



CITY OF SAN PEDRO, LAGUNA

CITIZEN'S CHARTER

2024 (1st Edition)

Volume I – City Hall Building Services



I. Mandate:

Republic Act 7160, also known as the Local Government Code of 1991 gives the local governments powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision:

San Pedro City: A leading recognized Smart City in CALABARZON by 2032.

III. Mission:

Deliver the highest quality of basic services to our constituents while optimizing our resources in accordance with the statutory requirements and our core values.

IV. Service Pledge:

It is the ultimate goal of the Officials and Employees of the City of San Pedro to make San Pedro a highly-urbanized place to sojourn, and the best commercial hub to do business. Running parallel is our desire to provide the best quality services to our constituents through effective and efficient governance. It is therefore imperative for us to ensure public safety, promote social justice and well-being, as well as the protection of human rights of every citizen of the City of San Pedro. All these are important to us because **WE CARE**.

Work even beyond the call of duty, and not only during working hours/days, as provided for by law.

Excellence is the guiding principle of our public service.

Commitment to our sworn duty above all, and next to God.

Accountable to the people we serve.

Reliability and dependability of our services.

Efficiency and effectiveness is the very core and heart of our governance.



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City Agriculture Office

External Services





1. Vegetable, Fruit-bearing, and Forest Tree Seedlings Dispersal

The City Agriculture Office disperses free Vegetable, Fruit-bearing and Forest Tree seedlings materials to walk-in clients, barangays, schools, associations or any Non-Government Organizations (NGOs).

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk in clients, Barangay, schools, associations or NGO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Party (signed by the requesting client)		
For walk-in clients:				
1. Valid I.D. (1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to be addressed to the City Mayor, indicating the date of the tree planting, place of the tree planting, total number of seedlings needed, and the name of the group that will perform the said activities.	1. Receive the request letter.	None	3 minutes	Staff City Mayor's Office
	1.1 Approve request letter.	None	3 days	City Mayor City Mayor's Office
	1.2 Forward approved request letter to CAgO	None	10 minutes – seedling preparation	Staff City Mayor's Office
	1.3 Produce transmittal form containing the request details.	None	10 minutes – transportation of seedlings	City Agriculturist Or Agricultural Technologist CAgO
	TOTAL:	None	3 Days and 23 Minutes	
For Walk-in Clients				
1. Fill-out seedling dispersal form.	1. Prepare seedlings releasing slip signed by an authorized employee and the release the seedlings.	None	3 minutes	City Agriculturist Or Agricultural Technologist CAgO
	TOTAL:	None	3 Minutes	



2. Sampaguita Seedlings Dispersal

The City Agriculture Office disperses free Sampaguita seedlings to walk-in clients, barangays, schools, associations or any Non-Government Organizations (NGOs).

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk in clients, Barangay, schools, associations or NGO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Party (signed by the requesting client)		
For walk-in clients:				
1. Valid I.D. (1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to be addressed to the City Mayor, indicating the date of the tree planting, place of the tree planting, total number of seedlings needed, and the name of the group that will perform the said activities.	1. Receive the request letter.	None	3 minutes	Staff City Mayor's Office
	1.1 Approve request letter.	None	3 days	City Mayor City Mayor's Office
	1.2 Forward approved request letter to CAgO	None	10 minutes – seedling preparation	Staff City Mayor's Office
	1.3 Produce transmittal form containing the request details.	None	10 minutes – transportation of seedlings	City Agriculturist Or Agricultural Technologist CAgO
	TOTAL:	None	3 Days and 23 Minutes	
For Walk-in Clients				
1. Fill-out seedling dispersal form.	1. Prepare seedlings releasing slip signed by an authorized employee and the release the seedlings.	None	3 minutes	City Agriculturist Or Agricultural Technologist CAgO
	TOTAL:	None	3 Minutes	



3. Seeds Dispersal

The City Agriculture Office disperses free vegetable seeds to clients.

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Requesting Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D. (1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be briefed regarding the vegetable seeds to be received from CAgO to have the knowledge on how to grow vegetables successfully.	1. Disperse packets of available vegetable seeds to the client.	None	10 minutes	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
TOTAL:		None	10 Minutes	



4. Organic Fertilizer Dispersal

The City Agriculture Office disperses free organic fertilizer to clients.

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Requesting Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D. (1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be briefed regarding the vegetable seeds to be received from CAgO to have the knowledge on how to grow vegetables successfully.	1. Disperse packets of available vegetable seeds to the client.	None	10 minutes	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
TOTAL:		None	10 Minutes	



5. FishR Registration

The City Agriculture Office facilitates FishR Registration to the Fisherfolk.

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate showing proof of residency (1 Original Copy)		Barangay where the client resides		
2. 1x1 I.D. Picture with white background (2 Original Copies)		Photo studio		
3. FishR Application Form (1 Original Copy)		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the FishR Application Form together with the requirements.	1. Review/validate all submitted documents and facilitate the registration.	None	5 minutes	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
2. Receive registration certificate or I.D.	2. Prepare and release the Registration Certificate or I.D.	None	1 minute	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
	TOTAL:	None	6 Minutes	



6. BoatR Registration

The City Agriculture Office facilitates BoatR Registration to the Fisherfolk.

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fishing Vessel Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FishR Registration Certificate or I.D. (1 Original Copy)		City Agriculture Office		
2. Valid I.D. (1 Photocopy)		Applicant		
3. TRU Registration Number		Transportation Regulatory Unit		
4. Barangay Certificate, showing proof of no delinquency for the Fishing Vessel (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the BoatR Application Form together with the requirements.	1. Review/validate all submitted documents and facilitate the registration.	None	3 minutes	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
	1.1 Schedule/Conduct Boat Inspection and perform measurements.	None	10 minutes	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
2. Receive BoatR Registration Certificate and Number	2. Prepare and release the Registration Certificate and Number	None	1 minute	<i>City Agriculturist Or Agricultural Technologist CAgO</i>
TOTAL:		None	14 Minutes	



7. Registry System for Basic Sectors in Agriculture (RSBSA) Registration

The City Agriculture Office facilitates RSBSA enrollment for walk-in clients

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Livestock and Poultry Raisers, Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished RSBSA Enrollment Form (1 Original Copy)		City Agriculture Office or via Download Link: https://www.da.gov.ph/wp-content/uploads/2021/05/RSBSA_Enrollment-Form_032021.pdf		
2. 2x2 I.D. Picture taken within 6 months		Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the BoatR Application Form together with the requirements.	1. Review/validate all submitted documents and facilitate the registration.	None	3 minutes	City Agriculturist Or Agricultural Technologist CAgO
2. Receive BoatR Registration Certificate and Number	2. Prepare and release the Registration Certificate and Number	None	1 minute	City Agriculturist Or Agricultural Technologist CAgO
TOTAL:		None	14 Minutes	



City Social Welfare and Development Office

External Services



1. Conduct of Pre-Marriage Counselling

Pre-Marriage Counselling is one of the requirements in order to apply for the Marriage Certificate that can be availed of at our Civil Registry Office.

Office or Division:	City Social Welfare and Development Office, Rural Health Unit (RHU), Local Civil Registrar and Population Commission (POPCOM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any couple who wishes to get married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 Original or 1 Certified True Copy)		Any outlet of the Philippine Statistics Authority (PSA) or Local Civil Registrar of Place of Birth		
If male is below twenty-five (25) years old and female is below twenty-one (21) years old:				
1. Letter of parental consent (1 Original Copy)		From either parent or legal guardian of the applicant/s		
2. Valid I.D. (1 Original Copy, 1 Photocopy)		From either parent or legal guardian of the applicant/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up registration, attendance, and marriage couple expectation form	1. Assist client on Registration and proper fill up of form	None	20 minutes	Staff POPCOM Office Or CHO-RHU Or Social Worker CSWDO
2. Attend Pre marriage Orientation	2. Conduct orientation	None	4 hours	Staff POPCOM Office Or CHO-RHU Or Social Worker CSWDO
3. Claim Certificate of Attendance / Participation	3. Issue certificate of attendance/ participation	None	5 minutes	Staff POPCOM Office Or CHO-RHU Or Social Worker CSWDO
	TOTAL:	None	4 Hours and 25 Minutes	



2. Counselling on Child Rearing / Parenting Effectiveness

Counselling Service for Parents and/or guardians having difficulties with child rearing.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents or Guardians who are raising children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. I.D. of Parent or Guardian (1 Photocopy)		Client		
2. Birth Certificate of Child/Children (1 Photocopy)		Client		
3. Accomplished Intake Form (1 Original Copy)		City Social Welfare and Development Office (CSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk into the office.	1. Endorse client to social worker.	None	5 minutes	<i>Social Worker</i> CSWDO
2. Engage in counseling session	2. Conduct counselling session and follow up activities as needed (e.g. schedule next session/s)	None	30 minutes	<i>Social Worker</i> CSWDO
TOTAL:		None	35 Minutes	



3. Complaints on Child Support or Custody

Assistance to either parent/guardian who is deprived of support or custody by the other parent / guardian of a child.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents or Guardians who are raising children			
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
1. I.D. of Parent or Guardian (1 Original Copy, 1 Photocopy)		Client		
2. Birth Certificate of Child/Children (1 Photocopy)		Client		
3. Accomplished Intake Form (1 Original Copy)		City Social Welfare and Development Office (CSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out intake sheet.	1. Provide intake sheet	None	5 minutes	<i>Social Worker CSWDO</i>
2. Voice out complaint.	2. Listen to complaint and assess case	None	15 minutes	<i>Social Worker CSWDO</i>
3. Set date when a case conference will be conducted with the complained party (if residing within San Pedro). *If complained is residing outside of San Pedro, refer client to Local Government Unit of residence of complained.	3. Issue invitation for the complained party.	None	5 minutes	<i>Social Worker CSWDO</i>
4. Hand over the invitation to the Office of Barangay of residence complained	None	None	30 minutes	Barangay of Residence of Complainant Party
5. Attend scheduled case conference.	5. Conduct case conference. Put in writing agreements (if any) or give	None	1 hour	<i>Registered Social Worker of the Office Handling the case CSWDO</i>



	referral to PAO or certification of proceedings if no agreement was made between the two.			
	TOTAL:	None	1 Hour and 55 Minutes	





4. Financial Assistance (for Medical, Burial and other Financial concerns) – Below Php 5,000.00 grants

Financial Assistance is granted for various purposes, such as medical, burial, and other financial concerns. This process explains particularly grants that are amounted below Php 5,000.00

Office or Division:	Office of the Mayor/CSWDO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Receiving Copy)		Client		
2. Certificate of Indigency (1 Original Copy)		Respective Barangay		
3. Voter's Certification (1 Original or Certified True Copy each for patient/deceased and claimant) OR Verification of COMELEC of Voter's Record at Barangay Certificate of Indigency		COMELEC		
4. Valid I.D. (1 Photocopy for each patient/deceased and claimant)		Client		
For medical assistance:				
1. Medical Abstract/Medical Certificate (1 Original or 1 Certified True Copy)		Client's Doctor, Clinic, or hospital		
2. Supporting Document/s as to the medical needs (prescription, laboratory request, operation quotation, hospital bill) (1 Photocopy)		Client's Doctor, Clinic, or hospital		
For burial assistance:				
1. Funeral Contract (1 Original or 1 Certified True Copy)		Funeral Parlor		
2. Death Certificate (1 Original or 1 Certified True Copy)		City Civil Registrar where the deceased passed away		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the City Mayor with all the pertinent documents attached, to the City Social Welfare and Development Office.	1. Review the completeness of the requirements	None	2 minutes	Staff CSWDO
	1.1 Conduct interview and further assessment to the requestor.	None	3 minutes	Staff CSWDO



1.2 Encode the application and start the preparation of the case study.	None	5 minutes	Staff CSWDO
1.3 Sign the case study.	None	3 minutes	City Government Department Head / CSWDO
1.4 Forward the case study to the Office of the Mayor for approval.	None	2 minutes	Staff CSWDO
1.5 Check, receive and encode the Financial, Medical or Burial Assistance and endorse to the City Mayor for approval.	None	5 minutes	Clerk City Mayor's Office
1.6 Review, approve and indicate the amount of financial assistance to be given.	None	1 day	City Mayor City Mayor's Office
1.7 Encode the approved Financial Assistance and prepare the revolving fund voucher.	None	5 minutes	Clerk City Mayor's Office
1.8 Schedule the release of Financial Assistance. A message will be sent to the client for the schedule.	None	5 minutes	Clerk City Mayor's Office



2. Proceed to the Office of the Mayor to receive the financial assistance based on the given schedule.	2. Release the amount to the client upon presentation of a valid I.D.	None	5 minutes	<i>Staff</i> City Mayor's Office
	TOTAL:	None	1 Day and 37 Minutes	



5. Financial Assistance (for Medical, Burial and Other Financial Concerns) – Php 5,000.00 and above grants

Financial Assistance is granted for various purposes, such as medical, burial, and other financial concerns. This process explains particularly grants that are amounted Php 5,000.00 and above.

Office or Division:	Office of the Mayor/CSWDO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Receiving Copy)		Client		
2. Certificate of Indigency (1 Original Copy)		Respective Barangay		
3. Voter's Certification (1 Original or Certified True Copy each for patient/deceased and claimant) OR Verification of COMELEC of Voter's Record at Barangay Certificate of Indigency		COMELEC		
4. Valid I.D. (1 Photocopy for each patient/deceased and claimant)		Client		
For medical assistance:				
1. Medical Abstract/Medical Certificate (1 Original or 1 Certified True Copy)		Client's Doctor, Clinic, or hospital		
2. Supporting Document/s as to the medical needs (prescription, laboratory request, operation quotation, hospital bill) (1 Photocopy)		Client's Doctor, Clinic, or hospital		
For burial assistance:				
1. Funeral Contract (1 Original or 1 Certified True Copy)		Funeral Parlor		
2. Death Certificate (1 Original or 1 Certified True Copy)		City Civil Registrar where the deceased passed away		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the City Mayor with all the pertinent documents attached, to the City Social Welfare and Development	1. Review the completeness of the requirements	None	2 minutes	Staff CSWDO
	1.1 Conduct interview and further assessment to the requestor.	None	3 minutes	Staff CSWDO



Office.	1.2 Encode the application and start the preparation of the case study.	None	5 minutes	Staff CSWDO
	1.3 Sign the case study.	None	3 minutes	City Government Department Head / CSWDO
	1.4 Forward the case study to the Office of the Mayor for approval.	None	2 minutes	Staff CSWDO
	1.5 Check, receive and encode the Financial, Medical or Burial Assistance and endorse to the City Mayor for approval.	None	5 minutes	Clerk City Mayor's Office
	1.6 Review, approve and indicate the amount of financial assistance to be given.	None	1 day	City Mayor City Mayor's Office
	1.7 Encode the approved Financial Assistance and forward to the City Budget Office for Obligation Request (OBRe) preparation.	None	3 minutes	Clerk City Mayor's Office
	1.8 Prepare the OBRe and forward the same	None	5 minutes	Staff City Budget Office



	<p>to the LCE/Executive Assistant IV for signature.</p>			
	<p>1.9 Sign the OBR_e, and forward to the City Budget Office for signature.</p>	<p>None</p>	<p>1 day</p>	<p><i>City Mayor Or Executive Assistant IV City Mayor's Office</i></p>
	<p>1.10 Forward signed OBR_e with all the attached documents to the City Accounting Office for checking and preparation of the Disbursement Voucher (DV).</p>	<p>None</p>	<p>1 day</p>	<p><i>City Government Department Head / City Budget Office</i></p>
	<p>1.11 Forward signed DV to the City Treasurer's Office for encoding and check preparation, have the DV and check signed by the City Treasurer, for forwarding to the Mayor's Office for signature.</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff City Accounting Office</i></p>
	<p>1.12 Sign the DV and checks of the financial assistance.</p>	<p>None</p>	<p>1 day</p>	<p><i>City Mayor Or Executive Assistant IV City Mayor's Office</i></p>
	<p>1.13 Forward the signed checks to the City Accounting Office for advice.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Staff City Mayor's Office</i></p>
	<p>1.14 Forward the advised check to the City Treasury</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Staff City Accounting Office</i></p>



	Office for encoding and release.			
2. Proceed to the City Treasurer's Office to receive the check and present a valid I.D.	2. Release the check to the client.	None	5 minutes	<i>Staff</i> City Treasury Office
	TOTAL:	None	5 Days and 41 Minutes	



6. Issuance of Solo Parent ID

Solo Parents who are residing at the City of San Pedro can claim a Solo Parent I.D. and enjoy the benefits as stipulated in the “Solo Parents’ Welfare Act of 2000”.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified solo parents residing at San Pedro City, Laguna			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of being a Solo Parent (1 Original Copy)		Barangay of residence of applicant		
2. Affidavit of being a Solo Parent (1 Original Copy)		Legal Office of choice of Applicant		
3. Child/ren’s Birth Certificate (1 Photocopy)		Philippine Statistics Authority (any outlet) or Local Civil Registrar of place of child’s birth		
4. 1x1 I.D. Picture (2 Original Copies)		Client		
5. Accomplished Application Form (1 Original Copy)		CSWDO		
If spouse is deceased:				
1. Death Certificate (1 Photocopy)		Local Civil Registrar of place of spouse’s death		
If employed:				
1. Certificate of Employment (1 Original Copy)		Human Resources Office where the applicant works		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log book and wait for your queuing number to be called.	1. Give queueing number	None	15 minutes	Staff CSWDO
2. Submit the requirements to the CSWDO Staff.	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.	None	30 minutes	Staff CSWDO
	2.1 Prepare Solo Parent I.D. and encode it to the database.	None	5 minutes	Staff CSWDO
	2.2 Forward I.D. to the CSWDO	None	3 days	Staff CSWDO



	Head and City Mayor for signature.			
3. Claim Solo Parent I.D.	3. Release Solo Parent I.D.	None	10 minutes	<i>Staff</i> CSWDO
	TOTAL:	None	3 Days and 50 Minutes	



7. Case Management of Abuse Cases

Management of cases of abuse in the form of physical, sexual, emotional, psychological, etc.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity, G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Women and Children Victims of abuse who are residents of San Pedro City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Intake Sheet (1 Original Copy)		CSWDO		
For minors:				
1. Valid I.D. (1 Original Copy)		Client		
2. Birth Certificate (1 Photocopy)		Philippine Statistics Authority (Any outlet) or Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk into the office and log on the logbook.	1. Assign client to a registered social worker who will handle the case	None	10 minutes	Staff CSWDO
2. Write on the intake sheet and orient the social worker of the abuse that occurred.	2. Listen, document, and assess the case for appropriate action while maintaining confidentiality.	None	30 minutes	Social Worker CSWDO
3. Go to the agency referred by the social worker for proper intervention or execute the intervention plan as agreed with the Social Worker handling the case	3. Accompany, drop off, or refer the client if needed: PNP – WCPD for Genitalia Examination (rape) and giving sworn statement, and filing of case. Amante Hospital: Medico Legal (physical abuse) Psychologist: For	Psychological evaluation – Php 5,000.00 – 10,000.00 (depending on the case)	1 hour	Social Worker CSWDO



	non – physical abuse cases (e.g. emotional, economic) Shelter Agencies – if the client needs to be placed in a shelter agency (depending on the case)			
	TOTAL:	Psychological evaluation – Php 5,000.00 – 10,000.00 (depending on the case)	1 Hour and 30 Minutes	



8. Case Management of Children at Risk (CAR) and/or Children in Conflict with the Law (CICL)

Management of Cases of Children at CAR and/or CICL.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity, G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	CAR and/or CICL themselves and their family, parties who will refer cases (e.g. Concerned Citizen, Barangay, Police, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter (1 Original Copy)		From the referring party (if referral is from another government office)		
2. Accomplished intake sheet (1 Original Copy)		CSWDO		
3. 2x2 Photo (4 Original Copies)		From the referring party, parent, or guardian		
4. 2 pcs. long folder		From the referring party, parent, or guardian		
5. Valid I.D. of guardian and child (1 Photocopy for each)		From the referring party, parent, or guardian		
6. Certificate of live birth of child (1 Photocopy)		From the referring party, parent, or guardian		
For children fifteen (15) years old and above:				
1. Filled-out discernment evaluation (1 Original Copy)		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk into the office and write on the logbook	1. Refer client to Social Worker Handling CAR/ CICL	None	15 minutes	Staff CSWDO
2. Orient social worker about the case.	2. Document complaint, assist client, and assess the case for proper intervention, and conduct discernment evaluation for 15 years old and above child.	None	30 minutes	Social Worker CSWDO
3. Go to the agency where referred by the social worker for proper intervention will execute the	3. For petty cases (e.g. theft, slight physical injury, etc.), a mediation will be attempted between	None	1 hour	Social Worker CSWDO



intervention plan as agreed with the Social Worker handling the case	CAR/CICL Family and complainant, monitoring by the Social Worker. For heinous crimes: Client will be oriented of legal process, CICL will be subjected to legal proceedings and referred to a shelter agency.			
	TOTAL:	None	1 Hour and 45 Minutes	



9. Emergency Shelter Assistance

Moving victims to evacuation center during times of disaster.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Citizens of San Pedro City who are in emergency situations.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Record (1 Original Copy)		Bureau of Fire Protection, Barangay (to follow)		
2. Intake Sheet (1 Original Copy)		CSWDO (can be to follow)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be secured from hazards	1. Conduct ocular inspection, interview, assessment if needed (or if clients would rather stay with relatives)	None	1 hour	Staff CSWDO Or BFP Or Barangay Personnel Or CDRRMO
2. Be moved to evacuation center/s	2. Assist to relocate victims	None	1 hour	Staff CSWDO Or BFP Or Barangay Personnel Or CDRRMO
TOTAL:		None	2 Hours	



10. Emergency Financial Assistance

Financial assistance for victims of disasters especially during fire incidents

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Citizens of San Pedro City, Laguna who are in emergency situations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fire Incident Report (1 Original or 1 Certified True Copy)		Bureau of Fire Protection, Barangay		
2. Accomplished Intake Sheet (1 Original Copy)		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to CSWDO and be interviewed, then wait for the schedule of claiming	1. Assign client to an interviewer who will make a social case study report. Provide contact Number to the client for follow up, and submit the documents to the Office of the Mayor for processing.	None	30 minutes	Staff CSWDO
2. Claim the financial assistance from the City Treasury Office and sign the payroll.	2. Release the financial assistance.	None	5 minutes	Staff CSWDO Or Staff City Treasury Office
TOTAL:		None	35 Minutes	



11. Request for Social Case Study Report

A social case study report contains summative information needed about a client that needs referral to any agency that can help augment the client's needs.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients seeking medical, burial, transportation, food and/or non-food items, or educational financial assistance from other agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Original Copy)		Barangay Hall where client resides		
2. Accomplished Intake Form (1 Original Copy)		CSWDO		
3. Valid I.D. of Claimant and Beneficiary (1 Photocopy)		Client		
4. Hospital Bill, Funeral Contract, Laboratory Request, Treatment Quotation or Prescription, School billing (Supporting document as to the need of the patient or family of the deceased or student) (1 Original Copy among them)		Doctor, Hospital, Clinic, Funeral Parlor, School		
For medical assistance:				
1. Medical Certificate (1 Original Copy)		Hospital or Clinic		
For burial assistance:				
1. Valid I.D. of the Deceased (1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to CSWDO	1. Check submitted requirements, or advise client if there are lacking or inaccurate documents	None	5 minutes	Staff CSWDO
2. Fill-out the application/intake form and submit it.	2. Give client application form. Assist in filling up as needed	None	10 minutes	Staff CSWDO
3. Wait for the issuance of Social Case Study Report	3. Prepare Social Case Study Report and notify client when it can be claimed.	None	2 days	Staff CSWDO



4. Claim Social Case Study Report	4. Issue Social Case Study Report	None	2 minutes	Staff CSWDO
	TOTAL:	None	2 Days and 17 Minutes	



12. Request for Certificate of Indigency

A Certificate of Indigency is issued by the CSWDO certifying that the said client belongs to an indigent family in the City of San Pedro.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients seeking medical, burial, transportation, food and/or non food items or educational financial assistance from other agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Original Copy, for reference only, will be returned to the client)		Barangay Hall where client resides		
2. Valid I.D. of requesting client and his/her patient, deceased relative, student, or travelling companion (1 Photocopy, whichever is applicable)		Client		
3. Supporting documents as to the nature of the request (e.g. medical, burial, educational, transportation assistance, etc.) (1 Original Copy, for reference only, will be returned to the client)		Doctor, Hospital, Clinic, School, Funeral Parlor, Local Civil Registrar (whichever is applicable)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to CSWD	1. Check requirements, advise client if there are lacking or inaccurate documents	None	5 minutes	Staff CSWDO
2. Wait for the issuance of Certificate of Indigency	2. Prepare Certificate of Indigency and notify client when it is available for claiming.	None	20 minutes	Staff CSWDO
3. Claim Certificate of Indigency	3. Issue Certificate of Indigency to client	None	2 minutes	Staff CSWDO
TOTAL:		None	27 Minutes	



City Social Welfare and Development - Office of the Senior Citizens Affairs

External Services





1. Issuance of Senior Citizen ID and Purchase Booklet (DTI and Medicine)

Provision of Senior Citizen ID and Purchase booklet to Senior Citizens of San Pedro City, Laguna

Office or Division:	Office of Senior Citizens Affairs			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens who are residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Residency (1 Original or 1 Certified True Copy)		Barangay Office where applicant resides		
2. 1x1 I.D. Pictures (4 Original Copies)		Applicant		
3. Any of the following (1 Photocopy): <ul style="list-style-type: none"> ✓ Birth Certificate; ✓ National I.D. ✓ Postal I.D. ✓ COMELEC I.D. ✓ Passport ✓ Driver's License 		Philippine Statistics Authority (any outlet) Philippine Statistics Authority (any outlet) Postal Office COMELEC Department of Foreign Affairs (DFA) LTO		
4. Application Form (1 Original Copy)		CSWDO-OSCA		
If applicant has dual citizenship:				
5. Certificate of Allegiance (1 Certified True Copy)		Embassy where they are also a citizen		
6. Oath of Allegiance (1 Certified True Copy)		Embassy where they are also a citizen		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and fill-out the application form.	1. Check correctness of requirements. Give the client contact number to follow-up the ID availability and submit the ID to the OSCA staff.	None	10 minutes	Staff CSWDO-OSCA
2. Claim ID with purchase booklet.	2. Issue ID and purchase booklet to client and log at the receiving log sheet.	None		Staff CSWDO-OSCA
		None	10 Minutes	



2. Issuance of Lifetime Philhealth Membership Senior Citizens

Provision of Lifetime PhilHealth Membership to qualified senior citizens of San Pedro City, Laguna.

