans (site development plan, vicinity plan, drainage/sewer plan, technical survey plan) duly signed by the chief executive officer/owner and engineer; and
6. Timetable and corresponding budget appropriations.
7. Geo-tagged location of the proposed project

FEEES

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
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/ FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt.	Receives the application and assessment form.	CPD Front Liner
5		Schedules and conducts on-site inspection	
6		Prepares inspection report.	
7		Reviews inspection report.	
8		Evaluates documents and processes SDC.	Case Handler / Senior Staff

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
9		Reviews SDC Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial ⁴	CPD and ERD Head
10		Approves SDC Affixes LLDA dry seal.	GM OGM Staff
11	Receives the SDC	Releases the approved SDC.	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 20 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.

⁴ The SDC might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information
4. Shoreland area is below the 12.5m elevation

Barging Clearance (New/Renewal)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 pm

WHO MAY AVAIL OF THE SERVICE:

Barge/Tugboat Operators

WHAT ARE THE REQUIREMENTS:

BARGE

New

1. Duly accomplished and notarized Application Form;
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; and
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; and
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; and
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; and
4. Minimum Safe Manning Certificate

FEEES

Processing fee	-	P2,000.00
Regulatory fee		
Less than 50 GT	-	P15,600.00
Extension per month	-	P1,680.00
50 to 75 GT	-	P21,600.00
Extension per month	-	P2,280.00
76 to 100 GT	-	P27,600.00
Extension per month	-	P2,880.00
Above 100 GT	-	P33,600.00
Extension per month	-	P3,600.00

HOW TO AVAIL THE SERVICE:

	CLIENT	AGENCY	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/ FD Head Cashier

Step	CLIENT	AGENCY	
	Activity	Activity	Division / Person Responsible
4	Returns to the CPD for the submission of the application and Official Receipt.	Receives the application and assessment form.	CPD Front Liner
5		Schedules and conducts inspection	CPD Inspector and CPD Head
6		Prepares inspection report.	CPD Inspector
7		Reviews inspection report.	CPD Head
8		Evaluates documents and processes BC.	Case Handler / Senior Staff
9		Reviews BC Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial ⁵	CPD and ERD Head
10		Approves BC Affixes LLDA dry seal.	GM OGM Staff
11	Receives the BC	Releases the approved BC.	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 5 Days after inspection

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. The BC (New/Renewal) is valid for one (1) year and shall be subject to renewal upon expiration.
3. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.

⁵ The BC might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information

Surface Water Permit (New/Renewal)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 pm

WHO MAY AVAIL OF THE SERVICE:

Persons, natural or juridical, who are abstracting the lake waters of Laguna de Bay and other bodies of waters within the Laguna de Bay Region.

CHECKLIST OF REQUIREMENTS:

- A. Duly accomplished Water Permit Application (notarized) and notices;
- B. Proof or proper documentation of land ownership of, legal title to, or right or interest to use, the property on which the water source is situated;
- C. Certificate of Registration from relevant agencies i.e., Department of Trade and Industry (DTI), Cooperative and Development Authority (CDA), Securities and Exchange Commission (SEC) with Articles of Incorporation (for Corporation and Association) including Corporate Secretary's Certification on present capital structure stating the citizenship and the number of shares of each stockholder, whichever is applicable;
- D. Brief description of the project stating among others, how water will be used, amount of water needed, power to be generated, etc.;
- E. Vicinity Map/Location Plan with scale 1:10,000 or 1:50,000 showing exact location of the point of diversion;
- F. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), whichever is applicable;
- G. Clearance from LLDA (LLDA Clearance, Discharge Permit, Shoreland Certification, etc.);
- H. Water Permit from NWRD (in case of existing groundwater source);
- I. Initial Permit from DOE pursuant to R.A. No. 7156;
- J. General Layout of the system, including delineation of area indicating hectareage for which water will be used and adjoining lands and their corresponding owners duly indicated relative to the point of diversion;
- K. Clearance from existing dam/reservoir operated by NIA, NPC and other government entities (for fisheries located upstream not within of said existing dam/reservoir);
- L. Certificate of Potability (including Physical and Chemical Analysis of water);
- M. Certificate of Conformance from LWUA (for Water Districts only);
- N. Certificate of Registration (if Barangay Waterworks Association, Rural Waterworks and Sanitation Association);
- O. Subdivision Plan (if applicable);
- P. Endorsement from the Sanguniang Bayan and Panlalawigan/Regional Development Council endorsement (for LGU-managed water supply facilities);