Office or Division:	Office of Senior Citizens Affairs			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Qualified senior citizens who are residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1x1 I.D. Picture (1 Original Copy)		Applicant		
2. Senior I.D. (1 Photocopy)		Applicant		
3. Application Form (1 Original Copy)		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements.	1. Assess requirements. Give Client a contact number for follow up, and submit papers to PhilHealth.	None	5 minutes	Staff CSWDO-OSCA
2. Claim Philhealth ID and Membership Data Record from OSCA	2. Issue the said documents from Philhealth to client	None	5 minutes	Staff CSWDO-OSCA
TOTAL:		None	10 Minutes	



3. Issuance of Senior Citizen Certification for Application and Cancellation

Provision of Senior Citizen Certification for any valid purposes and to those who will transfer from other cities/municipalities to Senior Citizens of San Pedro City, Laguna.

Office or Division:	Office of the Senior Citizens Affairs			
Classification:	G2C			
Type of Transaction:	Simple			
Who may avail:	Senior Citizens who are residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen's ID		CSWDO-OSCA		
For transfer:				
2. Senior Citizen's ID from other cities/municipalities		CSWDO-OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification of application/other purposes/cancellation	1. Give a copy of the application form. Check completeness of presented document/s, advise the requestor to log on documents request log sheet, process the certification for validation and signature of OSCA head.	None	15 minutes	Staff CSWDO-OSCA
Total:		None	15 Minutes	



Persons with Disabilities Affairs Office

External Services





1. Issuance of PWD ID and Purchase Booklet (DTI and Medicine)

Provision of Persons with Disability (PWD) ID and Purchase booklet to qualified citizens of San Pedro City, Laguna.

Office or Division:	City Social Welfare and Development Office –PWD Extension Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Qualified Persons with Disabilities (PWD) who are residents of San Pedro City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate (1 Original or 1 Certified True Copy)		Doctor or hospital of choice of client		
2. Barangay Certificate of Residency (1 Original Copy)		Barangay where the client resides		
3. Valid I.D. (1 Original Copy)		Applicant		
4. 1x1 I.D. Picture (2 Original Copies)		Applicant		
5. Accomplished Application Form (1 Original Copy)		PWD Extension Office		
For minors:				
1. Birth Certificate (1 Photocopy)		Philippine Statistics Authority (PSA) or Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and receive an application form for accomplishment.	1. Check submitted requirements submitted. Give the client a contact number for follow-up, and forward I.D. to Office of the Mayor for signature.	None	2 days	Staff CSWDO-PWD Extension Office
2. Claim ID with purchase booklet	2. Issue the ID and purchase booklet to client	None	10 minutes	Staff CSWDO-PWD Extension Office
	2.1 Encode the client's information to the national registry.	None	5 minutes	Staff CSWDO-PWD Extension Office
	TOTAL:	None	2 Days and 15 Minutes	



City Veterinary Office External Services





1. Inspection of Animals Prior to Slaughter

Animals are inspected before slaughter and checking of documents.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Requesting Clients who bring animals for slaughter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Livestock Handler's Permit		Bureau of Animal Industry (BAI)		
2. Veterinary Health Certificate		Requesting Client		
3. Shipping Permit		Veterinary Office of the place of origin		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the City Veterinary Office	1. Check documents and examine the animals.	Inspection Fee: Php 25.00/animal	2 minutes per animal (Ante-mortem inspection) 3 minutes (post-mortem inspection)	<i>Meat Inspector</i> City Veterinary Office
	TOTAL:	Inspection Fee: Php 25.00/animal	2 minutes per animal (Ante-mortem inspection) 3 minutes (post-mortem inspection)	



2. Free Anti-Rabies Vaccination

Free-Anti Rabies Vaccination is conducted at the request of the barangay or subdivision concerned.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Constituents (per Barangay/Subdivision)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the City Mayor.	1. Receive Request Letter	None	1 minute	<i>Staff</i> City Mayor's Office
	1.1 Approve Request	None	7 days	<i>City Mayor</i> City Mayor's Office Or <i>City Administrator</i> City Administrator's Office
2. Proceed to the venue of the vaccination for registration and administration of the vaccine.	2. Travel to vaccination site (upon schedule) to conduct the activity.	None	30 minutes	<i>City Veterinarian</i> Or <i>Meat Inspector</i> City Veterinary Office
	2.1 Conduct actual vaccination activity.	None	3 hours	<i>City Veterinarian</i> Or <i>Meat Inspector</i> City Veterinary Office
	TOTAL:	None	7 Days, 3 Hours and 30 Minutes	



3. Issuance of Veterinary Health Certificate (Dogs and Cats)

Dogs and cats are evaluated and check for any signs and symptoms of disease via routine inspection.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Constituents (per Barangay/Subdivison)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dog or cat to be checked		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dog/s or cat/s to the City Veterinary Office for examination.	1. Examine the animal and issue an updated vaccination card.	None	30 minutes	<i>City Veterinarian</i> City Veterinary Office
	1.1 Issue Veterinary Health Certificate.	None	1 minute	<i>City Veterinarian</i> City Veterinary Office
TOTAL:		None	31 Minutes	



4. Issuance of Veterinary Health Certificate (Hogs)

Veterinary Health Certificates are being issued to hog raisers.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B - Government to Business Entity			
Who may avail:	Hog raisers (Backyard and Commercial)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request City Veterinarian to visit the livestock farm for examination of hogs.	1. Visit livestock farm to examine the hog/s.	None	30 minutes	<i>City Veterinarian</i> City Veterinary Office
	1.1 Issue Veterinary Health Certificate.	None	1 minute	<i>City Veterinarian</i> City Veterinary Office
	TOTAL:	None	31 Minutes	



5. Issuance of Veterinary Health Certificate (Goats)

Veterinary Health Certificates are being issued to goat raisers.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B - Government to Business Entity			
Who may avail:	Goat raisers (Backyard and Commercial)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the City Veterinarian to visit the livestock farm for examination of goats.	1. Retrieve blood samples from goats for CAE from the Bureau of Animal Industry (BAI).	None	1 week	<i>City Veterinarian</i> City Veterinary Office
	1.1 Issue Veterinary Health Certificate	None	1 minute	<i>City Veterinarian</i> City Veterinary Office
	TOTAL:	None	1 Week and 1 Minute	



6. Issuance of Veterinary Shipping Permit

Prior to shipment all animals are inspected. .

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B - Government to Business Entity			
Who may avail:	Dog/Cat owners; Hog Raisers (Backyard and Commercial)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal to be checked		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Dogs and Cats – Bring dog/s or cat/s to the City Veterinary Office for examination. For Hogs – Request for the City Veterinarian to visit the livestock farm for examination of hogs.	1. Examine the animal and issue an updated Vaccination Card. Visit the livestock farm to examine the hogs.	Php 150.00 per animal	30 minutes	<i>City Veterinarian</i> Or <i>Meat Inspector</i> City Veterinary Office
2. Receive Veterinary Shipping Permit.	2. Issue Veterinary Shipping Permit.	None	3 minutes	<i>City Veterinarian</i> City Veterinary Office
	TOTAL:	Php 150.00 per animal	33 Minutes	



7. Veterinary Consultation

Pet owners can bring their respective pets to the City Veterinary Office for free consultations.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Dog/Cat owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Record of Animal (1 Original Copy, if available)		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dog/s or cat/s to the City Veterinary Office for consultation.	1. Examine the animal.	None	30 minutes	<i>City Veterinarian</i> City Veterinary Office
	1.1 If the animal is found to be sick, issue the necessary prescription and advice.	None	3 minutes	<i>City Veterinarian</i> City Veterinary Office
TOTAL:		None	33 Minutes	



8. Issuance of Meat Inspection Certificate

Meat Inspection is important before shipping off to the market for selling.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Meat Dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ante-Mortem and Post-Mortem Slip		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present carcass to the City Veterinary Office	1. Examine the animal carcass	None	2 minutes	<i>Meat Inspector</i> City Veterinary Office
	1.1 Issue Meat Certification Certificate.	None	3 minutes	<i>Meat Inspector</i> City Veterinary Office
	TOTAL:	None	5 Minutes	



Public Order and Safety Office – Civil Security Unit Internal Services



1. Security Assistance to Events

Provision of assistance to the other departments of the Local Government that needs security/crowd control in their particular event or project.

Office or Division:	Public Order and Safety Office - Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Departments of the LGU of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Department		
2. Request Form (1 Original Copy)		POSO – Civil Security Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter containing the exact location of the event, date, and time, and type of service needed, as well as the form.	1. Evaluate the request and determine manpower and logistical requirements.	None	5 minutes	<i>Administrative Assistant Or Clerk</i> POSO-CSU
	1.1 Check availability of personnel and resources.	None	5 minutes	<i>Administrative Assistant Or Clerk</i> POSO-CSU
	1.2 Indicate details on the form and present the same to the requesting party for acknowledgment	None	5 minutes	<i>Administrative Assistant Or Clerk</i> POSO-CSU
2. Acknowledge the agency action by affixing signature on the designated portion of the form.	2. Prepare and issue deployment order and notify all concerned personnel	None	5 minutes	<i>Security Officer</i> / POSO-CSU
	2.1 Deploy personnel concerned.	None	5 minutes	<i>Security Officer</i> / POSO-CSU
3. Acknowledge service rendered on the form.	3. File the form.	None	5 minutes	<i>Personnel on Duty</i> POSO-CSU
TOTAL:		None	30 Minutes	



2. Acceptance of Impounding of Vehicle

If motorists are violating provisions in accordance with the City Traffic Code, their vehicle could be impounded. These impounded vehicles are to be surrendered to the Civil Security Unit at the designated impounding area, care of the Traffic Management Unit, which is also under the Public Order and Safety Office.

Office or Division:	Civil Security Unit – POSO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	POSO Traffic Enforcer / PNP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ordinance Violation Receipt (1 Original Copy)		POSO Enforcer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the vehicle to be impounded and the corresponding Ordinance Violation Receipt (OVR).	1. Inspect the vehicle in the presence of the enforcer	None	5 minutes	<i>Personnel on Duty</i> POSO-CSU
	1.1 Document the impounding details including picture and inventory of accessories of the impounded vehicle	None	10 minutes	<i>Personnel on Duty</i> POSO-CSU
2. Sign the monitoring sheet and CSU logbook	2. Secure the document and impounded vehicle	None	5 minutes	<i>Personnel on Duty</i> POSO-CSU
TOTAL:		None	20 Minutes	



Public Order and Safety Office – Civil Security Unit External Services



1. Claiming of Impounded Vehicle

Vehicles that are impounded due to violation of the provisions of City laws and ordinances can be claimed, provided that the corresponding fees are paid.

Office or Division:	Civil Security Unit – POSO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Violators of the City Traffic Code			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ordinance Violation Receipt (1 Photocopy)		Redeeming Officer		
2. Impound Release Form (1 Original Copy)		Redeeming Officer		
3. Official Receipt (1 Original Copy)		City Treasurer's Office		
For violators of the City Anti-Muffler Ordinance:				
1. Factory-installed muffler		Client		
2. Muffler Clearance (1 Original Copy)		POSO – Civil Security Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to impounding area and repair or restore factory-installed muffler	1. Document the repair or restoration and issue Muffler Clearance	None	10 minutes	<i>Personnel on Duty POSO-CSU</i>
2. Submit the Muffler Clearance to the Redeeming Section	2. Verify and encode data, and issue Order of Payment.	None	5 minutes	<i>Redeeming Officer</i>
3. Pay the required fees at the City Treasury Office and receive the Official Receipt (OR).	3. Receive payment and issue Official Receipt (O.R.)	Php 1,000.00	5 minutes	<i>Revenue Collection Clerk City Treasury Office</i>
4. Present the O.R. to the Redeeming Section	4. Verify OR and issue Impound Release Form	None	5 minutes	<i>Redeeming Officer</i>
5. Present the Impound Release Form, sign the monitoring sheet and logbook, and claim the impounded vehicle	5. Release the impounded vehicle after verification of the Impound Release Form and document the transaction.	None	10 minutes	<i>Personnel on Duty POSO-CSU</i>
TOTAL:		Php	35 Minutes	



		1,000.00		
For violation of other provisions in the City Traffic Code:				
1. Submit the Ordinance Violation Receipt (OVR) to the Redeeming Section	1. Receive OVR and issue order of payment	None	10 minutes	<i>Redeeming Officer</i>
2. Pay the required fees at the City Treasury Office and receive the Official Receipt (OR).	2. Receive payment and issue Official Receipt (O.R.)	Refer to current fees as declared in the 2017 Traffic Code	5 minutes	<i>Revenue Collection Clerk City Treasury Office</i>
3. Present the O.R. to the Redeeming Section	3. Verify the OR and Issue Impound Release Form	None	5 minutes	<i>Redeeming Officer</i>
4. Present the Impound Release Form to the CSU personnel at the Impounding Area, sign the monitoring sheet and CSU logbook, and claim the impounded vehicle	4. Release the impounded vehicle after verification of the Impound Release Form and document the transaction	None	10 minutes	<i>Personnel on Duty POSO-CSU</i>
	TOTAL:	Refer to current fees as declared in the 2017 Traffic Code	25 Minutes	



VIOLATIONS, FINES & PENALTY CHARGES ON THE NEW CITY TRAFFIC ORDINANCE SCHEME (based on City Ordinance 2019-30)

a. Defacing, Unlawful Removal of Traffic Signs – Any person who removes damages or destroys the traffic signs shall be penalized as follows:

First Offense	-	1,000.00		
Second Offense	-	2,000.00		
Third Offense	-	3,000.00	and/or	three (3) days imprisonment at the discretion of the proper court

b. Disregarding Closed Door Policy – Any Bus Driver who disregards/violates the “Close Door Policy” shall be fined in the amount of P1,000.00.

c. Disregarding One-Way Road/No Entry – Any vehicle disregarding the one-way road or enters on a “No Entry” signed area shall be fined as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

d. Disregarding Traffic Signs – Any person who disregards traffic signs installed within the city shall be fined as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

e. Illegal/Unauthorized Terminal – Any “For Hire” vehicle assembling a group of vehicles to form a terminal not prescribed by this Ordinance is illegal and therefore shall be ***fined P2,000.00 or imprisonment for fifteen(15) days or upon the discretion of the proper court.***



f. No Jaywalking – violation of this Ordinance shall be fined as follows:

First Offense	-	200.00
Second Offense	-	300.00
Third Offense	-	500.00 and community service

g. No Loading/Unloading – All vehicles violating shall be fined as follows:

First Offense	-	500.00
Second Offense	-	1,000.00
Third Offense	-	1,500.00

h. No Parking Zone – violators shall be fined as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

i. No Right Turn on Red Signal – Violators shall be fined as follows:

First Offense	-	300.00
Second Offense	-	500.00
Third Offense	-	1,000.00

j. No U-Turn Allowed – Violators shall be fined as follows:

First Offense	-	300.00
Second Offense	-	500.00
Third Offense	-	1,000.00



k. Obstruction – Any vehicle that willfully block, obstructs or closes up with an obstacle(s) or hindrance(s) from other vehicle(s), establishment(s) or something, shall be penalized as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

l. Reckless Driving – Any person who drives any vehicle with willful or wanton disregard for the safety of persons or property is guilty of reckless driving. It includes but not limited to counter flowing, beating the red light, and disregarding traffic lights. Violation of this section is a gross misdemeanor punishable by ***fine of P1,500.00 and/or imprisonment of not more than three (3) days at the discretion of the proper court.*** If accidents happen resulting to damage to property, physical injuries, or death, this is without prejudice to the crime committed as defined and punished under the Revised Penal Code and/or Land Transportation Code.

m. Noise Pollution – violation of this ordinance shall be fined as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

n. Maximum Speed Limit of Single Motorcycle – violation of this ordinance shall be fined as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

o. Illegal Use of Franchise – violators shall be fined accordingly as follows:

First Offense	-	2,000.00
Second Offense	-	3,000.00
Third Offense	-	5,000.00 or imprisonment at the discretion of the proper court



p. Out of Line – violation of this Ordinance shall be penalized as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

q. Prohibition of Multi-Riders in a Single Motorcycle – violation of this Ordinance shall be fined as follows:

First Offense	-	1,000.00
Second Offense	-	2,000.00
Third Offense	-	3,000.00

r. Unauthorized/Uniformed Barkers for PUJ and TODA – violation of this Ordinance shall be fined with the following:

First Offense	-	500.00
Second Offense	-	1,000.00
Third Offense	-	1,500.00



Public Order and Safety Office – Closed-Circuit Television (CCTV) Unit External Services



1. Request for CCTV footage

Concerned Citizens may request from the Public Order and Safety Office (POSO) – Closed Circuit Television (CCTV) Unit for whatever purpose it may serve.

Office or Division:	Public Order and Safety Office – Closed Circuit Television (CCTV)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		CCTV Operations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form	1. Assess the request	None	3 minutes	<i>CCTV Personnel</i> POSO-CCTV
2. Submit a request form to the CCTV personnel on duty for review.	2. Assess Request to Secure CCTV Footage Form, Particularly Reason of Request, and Affix signature on the request to secure CCTV Footage Form.	None	10 minutes	<i>CCTV Personnel</i> POSO-CCTV
3. Receive and secure footage of CCTV.	3. Generate a copy of the footage.	None	1 day	<i>CCTV Personnel</i> POSO-CCTV
	TOTAL:	None	1 Day and 13 Minutes	



Public Order and Safety Office – Transportation Regulatory Unit

External Services





1. Application for Public Motorized Tricycle Operator’s Permit

This service involves issuance, by the city government, of a franchise to a qualified operator applying for a permit to operate a tricycle unit for hire within a designated route and area in the territorial jurisdiction of the City of San Pedro, both for new franchises and renewed franchises, provided that they meet the qualifications and requirements as stipulated in City Ordinance No. 2017-23, otherwise known as the “2017 Traffic Ordinance of the City of San Pedro, Laguna”.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Any tricycle unit owner who meets the qualifications and requirements to be an operator of a tricycle for hire 2. Any operator whose Public Motorized Tricycle Operator’s Permit’s validity period has expired and who shall meet the requirements			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Franchise:				
1. Duly-accomplished Application form (1 Original Set)	POSO-TRU			
2. Inspection Clearance and/or Certificate of Noise Emission Compliance (1 Original Copy)	POSO-TRU			
3. Professional Driver’s License (1 Photocopy)	LTO			
4. Latest Certificate of Registration and Official Receipt of the vehicle (1 Photocopy)	LTO			
5. Deed of Sale or Deed of Conveyance/Transfer (1 Photocopy)	Applicant			
6. Insurance Coverage for Third Party Liability (1 Photocopy)	Insurance Company			
7. Barangay Business Clearance certifying availability of a garage (1 Original Copy)	Barangay Hall where the applicant resides			
8. 2 x 2 I.D. pictures wearing TODA uniform (2 Original Copies)	Applicant			
9. Official Receipt (1 Original Copy and 1 Photocopy)	City Treasurer’s Office			
For renewal of franchise:				
1. All requirements previously listed (1-9)	Applicant			
2. Previous franchise or its official receipt (1 Photocopy)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the application form and documentary requirements.	1. Receive and evaluate the submitted documents, assess the fees to be paid, and issue order of payment.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
2. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt	2. Receive payment and Issue OR.	Based on Schedule of Fees of Fees (City Ordinance 2019-30)	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Present the OR and the tricycle unit for installation of sticker and other franchise-related material, and receive franchise, fare matrix guide and Identification Card (I.D.)	3. Verify the Official Receipt and receive the Photocopy.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
	3.1 Encode the data		3 minutes	<i>Admin Staff</i> POSO-TRU
	3.2 Print the franchise and route to signatories (TRU Head, City Mayor)		5 minutes	<i>Admin Staff</i> POSO-TRU
	3.3 Install the sticker and other franchise-related material on their designated spot.		3 minutes	<i>Admin Staff</i> POSO-TRU
	3.4 Release the franchise, fare matrix guide and I.D.		3 minutes	<i>Admin Staff</i> POSO-TRU
	TOTAL:	Based on Schedule of Fees (City Ordinance 2019-30)	24 Minutes	



POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

Public Motorized Tricycle/annum

1. Franchise Fee	- 150.00
2. Supervision Fee	- 100.00
3. Annual Registration Fee	- 100.00
4. Mayor's Permit	
New	- 150.00
Renewal	- 120.00
5. Annual City Sticker	- 150.00
6. Annual Safety Inspection Fee	- 50.00
7. I.D.	- 50.00
8. City Plate	- 250.00
9. Dropping	- 150.00

Other Fees on Tricycle Operations:

Particulars	Fees Per Annum
1. Filing Fee	
For the First Five (5) Units	1,000.00
For each additional Unit	100.00
2. Fare adjustment fee for fare increase	500.00
3. Filing fee for amendment of MTOP	100.00



2. Private Motorized Tricycle Operator’s Permit

This service involves issuance, by the city government, of a franchise to a qualified operator applying for a permit to operate a tricycle unit for private use or for service within the territorial jurisdiction of the City of San Pedro.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	1. Any qualified tricycle unit owner for private use or service. 2. Any operator whose Private Motorized Tricycle Operator’s Permit’s validity period has expired and who shall meet the requirements	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New Franchise:		
1. Duly-accomplished Application form (1 Original Set)	POSO-TRU	
2. Inspection Clearance and/or Certificate of Noise Emission Compliance (1 Original Copy)	POSO-TRU	
3. Professional Driver’s License (1 Photocopy)	LTO	
4. Latest Certificate of Registration and Official Receipt issued by the LTO (1 Photocopy)	LTO	
5. Deed of Sale or Deed of Conveyance/Transfer (1 Photocopy)	Applicant	
6. Insurance Coverage for Third Party Liability (1 Photocopy)	Insurance Company	
7. Barangay Business Clearance certifying availability of a garage (1 Original Copy)	Barangay Hall where the applicant resides	
8. 2 x 2 I.D. picture wearing TODA uniform (2 Original Copies)	Applicant	
9. Official Receipt (1 Original Copy and 1 Photocopy)	City Treasurer’s Office	
For renewal of franchise:		
1. All requirements previously listed (1-9)	Applicant	
2. Previous franchise or its official receipt (1 Photocopy)	POSO-TRU	
For school service:		
1. All requirements previously listed (1-9)	Applicant	
2. School Permit (1 Photocopy)	School	
For business service:		



1. All requirements previously listed (1-9)		Applicant		
2. Business Permit (1 Photocopy)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1. Receive and evaluate the submitted documents, assess the fees to be paid, and issue order of payment.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
2. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt	2. Receive payment and issue OR.	Based on Schedule of Fees (City Ordinance 2019-30)	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Present the O.R. and submit its Photocopy, present the tricycle unit for installation of sticker, and receive franchise	3. Verify the Official Receipt and receive the Photocopy	None	3 minutes	
	3.1 Encode the details.		3 minutes	
	3.2 Print the franchise and route to signatories (TRU Head, City Mayor)		5 minutes	
	3.3 Install the sticker and other franchise-related material on their designated spot		3 minutes	
	3.4 Release the franchise, fare matrix guide and I.D.		3 minutes	
	TOTAL:	Based on Schedule of Fees (City Ordinance 2019-30)	25 Minutes	



POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

Services/Private Motorized Tricycles/unit

1. Specific Franchise - 600.00/year
2. Supervision - 150.00/year
3. City Sticker - 250.00/year
4. Mayor's Permit - 200.00/year
5. Annual Registration Fee - 100.00
6. TRU Identification Card (I.D.) - 100.00

Other Fees on Tricycle Operations:

Particulars	Fees Per Annum
1. Filing Fee	
For the First Five (5) Units	1,000.00
For each additional Unit	100.00
2. Fare adjustment fee for fare increase	500.00
3. Filing fee for amendment of MTOP	100.00



3. Petition for Dropping and Substitution of Motorcycle and/or Sidecar

This service involves updating the franchise of a qualified operator whenever there is a change in his/her motorcycle unit and/or sidecar.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any franchisee who intends to change his/her motorcycle unit and/or sidecar but with the intention of keeping the franchise			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-accomplished Petition for Dropping and Substitution Form (1 Original Set)		TRU		
2. Current franchise (1 Original Copy)		Applicant		
3. Inspection Clearance and/or Certificate of Noise Emission Compliance (in case of change in motorcycle) (1 Original Copy)		TRU		
4. Latest Certificate of Registration and Official Receipt of the vehicle (1 Photocopy)		LTO		
5. Deed of Sale or Deed of Conveyance/Transfer (1 Photocopy)		Applicant		
6. Insurance Coverage for Third Party Liability (1 Photocopy)		Insurance company		
7. 2 x 2 I.D. picture wearing TODA uniform (2 Original Copies)		Applicant		
8. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements, present the old motorcycle unit and/or sidecar for removal of sticker and other franchise-related material	1. Receive and evaluate the submitted requirements, assess the fees to be paid, remove the sticker and other franchise-related materials from the old unit, and issue order of payment.	None	3 minutes	<i>Admin Staff POSO-TRU</i>
2. Pay the required fee/s at	2. Receive payment and	Php 150.00	5 minutes	<i>Revenue Collection Clerk</i>



the City Treasurer's Office and receive the Official Receipt	issue Official Receipt			City Treasurer's Office
3. Present the Official Receipt and submit its Photocopy, present the new tricycle unit for	3. Verify the Official Receipt and receive the Photocopy	None	3 minutes	<i>Admin Staff</i> POSO-TRU
	3.1 Encode the data, cancel the old franchise and update the records.		3 minutes	
	3.2 Print the updated franchise and route it to signatories.		5 minutes	
	3.3 Install the sticker and other franchise-related material on their designated spot.		5 minutes	
	3.4 Release the updated franchise and I.D.		3 minutes	
	TOTAL:	Php 150.00	27 Minutes	



4. Petition for Dropping of Franchise

This service involves processing of petition, filed by a franchisee, to drop, terminate or relinquish his/her franchise.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any franchisee who intends to drop, terminate or relinquish his/her franchise			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petition for Dropping of Franchise form (1 Original Set)		POSO-TRU		
2. Current franchise (1 Original Copy)		Applicant		
3. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements, present the tricycle unit for removal of sticker and other franchise-related materials.	1. Receive and evaluate documentary requirements.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
	1.1 Assess the fees to be paid	None	3 minutes	
	1.2 Issue order of payment.	None	3 minutes	
	1.3 Remove sticker and other franchise-related materials from the tricycle unit.	None	5 minutes	
2. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt.	2. Receive payment and issue Official Receipt.	Php 150.00	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Present the OR and receive the Certificate of Dropping of Franchise (CDF).	3. Verify Official Receipt and receive the photocopy.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
	3.1 Encode the data, cancel the		3 minutes	



	franchise and update records.			
	3.2 Print the CDF and route it to signatories.		5 minutes	
	3.3 Release the CDF.		3 minutes	
	TOTAL:	Php 150.00	33 Minutes	



5. Non-motorized Tricycle Operator’s Permit

This service involves issuance, by the city government, of a franchise to a qualified operator applying for a permit to operate a pedicab unit for hire within a designated route and area in the territorial jurisdiction of the City of San Pedro.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any qualified pedicab unit owner for hire within a designated route and area in the territorial jurisdiction of the City of San Pedro.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Franchise:				
1. Duly-accomplished Application Form (1 Original Set)	POSO-TRU			
2. Inspection Clearance (1 Original Copy)	POSO-TRU			
3. Barangay Business Clearance certifying availability of garage (1 Original Copy)	Barangay Hall where the applicant resides			
4. Insurance Coverage for Third Party Liability (1 Photocopy)	Insurance Company			
5. 2x2 I.D. picture wearing PODA uniform (2 Original Copies)	Applicant			
6. Official Receipt of payment of fees (1 Original Copy and 1 Photocopy)	City Treasurer’s Office			
For renewal of franchise:				
1. All requirements previously listed	Applicant			
2. Previous franchise or its Official Receipt (1 Photocopy)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and evaluate submitted documentary requirements, assess the fees to be paid, and issue order of payment.	None	5 minutes	<i>Admin Staff</i> POSO-TRU
2. Pay the required fee/s at the City Treasurer’s Office and receive the Official Receipt	2. Receive payment and issue OR	Php 100.00	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer’s Office
3. Present the	3. Verify the	None	3 minutes	<i>Admin Staff</i>



O.R. and submit its Photocopy, present the pedicab unit for installation of sticker and plate, and receive franchise, fare matrix guide and Identification Card (I.D.)	Official Receipt and receive the Photocopy.			POSO-TRU
	3.1 Print the franchise and route it to signatories.		5 minutes	
	3.2 Encode the data.		3 minutes	
	3.3 Install the sticker and plate on their designated spot		3 minutes	
	3.4 Release the franchise, fare matrix guide and I.D.		5 minutes	
	TOTAL:	Php 100.00	27 Minutes	

Note: Plate is subject to change every five (5) years regardless of the date of its issuance to the operator.



6. City Sticker for Public Utility Jeepney, Bus, Van and other similar vehicle for hire

This service involves issuance, by the city government, of City Sticker to Public Utility Jeepney, Bus, Van and other similar vehicle for hire with a fixed and authorized terminal located in the territorial jurisdiction of the City of San Pedro.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any operator of a Public Utility Jeepney, Bus, Van and other similar vehicle for hire with a fixed and authorized terminal located in the territorial jurisdiction of the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-accomplished Application Form (1 Original Set)		POSO-TRU		
2. Certificate of Noise Emission Compliance (1 Original Copy)		POSO-TRU		
3. Barangay Business Clearance certifying availability of garage (1 Original Copy)		Barangay Hall		
4. Latest Certificate of Registration and Official Receipt of the vehicle (1 Photocopy Each)		LTO		
5. Current franchise (1 Photocopy)		LTFRB		
6. 2 x 2 I.D. picture (1 Original Copy)		Client		
7. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and evaluate documentary requirements, assess the fees to be paid, and issue order of payment.	None	5 minutes	<i>Admin Staff</i> POSO-TRU
2. Pay the fee/s at the City Treasurer's Office	2. Receive payment and issue OR.	PUJ Fee – Php 350.00 AFP – Php 100.00 FX/VAN Fee – Php	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



		<p>350.00 AFP – 1 Php 50.00</p> <p>BUS Fee – Php 600.00 AFP – Php 150.00</p>		
<p>3. Present the O.R. and receive the city sticker</p> <p><i>* Operator shall install the sticker on its designated spot</i></p>	<p>3. Verify the Official Receipt and receive the Photocopy.</p> <p>3.1 Encode the data.</p> <p>3.2 Route the application form to signatories.</p> <p>3.3 Release the city sticker.</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><i>Admin Staff</i> POSO-TRU</p>
		<p>PUJ Fee – Php 350.00 AFP – Php 100.00</p> <p>FX/VAN Fee – Php 350.00 AFP – 1 Php 50.00</p> <p>BUS Fee – Php 600.00 AFP – Php 150.00</p>	26 Minutes	



7. Replacement of Franchise

This service involves re-issuance or replacement of the franchise certificate.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any franchisee who lost his/her original franchise certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Application form (1 Original Set)		POSO-TRU		
2. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and evaluate submitted documentary requirements, assess the fees to be paid, and issue order of payment.	None	5 minutes	<i>Admin Staff</i> POSO-TRU
2. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt (OR).	2. Receive payment and issue OR.	Based on Schedule of Fees (City Ordinance 2019-30)	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Present the O.R. and receive the franchise certificate	3. Verify the Official Receipt and receive the Photocopy.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
	3.1 Encode the data and update records.		3 minutes	
	3.2 Print the franchise and route it to signatories.		5 minutes	
	3.3 Release the franchise			



	certificate			
	TOTAL:	Based on Schedule of Fees (City Ordinanc e 2019- 30)		

POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

A. Public Motorized Tricycle/annum

- | | |
|---------------------------------|----------|
| 1. Franchise Fee | - 150.00 |
| 2. Supervision Fee | - 100.00 |
| 3. Annual Registration Fee | - 100.00 |
| 4. Mayor's Permit | |
| New | - 150.00 |
| Renewal | - 120.00 |
| 5. Annual City Sticker | - 150.00 |
| 6. Annual Safety Inspection Fee | - 50.00 |
| 7. I.D. | - 50.00 |
| 8. City Plate | - 250.00 |
| 9. Dropping | - 150.00 |

B. Services/Private Motorized Tricycles/unit

- | | |
|-----------------------------------|---------------|
| 1. Specific Franchise | - 600.00/year |
| 2. Supervision | - 150.00/year |
| 3. City Sticker | - 250.00/year |
| 4. Mayor's Permit | - 200.00/year |
| 5. Annual Registration Fee | - 100.00 |
| 6. TRU Identification Card (I.D.) | - 100.00 |



8. Application for Permit to Operate a Motorized Fishing Vessel Weighing Three (3) Tonnages and Below

This service involves issuance, by the city government, of a permit to a qualified operator applying for a license to operate a motorized fishing vessel weighing three (3) tonnage or below within the territorial jurisdiction of the City of San Pedro.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ol style="list-style-type: none"> Any owner of a fishing vessel weighing three (3) tonnage and below who meets the qualifications and requirements to be an operator of said watercraft as stipulated in Municipal Ordinance No. 2006-07. Any operator of a fishing vessel weighing three (3) tonnage and below whose permit's validity period has expired and who shall meet the qualifications and requirements to be an operator of said watercraft as stipulated in Municipal Ordinance No. 2006-07.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For fishing vessel:	
1. Application form (1 Original Set)	POSO-TRU
2. Inspection Clearance (1 Original Copy)	TRU (by schedule)
3. 2 x 2 I.D. picture (2 Original Copies)	Applicant
4. BFARMC Clearance	City Agriculture Office
5. CFARMC Accreditation	City Agriculture Office
6. Barangay Clearance (1 Original Copy)	Barangay
7. Business Permit (For fish cage)	BPLO
8. LLDA Certification	LLDA
9. Official Receipt (1 Original Copy and 1 Photocopy)	City Treasurer's Office
For service/private vessel:	
1. Application form (1 Original Set)	POSO-TRU
2. Inspection Clearance (1 Original Copy)	POSO-TRU
3. 2 x 2 I.D. picture (2 Original Pieces)	Applicant
4. Barangay Clearance (1 Original Copy)	Barangay Hall
5. Certificate of Registration and Official Receipt of the vessel (1 Photocopy)	Applicant
6. Official Receipt (1 Original Copy and 1 Photocopy)	City Treasurer's Office
For government-issued vessel:	
1. Application form (1 Original Set)	POSO-TRU
2. Inspection Clearance (1 Original)	POSO-TRU



Copy)				
3. 2 x 2 I.D. picture (2 Original Copies)		Applicant		
4. Barangay Clearance (1 Original Copy)		Barangay Hall		
5. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
For renewal of permit:				
1. All aforementioned requirements (depending on the type of vessel)		See previous		
2. Previous Permit (1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-accomplished application form/s and complete documentary requirements	1. Receive and evaluate the application and other documentary requirements, assess the fees to be paid, and issue order of payment.	None	5 minutes	<i>Admin Staff</i> POSO-TRU
2. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt (OR).	2. Receive payment and issue OR.	Refer to Schedule of Fees (City Ordinance 2019-30)	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Present the OR and receive permit.	3. Verify the Official Receipt and receive the Photocopy.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
	3.1 Encode the data.		3 minutes	
	3.2 Print the permit and route it to signatories.		5 minutes	
	3.3 Release the permit.		3 minutes	
	TOTAL:	Refer to Schedule of Fees (City Ordinance 2019-30)	24 Minutes	



PERMIT FOR REGISTRATION FEE ON FISHING BOATS AND FISHING GEARS

- For each fishing boat of Non-Motorized - 200.00
- For each fishing boat of three (3) gross tons or less Motorized with 10 horse power engine or less - 500.00
- More than 10 horse power - 1,000.00



9. Inspection and/or Noise Emission Test Service

This service involves inspection of sidecar, motorcycle, tricycle, pedicab and motorized fishing vessel weighing three (3) tonnage and below, and noise emission test for motorcycle/tricycle units and public utility jeepneys.

Office or Division:	Public Order and Safety Office - Transportation Regulatory Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any operator of a tricycle, pedicab, jeepney and fishing vessel weighing three (3) tonnage and below who will apply for a franchise, renewal of franchise, petition for dropping and substitution, city sticker or permit to operate a fishing vessel weighing three (3) tonnage and below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unit for inspection and/or noise emission test with complete and functioning accessories listed below		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the unit for inspection and/or noise emission test at the designated area	1. Inspect the unit (tricycle, pedicab, fishing vessel, etc.)	None	10 minutes	Admin Staff POSO-TRU
	1.1 Conduct Noise Emission Test.		5 minutes	
2. Receive Inspection Clearance and/or Certificate of Noise Emission Compliance	2. Release the Inspection Clearance and/or Certificate of Noise Emission Compliance	None	5 minutes	Admin Staff POSO-TRU
TOTAL:		None	20 Minutes	



c

Business Permits and Licensing Office

External Services



1. Application for a New Business Permit

Issuance of New Business Permit to eligible Business Owner or Business Entity.

Office or Division:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Business Owner or Business Entity
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Pre-printed filled-out Application Form for Business Permit (NEW) (3 Original Copies)	Business Permits and Licensing Office
2. DTI/SEC Registration (1 Original Copy)	Department of Trade and Industry/Security and Exchange Commission
3. Barangay Tax Order of Payment (1 Original Copy)	Barangay Hall where the business is located
4. Contract of Lease (1 Original Copy) – If rented	Lessor of Building
5. Real Property Tax Official Receipt (1 Original Copy)	City Treasurer's Office
6. Sketch of Business Location (1 Original Copy)	Business Owner / Business Entity
7. Clearances (1 Original Copy Each)	BPLO, Office of the Building Official, Office of the Zoning Administrator, Sanitation Office, CENRO, BFP
8. Unified Clearance (1 Original Copy)	Business Permits and Licensing Office
9. Tax Order of Payment (TOP) (3 Original Copies)	Business Permits and Licensing Office
10. Community Tax Certificate (1 Original Copy)	City Treasurer's Office
11. Official Receipt (1 Original Copy)	City Treasurer's Office
12. Fire Safety Inspection Certificate (1 Original Copy)	Bureau of Fire Protection
Other requirements depending on the nature of business:	
<i>Hotels/Inn Tourist Accommodation, Travel Agency, Resort, Restaurant :</i> 13. Department of Tourism Accreditation (1 Original Copy or 1 Electronic Copy)	Department of Tourism
<i>Dealer of Rice:</i> 14. National Food Authority License- (1 Original Copy or 1 Electronic Copy)	National Food Authority
<i>Off-Track Betting:</i> 15. Off-Track Betting Certificate (1 Original Copy or 1 Electronic Copy)	National Gaming Control Board – National Accreditation
<i>Drugstore/Bakery/Food Supplement:</i>	



16. Food and Drug Administration License (1 Original Copy or 1 Electronic Copy)		Food and Drug Administration		
<i>Contractor:</i> 17. Contractor's License General Specialty and Engineering Contractor License (1 Original Copy or 1 Electronic Copy)		Philippine Contractors Accreditation Board		
<i>Casino and Gaming:</i> 18. Casino and Other Gaming Certificate (1 Original Copy or 1 Electronic Copy)		Philippine Amusement and Gaming Corporation – National Accreditation		
<i>Banking Institution, Money Changer, Money Remittance and Pawnshop:</i> 19. Central Bank License Certificate (1 Original Copy or 1 Electronic Copy)		Bangko Sentral ng Pilipinas		
<i>Educational Institution</i> 20. Educational Institution Certificate (1 original)		Department of Education		
<i>Close-Circuit Television (CCTV):</i> 21. CCTV Certificate (1 original)		Legitimate CCTV Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Application Form for Business Permit and the attached Unified Clearance and submit together with the required attachments to BPLO, accommodate the inspection of the application by the Joint Inspection Team, and Attend Interview for Capitalization.	1. Receive and schedule application for Joint Inspection.	None	5 minutes	Clerk BPLO
	1.1 Conduct actual inspection and sign the Unified Clearance.	None	2 days upon receipt of the form and unified clearance	Joint Inspection Assessment Team
	1.2 Validate application form.	None	5 minutes	Clerk BPLO
	1.3 Verify and assign business account number.	None	5 minutes	Clerk BPLO
	1.4 Approve Capital.	None	8 minutes	Local Assessment Operations Officer III BPLO
	1.5 Assess taxes,	None	5 minutes	Assessment



	fees and other charges using Business Permits Licensing System (BPLS) and Issue Tax Order of Payment (TOP).			<i>Clerk BPLO</i>
2. Pay Business Tax, Mayor's Permit Fee and Other Charges at City Treasury Office.	2. Receive Payment for Business Tax, Mayor's Permit Fee and Other Charges	Fees are based on the approved Revenue Code + Fire Safety Inspection Fee – Php 500.00 or 15% of Mayor's Permit Fee and Regulatory Fees (whichever is higher) + CTC Fee (for Single: Php 30.00; Php 500.00 for Corporation)	10 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Submit the Application for New Business with complete Required Documents for Approval and Releasing and receive the business permit.	3. Receive the submitted application for business permit with complete required documents for approval and releasing.	None	3 minutes	<i>Data Controller BPLO</i>
	3.1 Check and validate the completeness of all required documents, and print business permit for signing of BPLO Head for approval of the	None	15 minutes	<i>Data Controller BPLO</i>



	City Mayor.			
	3.2 Sign and recommend the approval of Business Permit (with Digitized signature)	None	5 minutes	<i>Business Permits and Licensing Officer</i> BPLO
	3.3 Scan and approve the signed business permit for filing.	None	5 minutes	<i>Clerk</i> BPLO
	3.4 Release the approved and signed business permit and business plate.	None	5 minutes	<i>Clerk</i> BPLO
	TOTAL:	Business Tax + Mayor's Permit + Fire Safety Inspection Fee + Other Fees + CTC Fee	2 Days, 1 Hour and 11 Minutes	



2. Renewal of Business Permit

Issuance of Renewal Business Permit to eligible Business Owner or Business Entity.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business Owner or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-printed filled-out Application Form for Business Permit (RENEWAL) (3 Original Copies)		Business Permits and Licensing Office		
2. Unified Clearance (2 Original Copies)		Business Permits and Licensing Office		
3. Notarized Gross Sales Declaration or Financial Statement (1 Original Copy)		Business Owner/Business Entity		
4. BIR Filled Forms/ITR, 2550m 2551m, 2550Q, 2551Q for the Current Year and 1701, 1702, of the Previous Year (Presumptive Income Level practice shall be implemented by BPLO in the absence of the above documents) (1 Original Copy)		BIR		
5. Tax Order of Payment (TOP) (3 Original Copies)		Business Permits and Licensing Office		
6. Community Tax Certificate (1 Original Copy)		City Treasurer's Office		
7. Official Receipt (1 Original Copy)		City Treasurer's Office		
8. Fire Safety Inspection Certificate (1 Original Copy)		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Order of Payment from the Barangay together with the Required Documents and Attend Interview for the Ascertain of Gross Sales/ Receipts.	1. Receive the submitted Order of Payment from the Barangay together with the Required Documents.	None	3 minutes	<i>Clerk</i> BPLO
	1.1 Issue Printed Application form for Renewal of Business.	None	3 minutes	<i>Clerk</i> BPLO
	1.2 Ascertain Declared Gross Sales / Receipts of the Applicant.	None	8 minutes	<i>Local Assessment Operations Officer III</i>



	1.3 Assess Taxes, Fees and Other Charges using BPLS and Issuance of Tax Order of Payment (TOP) in Reference to Treasurer's Office and BFP.	None	5 minutes	BPLO <i>Assessment Clerk</i> BPLO
2. Pay Business Tax, Mayor's Permit Fee and Other Charges at the City Treasury Office.	2.1 Receive payment for Business Tax, Mayor's Permit Fee and Other Charges.	Fees are based on the approved Revenue Code + Fire Safety Inspection Fee – Php 500.00 or 15% of Mayor's Permit Fee and Regulatory Fees (whichever is higher) + CTC Fee (for Single: Gross Sales/Receipts divided by 1,000 + 5.00; for Corporation: Gross Sales/Receipts divided by 2,500.00 + 500.00)	10 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit the Application for Renewal Business with complete Required Documents for	3. Receive the submitted Application for Business Permit with complete Required Documents for	None	5 minutes	<i>Clerk</i> BPLO