Q. Such other documents that may be required by the LLDA.

REQUIRED DOCUMENTS TO BE SUBMITTED FOR:

1. **DOMESTIC USE:** should submit documents listed on letters **A, B, E, F, H;**
2. **MUNICIPAL USE:** should submit documents listed on letters **A, B, C, D, E, F, H, M, N, O, P, Q;**
3. **IRRIGATION/AGRICULTURAL USE:** should submit documents listed on letters **A, B, C, D, E, F, J, H, Q;**
4. **POWER GENERATION USE:** should submit documents listed on letters; **A, B, C, D, E, F, H, I, Q;**
5. **FISHERIES USE:** should submit documents listed on letters **A, B, C, D, E, F, G, H, K, Q;**
6. **LIVESTOCK USE:** should submit documents listed on letters **A, B, C, D, E, F, G, H, Q;**
7. **INDUSTRIAL USE:** should submit documents listed on letters **A, B, C, D, E, F, G, H, Q;**
8. **OTHER USES (RECREATION, COMMERCIAL, MEMORIAL PARKS, ENVIRONMENTAL, ETC.):** should submit documents listed on letters **A, B, C, D, E, F, G, H, L, Q.**

FEES :

Nature of Service	Approved Rates (in Pesos)
A. Application/Filing Fee	
1. Water Permit	
(a) Municipal	
(1) Level I and II	550
(2) Level III	7,200
(b) Irrigation 1) National/Corporation	7,200
2) Communal/Individual	550
(c) Power Generation	7,200
(d) Fisheries	7,200
(e) Livestock Raising	7,200
(f) Industrial	7,200
(g) Recreation	7,200
(h) Other Purposes	7,200

2. Transfer of Water Permit					
(a) Municipal	7,200				
(b) Irrigation 1) National/Corporation	7,200				
2) Communal/Individual	5,000				
(c) Power Generation	7,200				
(d) Fisheries	5,000				
(e) Livestock Raising	5,000				
(f) Industrial	7,200				
(g) Recreation	7,200				
(h) Other Purposes	7,200				
Nature of Service	Approved Rates (in Pesos)				
3. Amendment on the Water Permit					
• Change in Name	1,000				
• Change in Purpose	5,000				
• Change in Discharge Granted	7,200				
4. Registration for Domestic Use	100				
5. Registration as Well Driller & Renewal	(annual)				
(a) Sole Proprietor	2,500				
(b) Partnership or Corporation	5,000				
6. Permit to Drill for Observation/Monitoring Deepwells					
7. Certificate of Public Convenience (CPC)/Certificate of Public Convenience and Necessity (CPCN) with Authority to Charge Water Rates	10,000				
8. Provisional Authority	5,000				
9. Extension of CPC/CPCN Validity (Renewal)	5,000				
10. Authority to Increase Capital Stock	5,000				
11. Protests/Water Use Conflicts/Verified Complaint	8,500				
12. Appeal Fee	1,000				
13. Rate Adjustment/Increase with Authority to Charge Water Rates	10,000				
14. Sale/Transfer/Lease/Donation of Water System with CPC/CPCN	5,000				
15. Extension of Service	5,000				
16. Re-Appraisal/Re-Evaluation of Assets	10,000				
B. Annual Water Charges					
Classification	WITHDRAWAL COST/LPS (in Php)				
	Base Cost	Not more than 10 lps	More than 10 lps but not exceeding 50 lps	More than 50 lps but not exceeding 7,000 lps	More than 7,000 LLPS
a) Municipal					
(1) Levels I and II	500	6.60	10.20	13.20	16.80
(2) Level III	5,000	6.60	10.20	13.20	16.80
b) Fisheries	500	3.30	5.10	6.60	8.40
c) Livestock	500	3.30	5.10	6.60	8.40
d) Irrigation					
(1) Communal/Individual	500	3.30	5.10	6.60	8.40
(2) National/Corporation	5,000	6.60	10.20	13.20	16.80
e) Power Generation	5,000	3.30	5.10	6.60	8.40