Approval and Releasing of the Business Permit.	Approval and Releasing.			
	3.1 Check/review and validate the completeness of all required documents, and print business permit for signing of BPLO Head for approval of the City Mayor.	None	15 minutes	<i>Data Controller BPLO</i>
	3.2 Sign and recommend the approval of business permit (digitized signature of the City Mayor).	None	5 minutes	<i>Business Permits and Licensing Officer BPLO</i>
	3.3 Scan the Approved and Signed Business Permit for Filing.	None	5 minutes	<i>Clerk BPLO</i>
	3.4 Release the approved and signed business permit.	None	5 minutes	<i>Clerk BPLO</i>
	TOTAL:	Business Tax + Mayor's Permit + Other Fees + Fire Safety Inspection Fee + CTC Fee	1 hour and 2 minutes	



3. Retirement of Business Registration

Approval of Business Retirement of Business Owner or Business Entity

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business Owner or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Retirement Form (3 Original Copies)		Business Permits and Licensing Office		
2. Request Letter from the Business Owner or Business Entity (1 Original Copy)		Business Owner/Business Entity		
3. Business Closure Certificate from Barangay (1 Original Copy)		Barangay Hall where the business is located		
4. Latest or Previous Business Permit; if missing, need Affidavit of Loss (1 Original Copy)		Business Owner/Business Entity		
5. Income Tax Return/Notarized Financial Statement/Notarized Certificate of Gross Sales or Receipts (1 Original Copy)		Bureau of Internal Revenue/Business Owner/Business Entity		
6. Valid I.D. (1 Photocopy)		Business Owner/ Business Entity		
7. Tax Order of Payment (TOP) (3 Original Copies)		Business Permits and Licensing Office		
8. Official Receipt (for Retirement) (1 Original Copy)		City Treasurer's Office		
9. Certificate of Termination of Business (1 Original Copy)		City Treasurer's Office		
7. Request Letter (1 Original Copy) – for Corporation		Corporate Secretary or Board of Directors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form with requirements to the Concierge section of the BOSS	1. Receive submitted filled-out business retirement form and schedule for inspection. 1.1 Conduct inspection to verify closure of business. 1.2 Receive	None	5 minutes	Clerk BPLO



	<p>submitted documents as attachment for retirement form (as indicated in the requirements)</p> <p>1.3 Review application for closure/retirement form and documents submitted by the applicant.</p> <p>1.4 Ascertain declared gross sales/receipts of the applicant.</p> <p>1.5 Assess taxes for termination and issue Tax Order of Payment (TOP)</p>			
2. Pay Business Tax, Mayor's Permit Fee and Regulatory Fees at City Treasury Office.	2. Receive payment of Business Tax, Mayor's Permit Fee and Regulatory Fee	In accordance with the approved Revenue Code + Certificate of Termination Fee: Php 100.00.	10 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Submit the application for closure/business retirement form with complete required documents for approval and releasing.	3. Receive the required documents.	None	3 minutes	<i>Clerk BPLO</i>
	3.1 Sign/approve application for business retirement.	None	5 minutes	<i>Business Permits and Licensing Officer BPLO</i>
	3.2 Release signed/approved application for business retirement.	None	5 minutes	<i>City Treasurer Or Clerk City Treasurer's</i>



	3.3 Prepare, approve and release certificate of Termination of Business.	None	10 minutes	Office <i>City Treasurer</i> Or <i>Clerk</i> City Treasurer's Office
	TOTAL:	Business Tax + Certificate of Termination Fee – Php 100.00	1 Hour and 31 Minutes	



4. Amendment of Records

Approval of Business Records Amendment of Business Owner or Business Entity.

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business Entity		
Who may avail:	Business Owner or Business Entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Amendment Application Form (3 Original Copies)			Business Permits and Licensing Office
2. Request Letter from the Business Owner or Business Entity (1 Original Copy) Note: If Corporation, request letter from the Corporate Secretary or Board of Directors			Business Owner/Business Entity
3. Certificate of Termination (1 Original Copy – for change of business type of ownership)			City Treasurer’s Office
4. New Barangay Clearance and New DTI for Single Proprietorship/New SEC Registration for Corporation (1 Original Copy – for Change of Business Type of Ownership)			Barangay Hall/Department of Trade and Industry/Securities and Exchange Commission
5. Notarized Affidavit of Transfer of Ownership (1 Original Copy – for Transfer of Ownership)			Business Owner/Business Entity
6. PSA Copy of Death Certificate (1 Original Copy – for Transfer of Ownership)			Philippine Statistics Authority
7. Amended DTI Registration (1 Original Copy 0 for Change of Business Owner/Transfer of Business Address/Change of Business Nature/Change of Business Name)			Department of Trade and Industry
8. Amended Barangay Clearance (1 Original Copy – for Change of Business Owner/Transfer of Business Address/Change of Business Name)			Barangay Hall
9. Valid I.D. (1 Photocopy – for Change of Business Owner)			Business Owner/Business Entity
10. Current Business Permit (1 Original Copy – for Change of Business Owner/Transfer of Business/Change of Business Nature/Change of Business Name)			Business Permits and Licensing Office
11. Contract of Lease if Renting (1 Original Copy – for Transfer of Business)			Business Owner/Business Entity
12. Transfer Certificate of Title (1 Photocopy – for Transfer of Business)			Registry of Deeds



13. Unified Clearance (2 Original Copies – for Transfer of Business)		Business Permits and Licensing Office		
14. Sketch of Business Location (1 Original Copy – for Transfer of Business)		Business Owner/Business Entity		
15. Amended SEC Registration (1 Copy – for Change of Business Nature/Change of Business Name)		Securities and Exchange Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Amendment Application Form and submit together with the Required Documents as Attachment. Note: Attachment may vary from the Type of Amendment the Business Owner/Business Entity is/are applying for.	1. Receive and review the submitted filled-out application form with the required documents.	None	5 minutes	<i>Clerk</i> BPLO
	1.1 Conduct inspection to verify amendment applied by the business. Note: Applicable for Change of Business Nature and Transfer of Business	None	30 minutes or may vary during the conduct of the actual inspection	<i>License Inspector</i> BPLO
2. None	2. Approve and sign amendment application form.	None	5 minutes	<i>Business Permits and Licensing Officer</i> BPLO
	2.1 Update the records of business on BPLS System based on the Approved Amendment Application Form.	None		<i>Data Controller</i> BPLO
3. Receive the amended business permit.	3. Print the amended business permit for signature of head.	None	3 minutes	<i>Data Controller</i> BPLO
	3.1 Sign and recommend the approval of amended business permit	None	5 minutes	<i>Business Permits and Licensing Officer</i> BPLO



	(digitized signature of the City Mayor). 3.2 Release the Amended Business Permit.	None	5 minutes	Clerk BPLO
	TOTAL:	None	58 minutes (with Inspection) 28 Minutes (without Inspection)	



5. Issuance of Certified True Copy of Business Permit

Issuance of Certified True Copy to Business Owner or Business Entity.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business Owner or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit (1 Original and Photocopy)		Business Owner/Business Entity		
2. Valid I.D. (1 Original Copy)		Business Owner/Business Entity		
3. Request Slip (1 Original Copy)		Business Permits and Licensing Office		
4. Official Receipt (1 Original Copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Request Slip together with the Original and Photocopy of Business Permit accompanied with a Valid I.D.	1. Receive request slip from the applicant together with the requirements.	None	3 minutes	<i>Clerk</i> BPLO
	1.1 Verify business permit authenticity at BPLS Database.	None	5 minutes	<i>Data Controller</i> BPLO
	1.2 Release validated request slip and advise the applicant to proceed to City Treasury Office for payment.	None	3 minutes	<i>Clerk</i> BPLO
2. Pay Corresponding Fee at City Treasury Office	2. Collect Corresponding Fee	Php 150.00	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit Official Receipt together with the validated request slip and receive the certified true copy document.	3. Receive submitted official receipt together with the original business permit and validated request slip.	None	3 minutes	<i>Clerk</i> BPLO
	3.1 Prepare document for	None	5 minutes	<i>Clerk</i> BPLO



	certified true copy.			
	3.2 Approve/sign certified true copy document.	None	5 minutes	<i>Business Permits and Licensing Officer BPLO</i>
	3.3 Release certified true copy document.	None	5 minutes	<i>Clerk BPLO</i>
		Php 150.00	40 minutes	



6. Issuance of Certification

Issuance of Certification to Business Owner, Business Entity, Institution, Individual and others.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity, G2C - Government to Client G2G- Government to Government			
Who may avail:	Business Owner, Business Entity, Institutions, Individual, and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Applicant		
2. Valid I.D. (1 Original Copy)		Applicant		
3. Certificate of Indigency (1 Original Copy) – If Indigent		Barangay hall where the client resides		
4. Payment slip (1 Original Copy)		Business Permits and Licensing Office		
5. Official Receipt (1 Original Copy) – If without certificate of indigency		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter accompanied with a Valid I.D. (If Indigent, with Certificate of Indigency).	1. Receive request letter from the applicant for approval of the head of office.	None	8 minutes	<i>Clerk</i> BPLO
	1.1 Verify the approved request letter for business record at BPLS database.	None	5 minutes	<i>Data Controller</i> BPLO
	1.2 Issue payment slip and advise the applicant to proceed to the City Treasury Office for payment (for non-indigent).	None	3 minutes	<i>Clerk</i> BPLO
2. Pay the corresponding fee at the City Treasury Office (non-indigent) or receive the certification (for indigent).	1.3 Prepare the certification.	None	5 minutes	<i>Data Controller</i> BPLO
	2. Collect payment of the corresponding fee (for non-indigent) or sign certification (for indigent).	Php 100.00 (non-indigent); None (indigent)	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office Or <i>Business Permits and Licensing</i>



	2.1 Release certification (for indigent)	None	5 minutes	Officer BPLO
3. Submit official receipt together with the payment slip and receive the certification (for non-indigent)	3. Receive official receipt together with the payment slip (for non-indigent)	None	5 minutes	Clerk BPLO Or Data Controller BPLO
	3.1 Sign certification.	None	5 minutes	Business Permits and Licensing Officer BPLO
	3.2 Release certification.	None	5 minutes	Clerk BPLO
	TOTAL:	Php 100.00 (non-indigent); None (indigent)	39 minutes (non-indigent); 28 minutes (indigent)	



City Accounting Office

Internal Services





1. Processing Of Disbursement Voucher (DV)

Preparation of Disbursement Voucher form to claim payment.

Office or Division:	City Accounting Office			
Classification:	G2G – Government to Government			
Type of Transaction:	Simple			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (3 Original Copy)		City Budget Office - 4/F		
2. Approved Request Letter (1 Original Copy)		Office of the Mayor – 4/F		
3. Documentary Requirements (1 Original Copy)		Requesting Client		
Payment of Suppliers/Contractorsr				
1. Procurement Requirements (1 Original Copy, 1 Photocopy for other documents)		City Procurement Office – G/F and BAC – 4/F		
Payment for Utilities				
1. Statement of Account (1 Original Copy)		MERALCO, Laguna Management & Service Corporation, Primewater Infrastructure Corp		
Payment for Financial Assistance (Medical and Burial)				
1. Assistance Slip, Case Study and CSWD Requirements (1 Original Copy)		City Social Welfare and Development Office – G/F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit abovementioned requirements to the City Accounting Office.	1. Receive documents for payment.	None	1 minute	<i>Accounting Clerk</i> City Accounting Office
	1.1 Examine the authenticity, reliability and completeness of documents.	None	15 minutes	<i>Accounting Clerk II</i> City Accounting Office
	1.2 Prepare the disbursement voucher with complete supporting documents.	None	10 minutes	<i>Accounting Clerk II</i> City Accounting Office
	1.3 Review the	None	5 minutes	<i>City Accountant</i>



	<p>voucher and certify that allotment was obligated for the purpose and supporting documents are complete.</p> <p>1.4 Record signed disbursement voucher in the outgoing logbook and submit to City Treasurer's Office for check preparation.</p>	None	1 minute	<p>City Accounting Office</p> <p><i>Accounting Clerk</i> City Accounting Office</p>
2. Submit Disbursement Vouchers with signed Checks	2. Receive DVs with signed Checks	None	1 minute (1 day and 4 hours waiting from City Treasury and concerned office to sign on check)	<i>Accounting Clerk</i> City Accounting Office
	2.1 Prepare Accountant's Advice of Local Check Disbursements.	None	5 minutes	<i>Accounting Clerk I</i> City Accounting Office
	2.2 Verify Accountant's Advice of Local Check Disbursements.	None	5 minutes	<i>Accountant II</i> City Accounting Office
	2.3 Approve Accountant's Advice of Local Check Disbursements.	None	5 minutes	<i>City Accountant</i> City Accounting Office
	2.4 Forward DV with signed checks using Accountant's Advice to City Treasury Office.		5 minutes	<i>Accounting Clerk</i> City Accounting Office



	TOTAL:	None	1 Day, 4 Hours and 53 Minutes	
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2. Preparation of Payroll

Preparation of Payroll Sheet and Summary of Salaries and Disbursement Voucher for employees of City Hall.

Office or Division:	City Accounting Office			
Classification:	G2C- Government to Citizen, G2G – Government to Government			
Type of Transaction:	Complex			
Who may avail:	Officials, Regular Employees, Job Orders and those who are under Contract of Service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (3 Original Copies)		City Budget Office – 4/F		
City Officials, Regular Employees:				
1. Documents for loan, step increment, leave without pay and other benefits for basis of salary computations (1 Original Copy) Note: 1 Photocopy may be provided for documents where in the original copy is not available.		City Human Resources and Management Office		
Job-Order, Contract of Service:				
1. Daily Time Record (1 Original Copy)		City Human Resources and Management Office /Employee		
2. Approved Accomplishment Report (1 Original Copy)		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above mentioned requirements to City Accounting Office.	1. Receive documents and check for completeness.	None	5 minutes	<i>Accounting Clerk</i> City Accounting Office
	1.1 Prepare the computation of salaries and Payroll Sheet according to attendance reflected on DTR and AR (for JO and COS).	None	3 days	<i>Accounting Clerk II</i> City Accounting Office
	1.2 Review the payroll and certify that payroll is	None	5 minutes	<i>City Accountant</i> City Accounting Office



	<p>correct, services have been rendered and payment is approved.</p> <p>1.3 Record the signed payroll sheet with printed Obligation Request and forward to City Administration Office for signature.</p>	None	1 minute	<i>Accounting Clerk</i> City Accounting Office
2. Submit the signed Payroll Sheet and Obligation Request to City Accounting Office	2. Receive for Summary of salaries / DV preparation.	None	1 minute (1 day waiting from City Admin and City Budget Office)	<i>Accounting Clerk</i> City Accounting Office
	2.1 Prepare Summary of Salaries (employees with ATM) and DV (non-ATM employees).	None	30 minutes	<i>Accounting Clerk III</i> City Accounting Office
	2.2 Certify the Summary of Salaries and DV.	None	5 minutes	<i>City Accountant</i> City Accounting Office
	2.3 Record signed summary of salaries and disbursement voucher with payroll sheet in the outgoing logbook and submit to City Treasurer's Office for preparation of Authority to Debit (ATM Employees) and Check (non-ATM employees).	None	1 minute	<i>Accounting Clerk</i> City Accounting Office
3. Submit Copy of approved	3. Receive copy of Authority to debit	None	5 minutes	<i>Accounting Clerk III</i>



Authority to Debit to City Accounting Office	for employees with ATM and send to Authorized Depository Bank for crediting of salaries.			City Accounting Office
	4. Receive Disbursement Vouchers with signed Checks.	None	5 minutes	<i>Accounting Clerk</i> City Accounting Office
	4.1 Prepare Accountant's Advice of Local Check Disbursements	None	5 minutes	<i>Accounting Clerk I</i> City Accounting Office
	4.2 Verify Accountant's Advice of Local Check Disbursements	None	5 minutes	<i>Accountant II</i> City Accounting Office
	4.3 Approve Accountant's Advice of Local Check Disbursements.	None	5 minutes	<i>City Accountant</i> City Accounting Office
	4.4 Forward Disbursement Voucher with signed checks using Accountant's Advice to City Treasury Office.	None	5 minutes	<i>Accounting Clerk</i> City Accounting Office
	TOTAL:	None	5 Days, 1 Hour and 14 Minutes	



3. Financial Reporting

Preparation of Mandatory Financial Reports and Financial Statements.

Office or Division:	City Accounting Office			
Classification:	G2G – Government to Government			
Type of Transaction:	Complex			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
City Government of San Pedro				
1. Transaction Documents (Official Receipts, Disbursement Vouchers, Bank Statements etc..) (1 Original Copy)		City Treasurer's Office-G/F		
2. Annual Budget (1 Photocopy)		City Budget Office- 4/F		
3. Budget Utilization Reports (1 Original Copy)		City Budget Office- 4/F		
27 Barangays				
1. Transaction Documents (Official Receipts, Disbursement Vouchers, Bank Statements etc..) (1 Original Copy)		Barangay Government		
2. Annual Budget (1 Photocopy)		Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above mentioned requirements to City Accounting Office.	1. Receive documents and check for completeness.	None	5 minutes	<i>Accounting Clerk</i> City Accounting Office
	1.1 Record the transactions to Books of Accounts.	None	7 days	<i>Accounting Clerk III</i> City Accounting Office
	1.2 Prepare the Financial Reports (FRs).	None	11 days	<i>City Accountant</i> City Accounting Office
	1.3 Certify the correctness of the FR.	None	30 minutes	<i>City Accountant</i> City Accounting Office
	1.4 Submit to concerned Office/Office of	None	1 day	<i>City Accountant</i> City Accounting Office



	the Mayor for signature.			
	1.5 Submit Copy of signed Financial Reports to Commission on Audit.	None	5 minutes	<i>City Accountant</i> City Accounting Office
	TOTAL:	None	19 Days and 40 Minutes	





City Assessor's Office

External Services



1. Issuance of Certifications

Certificate of Property Holdings or Certificate of No Property Holding and Certified copy of Tax Declarations.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Certified Copy of Tax Declaration: Updated payment of Real Property Tax / Tax Clearance		City Treasurer's Office		
2. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
3. Title, Tax Declaration, RPT Receipt or other reference for property identification. (1 photocopy)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip	1. Check existing records.	None	5 minutes	Frontline Personnel City Assessor's Office
	1.1 Issue Order of Payment	None		
2. Pay Certification fee at Treasury Office	None	Php 150.00; Php 200.00 (for previous Tax Declaration)	Refer to City Treasurer's Office	Revenue Collection Clerk City Treasurer's Office
3. Submit	3. Trace back	None	25 minutes	Records



Certification fee receipt to Frontline personnel.	previous records.			<i>Division Personnel</i> City Assessor's Office
	3.1 Prepare, validate and sign certification.	None	10 minutes	<i>Records Division Personnel</i> City Assessor's Office
	3.2 Approve certification.	None	5 minutes	<i>City Assessor Or Authorized Officer</i> City Assessor's Office
4. Receive the certification.	4. Record receipt of Certification by the requesting person	None	5 minutes	<i>Frontline Personnel</i> City Assessor's Office
	TOTAL:	None	50 Minutes (excluding time for payment)	



2. Issuance of Certificate of No Improvement

Certification that a certain parcel of land is vacant.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
2. Title, Tax Declaration, RPT Receipt or other reference for property identification. (1 photocopy)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip	1. Check existing records.	None	20 minutes	<i>Frontline Personnel</i> City Assessor's Office
	1.1 Endorse to Assessment and Appraisal Officer for inspection.	None	1 minute	
	1.2 Inspect the Property and prepare Inspection Report.	None	3 working hours (depending on the availability of inspectors) Transmitted on the next day	<i>Inspector</i> City Assessor's Office
	1.3 Issue Order of Payment.		1 minute	



2. Pay Certification fee at Treasury Office.	None	Php 150.00	Refer to City Treasurer's Office	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit Certification fee to Frontline personnel.	3. Prepare Certification.	None	20 minutes	<i>Frontline Personnel</i> City Assessor's Office
	3.1 Examine and sign for approval.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.2 Approve certification.	None	5 minutes	<i>City Assessor Or Authorized Officer</i> City Assessor's Office
4. Receive the certification.	4. Record receipt of certification by the requesting person.	None	5 minutes	<i>Frontline Personnel</i> City Assessor's Office
	TOTAL:	None	3 Hours and 57 Minutes	



3. Transfer of Tax Declaration - Land, Building, Machinery, Subdivision or Consolidation

Issuance of New Tax Declaration for newly transferred properties or newly subdivided / consolidated properties.

Office or Division:	City Assessor's Office	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certified true copy of Transfer Certificate of Title (1 original) *		Registry of Deeds, Calamba, Laguna
2. Deed of Conveyance (Secretary's Certificate is required if seller is a corporation) -- Deed of Sale/ Deed of Donation/ Extrajudicial Settlement / Deed of Assignment / Certificate of Sale / Deed of Conditional Sale, Secretary's Certificate etc. (1 photocopy)		Property Owner Corporate Secretary
3. Certificate Authorizing Registration (CAR) (1 photocopy)		Property Owner / Bureau of Internal Revenue, Biñan City, Laguna
4. Updated Official Receipt of Real Property Tax payment or Tax Clearance (1 photocopy)		San Pedro City Hall, Treasury Office
5. Official Receipt of Transfer Tax Fee or Transfer Tax Clearance (1 photocopy)		San Pedro City Hall, Treasury Office
6. Approved Subdivision Plan (For Subdivision / Consolidation Transactions) (1 photocopy/blueprint)		Owner / Land Management Bureau, DENR, Los Baños, Laguna
7. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner
*Owner's Copy of Transfer Certificate of Title may be presented instead, provided that the Tax Declaration of previous owner is active.		
If done through a representative:		
1. Authorization letter stating name of authorized representative and purpose of request. (1 Original Copy)		Property Owner
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative
3. Government-Issued ID of owner		Property owner



(PRC; UMID; PHILSYS ID, etc.) (1 photocopy)				
For late filing due to late release of TCT by RD:				
1. Acknowledgement Slip or Certification of Release		Registry of Deeds, Calamba, Laguna		
If previous owner is undeclared:				
1. Previous Transfer Certificate of Title (1 photocopy)		Registry of Deeds, Calamba, Laguna		
If transfer documents are not available:				
1. RD / LRA Certification		Registry of Deeds, Calamba, Laguna		
2. Notarized Affidavit of Loss		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/outgoing officer	1. Check and verify submitted documents 1.1 Issue Order of payment for Transfer of Tax Declaration Fee * A penalty of Php500.00 to Php 1,500.00 per title imposed for late declaration filed sixty (60) days after the issuance of Transfer Certificate of Title from the Registry of Deeds.	None None	15 minutes	<i>Incoming/Outgoing Officer</i> City Assessor's Office
2. Pay Transfer of Tax Declaration fee and penalty, if applicable, at Treasury Office	None	Php 250.00 per Tax Declaration; Php 500.00 to Php 1,500.00 for late filing	Refer to Treasury Office	<i>Collections Officer</i> City Treasurer's Office
3. Submit Transfer of Tax Declaration Fee receipt to incoming/outgoing officer.	3. Attach copy of receipt to other documents. 3.1 Attach Request Slip.	None	1 minute	<i>Incoming/Outgoing Officer</i> City Assessor's Office



4. Fill out Request Slip then submit to incoming/ outgoing officer.	4. Review and receive complete documents.	None	5 minutes	<i>Incoming/Outgoing Officer</i> City Assessor's Office
5. None	5. Forward all documents to Tax Mapping Division for verification.	None	Transmitted by batch: 11 am/ 5pm	<i>Incoming/Outgoing Officer</i> City Assessor's Office
	5.1 PIN Identification.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	5.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	5.3 Dispatch documents to inspector.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	5.4 Inspect the property, prepare then submit manual FAAS to Tax Mapper.	None	8 working hours or more (depending on lot area and number of parcels)	<i>Inspector</i> City Assessor's Office
	5.5 Transmit documents to Appraisal and Assessment Division.	None	Inspected by batch on the next day after receipt of documents.	
5.6 Verify, Check and Compute Market Value and	None	Transmitted on the day after inspection.		
	5.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	5.6 Verify, Check and Compute Market Value and	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i>



	Assessed value of property.			City Assessor's Office
	5.7 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	5.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office
	5.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	5.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Recommending Officer</i> City Assessor's Office
	5.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	5.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Personnel</i> City Assessor's Office
	5.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or Recommending Officer Or City Assessor</i>



	5.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	City Assessor's Office <i>Records Personnel</i> City Assessor's Office
6. Receive Tax Declaration and Notice of assessment.	6. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/Outgoing Officer</i> City Assessor's Office
	TOTAL:	None	5 or more days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved	

Simple – Involves transfer of lot only
Complex – Involves transfer of Lot with Improvements
Highly Technical – Involves transfer of multiple lots and improvements in excess of five (5) Real Property Units (RPUs)



4. New Declaration or Reassessment of Building

Declaration of Newly-Constructed Building or Renovated Building.

Office or Division:	City Assessor's Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Permit, Occupancy Permit and Floor Plan (1 photocopy each)		Office of the Building Official		
2. Sworn Statement of the True Current and Fair Market Value of Real Properties (1 original), in the absence of the foregoing documents		Notary Public		
3. Request letter from the registered owner (1 original)		Property Owner		
4. Updated Official receipt of Real Property Tax payment or Tax Clearance (1 photocopy)		City Treasurer's Office		
5. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/outgoing officer	1. Check and verify submitted documents.	None	15 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	1.1 Attach Request Slip	None		
2. Fill out Request Slip then submit to incoming/	2. Receive complete documents.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's



outgoing officer.				Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.4 Inspect the property, prepare then submit manual FAAS to Tax Mapper.	None	8 working hours or more (depending on lot area and number of parcels)	<i>Inspector</i> City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office



	for Checking.			
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal Officer City Assessor's Office</i>
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Recommending Officer City Assessor's Office</i>
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor City Assessor's Office</i>
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Division Personnel City Assessor's Office</i>
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office</i>
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Records Division Personnel City Assessor's Office</i>
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer City Assessor's Office</i>
		None	5 or more days depending on the number of parcels/real property units	



			(RPUs) involved and the complexity of Transaction/s involved	
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Complex – Involved declaration of 1 improvement

Highly Technical – Involves declaration of multiple improvements in excess of five (5) Real Property Units (RPU)





5. New Declaration or Reassessment of Machinery

Declaration of Newly-Installed Machinery or Machineries subject to reassessment.

Office or Division:	City Assessor's Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sales invoice / Official Receipt/ Audited Financial Statement (1 photocopy)		Property owner		
2. Itemized List of Machineries indicating the Serial Numbers, Model and Country of Origin, Date of Acquisition, Date of Installation and Operation and Landed Cost per Book Value		Property owner		
3. Sworn Statement of the True Current and Fair Market Value of Real Properties (1 original), in the absence of the foregoing documents		Notary Public		
4. Updated Official receipt of Real Property Tax payment or Tax Clearance (1 photocopy)		City Treasurer's Office		
5. Request letter from the registered owner (1 original)		Property owner		
6. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Check and	None	15 minutes	<i>Incoming/</i>



complete documents to incoming/ outgoing officer	verify submitted documents. 1.1 Attach Request Slip			<i>Outgoing Officer</i> City Assessor's Office
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.4 Inspect the property, prepare then submit manual FAAS to Tax Mapper.	None	8 working hours or more (depending on lot area and number of parcels)	<i>Inspector</i> City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i>



				City Assessor's Office
	3.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Recommending Officer</i> City Assessor's Office
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Division</i> Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or Recommending Officer Or City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Records Division</i> Personnel City Assessor's Office



4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer City Assessor's Office</i>
		None	5 or more days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved	

Complex – Involved declaration of 1 Real Property Unit

Highly Technical – Involves declaration of multiple RPUs in excess of five (5) RPUs



6. New Declaration (Land – Untitled)

First time Declaration of Untitled Land.

Office or Division:	City Assessor's Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Plan (1 original)		Land Management Bureau, DENR, Los Baños, Laguna		
2. Certification (Alienable and Disposable) (1 original)		DENR, Los Baños, Laguna		
3. Sworn Statement of the True Current and Fair Market Value of Real Properties (1 original)		Notary Public		
4. Affidavit that the applicant is in long, continuous and notorious possession of the property (1 original)		Notary Public		
5. Certification that the applicant is the present possessor and occupant of the land and Certification of the adjoining lot owners (1 original)		Barangay Captain and/or City Mayor adjoining lot owners		
6. Letter request of Owner (1 original)		Property owner		
7. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/	1. Check and verify submitted documents.	None	15 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office



outgoing officer	1.1 Attach Request Slip			
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.4 Inspect the property, prepare then submit manual FAAS to Tax Mapper.	None	8 working hours or more (depending on lot area and number of parcels)	<i>Inspector</i> City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office



	3.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Recommending Officer</i> City Assessor's Office
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Division</i> Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or Recommending Officer Or City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Records Division</i> Personnel City Assessor's Office
4. Receive Tax Declaration and	4. Record receipt of documents by	None	5 minutes	<i>Incoming/Outgoing Officer</i>



Notice of assessment.	the owner.			City Assessor's Office
		None	5 or more days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved	

Complex – Involves declaration of 1 Real Property Unit (RPU)

Highly Technical – Involves declaration of multiple RPUs in excess of five (5) RPUs



7. New Declaration (Land – Titled)

First time Declaration of Titled Land.

Office or Division:	City Assessor's Office
Classification:	Complex, Highly Technical
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of free patent, homestead or miscellaneous sales application (1 original)		Registry of Deeds, Calamba, Laguna / Land Management Bureau, DENR, Los Baños, Laguna		
2. Certified True Copy of Title (1 original)		Registry of Deeds, Calamba, Laguna		
3. Approved Survey Plan - (1 original)		Land Management Bureau, DENR, Los Baños, Laguna		
4. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
For properties administered by NHA:				
1. Certificate of award (1 photocopy) (present Original for verification purposes)		National Housing Authority Office, Cabuyao City, Laguna		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/outgoing officer	1. Check and verify submitted documents. 1.1 Attach Request Slip	None	15 minutes	<i>Incoming/</i> <i>Outgoing Officer</i> City Assessor's Office
2. Fill out Request	2. Receive	None	5 minutes	<i>Incoming/</i>



Slip then submit to incoming/ outgoing officer.	complete documents.			<i>Outgoing Officer</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.4 Inspect the property, prepare then submit manual FAAS to Tax Mapper.	None	8 working hours or more (depending on lot area and number of parcels)	<i>Inspector</i> City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.8 Encode then submit printed FAAS with other	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office



	documents to Assessment and Appraisal Officer for Checking.			
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Recommending Officer</i> City Assessor's Office
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Division</i> Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or</i> <i>Recommending Officer Or City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Records Division</i> <i>Personnel</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
		None	5 or more days depending on	



			the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved	
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Complex – Involves declaration of 1 Real Property Unit (RPU)

Highly Technical – Involves declaration of multiple RPUs in excess of five (5) RPUs



8. Reassessment of Land

Declaration of any change in valuation of Land.

Office or Division:	City Assessor's Office
Classification:	Complex, Highly Technical
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter from the registered owner	Property owner
2. Notarized Sworn Statement of the market value of the property	Registry of Deeds, Calamba, Laguna
3. Zoning Certificate	Office of the Zoning Administrator
4. Sanggunian Resolution/ Ordinance	Sangguniang Panlungsod
5. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)	Property owner

If done through a representative:

1. Authorization letter stating name of authorized representative and purpose of request. (1 original)	Property owner
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)	Representative
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)	Property owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/ outgoing officer	1. Check and verify submitted documents. 1.1 Attach Request Slip	None	15 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office



3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
3.3 Dispatch documents to inspector.	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
3.4 Inspect the property, prepare then submit manual FAAS to Tax Mapper.	None	8 working hours or more (depending on lot area and number of parcels)	<i>Inspector</i> City Assessor's Office
3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
3.7 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
3.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office
3.9 Check FAAS then submit to	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal</i>



	Recommending Officer.			<i>Officer</i> City Assessor's Office
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Recommending Officer</i> City Assessor's Office
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Division</i> Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or</i> <i>Recommending Officer Or City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Records Division</i> <i>Personnel</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
		None	5 or more days depending on the number of parcels/real property units (RPU) involved and the complexity of	



			Transaction/s involved	
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Complex – Involves declaration of 1 Real Property Unit (RPU)

Highly Technical – Involves declaration of multiple RPUs in excess of five (5) RPUs





9. Correction/Updating of Information/Annotation

Declaration of any change in valuation of Land.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified copy of Transfer Certificate of Title (1 original) (For correction of Owner's Name, Technical Descriptions, etc.)		Registry of Deeds, Calamba, Laguna		
2. Letter-request of the owner specifying requested correction and purpose for which the document will be used. (1 original)		Property owner		
3. Title, Tax Declaration, RPT Receipt or other reference for property identification. (1 photocopy)		Property owner		
4. Updated Official Receipt of Real Property Tax payment or Tax Clearance (1 photocopy)		Sangguniang Panlungsod		
5. Tax Declaration, RPT Receipt or other reference for property identification (subject of correction). (1 photocopy)		Property owner		
6. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/	1. Check and verify submitted documents.	None	15 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office



outgoing officer	1.1 Attach Request Slip			
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.3 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	3.4 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.5 Dispatch documents to encoder.	None	5 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.6 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder</i> City Assessor's Office
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Assessment and Appraisal Officer</i> City Assessor's



	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	Office <i>Recommending Officer</i> City Assessor's Office
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Records Division</i> Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>Assessment and Appraisal Officer Or</i> <i>Recommending Officer Or City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Records Division</i> <i>Personnel</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
		None	3 working days or earlier	



10. Cancellation of Assessment

Cancellation of Assessment due to demolition of building or retirement of Machinery, etc.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the registered owner specifying the request and purpose for which the document will be used.(1 original)		Property owner		
2. Updated Official receipt of Real Property Tax payment or Tax Clearance (1 photocopy)		City Treasurer's Office		
3. Certification from Fire Department (if razed/ destroyed by fire)		Bureau of Fire and Protection		
4. Demolition Permit (in case of Demolition)		Office of the Building Official		
5. Barangay Certificate (if necessary)		Barangay Hall where the subject property is located		
6. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
If done through a representative:				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to incoming/ outgoing officer	1. Check and verify submitted documents. 1.1 Attach Request Slip	None	15 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
2. Fill out Request	2. Receive	None	5 minutes	<i>Incoming/</i>



Slip then submit to incoming/ outgoing officer.	complete documents.			<i>Outgoing Officer</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
	3.1 PIN Identification	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.3 Dispatch documents to inspector	None	10 minutes	<i>Tax Mapper</i> City Assessor's Office
	3.4 Inspect the property and prepare inspection report.	None	3 working hours or more (depending on lot area and number of parcels) Inspected by batch on the next day after receipt of documents Transmitted on the day after inspection	<i>Inspector</i> City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	<i>Inspector</i> City Assessor's Office
	3.6 Verify, check an sign Inspection Report	None	30 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office



	3.7 Prepare and sign Notice of Cancellation Report then submit to City Assessor	None	20 minutes	<i>Assessment and Appraisal Officer</i> City Assessor's Office
	3.8 Approve Notice of Cancellation.	None	15 minutes	<i>City Assessor</i> City Assessor's Office
	3.9 Cancel the Record in the System and print Cancelled Tax Declaration.	None	20 minutes	<i>Records Division</i> <i>Personnel</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
		None	3 working days or earlier	



City Civil Registrar's Office External Services



1. Timely Registration of Certificates of Live Birth

The Certificate of Live Birth (COLB) of a child must be registered with the Local Civil Registrar's Office (LCRO) within 30 days from the date of birth. Please be advised that it is the parents' responsibility to ensure that any and all spellings declared in the documents submitted are true and correct. Once the documents have been signed by the informant and/or affiant, any and all entries therein are deemed attested to be true and correct. Employees may only check for correctness of accomplishment of the forms.

Office/Division:	City Civil Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Individuals whose children were born in the City of San Pedro, Laguna	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Original COLB, with all applicable fields, duly accomplished and signed by the birth-attendant and parent. (Quadruplicate)	Birth-attendant	
2. Valid government-issued I.D.'s of parent/s whose names appear on the COLB. (2 originals and 4 photocopies each)	Client's Personal File	
Additional, if parents are married:		
1. PSA Certificate of Marriage of parents, as appearing on the COLB for registration. (1 original and 4 photocopies)	Philippine Statistics Authority Outlet	
Additional, if parents are unmarried, but elect for the child to use the father's last name:		
1. Attachment-format Affidavit to Use Surname of the Father (AUSF), duly accomplished by the mother, and notarized by a notary public. (4 originals)	City Civil Registrar's Office of San Pedro/Birth-Attendant (AUSF) Notary Public (Notarial Service)	
2. Community Tax Certificate of parent/s. (1 original)	Treasury Office of the city/municipality where the parents are residents	
Additional, if representative:		
1. Authorization letter executed by either parent whose name appears on the COLB for registration, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.	Client's Personal File	
2. Valid government-issued I.D.'s of parent/s and representative whose names appear on the COLB and	Client's Personal File	



Authorization Letter. (2 originals and 2 photocopies each)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields.	None	5 minutes	<i>Assistant Registration Officer Or Job Order LCRO</i>
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	<i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer Or Clerk IV LCRO</i>
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	5 minutes	<i>Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration IV Or Clerk IV LCRO</i>
	1.3 Assign registry numbers to legal instruments and the COLB itself, coding of statistical portion and segregation of PSA, LCRO, attendant and client copies.	None	20 minutes	<i>Assistant Registration Officer Or Job Order LCRO</i>
2. Once called, proceed to the window to retrieve the duly registered COLB.	2. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Assistant Registration Officer Or Job Order LCRO</i>
TOTAL:		None	45 Minutes	



Notes:

- If the **parents are married** or in cases where **no father is declared**, do not fill-in anything at the back page of the COLB.
- If the **parents are unmarried**, fill in the Affidavit for Admission of Paternity at the upper portion of the back page of the COLB. Only the father shall enter his name and affix his signature. Leave the fields for the mother blank.



2. Delayed Registration of Certificates of Live Birth

This service covers registrations of birth with the Local Civil Registrar's Office beyond the reglementary 30-days from the date of birth. Please be advised that it is the registrant's responsibility to ensure that any and all spellings declared in the documents submitted are true and correct. Once the documents have been signed by the informant and/or affiant, any and all entries therein are deemed attested to be true and correct. Employees may only check for correctness of accomplishment of the forms.

Office/Division:	City Civil Registrar's Office
Classification:	Highly-technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals whose children were born in the City of San Pedro, Laguna, and have yet to register said births, to date.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original COLB, with all applicable fields, duly accomplished and signed by the birth-attendant and parent. (Quadruplicate)	Birth-attendant
2. Valid government-issued I.D.'s of parent/s whose names appear on the COLB. (2 originals and 4 photocopies each)	Client's Personal File
3. Baptismal Certificate of the document-owner or its counterpart in other religions. (1 original and 2 photocopies)	Client's Personal File
4. Form 137 (Elementary/High School) or Transcript of Records of document-owner. (1 original and 2 photocopies)	Client's Personal File
5. Immunization Record/Baby Book of document-owner. (1 original and 2 photocopies)	Client's Personal File
6. Community Tax Certificate of parent/s. (1 original)	Treasury Office of the city/municipality where the parents are residents
Additional, if parents are married:	
1. PSA Certificate of Marriage of parents, as appearing on the COLB for registration. (1 original and 4 photocopies)	Philippine Statistics Authority Outlet
Additional, if parents are unmarried, but elect for the child to use the father's last name:	
1. Attachment-format Affidavit to Use Surname of the Father (AUSF), duly accomplished by the mother, and notarized by a notary public. (4 originals)	City Civil Registrar's Office of San Pedro/Birth-Attendant (AUSF) Notary Public (Notarial Service)



Additional, if document-owner is 7 years old and over, but below 18 years of age, who elect to use the father's last name:				
1. Attachment-format Affidavit to Use Surname of the Father, duly accomplished by the child. (4 originals)		City Civil Registrar's Office of San Pedro		
2. Attachment-format Sworn Attestation, executed by the child's mother. (4 originals)		City Civil Registrar's Office of San Pedro		
Additional, if document-owner is of legal age:				
1. Voter's Registration Record (1 original and 4 photocopies)		Commission on Elections where the client is a registered voter		
2. PhilHealth Member's Data Record (1 original and 4 photocopies)		PhilHealth		
3. Community Tax Certificate of document-owner. (1 original)		Treasury Office of the city/municipality where the document-owner is a resident		
For married document-owners:				
1. PSA Certificate of Marriage (1 original and 4 photocopies)		Philippine Statistics Authority Outlet		
Additional, if representative:				
1. Authorization letter executed by either parent whose name appears on the COLB for registration, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.		Client's Personal File		
2. Valid government-issued I.D.'s of parent/s and representative whose names appear on the COLB and Authorization Letter. (2 originals and 2 photocopies each)		Client's Personal File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields	None	5 minutes	<i>Process Server Or Job Order LCRO</i>
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	<i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>



<p>2. Once document-owner's name is called, approach the window to secure your claim stub.</p>	<p>2. Check claimant for identification and release the claim stub dated 12 days from the date of submission of complete requirements.</p> <p>2.1 Commence the 10-day mandatory posting for delayed registrations on the following day at the Civil Registry Bulletin Board, pursuant to Rule 12 of Administrative Order No. 1 s. 1993 issued by the Civil Registrar General.</p> <p>2.2 Retrieve posted documents on the day following the 10th day of posting.</p> <p>2.3 Final assessment and signature, denoting the order to assign a registry number.</p> <p>2.4 Assign registry numbers to legal instruments and the COLB itself, coding of statistical portion and segregation of PSA, LCRO,</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 days and 15 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>20 minutes</p>	<p><i>Assistant Registration Officer Or Job Order LCRO</i></p> <p><i>Assistant Registration Officer Or Job Order LCRO</i></p> <p><i>Assistant Registration Officer Or Job Order LCRO</i></p> <p><i>Local Civil Registrar; Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration IV Or Clerk IV LCRO</i></p> <p><i>Assistant Registration Officer Or Job Order LCRO</i></p>
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	attendant and client copies.			
3. Present your claim stub to retrieve the duly registered COLB.	3. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Process Server Or Job Order LCRO</i>
TOTAL:		None	10 days, 1 hour and 20 minutes	

Note/s:

- The Affidavit for Delayed Registration must be duly accomplished by the following person/s, on the corresponding conditions:
-

Either parent of the document-owner.	If the document-owner is below 18 years of age.
The document-owner or their spouse.	If the document-owner is 18 years of age or older.
Nearest surviving kin, as defined in R.A. 9994: Nearest surviving relative refers to the legal spouse who survives the deceased senior citizen: Provided, that where no spouse survives the decedent, this shall be limited to relatives in the following order of degree of kinship: children, parents, siblings, grandparents, grandchildren, uncles and aunts. <i>Proof of kinship may be required.</i>	If the document-owner is deceased.

- If the **parents are married** or in cases where **no father is declared**, do not fill-in anything at the back page of the COLB.
- If the **parents are unmarried**, refer to the table below for conditions in filling-in the Affidavit for Admission/Acknowledgement of Paternity at the upper portion of the back page of the COLB:

For births occurring before August 3, 1988.	Completely fill-out the Affidavit for Admission/Acknowledgement of Paternity.
For births occurring on or after August 3, 1988.	Only the father shall enter his name and affix his signature. Leave the fields for the mother blank.

- Personal appearance of the child who is 7 years and over, but below 18 years of age, as well as that of the parent to attest the child's statement shall be required for the administration of oath by the Civil Registrar.



3. Timely Registration of Certificates of Marriage

The Certificate of Marriage (COM) of persons must be registered with the Local Civil Registrar's Office (LCRO) within 15 days (if with marriage license), or 30 days (if under Article 34 of the Civil Code), from the date of the marriage ceremony. Please be advised that it is the registrant's responsibility to ensure that any and all spellings declared in the documents submitted are true and correct. Once the documents have been signed by the informant and/or affiant, any and all entries therein are deemed attested to be true and correct. Employees may only check for correctness of accomplishment of the forms.

Office/Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals whose marriages were solemnized in the City of San Pedro, Laguna
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original COM, with all applicable fields, duly accomplished and signed by the contracting parties, officiants and witnesses. (Quadruplicate)	Wedding Officiant
2. Valid government-issued I.D.'s of the contracting parties whose names appear on the COM. (2 originals per contracting party and 4 photocopies each)	Client's Personal File
3. Valid License to Solemnize of the officiant who solemnized the wedding. (1 photocopy)	Wedding Officiant
Additional, if marriage was solemnized with valid marriage license:	
1. Valid Marriage License (1 original)	Client's Personal File
Additional, if marriage was solemnized under Article 34 of the Civil Code:	
1. Affidavit of Cohabitation (4 originals)	Client's Personal File
Additional, if marriage was solemnized outside the chambers of a judge, open court, church premises, or mayor's office:	
1. Notarized written request addressed to the solemnizing officer that the marriage be solemnized is requested to be held at a house or place designated by the contracting parties. (1 original and 4 photocopies)	Client's Personal File
2. Solemnizing Officer's response letter to the notarized written request. (1 original and 4 photocopies)	Solemnizing Officer
Additional, if representative:	
1. Authorization letter executed by either of the contracting parties whose name appears on the COM	Client's Personal File



for registration, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.				
2. Valid government-issued I.D.'s of the contracting party/ies and representative whose names appear on the COM and Authorization Letter. (2 originals and 2 photocopies each)		Client's Personal File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields.	None	10 minutes	<i>Messenger Or Job Order LCRO</i>
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	15 minutes	<i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	10 minutes	<i>Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
	1.3 Assign registry numbers to legal instruments and the COM itself, coding of statistical portion and segregation of PSA, LCRO, officiant and client copies.	None	20 minutes	<i>Messenger Or Job Order LCRO</i>
2. Once called, proceed to the window to retrieve the duly registered	2. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Messenger Or Job Order LCRO</i>



COM.				
		TOTAL:	None	1 Hour

Notes:

- If the marriage was solemnized with a valid marriage license, do not fill-in anything at the back page of the COM.
- If the marriage was solemnized under Article 34 of the Civil Code, duly accomplish and have notarized, the Affidavit of the Solemnizing Officer at the upper back portion of the COM.





4. Delayed Registration of Certificates of Marriage

This service covers registrations of marriages with the Local Civil Registrar’s Office beyond the reglementary 15 and 30 days from the date of marriage for marriages solemnized with a valid marriage license or under Article 34 of the Civil Code, respectively. Please be advised that it is the registrant’s responsibility to ensure that any and all spellings declared in the documents submitted are true and correct. Once the documents have been signed by the informant and/or affiant, any and all entries therein are deemed attested to be true and correct. Employees may only check for correctness of accomplishment of the forms.