f) Industrial	5,000	12.30	18.95	24.55	30.55
g) Recreation	5,000	12.30	18.95	24.55	30.55
h) Others	5,000	12.30	18.95	24.55	30.55
NOTE: For declared critical areas in Metro Manila, the following rates shall apply:					
a. In areas adequately serviced by MWSS concessionaires: 100% of water tariff of the concessionaires					
b. In areas not adequately serviced by MWSS concessionaires: 35% of water tariff if the concessionaires					
i) Charge for over extraction for non-critical areas	P3,000 for every 1 lps or fraction thereof over extracted				
j) Other Charges					
(j-1) Use of Water at its Natural Location for Fish Culture					
(j-1-a) For surface area < 15 has.	Base Cost of P500 + P100/ha.				
(j-1-b) For surface area > 15 has.	Base Cost of P500 + P1,650 for 15 has. Plus P0.65/ha. in excess of 15 has.				
k) Waterworks Supervision					
(k-1) Supervising/Regulation Fee	P0.50 per P100 capital stock subscribed or paid or if no shares have been issued, of the capital invested, or of the property and equipment, whichever is higher.				
C. Other Charges			Approved Rates		
1. Certification Change					
a) Certification for Memorial Parks			P5,000		
b) Certificate of Water Availability			P2,500		
c) Other Technical Certification			P1,000		
d) Certified True Copy			P50/page		
2. CPC/CPCN Diploma			P500		
3. Certificate of Compliance			P3,500		
1. Testing and Sealing Fee of Water Meters			P100		
2. Request for Extension of Time to Submit Annual Report			P5,000		
3. Transfer of Water Permit Document			P1,000		
D. Penalties					
1. Owner					
(a) Operation of a System without a CPC/CPCN			P10,000 per year reckoned from date of operation but not to exceed P50,000		
(b) Non/late payment of Annual Water Charge			50% due per year		
(c) Non/late submission of Annual Report Form			P5,000 per year		
(d) Refusal to have meters tested and sealed			First Offense: P100.00 per day of default or violation but not to exceed P5,000 Second Offense: P200.00 per day of default or violation until payment shall be made as specified in the Order of the Board Third Offense: P200.00 per day of default and/or Suspension/Revocation of the CPC as deemed appropriate by the Board		
(e) Illegal extraction of groundwater			More than P800 but not exceeding P1,000 per day of violation		

2. Well Drillers	
(a) Drilling without Permit to Drill	P20,000 (1 st offense) P30,000 (2 nd offense) Revocation of Registration (3 rd offense)
(b) Non-registered Well Drillers	P50,000
E. Penalty for Delinquency	
Where the penalty imposed is a fine, additional penalty interest equivalent to 2% per month of delay or a fraction thereof until fully paid shall be charged.	

HOW TO AVAIL THE SERVICE:

C L I E N T		A G E N C Y	
Step	Activity	Activity	Division / Person Responsible
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges.	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant /FD Head Cashier
4	Returns to the CPD for the submission of the application and Official Receipt.	Receives the application and assessment form.	CPD Front Liner
5		Endorses the application to PDMED for inspection	CPD Head
6		Schedules and conducts on-site inspection	PDMED Head / Staff
7		Prepares inspection report.	PDMED Staff
8		Reviews inspection report. Endorses the inspection report to CPD	PDMED Head
9		Evaluates documents and processes SWP	CPD Senior Staff

CLIENT		AGENCY	
Step	Activity	Activity	Division / Person Responsible
10		Reviews BC Application: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial ⁶	CPD and ERD Head
11		Approves SWP Affixes LLDA dry seal.	GM OGM Staff
12	Receives the SWP	Releases the approved SWP	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 10 Days after inspection

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.
2. The SWP (New/Renewal) is valid for three (3) years and shall be subject to renewal upon expiration.
3. For applicants with pending case, deficiency on payment or documentary requirement, processing will be withheld and shall resume upon submission/compliance with the said requirements.