Office/Division:	City Civil Registrar’s Office
Classification:	Highly-technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals whose marriages were solemnized in the City of San Pedro, Laguna
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original COM, with all applicable fields, duly accomplished and signed by the contracting parties, officiants and witnesses. (Quadruplicate)	Wedding Officiant
2. Valid government-issued I.D.’s of the contracting parties whose names appear on the COM. (2 originals per contracting party and 4 photocopies each)	Client’s Personal File
3. Valid License to Solemnize of the officiant who solemnized the wedding. (1 photocopy)	Wedding Officiant
Additional, if marriage was solemnized with valid marriage license:	
1. Valid Marriage License (1 original)	Client’s Personal File
Additional, if marriage was solemnized under Article 34 of the Civil Code:	
1. Affidavit of Cohabitation (4 originals)	Client’s Personal File
Additional, if marriage was solemnized outside the chambers of a judge, open court, church premises, or mayor’s office:	
1. Notarized written request addressed to the solemnizing officer that the marriage be solemnized is requested to be held at a house or place designated by the contracting parties. (1 original and 4 photocopies)	Client’s Personal File
2. Solemnizing Officer’s response letter to the notarized written request. (1 original and 4 photocopies)	Solemnizing Officer
Additional, if representative:	
1. Authorization letter executed by	Client’s Personal File



either of the contracting parties whose name appears on the COM for registration, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.				
2. Valid government-issued I.D.'s of the contracting party/ies and representative whose names appear on the COM and Authorization Letter. (2 originals and 2 photocopies each)		Client's Personal File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields	None	10 minutes	<i>Messenger Or Job Order LCRO</i>
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	15 minutes	<i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
2. Once document-owner's name is called, approach the window to secure your claim stub.	2. Check claimant for identification and release the claim stub dated 12 days from the date of submission of complete requirements.	None	10 minutes	<i>Messenger Or Job Order LCRO</i>
	2.1 Commence the 10-day mandatory posting for delayed registrations on the following day at the Civil Registry Bulletin Board, pursuant to Rule 12 of Administrative Order No. 1 s.	None	10 days and 15 minutes	<i>Messenger Or Job Order LCRO</i>

	1993 issued by the Civil Registrar General.			
	2.2 Retrieve posted documents on the day following the 10 th day of posting.	None	15 minutes	<i>Messenger Or Job Order LCRO</i>
	2.3 Final assessment and signature, denoting the order to assign a registry number.	None	10 minutes	<i>Local Civil Registrar; Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
	2.4 Assign registry numbers to legal instruments and the COM itself, coding of statistical portion and segregation of PSA, LCRO, officiant and client copies.	None	20 minutes	<i>Messenger Or Job Order LCRO</i>
3. Present your claim stub to retrieve the duly registered COM.	3. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Messenger Or Job Order LCRO</i>
TOTAL:		None	10 days, 1 hour and 40 minutes	

Note/s:

- The Affidavit for Delayed Registration must be duly accomplished by either of the contracting parties or the officiant and notarized.
- If the marriage was solemnized under Article 34 of the Civil Code, duly accomplish and have notarized, the Affidavit of the Solemnizing Officer at the upper back portion of the COM.



5. Timely Registration of Certificates of Death

The Certificate of Death (COD) must be registered with the Local Civil Registrar's Office (LCRO) within 30 days from the date of death by the nearest surviving kin of the decedent.

Office/Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals whose relatives' death occurred within the City of San Pedro.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original COD, with all applicable fields, duly accomplished and signed by the nearest of kin, attendant, City Health Officer, medico-legal officer and embalmer, if applicable. (Quadruplicate)		Attendant at Death (if death occurred in a hospital) or City Health Office/Funeral Service (if death did not occur in a hospital)		
2. Valid government-issued I.D.'s of informant. (1 original and 2 photocopies)		Client's Personal File		
Additional, if autopsy was not performed on the decedent:				
1. Waiver of Autopsy, duly notarized (1 original and 1 photocopy)		Client's Personal File / Notary Public		
Additional, if the client is not the nearest surviving kin of the decedent, as defined in R.A. 9994:				
1. Affidavit of Kinship stating that the client is the nearest surviving kin of the decedent.		Client's Personal File / Notary Public		
Additional, if representative:				
1. Authorization letter executed by the nearest surviving kin, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.		Client's Personal File		
2. Valid government-issued I.D.'s of the nearest of kin and representative whose names appear as informant on the COD and Authorization Letter. (2 originals and 2 photocopies each)		Client's Personal File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable	1. Check for completeness of	None	5 minutes	<i>Messenger Or Job Order</i>



requirements at the window for assessment and wait for your name to be called.	documentary requirements and completeness of entry fields.			LCRO
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	<i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV</i> LCRO
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	5 minutes	<i>Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV</i> LCRO
	1.3 Assign registry number to the COD, coding of statistical portion and segregation of PSA, LCRO, attendant and client copies.	None	15 minutes	<i>Messenger Or Job Order</i> LCRO
2. Once called, proceed to the window to retrieve the duly registered COD.	2. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Messenger Or Job Order</i> LCRO
TOTAL:		None	40 Minutes	



6. Delayed Registration of Certificates of Death

This service covers registrations of death with the Local Civil Registrar's Office beyond the reglementary 30 days from the date of death.

Office/Division:	City Civil Registrar's Office
Classification:	Highly-technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals whose relatives' death occurred within the City of San Pedro.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original COD, with all applicable fields, duly accomplished and signed by the nearest of kin, attendant, City Health Officer, medico-legal officer and embalmer, if applicable. (Quadruplicate)	Attendant at Death (if death occurred in a hospital) or City Health Office/Funeral Service (if death did not occur in a hospital)
2. Valid government-issued I.D.'s of informant. (1 original and 2 photocopies)	Client's Personal File
3. Sworn Statement, duly notarized, and stating the facts of death, date and place of burial or cremation and the reason the death was not registered within the reglementary period of registration. (1 original and 4 photocopies)	Client's Personal File / Notary Public
4. Authenticated Certification of Burial/Cremation. (1 original and 4 photocopies)	Entity that provided the burial/cremation services
Additional, if autopsy was not performed on the decedent:	
1. Waiver of Autopsy, duly notarized (1 original and 1 photocopy)	Client's Personal File / Notary Public
Additional, if the client is not the nearest surviving kin of the decedent, as defined in R.A. 9994:	
1. Affidavit of Kinship stating that the client is the nearest surviving kin of the decedent.	Client's Personal File / Notary Public
Additional, if representative:	
1. Authorization letter executed by the nearest surviving kin, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.	Client's Personal File
2. Valid government-issued I.D.'s of the nearest of kin and representative whose names appear as informant on the COD and Authorization Letter. (2 originals and 2 photocopies each)	Client's Personal File

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields	None	5 minutes	<i>Messenger Or Job Order LCRO</i>
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	<i>Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
2. Once document-owner's name is called, approach the window to secure your claim stub.	2. Check claimant for identification and release the claim stub dated 12 days from the date of submission of complete requirements.	None	5 minutes	<i>Messenger Or Job Order LCRO</i>
	2.1 Commence the 10-day mandatory posting for delayed registrations on the following day at the Civil Registry Bulletin Board, pursuant to Rule 12 of Administrative Order No. 1 s. 1993 issued by the Civil Registrar General.	None	10 days and 15 minutes	<i>Messenger Or Job Order LCRO</i>
	2.2 Retrieve posted documents on the day following the 10 th day of posting.	None	10 minutes	<i>Messenger Or Job Order LCRO</i>
	2.3 Final assessment and signature, denoting	None	5 minutes	<i>Local Civil Registrar; Local Legislative Staff Officer III Or Records</i>



	the order to assign a registry number.			<i>Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
	2.4 Assign registry numbers to legal instruments and the COD itself, coding of statistical portion and segregation of PSA, LCRO, attendant and client copies.	None	15 minutes	<i>Messenger Or Job Order LCRO</i>
3. Present your claim stub to retrieve the duly registered COD.	3. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Messenger Or Job Order LCRO</i>
TOTAL:		None	10 days, 1 hour and 10 minutes	

Note/s:

- The Affidavit for Delayed Registration must be duly accomplished by the person responsible for the registration of the COD and notarized.



7. Application for Marriage License

This covers the process of application for a marriage license, which a couple may then submit to any officiant duly authorized by the Philippine Statistics Authority as such.

Office/Division:	City Civil Registrar's Office
Classification:	Highly-technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Couples with at least one resident of the City of San Pedro, who wish to secure a Marriage License.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2x2 I.D. photos in white background (2 pcs)	Client's Personal File
2. Certificate of Compliance with the Marriage Orientation (1 original and 2 photocopies) Or Certificate of Pre-Marriage Counselling (for applicants 18-24 years old only) (1 original and 2 photocopies)	City Population Commission
3. PSA Certificate of Live Birth of applicant (1 original and 2 photocopies)	Philippine Statistics Authority Outlet
4. PSA Certificate of No Marriage (1 original and 2 photocopies)	Philippine Statistics Authority Outlet
5. Community Tax Certificate from the applicant's place of residence (1 original and 2 photocopies)	Treasury Office, City/Municipal Hall
6. At least 2 valid government-issued I.D.'s of the applicant (1 original and 2 photocopies)	Client's Personal File
Additional, for foreign parties:	
1. Counterpart of PSA Certificate of Live Birth in the foreign applicant's country of origin (1	Counterpart of PSA in the foreign party's country of origin



original and 2 photocopies)	
2. Legal Capacity to Contract Marriage (1 original and 2 photocopies)	Foreign Service Office of the foreign party's country of origin, for release at the foreign embassy in the Philippines
3. Passport (1 original and 2 photocopies)	Client's Personal File
Additional, for foreign parties with prior marriages dissolved:	
1. Divorce Papers (1 original and 2 photocopies)	Foreign court, where dissolution was processed
Additional, for widowed foreign applicants:	
1. Counterpart of PSA Certificate of Death of deceased spouse in the foreign applicant's country of origin (1 original and 2 photocopies)	Counterpart of PSA in the foreign party's country of origin
Additional, for Filipino applicants with prior marriages dissolved:	
1. Court Decision, Certificate of Finality, PSA Certificate of Marriage with Annotation, Judicial Decree of Absolute Divorce, Annulment or Nullity (1 original and 2 photocopies)	Court where dissolution was processed/recognized
Additional, for widowed Filipino Applicants:	
1. PSA Certificate of Death of deceased spouse (1 original and 2 photocopies)	Philippine Statistics Authority Outlet
Additional, for Filipino applicants 18-21 years of age:	
1. Parental Consent executed by a parent whose name appears on the applicant's COLB (1 original and 2 photocopies)	City Civil Registrar's Office of San Pedro
2. Cedula of the parent to execute the Parental Consent	Treasury Office, City/Municipal Hall
3. At least 2 valid government-issued I.D.'s of the parent to execute the Parental Consent	Client's Personal File



Additional, for Filipino applicants 22-24 years of age:				
1. Parental Advice executed by a parent whose name appears on the applicant's COLB (1 original and 2 photocopies)	City Civil Registrar's Office of San Pedro			
2. Cedula of the parent to execute the Parental Consent (1 original and 2 photocopies)	Treasury Office, City/Municipal Hall			
3. At least 2 valid government-issued I.D.'s of the parent to execute the Parental Consent (1 original and 2 photocopies)	Client's Personal File			
Additional, if spelling inconsistencies are present on the above-listed documents:				
1. PSA Certificate of Live Birth, Marriage or Death of parents, children or siblings of applicants (1 original and 2 photocopies)	Philippine Statistics Authority Outlet			
2. Baptismal Certificate or equivalent of applicant, their parents or their siblings (1 original and 2 photocopies)	Religious establishment where the ceremony was held			
3. Form 137 (Elementary/High School) / Transcript of Records of applicant (1 original and 2 photocopies)	School attended by the document-owner			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Personally appear before the City Civil Registrar's Office and submit all applicable documentary requirements.	1. Check for completeness of documentary requirements and consistency of information across all documents submitted.	None	10 minutes	<i>Clerk IV or Job Order LCRO</i>
	1.1 If documents are approved for	None	10 minutes	<i>Clerk IV or Job Order LCRO</i>



1.1 Accomplish Marriage License Application Form, according to instructions provided by the responsible employee.	acceptance, instruct the applicants to accomplish the Application for Marriage License Form.			
1.2 Submit the accomplished Marriage License Application Form for checking.	1.2 Check accomplishment of Application Form, and once found to be correctly accomplished, endorse the applicants to the City Civil Registrar.	None	10 minutes	<i>Clerk IV or Job Order LCRO</i>
1.3 Swear in, before the Civil Registrar, as pertains to the truth and veracity of information supplied.	1.3 Administer oath to applicants.	None	10 minutes	<i>Local Civil Registrar LCRO</i>
2. Pay for the Marriage License Fees and collect your claim stub.	2. Issue order of payment and instruct applicants to pay the required fees at the Treasure Office.	PHP 650.00 (Filipinos) / PHP 1,000.00 (Foreign)	10 minutes	<i>Clerk IV or Job Order LCRO</i>
	2.1 Prepare the Marriage License claim stub.	None	5 minutes	<i>Clerk IV or Job Order LCRO</i>
	2.2 Release the Marriage License Claim Stub to the	None	5 minutes	<i>Clerk IV or Job Order LCRO</i>



	<p>applicants.</p> <p>2.3 Commence the 10-day posting of the Marriage License Application on the next working day following the date of application. (Article 63 of the Civil Code of the Philippines)</p> <p>2.4 On the next working day following the last day of posting, retrieve the posted documents</p> <p>2.5 Prepare the Marriage License and endorse to the Civil Registrar for approval.</p> <p>2.6 Verify that no adverse claims were made on the application and approve or annotate with findings.</p> <p>2.7 Once approved, assign a registry number and segregate office and client copies.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 days and 15 minutes</p> <p>10 minutes</p> <p>15 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p><i>Clerk IV or Job Order LCRO</i></p> <p><i>Clerk IV or Job Order LCRO</i></p> <p><i>Clerk IV or Job Order LCRO</i></p> <p><i>Local Civil Registrar LCRO</i></p> <p><i>Clerk IV or Job Order LCRO</i></p>
3. Present your claim stub to retrieve the duly registered COM.	3. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Clerk IV or Job Order LCRO</i>
TOTAL:		PHP	10 Days, 2	



	650.00 (Filipinos) / PHP 1,000.00 (Foreign)	hours and 10 minutes	
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Notes:

- All documentation not in the English language (E.G., German/Indonesian) and/or not in Roman Characters (E.G. Korean/Chinese) must be translated to English by a translator, duly recognized by the agency issuing the document translated.
- The rule on counting of the posting period is mandated by the Civil Code, viz: *“Article 13. x x x In computing a period, the first day shall be excluded and the last day included.”*
- Ensure all information are consistent across all documents. Inconsistencies or errors may lead to disapproval or may require prior correction or submission of additional documentary evidence as basis of correct entries, upon discovery, if errors are merely clerical in nature.



8. Filing of Petitions under R.A. 9048 (Correction of Entry)

This covers the process of correcting entries within the limitations of R.A. 9048. The total processing time is the total time consumed by the office of the City Civil Registrar exclusive of acts beyond the office’s control, e.g., if the Philippine Statistics Authority (PSA) exceeds their total time, per specifications in the IRR; or if the petition is migrant-type and another Civil Registry Office is involved. The total time consumed does not necessarily reflect the time consumed by the Civil Registry Office

Office/Division:	City Civil Registrar’s Office
Classification:	Highly-technical (Quasi-judicial)
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Persons whose Certificate of Live Birth, Marriage or Death are registered in San Pedro, Laguna.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Erroneous PSA Certificate of Live Birth/Marriage or Death (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
2. At least 2 valid government-issued I.D.’s of erroneous document-owner (1 original and 3 photocopies)	Client’s Personal File
3. Current-year Community Tax Certificate of petitioner (1 original and 3 photocopies)	Treasury Office, City/Municipal Hall
Additional, if document-owner of erroneous certificate is married:	
1. PSA Certificate of Marriage of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if document-owner has children:	
1. PSA Certificate of Live Birth of erroneous document-owner’s children (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if document-owner is deceased:	
1. PSA Certificate of Death of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet



photocopies)	
Variable upon the error declared by the petitioner, at least 3 of the following may be required, depending on the degree of kinship and type of error:	
1. Baptismal Certificate of erroneous document-owner or its equivalent in other religions (1 original and 3 photocopies)	Religious establishment where the ceremony was held
2. Form 137 (Elementary/High School) or Transcript of Records of erroneous document-owner (1 original and 3 photocopies)	School Attended by the erroneous document-owner
3. NBI or Police Clearance of erroneous document-owner (1 original and 3 photocopies)	NBI or Local Police Station of the erroneous document-owner's place of residence
4. Voter's Registration Record of erroneous document-owner (1 original and 3 photocopies)	Local Commission on Elections
5. PhilHealth, SSS or Pag-IBIG Member's Data Record of erroneous document-owner(1 original and 3 photocopies)	PhilHealth, SSS or Pag-IBIG Branches
6. Old Medical Records of erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
7. Affidavit/Sworn Statement of Explanation executed by the erring declarant	Notary Public
8. PSA Certificate of Live Birth, Marriage or Death of erroneous document-owner's parents, grandparents, children or siblings (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
9. At least 2 valid government-issued	Client's Personal File



I.D.'s of individuals whose PSA documents are submitted as documentary evidence in the petition (1 original and 3 photocopies)				
Additional, for representative:				
1. Special Power of Attorney executed by the erroneous document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of the representative and the issuing individual to the SPA.		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documentary requirements agreed upon during inquiry, including the requirement list.	1. Check for completeness of documentary evidence and whether entries in documentary evidence are consistent with that which is being claimed to be the correct entry.	None	15 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>
	1.1. If deemed compliant, issue the order of payment and prepare the petition form and notice of posting.	None	20 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>
2. Pay the Filing Fee at	2. Instruct the client to double-	PHP 1,000.00	5 minutes	<i>Records Officer I Or Bookbinder IV</i>



<p>the City Treasurer's Office and return to the Civil Registry Office to check and sign your petition and retrieve your claim stub.</p>	<p>check all entries.</p>	<p>(R.A. 9048 – Correction of Entry)</p>		<p>LCRO</p>
	<p>2.1 Administer oath to the petitioner as to the truth and veracity of the content of their petition.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Local Civil Registrar</i> LCRO</p>
	<p>2.2 Once the petition signed by the client, release the Claim Stub and give instructions on follow-ups and process flow once their petition is transmitted to PSA.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Records Officer I Or Bookbinder IV</i> LCRO</p>
	<p>2.3 Commence the 10-day mandatory posting for petitions on the following day at the Civil Registry Bulletin Board, pursuant to R.A. 9048.</p>	<p>None</p>	<p>10 days and 15 minutes</p>	<p><i>Records Officer I Or Bookbinder IV</i> LCRO</p>
	<p>2.4 Retrieve posted documents on the day following the 10th day of posting.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Records Officer I Or Bookbinder IV</i> LCRO</p>
	<p>2.5 Final assessment and signature, denoting the</p>	<p>None</p>	<p>5 days (R.A. 9048 IRR)</p>	<p><i>Records Officer I Or Bookbinder IV</i> LCRO</p>



	<p>approval of the petition at the local level.</p> <p>2.6 Prepare weekly transmittals of petitions to PSA for affirmation or impugment.</p> <p>2.7 Once the decision of the Civil Registrar General in PSA has been furnished to the Local Civil Registry Office, prepare the Certificate of Finality.</p>	<p>None</p> <p>None</p>	<p>5 days (R.A. 9048 IRR)</p> <p>5 days (R.A. 9048 IRR)</p>	<p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p>
3. Present your claim stub to retrieve the Certificate of Finality of your petition.	3. Check claimant for identification, release the Certificate of Finality, and relay the schedule of reproduction of documents in security paper, per Philippine Statistics Authority.	None	5 minutes	<i>Clerk IV or Job Order LCRO</i>
TOTAL:		PHP 1,000.00	25 days, 1 hour and 30 minutes	



9. Filing of Petitions with Publication Requirement under R.A. 10172 (Correction of Sex and/or Day and/or Month of Birth) or R.A. 9048 (Change of First Name)

This covers the process of correcting a person’s declared sex and/or day and/or month of birth in the Certificate of Live Birth within the limitations of R.A. 10172 (Correction of Sex and/or Day and/or Month of Birth) and R.A. 9048 (Change of First Name). The total processing time is the total time consumed by the office of the City Civil Registrar exclusive of acts beyond the office’s control, e.g., client may opt, against our advice, to go straight to a publisher; or the newspaper of the client’s choosing may have their own publication schedule; or if the Philippine Statistics Authority (PSA) exceeds their total time, per specifications in the IRR. The total time consumed does not necessarily reflect the time consumed by the Civil Registry Office. Factors that may affect the release date of the Certificate of Finality include the client’s compliance with the publication requirement as the publication cannot commence prior to filing and no decision may be validly rendered without proof of successful publication (Affidavit of Publication and Newspaper Clippings) without contest, per R.A. 9048 IRR and PSA’s compliance with R.A. 9048’s IRR. Per R.A. 9048 and R.A. 10172 IRR, petitions for Correction of Sex require the personal appearance of the document owner. Representatives are not allowed.

Office/Division:	City Civil Registrar’s Office
Classification:	Highly-technical (Quasi-Judicial)
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Persons whose Certificate of Live Birth are registered in San Pedro, Laguna.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Erroneous PSA Certificate of Live Birth/Marriage or Death (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
2. Baptismal Certificate of erroneous document-owner or its equivalent in other religions (1 original and 3 photocopies)	Religious establishment where the ceremony was held
3. Form 137 (Elementary/High School) or Transcript of Records of erroneous document-owner (1 original and 3 photocopies)	School Attended by the erroneous document-owner
4. NBI Clearance of erroneous document-owner (1 original and 3	NBI



photocopies)	
5. Police Clearance of erroneous document-owner (1 original and 3 photocopies)	Local Police Station of the erroneous document-owner's place of residence
6. Certificate of Employment (if employed) / Affidavit of Non-Employment (if unemployed) of erroneous document-owner (1 original and 3 photocopies)	Place of work of erroneous document-owner (Certificate of Employment) Notary Public (Affidavit of Non-Employment)
7. Voter's Registration Record of erroneous document-owner (1 original and 3 photocopies)	Local Commission on Elections
8. PhilHealth Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	PhilHealth
9. SSS Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	SSS
10. Pag-IBIG Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	Pag-IBIG
13. At least 2 valid government-issued I.D.'s of erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
14. Current-year Community Tax Certificate of petitioner (1 original and 3 photocopies)	Treasury Office, City/Municipal Hall
15. Affidavit of Publication with Newspaper Clippings (4 originals)	Publisher of the Client's choosing
Additional, for Correction of Sex	
1. Certification of Sex	Jose L. Amante Emergency Hospital/City Health Office



issued by the City Health Officer (1 original and 3 photocopies)	
2. Old Medical Records of the erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
Additional, if document-owner of erroneous certificate is married:	
1. PSA Certificate of Marriage of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if document-owner has children:	
1. PSA Certificate of Live Birth of erroneous document-owner's children (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if document-owner is deceased (Not applicable for Correction of Sex):	
1. PSA Certificate of Death of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if representative (Not applicable for Correction of Sex):	
1. Special Power of Attorney executed by the erroneous document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of the representative and the issuing individual to the SPA.	Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documentary requirements agreed upon during inquiry, including the requirement list.	1. Check for completeness of documentary evidence and whether entries in documentary evidence are consistent with that which is being claimed to be the correct entry.	None	15 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>
	1.1. If deemed compliant, issue the order of payment and prepare the petition form, notice of posting and Notice for Publication.	None	20 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>
2. Pay the Filing Fee at the City Treasurer's Office and return to the Civil Registry Office to check and sign your petition and retrieve your claim stub.	2. Instruct the client to double-check all entries.	PHP 3,000.00 (R.A. 9048 and R.A. 10172)	5 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>
	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their petition.	None	10 minutes	<i>Local Civil Registrar LCRO</i>
	2.2 Once the petition signed by the client, release the Claim Stub and Notice for Publication and give instructions on submission of the Affidavit of Publication and	None	10 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>

	<p>Newspaper clippings, follow-ups and process flow once their petition is transmitted to PSA.</p> <p>2.3 Commence the 10-day mandatory posting for petitions on the following day at the Civil Registry Bulletin Board, pursuant to R.A. 9048.</p> <p>2.4 Retrieve posted documents on the day following the 10th day of posting.</p> <p>2.5 Once the Affidavit of Publication and Newspaper clippings have been submitted, conduct final assessment and signature, denoting the approval of the petition at the local level.</p> <p>2.6 Prepare weekly transmittals of petitions to PSA for affirmation or impugment.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 days and 15 minutes</p> <p>10 minutes</p> <p>5 days (R.A. 9048 IRR)</p> <p>5 days (R.A. 9048 IRR)</p>	<p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p>
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	2.7 Once the decision of the Civil Registrar General in PSA has been furnished to the Local Civil Registry Office, prepare the Certificate of Finality.		5 days (R.A. 9048 IRR)	<i>Records Officer I Or Bookbinder IV LCRO</i>
3. Present your claim stub to retrieve the Certificate of Finality of your petition.	3. Check claimant for identification, release the Certificate of Finality, and relay the schedule of reproduction of documents in security paper, per Philippine Statistics Authority.	None	5 minutes	<i>Clerk IV Or Job Order</i>
	TOTAL:	PHP 3,000.00	25 days, 1 hour and 30 minutes	



10. Issuance of Certified True Copies of Birth, Marriage and Death Certificates

This covers the process of securing Certified True Copies of birth, marriage and death certificates. Nearest surviving kin, as defined in R.A. 9994: Nearest surviving relative refers to the legal spouse who survives the deceased senior citizen: Provided, that where no spouse survives the decedent, this shall be limited to relatives in the following order of degree of kinship: children, parents, siblings, grandparents, grandchildren, uncles and aunts.

Office/Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Document-owners or the nearest surviving kins of the document-owners, as defined in R.A. 9994.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least 2 valid government-issued I.D.'s of document-owner (1 original and 1 photocopy)	Client's Personal File
Additional, for representative:	
1. Authorization Letter executed by the document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of the representative and the issuing individual to the Authorization Letter. (1 original and 1 photocopy)	Client's Personal File
2. At least 2 valid government-issued I.D.'s of the representative (1	Client's Personal File



original and 1 photocopy)				
3. Affidavit of Kinship stating they are the nearest surviving kin of the document-owner, if the person issuing authorization letter is not the document-owner. (1 original and 1 photocopy)	Notary Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill-out the request form by the window of the Civil Registrar's Office and submit the same, together with the documentary requirements.	1. Ascertain authority of the requesting party. And ensure the document being requested is registered in San Pedro.	None	5 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
2. Pay fee/s at the City Treasurer's Office	2. Issue the order of payment and instruct the client to pay at the City Treasurer's Office.	PHP 100.00	5 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
	2.1 Prepare the Certified True Copy.	None	15 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
	2.2 Affix signature, denoting certification is on file with the Civil Registrar's Office.	None	5 minutes	<i>Local Civil Registrar; Local Legislative Staff Officer III Or Records Officer I Or Clerk IV Or Assistant Registration Officer LCRO</i>
3. Present your receipt at the Civil Registry	3. Release the Certified True Copy/ies requested to	None	5 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>



Window to claim your Certified True Copy/ies.	the client.			
TOTAL:		PHP 100.00	35 minutes	





11. Issuance of Certified Transcriptions of Birth (Form 1A), Marriage (Form 3A) and Death (Form 2A)

This covers the process of securing Certified Transcriptions of Birth (Form 1A), Marriage (Form 3A) and Death (Form 2A).

Office/Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Document-owners or the nearest surviving kins of the document-owners, as defined in R.A. 9994.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least 2 valid government-issued I.D.'s of document-owner (1 original and 1 photocopy)	Client's Personal File
Additional, for representative:	
1. Authorization Letter executed by the document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of the representative and the issuing individual to the Authorization Letter. (1 original and 1 photocopy)	Client's Personal File
2. At least 2 valid government-issued I.D.'s of the representative (1 original and 1 photocopy)	Client's Personal File
3. Affidavit of Kinship stating they are the nearest surviving kin of the document-owner, if the person issuing authorization letter is not the document-owner. (1 original and 1 photocopy)	Notary Public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill-out the request form by the window of the Civil Registrar's Office and submit the same, together with the documentary requirements.	1. Ascertain authority of the requesting party. And ensure the document being requested is registered in San Pedro.	None	5 minutes	<i>Process Server Or Messenger Or Job Order</i> LCRO
2. Pay fee/s at the City Treasurer's Office	2. Issue the order of payment and instruct the client to pay at the City Treasurer's Office.	PHP 100.00	5 minutes	<i>Process Server Or Messenger Or Job Order</i> LCRO
	2.1 Prepare the Certified True Copy.	None	15 minutes	<i>Process Server Or Messenger Or Job Order</i> LCRO
	2.2 Affix signature, denoting certification is on file with the Civil Registrar's Office.	None	5 minutes	<i>Local Civil Registrar; Records Officer I Or Clerk IV Or Assistant Registration Officer</i> LCRO
3. Present your receipt at the Civil Registry Window to claim your Certified True Copy/ies.	3. Release the Certified True Copy/ies requested to the client.	None	5 minutes	<i>Process Server Or Messenger Or Job Order</i> LCRO
TOTAL:		PHP 100.00	35 minutes	



12. Supplemental Reporting of Information

This covers the process of supplying additional information to Certificates of Live Birth, Marriage or Death, within the scope of PSA Memorandum Circular No. 2007-004. The total processing time consumed by the office of the City Civil Registrar exclusive of acts beyond the office's control, e.g., PSA response time, or the client may opt, against our advice, to not submit the Supplemental Report to PSA right away. The total time consumed does not necessarily reflect the time consumed by the Civil Registry Office.

Office/Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Persons whose Certificate of Live Birth, Marriage or Death are registered in San Pedro, Laguna.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Subject PSA Certificate of Live Birth/Marriage or Death (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
2. At least 2 valid government-issued I.D.'s of document-owner (1 original and 3 photocopies)	Client's Personal File
3. Current-year Community Tax Certificate of petitioner (1 original and 3 photocopies)	Treasury Office, City/Municipal Hall
Additional, if document-owner of erroneous certificate is married:	
1. PSA Certificate of Marriage of document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if document-owner has children:	
1. PSA Certificate of Live Birth of document-owner's children (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Additional, if document-owner is deceased:	
1. PSA Certificate of Death of document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
Variable upon the error declared by the petitioner, at least 3 of the following may be required, depending on the degree of kinship and type of error:	
1. Baptismal Certificate of document-owner or its equivalent in other religions	Religious establishment where the ceremony was held



(1 original and 3 photocopies)	
2. Form 137 (Elementary/High School) or Transcript of Records of document-owner (1 original and 3 photocopies)	School Attended by the erroneous document-owner
3. NBI or Police Clearance of document-owner (1 original and 3 photocopies)	NBI or Local Police Station of the erroneous document-owner's place of residence
4. Voter's Registration Record of document-owner (1 original and 3 photocopies)	Local Commission on Elections
5. PhilHealth, SSS or Pag-IBIG Member's Data Record of document-owner(1 original and 3 photocopies)	PhilHealth, SSS or Pag-IBIG Branches
6. Old Medical Records of document-owner (1 original and 3 photocopies)	Client's Personal File
7. Affidavit/Sworn Statement of Explanation executed by the declarant	Notary Public
8. PSA Certificate of Live Birth, Marriage or Death of document-owner's parents, grandparents, children or siblings (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
9. At least 2 valid government-issued I.D.'s of individuals whose PSA documents are submitted as documentary evidence in the petition (1 original and 3 photocopies)	Client's Personal File
Additional, for representative:	
1. Special Power of Attorney executed by the document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of	Notary Public

the representative and the issuing individual to the SPA.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documentary requirements agreed upon during inquiry, including the requirement list.	1. Check for completeness of documentary evidence and whether entries in documentary evidence are consistent with that which is being claimed to be the correct entry.	None	15 minutes	<i>Assistant Registration Officer</i> LCRO
	1.1. If deemed compliant, issue the order of payment and prepare the affidavit.	None	30 minutes	<i>Assistant Registration Officer</i> LCRO
2. Pay the Filing Fee at the City Treasurer's Office and return to the Civil Registry Office to check and sign your petition and retrieve your claim stub.	2. Instruct the client to double-check all entries.	PHP 500.00	5 minutes	<i>Assistant Registration Officer</i> LCRO
	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their affidavit and sign denoting notary.	None	10 minutes	<i>Local Civil Registrar</i> LCRO
	2.2 Discuss the process flow once their supplemental report is transmitted to PSA.	None	15 minutes	<i>Assistant Registration Officer</i> LCRO
3. Claim your copy of the Supplemental Report Transmittal.	3. Check claimant for identification, release one set of Affidavit for Supplemental Report,	None	5 minutes	<i>Assistant Registration Officer</i> LCRO



	documentary evidence and transmittal letter, and relay the schedule of reproduction of documents in security paper, per Philippine Statistics Authority.			
	TOTAL:	PHP 500.00	1 hour and 20 minutes	





13. Legitimation

Legitimation is the process of allowing the child, whose parents were not married at the time of birth, but has a subsequent marriage, to use the surname of the father.

Office/Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-Marital children of parents who eventually got married			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. PSA Copy Certificate of Live Birth (COLB) (1 Original Copy)	Any outlet of the Philippine Statistics Authority (PSA)			
2. PSA Copy of Certificate of Marriage				
3. PSA Certificate of No Marriage of Father and Mother				
4. PSA Copy of Certificate of Death of Deceased Parent				
5. Community Tax Certificate (CTC) of Parents and Valid IDs.	City Government of San Pedro			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documents listed above to personnel assigned.	1. Check for completeness of documents submitted.	None	1 minute	<i>Assistant Registration Officer Or Local Legislative Staff Officer III LCRO</i>
	1.1 Check for the correctness of entries.	None	2 minutes	<i>Assistant Registration Officer Or Local Legislative Staff Officer III LCRO</i>
	1.2 Conduct final assessment of the document submitted.	None	2 minutes	<i>Assistant Registration Officer Or Local Legislative Staff Officer III LCRO</i>
2. Pay for the Legitimation Fee	2. If all is deemed compliant, issue the order of payment.	PHP 500.00		<i>Assistant Registration Officer Or Local Legislative Staff Officer III LCRO</i>



	2.1 Prepare the Affidavit of Legitimation, Birth-Available Form (Form 1A), Annotated COLB and certified true copy of requirements.	None	20 minutes	<i>Local Civil Registrar</i> LCRO
	2.3 Administer an oath to the parents as the truth and veracity of the content of their affidavit.	None	10 minutes	<i>Local Civil Registrar</i> LCRO
3. Claim your copy of Affidavit of Legitimation upon being called by the staff.	3. Release of complete set of Affidavit of Legitimation	None	5 minutes	<i>Assistant Registration Officer or Local Legislative Staff Officer III</i> LCRO
TOTAL:		Php 500.00	40 Minutes	



14. Advance Endorsement of Civil Registry Documents

This service covers the endorsement of the copy of Certification of Live Birth (COLB), Certificate of Death (COD), Certificate of Marriage (COM), to Philippine Statistics Authority by the City Civil Registrar Office (CCRO) ahead of the regular schedule of submission of civil registry documents which is done on or before the 10th day of the month following the CRD respected month of registration.

This is requested by document owner, parents or nearest of kin in the case of COD who are in a hurry to obtain the PSA Copy of Civil Registry Document registered.

Advance endorsement is applicable only to CRDs, that has not been endorsed during the regular monthly schedule of submission and usually done immediately after registration at the City Civil Registrar's Office.

Office/Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-Marital children of parents who eventually got married			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Registered Copy of Certificate of Live Birth (COLB), Certificate of Marriage (COM), or Certificate of Death (1 Original Copy)	City Civil Registrar's Office			
2. Valid ID of the requesting party (1 Original Copy, 1 Photocopy)	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documents listed above to personnel assigned.	1. Check for completeness of documents submitted.	None	10 minutes	<i>Assistant Registration Officer Or Messenger</i> LCRO
	1.1 Prepare letter of endorsement for advance copy and annotate the certified true copy of registered document.	None	20 minutes	<i>Assistant Registration Officer Or Messenger</i> LCRO
	1.2 Sign and certify the documents.	None	10 minutes	<i>Local Civil Registrar</i> LCRO



2. Pay the filing fee at the City Treasurer's Office and return to the Civil Registry Office.	2. Instruct the client to double-check all entries.	PHP 500.00	15 minutes	<i>Assistant Registration Officer Or Messenger</i> LCRO
	2.1 Discuss the process flow once the certificate of advance endorsement has been prepared and released to client.	None	10 minutes	<i>Assistant Registration Officer Or Messenger</i> LCRO
TOTAL:		PHP 500.00	55 Minutes	



City Treasurer's Office External Services



1. Payment of Business Tax

Payment of fees related to business taxes and other clearances

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Owner of business or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. New Business Application Form with Account Number		Business Permits and Licensing Office (BPLO)		
2. Assessment/Computation		Business Permits and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to BPLO and secure an accomplished New Business Application Form with corresponding Account Number	None	None	Refer to BPLO	<i>Clerk</i> BPLO
2. Proceed to BPLO for the Approval of Declared Business Capital.	None	None	Refer to BPLO	<i>Business Permits and Licensing Officer</i> BPLO
3. Proceed to BPLO for the Assessment/Computation	None	None	Refer to BPLO	<i>Assessment Personnel</i> BPLO
4. Proceed to the Treasury General Collections Windows 7,8,9, or 10, present the required documents and pay the amount due for Community Tax Certificate (CTC) and Business Tax, and wait for the release of the Official Receipt and CTC with the required	4. Check and verify the required documents. 4.1 Receive payment for the amount due. 4.2 Prepare Official Receipt and Community Tax Certificate (CTC).	None May vary depending on the approved business capital (for CTC)/Pursuant to the provisions of the Local Tax Code (for	10 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



documents.	4.3 Release the Official Receipt and CTC with the required documents.	Business Tax) None		
	TOTAL:	Pursuant to the provisions of the Local Tax Code (for Business Tax)	10 Minutes	



2. Payment of Business Tax Termination

Payment of fees related to business taxes and other clearances (AF51)

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Owner of business or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Termination Application Form with Account Number		Business Permits and Licensing Office (BPLO)		
2. Assessment/Computation		Business Permits and Licensing Office (BPLO)		
3. Annual Income Tax Return		BIR District Office, Biñan, Laguna		
4. Audited Financial Statement		Owner of business or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to BPLO and secure an accomplished Business Termination Application form with corresponding Account number.	None	None	Refer to BPLO	<i>Clerk</i> BPLO
2. Proceed to Business Permits and Licensing Office for the Approval of Declared Gross Sales / Receipts	None	None	5 minutes	<i>Business Permits and Licensing Officer</i> BPLO
3. Proceed to Business Permits and Licensing Office for the Assessment / Computation	None	None	Refer to BPLO	<i>Assessment Personnel</i> BPLO
4. Proceed to the Treasury general collections windows 7, 8, 9, or 10, present the required documents and pay the amount due for Business	4. Check and verify the required documents. 4.1 Receive payment for the amount due.	None May vary depending on the	10 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



<p>Tax fees and other fees, and wait for the release of the Official Receipt with the required documents.</p>	<p>4.2 Prepare Official Receipt with the required documents.</p>	<p>approved gross sales / receipts (for CTC) / Pursuant to the provisions of the Local Tax Code: Business Tax None</p>		
<p>5. Proceed to City Treasurer's Office windows 1 or 2, present the Official Receipt with the required documents and wait for the release of Business Certificate of Termination together with the required documents</p>	<p>5. Receive Official Receipt with the required documents. 5.1 Prepare the Business Certificate of Termination for signature of the Head/Officer-in-Charge 5.2 Check, verify and sign the Business Certificate of Termination. 5.3 Release the Business Certificate of Termination.</p>	<p>None Php 100.00/certificate None None</p>	<p>10 minutes</p>	<p><i>Revenue Collection Clerk</i> City Treasurer's Office <i>Revenue Collection Clerk</i> City Treasurer's Office <i>City Treasurer Or Officer-in-Charge</i> City Treasurer's Office <i>Clerk</i> City Treasurer's Office</p>
	<p>TOTAL:</p>	<p>Pursuant to the provisions of the local tax codes</p>	<p>15 Minutes</p>	



3. Payment of Contractor's Tax

Payment of taxes related to Construction Contractors.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Constituents of the City, of Legal Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Bill of Materials		Office of the Building Official (OBO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Building Official to personally secure indorsement of Bill of Materials and other required documents.	None	None	Refer to the Office of the Building Official	OBO Personnel
2. Proceed to Treasurer's Office for computation of Construction Contractor's tax.	2. Receive copy of Bill of Materials for assessment and computation of Construction Contractors tax. Prepare Tax Order of Payment	None	5 minutes	<i>Personnel</i> City Treasurer's Office
3. Proceed to the General collections windows 7, 8, 9, or 10 present the accomplished Tax Order of Payment and pay the amount due, and wait for the release of the Official Receipt with the required documents.	3. Prepare Official Receipt. 3.1 Release the Official Receipt with the required documents.	Pursuant to the provisions of the Local Tax Code		<i>Revenue Collection Clerk</i> BPLO
	TOTAL:	Pursuant to the provisions of the local tax code	5 Minutes	



4. Payment of Community Tax Certificate (CTC) – For Individuals

Issuance of Community Tax Certificate or Cedula to a person or corporation upon payment of the Community Tax (BIR 0016)

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All San Pedro City residents, business owners and taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid government-issued I.D.		Issuing government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General collections windows 7, 8, 9, or 10 and ask for a CTC form	1. Assist on queries about the CTC and its requirement / computation	None	3 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
2. Once properly filled out, present the form and pay the amount due. Wait for the Community Tax Certificate (Cedula) to be released.	2. Check and verify accomplished CTC form. 2.1 Receive the payment for the amount due. 2.2 Prepare CTC. 2.3 Have individual affix his/her signature and thumb mark prior to the release of CTC.	May vary depending on the taxpayer's declared income. Ex: BASIC COMMUNITY TAX – P 5.00 ADDITIONAL COMMUNITY TAX – not to exceed P 5,000.00 - Gross Receipt or Earnings from Business during the preceding year P1.00 for every P1,000.00	5 minutes	<i>Personnel</i> City Treasury Office



		-Salaries or Gross Receipt or Earnings derived from exercise of Profession – P1.00 for every P1,000.00 -Income from Real Property – P1.00 for every P1,000.00 not to exceed ₱5,000.00		
	TOTAL:	May vary depending on the taxpayer's declared income.	8 Minutes	



5. Payment of Community Tax Certificate (CTC) – For Corporation

Issuance of Community Tax Certificate or Cedula to a person or corporation upon payment of the Community Tax (BIR 0097)

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All San Pedro City residents, business owners and taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid government-issued I.D.		Issuing government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General collections windows 7, 8, 9, or 10 and ask for a CTC form	1. Assist on queries about the CTC and its requirement / computation	None	3 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
2. Once properly filled out, present the form and pay the amount due. Wait for the Community Tax Certificate (Cedula) to be released.	2. Check and verify accomplished CTC form. 2.1 Receive the payment for the amount due. 2.2 Prepare CTC. 2.3 Have individual affix his/her signature and thumb mark prior to the release of CTC.	May vary depending on the taxpayer's declared income. Ex: BASIC COMMUNITY TAX – P 500.00 ADDITIONAL COMMUNITY TAX – Not to exceed P 10,000.00 ; Assessed Value of Real Property owned in the Philippines, P2.00 for every P5,000.00	5 minutes	<i>Personnel</i> City Treasury Office



		; GROSS RECEIPTS including dividend earnings derived from business in the Philippines during the preceding year P2.00 for every P5,000.00		
	TOTAL:	May vary depending on the taxpayer's declared income.	8 Minutes	



6. Payment of Professional Tax

An annual professional tax on each person engaged in the exercise or practice of his profession requiring government examination.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Licensed professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulatory Commission (PRC) I.D.		Professional Regulatory Commission		
2. Previous Official Receipt of Professional Tax		City Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General collections windows 7, 8, 9, or 10 and present the required document and identification card. Pay the amount due, and wait for the release of the Official Receipt with the required document and identification card.	1. Check and verify the required document and identification card.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	1.1 Receive payment for the amount due and prepare official receipt.	Php 300.00		
	1.2 Release the official receipt with the required document and identification card.	None		
	TOTAL:	Php 300.00	5 minutes	



7. Transfer of Tax Ownership

Payment of fees related to real property taxes and other clearances.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of Property or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue District Office, Biñan, Laguna		
2. Deed of Absolute Sale (DOAS)		Notarial Law Offices		
In case of an extra-judicial settlement:				
1. Tax Declaration of Property		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General collections windows 7, 8, 9, or 10 and present the required document. Pay the amount due, and wait for the release of the Official Receipt with the required document.	1. Check and verify the required documents.	75% of 1% of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher (Article V, Section 1 of the Revised Revenue Code).	5 minutes	Revenue Collection Clerk City Treasurer's Office
	1.1 Receive payment for the amount due 1.3 Prepare official receipt.			
2. If requesting for Tax clearance and/or Transfer Tax certificate, proceed to Treasurer's office windows 1/2 and present the required documents. Pay the amount due, and wait for the release of the receipt with the requested certificates and required documents	2. Check and verify the required documents.	75% of 1% of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher (Article V, Section 1 of the Revised Revenue Code).	5 minutes	Clerk City Treasurer's Office Clerk City Treasurer's Office
	2.1 Receive payment for the amount due and prepare the requested certificate. 2.2 Sign the certificate.			
				City Treasurer Or Officer-in-Charge City Treasurer's Office



	2.3 Release the requested certificates along with the required documents and official receipt.	None		<i>Clerk</i> City Treasurer's Office
	TOTAL:	Pursuant to the provision of the Revenue Code	5 minutes	



8. Payment of Real Property Tax

Payment of fees related to real property taxes and other clearances.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of Property or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Assessment		City Assessor's Office		
2. National I.D. (if available) or any valid government-issued I.D. (1 Photocopy)		Government agency issuing proof of identification		
3. Tax Declaration (1 Photocopy)		City Assessor's Office		
4. Official Receipt of Current RPT Payment (1 Photocopy)		City Treasurer's Office		
Additional Requirements (if done through a representative):				
1. Special Power of Attorney/Authorization Letter (1 Photocopy)		Principal Owner/Public Notary		
2. National I.D. (if available) or any Government Identification Card of Representative with 3 specimen signatures (1 Photocopy)		Representative		
3. Valid I.D. of Principal Owner with 3 specimen signature (1 Photocopy)		Principal Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of the Notice of Assessment from the City Assessor's Office	1. Issue copy of Notice of Assessment.	None	Refer to the City Assessor's Office	<i>Issuing Clerk</i> City Assessor's Office
2. Proceed to the City Treasurer's office windows 3, 4, 5, or 6 and present the required document. Pay the amount due, and wait for the release of the Official Receipt with the required document.	2. Check and verify the required documents. 2.1 Receive payment for the amount due 2.2 Prepare official receipt. 2.3 Release the official receipt with the required documents.	RPT (basic) rate 1% x assessed value (AV) + RPT special education fund (SEF) rate 1% x AV x years delinquent + (penalties)	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



		may be applied) = amount to be paid ; for none residential , the BASIC rate is 1.5% (for quarterly payment divide the total amount by 4)		
3. Request for computation of taxes (if needed)	3. Assist in the computation of taxes.	None	3 minutes	<i>Clerk</i> City Treasurer's Office
4. If requesting for Tax clearance and/or Transfer Tax certificate, proceed to Treasurer's office window 1/2 and present the required documents. Pay the amount due, and wait for the release of the receipt with the requested certificates and required documents	4. Check and verify the required documents.	None	5 minutes	<i>Clerk</i> City Treasurer's Office
	4.1 Receive payment for the amount due and prepare the requested certificate.	None		
	4.2 Verify and sign the certificate.	None		<i>City Treasurer</i> <i>Or Officer-in-Charge</i> City Treasurer's Office
	4.3 Release the requested certificates along with the required documents and official receipt.	None	2 minutes	<i>Clerk</i> City Treasurer's Office
	TOTAL:	Pursuant to the provision of the Revenue Code	15 Minutes	



9. Payment of Cemetery Fees

Charges and other fees imposed by the City Government concerning the rental, renewal of lease and other services within the public cemetery owned by the City.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents who rent or lease a portion of the public cemetery.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Office of the Economic Enterprise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for Cemetery Charges	1. Issue order of payment	None	Refer to Office of the Economic Enterprise 5 minutes	<i>Clerk</i> Office of the Economic Enterprise
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None		
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due. 3.1 Prepare official receipt. 3.2 Release the official receipt with the order of payment.	Pursuant to the provision of the Revenue Code None None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



CEMETERY FEES (based on City Ordinance 2019-30)

NATURE OF LEASE	Amount of Fees
a. For Built-in-niches - Bottom Niche - Upper Niche	5,000.00 3,000.00
b. Niche constructed on top of another niche	1,000.00
c. Internet in old niche	1,000.00
d. Lot without niche	1,000.00
e. Reopening of niche	1,000.00
f. Rental fee of burial lot consisting of the following: - 9 sq. m. (3.0 m. x 3.0 m.) - 10 sq. m. (4.0 m. x 2.5 m.)	2,000.00 3,000.00
g. For renewal every five (5) years - 9 sq. m. - 10 sq. m.	2,000.00 3,000.00



10. Payment of Civil Registry Fees

Payment of fees for various services rendered by the City Civil Registrar's Office.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of Document or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		City Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for Civil Registry Charges	1. Issue order of payment	None	Refer to City Civil Registrar's Office	<i>Issuing Clerk</i> City Civil Registrar's Office
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.1 Receive payment for the amount due.	Refer to City Civil Registrar's Office		
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Prepare official receipt.	Pursuant to the provision of the Revenue Code	5 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Release the official receipt with order of payment.			
	TOTAL:	Pursuant to the provision of the Revenue Code		



11. Payment of Engineering Fees

Regulatory fees under the Office of the Building Official such as Building fees, zonal location fees, and inspection fees.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of Project or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Office of the Building Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for Engineering Charges	1. Issue order of payment	None	Refer to the Office of the Building Official 5 minutes	<i>Issuing Clerk</i> Office of the Building Official
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None		<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Refer to the Office of the Building Official		<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



12. Environmental Protection and Conservation Fee and Other Clearances

Regulatory fees under the City Environment and Natural Resources Office (CENRO).