⁶ The BC might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information

Survey Services (Shoreland)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday, 7:30 am to 4:30 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

FEES:

A. Shoreland Survey

A.1 Area Determination	Step increment of P 500 for every 1,500 sq. m
30,001 – 50,000 sq. m. (5 has)	10,800.00
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
A.2 Verification of 12.50 m. elevation	Step increment of P 1,000 for every 1 hectare
20,001 sq. m. – 50,000 sq. m.	12,800.00
5,001 sq. m. – 20,000 sq. m. 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
1	Accomplish and submits the application form and requirements.	Evaluates submitted documents.	CPD Front Liner
2		Assesses and checks fees and charges.	CPD Front Liner and CPD Head
3	Proceeds to the FD for the payment of corresponding fees and charges	Reviews and approves assessment Receives payment and issues Official Receipt.	Accountant/F D Head and Cashier
4	Returns to the CPD for the submission of the application and Official Receipt.	Receives the application and assessment form	CPD Front Liner
5		Schedules and conducts ground survey	CPD Inspector and CPD Head
6		Prepares certification and topo map	CPD Inspector
		Reviews the certification and topo map: •If approved, recommends approval, then proceed to the next step •If disapproved, writes and sends the notice of denial ⁷	CPD/ERD Head
8		Approves certification and topo maps Affixes LLDA dry seal	GM OGM Staff
9	Receives the certification and topo map	Releases the certification and topo map	ERD Staff
END OF TRANSACTION			

PROCESSING TIME: 3 Days

Notes:

1. Application forms may be secured from LLDA Frontdesk or downloaded from www.llda.gov.ph.

⁷ The Survey Service might be denied due to either of the following reasons:

1. Insufficiency in substance and in form
2. Failure to submit required documents within the given period
3. Submission of fraudulent information

Laboratory Services

SCHEDULE OF SUBMISSION OF SAMPLES:

Physico-Chemical & Biological - Monday to Friday, 7:30 am to 4:30 pm

Microbiological - Monday to Wednesday, 7:30 am to 3:00 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 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, Microbiological and Biological analysis.

FEES:

Parameter	Amount
Physico-chemical	
pH	200.00
COD	800.00
BOD ⁵	900.00
DO	500.00
Ammonia	600.00
Nitrate	600.00
Inorganic Phosphate	600.00
Total Solids	600.00
Total Suspended	600.00

Citizen's Charter Manual

Solids	
Total Dissolved Solids	600.00
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

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:

C L I E N T		A G E N C Y	
Step	Activity	Activity	Division / Person Responsible
1	Arrange schedule of endorsement of sample, either walk-in or by phone	Sets schedule, provides forms, checklist of requirements & proper steps in the endorsement of samples	ELRD Staff
2	Submits samples with corresponding chain of custody form	Reviews and evaluates COC form Checks completeness & correctness of data & adequacy of sample Prepares Statement of Account	ELRD Staff
3	Proceeds to the Finance Division for the payment of corresponding fees and charges.	Receives payment and issues Official Receipt (Includes checking of bills to determine genuineness, encoding of official receipt number, date, and amount paid)	Accountant/ FD Head and Cashier
4	Analyses sample	Receives copy of OR. Receives samples for Analysis.	ELRD Staff
5	Receives Result of Laboratory Analysis (ROLA)	Releases Result of Laboratory Analysis (ROLA)	ELRD Staff
END OF TRANSACTION			

PROCESSING TIME: Physico-Chemical Analysis – 10 Working Days
Heavy Metals – 15 Working Days
Microbiological Analysis – 10 Working Days
Biological Analysis – 10 Working Days

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 2nd Floor, Public Assistance Desk.
- 2) Short messaging system at 0917-898-5532 (0917-TXT-LLDA).
- 3) Electronic mail at info@llda.gov.ph.
- 4) Talk to our OFFICER OF THE DAY.
- 5) Call us at the following numbers:

Office of the GM	332-23-46 local 132
Public Information Unit	376-40-67 local 133
Environmental Regulatory Department	
Environmental Compliance Office	376-4039 local 134
Clearances and Permits Division	376-40-72 local 117
Surveillance and Monitoring Division	376-40-39 local 103
Legal and Adjudication Division	376-40-44 local 119
Shoreland Management Office	376-40-67

- 6) Snail mail addressed to:

Environmental Regulatory Department
Laguna Lake Development Authority
National Ecology Center, East Avenue, Diliman,
Quezon City, Metro Manila