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All organization, businesses, and project proponents operating within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		City Environment and Natural Resources Office (CENRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for Environmental Charges	1. Issue order of payment	None	Refer to CENRO	<i>Issuing Clerk</i> CENRO
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Refer to CENRO		<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



13. Health Clearance and Other Health-related Services

Payment of fees related to the clearance issued by the Health Office.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Job applicants, employees, business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		City Health Office – Sanitary Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for Health fees.	1. Issue order of payment	None	Refer to City Health Office – Sanitary Division	<i>Issuing Clerk</i> CHO – Sanitation
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Refer to CHO – Sanitation	5 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



14. Mayor's Permit Fee on Business

An annual fee for the issuance of a Mayor's permit to operate business undertaken within the City.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Business owners operating within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment for Mayor's permit fee to operate.	1. Issue order of payment	None	Refer to BPLO	<i>Issuing Clerk</i> BPLO
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code		<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



15. Mayor's Permit for Work Fee

Payment of fees related to permits issued to individual applying for a job.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Job applicants whose work is within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Public Employment and Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment for Mayor's permit fee for work.	1. Issue order of payment	None	Refer to PESO	<i>Issuing Clerk</i> PESO
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code	5 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code		



16. Other Certification and Clearance Fees

Payment of fees related to permits and other clearances by an issuing Office of the City Government of San Pedro.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner, owner of document, and/or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Public Employment and Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment for Certification and/or Clearance.	1. Issue order of payment	None	Refer to the Office issuing the certificate or clearance	<i>Issuing Clerk</i>
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code		<i>Revenue Collection Clerk City Treasurer's Office</i>
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



17. Sanitary Inspection Fee and Other Services

Annual fees for the purpose of supervision and enforcement of existing rules and regulations in accordance of the public health and safety.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All business establishments operating within the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		City Health Office – Sanitary Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment for sanitation fee.	1. Issue order of payment	None	Refer to CHO – Sanitary Division	<i>Issuing Clerk</i> BPLO
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code		<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes	



18. Tax Clearance Certificate

Payment of Real Property Tax Clearance.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of property or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Official Receipt of Real Property Tax Payment		City Treasurer's Office (Owner's Copy)		
If done through a representative:				
1. Authorization letter from the owner		Owner of the real property		
2. Valid I.D. of the owner		Government issuing agency		
3. Valid I.D. of the representative		Government issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Treasurer's office window 1/2 and present the required documents. Pay the amount due, and wait for the release of the receipt with the requested certificates and required documents.	1. Check and verify the required documents.	None	8 minutes	<i>Clerk</i> City Treasurer's Office
	1.1 Receive payment for the amount due and prepare the requested certificate.	Php 100.00/certificate		<i>Clerk</i> City Treasurer's Office
	1.2 Verify and sign the certificate.	None		<i>City Treasurer</i>
	1.3 Release the certificates along with the required documents and official receipt.	None		<i>Clerk</i> City Treasurer's Office
	TOTAL:	Php 100.00/certificate	8 Minutes	



19. Traffic Citation Ticket

Payment of fines due to a traffic citation that will be settled with the City Treasurer's Office.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Vehicle drivers with traffic violation/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citation Ticket duly signed by the apprehending Officer		Public Order and Safety Office		
2. Order of Payment		Public Order and Safety Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment for the citation ticket (duly signed by the apprehending Officer)	None	None	Refer to POSO – TMU or TRU	<i>Issuing Clerk</i> POSO
2. Proceed to the General collections windows 7, 8, 9, or 10, and pay the amount due, and wait for the release of the Official Receipt with the Order of Payment for the Citation Ticket)	2. Receive payment for the amount due.	Pursuant to the provisions of the Local Tax Code	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.1 Prepare Official Receipt.	None		<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.2 Release the Official Receipt with the Order of Payment for the Citation Ticket.	None		<i>Revenue Collection Clerk</i> City Treasurer's Office
	TOTAL:	Pursuant to the provisions of the Local Tax Code	5 Minutes	



20. Tricycle Franchise and Other Related Fees

Payment of fees related to permits and other clearances by the Transportation Regulatory Unit.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Persons engaged in the business of operating tricycles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application Form		Public Order and Safety Office		
2. Order of Payment		Public Order and Safety Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure approved application form and order of payment form.	None	None	Refer to POSO – TRU	<i>Issuing Clerk</i> POSO – TRU
2. Proceed to the General collections windows 7, 8, 9, or 10, present the requirements, and pay the required fees.	2. Check and verify approved Application Form and Order of Payment Form.	Pursuant to the provisions of the Local Tax Code	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.1 Receive payment for the amount due.	None		<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.2 Prepare the Official Receipt.	None		
	2.2 Release the Official Receipt.	None		
	TOTAL:	Pursuant to the provisions of the Local Tax Code	5 Minutes	

21. Weights and Measure

All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested, calibrated and sealed every four months by the official sealer and shall continuously be inspected for compliance under the provisions of Consumer Act, Republic Act 7394.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All vendors who use weights and measuring instruments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Calibrated set of test weights, calibration buckets		City Treasurer's Office		
2. Calibration form/worksheet and stickers		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Vendors – Present weighing instrument upon inspection.	1. Prepare and explain the calibration process.	None	15 minutes	<i>Calibration Team</i> City Treasurer's Office
For Gas station managers – Prepare for the inspection and calibration activity.	1.1 Identify and inspect the weighing instruments/measuring instruments following the strict protocol of the process.	None		
	1.2 Conduct a series of tests to determine acceptability: Loading test, shift test, repeatability test, etc.	None		
2. Wait for the results of the calibration test.	2. If test fails, inform the owner and either confiscate or lock (for pumps and nozzles) and identify the instrument as defective or	None		



	tampered.			
3. If successful, make the payment on site or at the City Treasurer's Office	3. Inform amount, post sticker (seal of quality standard) and provide the official receipt. 3.1 Provide statement of account if the payment cannot be done on site. 3.2 Prepare and submit report to the City Treasurer's Office.	Pursuant to the provisions of the Local Tax Code	2 hours	
	TOTAL:	Pursuant to the provisions of the Local Tax Code	2 Hours and 15 Minutes	

Kinds of Sealing and Weighing Instruments	Amount of Tax per Annum
(a) For sealing linear metric measures:	
• not over one (1) meter	P150.00
• measure over one (1) meter but not over three (3) meters	P200.00
• over three (3) meters	P300.00
(b) For sealing metric measures of capacity	
• not over ten (10) liters	P300.00
• over ten (10) liters	P400.00
(c) For sealing metric instruments of weights	



• with capacity of not more than 30 kgs.	P200.00
• with capacity of more than 30 kgs. but not more than 300 kgs.	P250.00
•with capacity of more than 300 kgs. but not more than 500 kgs.	P300.00
• with capacity of more than 500 kgs. but not more than 1000 kgs.	P350.00
• with capacity of more than 1000 kgs.	P450.00
(d) For sealing apothecary balances of precision	P300.00
(e) For sealing scale or balance with complete set of weights	
• for each scale of balance or other balance with complete of weights for use therewith	P150.00
• for each extra weight	P30.00



Public Employment and Services Office External Services





1. Mayor's Clearance and Mayor's Working Permit

Mayor's Clearance is issued to individuals needing this document that states he/she has no pending case filed with the Mayor. Mayor's Working Permit is issued to individuals needing this as pre-employment requirement that they need to submit to their employer before he/she can start working.

Office or Division:	Public Employment and Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance (1 Original Copy)		Police Station where residence is located		
2. NBI Clearance (1 Original Copy)		Nearest NBI Office		
3. Health Card (1 Original Copy)		City Health Office, Sanitation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Check requirements, record basic information of clients and issue order of payment.	None	1 minute	<i>Job Order</i> PESO
2. Proceed to the City Treasurer's Office for payment and receive official receipt.	2. Review official receipt.	Mayor's Clearance - Php 100.00 Working Permit – Php 150.00	1 minute	<i>Labor Employment Officer I</i> PESO
	2.1 Prepare Mayor's Clearance and Working Permit.	None	5 minutes	<i>Labor Employment Officer I</i> PESO
	2.2 Review and sign clearance and working permit.	None	1 minute	<i>City PESO Officer V</i> PESO
3. Receive the Mayor's Clearance and Working Permit	3. Release Mayor's Clearance and Working Permit			
	TOTAL:	Php 250.00	9 Minutes	



2. Referral and Recommendation Letter

This is issued to Job Seekers to recommend or refer to them to companies/agencies for job opportunities.

Office or Division:	Public Employment and Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume/Biodata with picture (1 Original Copy)		Personally made by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resume/biodata	1. Receive resume/biodata	None	1 minute	<i>Job Order</i> PESO
2. Fill-out the PESO Skills Registry Form and submit it to the PESO Staff	2. Review filled-out form.	None	2 minutes	<i>Labor Employment Officer I</i> PESO
3. Wait to be interviewed by PESO Staff	2. Interview client and advise them as to what position and company to apply for (job matching	None	3 minutes	<i>Labor Employment Officer I</i> PESO
4. Wait for the release of the referral or recommendation letter	4. Prepare referral or recommendation letter	None	2 minutes	<i>Labor Employment Officer I</i> PESO
	4.1 Review and sign the document	None	1 minute	<i>City PESO Officer V</i> PESO
	4.2 Release document	None	1 minute	<i>Job Order</i> PESO
TOTAL:		None	10 Minutes	



3. Company Accreditation for Job Fair or Recruitment Activity

This is issued to business entities that would like to join the Job Fair activities and would like to conduct recruitment activities.

Office or Division:	Public Employment and Services Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Business Entities in the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit (1 Photocopy)		BPLO of the City/Municipality where the business is located		
2. SEC Registration (1 Photocopy)		Securities and Exchange Commission (SEC)		
3. Company Profile (1 Original Copy)		Will be made by the company		
4. Letter of Intent (1 Original Copy, 1 Receiving Copy)		Will be made by the company		
5. Job Vacancies (1 Original Copy)		Will be made by the company		
For Local Recruitment Agencies:				
6. DOLE License (1 Photocopy)		DOLE Regional Office where the business is located		
7. Certificate of No Pending Case (1 Photocopy)		DOLE Region IV-A		
For Overseas Agencies:				
8. POEA License (1 Photocopy)		POEA Main Office		
9. Special Recruitment Authority (1 Photocopy)		POEA Main Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Check and validate requirements	None	3 minutes	Labor Employment Officer III PESO
2. Answer the queries of the PESO Officer	2. Ask the client the nature of their business and manpower requirements.	None	4 minutes	Labor Employment Officer III PESO
3. Wait for the accreditation officer to be issued	3. Issue Accreditation Certificate	None	2 minutes	Labor Employment Officer III PESO
	3.1 Schedule their recruitment activity		1 minute	
TOTAL:		None	10 Minutes	



City Human Resources and Management Office Internal Services





1. Service Record Processing

Issued to employees to affirm their employment in the City Government.

Office or Division:	City Human Resources and Management Office			
Classification:	Simple (incumbent) Complex (separated)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For incumbent employee:				
1. Request Form (1 Original Copy)		City Human Resources and Management Office (CHRMO)		
For separated employee:				
1. Appointment form (1 Photocopy)		Requesting Party		
2. Old Service Record		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out request form	1. Receive and process request form.	None	2 minutes	Staff CHRMO
	1.1 Service Record forwarded to CHRMO Head for signature	None	2 days 23 hours (Incumbent)	Assistant Department Head CHRMO
	1.2 Review and sign request form	None	4 working days 23 hours (separated)	City Human Resources Management Officer CHRMO
2. Wait for the release of service record.	2. Release service record.	None	2 minutes	Staff CHRMO
	TOTAL:	None	2 working days 23 hours 4 minutes (incumbent) 4 working days 23 hours 4 minutes (separated)	



2. Certificate of Employment

Employees who plan to separate from the City Government must secure a certificate of employment from the City Human Resources and Management Office, or as part of requirements for whatever purpose that it may serve.

Office or Division:	City Human Resources and Management Office			
Classification:	Simple (incumbent) Complex (separated)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For incumbent employee:				
1. Request Form (1 Original Copy)		City Human Resources and Management Office (CHRMO)		
For separated employee:				
1. Appointment form (1 Photocopy)		Requesting Party		
2. Old Service Record		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out request form	1. Receive and process request form.	None	2 minutes	Staff CHRMO
	1.1 Certificate of Employment forwarded to CHRMO Head for signature	None	2 days 23 hours (Incumbent)	Assistant Department Head CHRMO
	1.2 Review and sign request form	None		City Human Resources Management Officer CHRMO
2. Wait for the release of service record.	2. Release service record.	None	2 minutes	Staff CHRMO
	TOTAL:	None	2 Days 23 Hours 4 Minutes	



3. Application for Leave Processing

Leave of Absence is generally defined as a right granted to officials and employees not to report to work with or without pay as may be provided by law.

Office or Division:	City Human Resources and Management Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees of the City Government	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Supporting papers of the Applicant as applicable:		
a) Vacation Leave		
i. Within the Philippines - n/a	Requesting Party	
ii. Abroad - Travel Authority, Clearance from money and work accountability	SPJLAEH, RHU, GALIC	
iii. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)		
b) Sick Leave	SPJLAEH, RHU, GALIC	
i. Medical Certificate signed by the City Health Officer (1 Original)	Requesting Party	
ii. In case medical consultation was not availed - an affidavit should be executed by the applicant (1 Original)		
c) Maternity Leave	Government or Private Physician	
i. Proof of pregnancy (ultrasound, doctor's certificate on the expected date of delivery) (1 Original)	Requesting Party	
ii. Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a) if needed (1 Original)	SPJLAEH, RHU, GALIC	
iii. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work	PSA, Government or Private Physician	



<p>signed by the City Health Officer (1 Original)</p> <p>d) Paternity Leave</p> <p>i. Proof of child’s delivery (birth certificate, medical certificate and marriage contract) (1 Photocopy)</p> <p>e) Special Privilege Leave</p> <p>i. Within the Philippines - n/a</p> <p>ii. Abroad - Travel Authority, Clearance from money and work accountability</p> <p>iii. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)</p> <p>f) Solo Parent Leave</p> <p>i. Copy of updated Solo Parent Identification Card (1 Photocopy)</p> <p>g) VAWC Leave</p> <p>i. Barangay Protection Order (1 Photocopy)</p> <p>ii. Temporary/Permanent Protection Order (1 Photocopy)</p> <p>iii. If BPO, TPO or PPO is not yet issued, a Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed shall be sufficient (1 Photocopy)</p> <p>iv. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)</p> <p>h) Rehabilitation Leave</p> <p>i. Letter Request (1 Original)</p> <p>ii. Police Report, if any (1 Photocopy)</p> <p>iii. Medical Certificate on the nature of injuries, course</p>	<p>Requesting Party</p> <p>SPJLAEH, RHU, GALIC</p> <p>Requesting Party</p> <p>Barangay Court</p> <p>Barangay, Court</p> <p>SPJLAEH, RHU, GALIC</p> <p>Requesting Party Police Station</p> <p>Government or Private Physician</p> <p>Government Physician</p>
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<p>of treatment involved and the need to undergo rest, recuperation and rehabilitation (1 Original)</p> <p>iv. Written concurrence of a government physician to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation (1 Original)</p> <p>v. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)</p> <p>i) Special Leave Benefits for Women</p> <p>i. Medical Certificate reflecting the gynecological disorder which shall be addressed or was addressed by the surgery, Histopathological Report, Operative Technique used for the surgery, Duration of the surgery including the per-operative period and period of recuperation (1 Original)</p> <p>j) Adoption Leave</p> <p>i. Authenticated copy of the Pre-Adoptive Placement Authority (1 Original Authenticated Copy)</p> <p>k) Quarantine Requirements</p> <p>i. Certificate issued by government/ private physician that applicant has submitted himself/ herself for monitoring/ investigation (1 Original)</p> <p>ii. Completion of Quarantine Certificate issued by the local quarantine/ health official (1 Original)</p>	<p>SPJLAEH, RHU, GALIC</p> <p>Government or Private Physician</p> <p>DSWD</p> <p>Government or Private Physician</p> <p>BHERT</p> <p>SPJLAEH, RHU, GALIC</p> <p>Attending Physician</p>
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<ul style="list-style-type: none"> iii. Medical Certificate that applicant is cleared to report back to work signed by the City Health Officer (1 Original) iv. Medical Records showing that applicant was treated with Covid-19 signed by the attending physician (1 Original) v. Copy of RT-PCR Test Result (1 Photocopy) vi. Copy of Vaccination Card (1 Photocopy) vii. Copy of Barangay Contact Tracing form for identified close contacts with a suspect, probable and/or confirmed cases of Covid-19 (1 Photocopy) 	<p>RITM</p> <p>Requesting Party BHERT</p>
<p>3. Supporting papers of the Applicant as applicable:</p> <ul style="list-style-type: none"> a) Vacation Leave <ul style="list-style-type: none"> i. Within the Philippines - n/a ii. Abroad - Travel Authority, Clearance from money and work accountability iii. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original) b) Sick Leave <ul style="list-style-type: none"> i. Medical Certificate signed by the City Health Officer (1 Original) ii. In case medical consultation was not availed - an affidavit should be executed by the applicant (1 Original) c) Maternity Leave <ul style="list-style-type: none"> i. Proof of pregnancy (ultrasound, doctor's certificate on the expected date of delivery) (1 Original) ii. Accomplished Notice of 	<p>Requesting Party</p> <p>SPJLAEH, RHU, GALIC</p> <p>SPJLAEH, RHU, GALIC</p> <p>Requesting Party</p> <p>Government or Private Physician</p> <p>Requesting Party</p> <p>SPJLAEH, RHU, GALIC</p>



<p>Allocation of Maternity Leave Credits (CS Form No. 6a) if needed (1 Original)</p> <p>iii. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)</p> <p>d) Paternity Leave</p> <p>i. Proof of child's delivery (birth certificate, medical certificate and marriage contract) (1 Photocopy)</p> <p>e) Special Privilege Leave</p> <p>i. Within the Philippines - n/a</p> <p>ii. Abroad - Travel Authority, Clearance from money and work accountability</p> <p>iii. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)</p> <p>f) Solo Parent Leave</p> <p>i. Copy of updated Solo Parent Identification Card (1 Photocopy)</p> <p>g) VAWC Leave</p> <p>i. Barangay Protection Order (1 Photocopy)</p> <p>ii. Temporary/Permanent Protection Order (1 Photocopy)</p> <p>iii. If BPO, TPO or PPO is not yet issued, a Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed shall be sufficient (1 Photocopy)</p> <p>iv. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work</p>	<p>PSA, Government or Private Physician</p> <p>Requesting Party</p> <p>SPJLAEH, RHU, GALIC</p> <p>Requesting Party</p> <p>Barangay Court</p> <p>Barangay, Court</p> <p>SPJLAEH, RHU, GALIC</p> <p>Requesting Party Police Station Government or Private Physician</p> <p>Government Physician</p>
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<p>signed by the City Health Officer (1 Original)</p> <p>h) Rehabilitation Leave</p> <p>i. Letter Request (1 Original)</p> <p>ii. Police Report, if any (1 Photocopy)</p> <p>iii. Medical Certificate on the nature of injuries, course of treatment involved and the need to undergo rest, recuperation and rehabilitation (1 Original)</p> <p>iv. Written concurrence of a government physician to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation (1 Original)</p> <p>v. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work signed by the City Health Officer (1 Original)</p> <p>i) Special Leave Benefits for Women</p> <p>i. Medical Certificate reflecting the gynecological disorder which shall be addressed or was addressed by the surgery, Histopathological Report, Operative Technique used for the surgery, Duration of the surgery including the per-operative period and period of recuperation (1 Original)</p> <p>j) Adoption Leave</p> <p>i. Authenticated copy of the Pre-Adoptive Placement Authority (1 Original Authenticated Copy)</p> <p>k) Quarantine Requirements</p> <p>i. Certificate issued by government/ private</p>	<p>SPJLAEH, RHU, GALIC</p> <p>Government or Private Physician</p> <p>DSWD</p> <p>Government or Private Physician</p> <p>BHERT</p> <p>SPJLAEH, RHU, GALIC</p> <p>Attending Physician</p> <p>RITM Requesting Party BHERT</p>
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<p>physician that applicant has submitted himself/ herself for monitoring/ investigation (1 Original)</p> <p>ii. Completion of Quarantine Certificate issued by the local quarantine/ health official (1 Original)</p> <p>iii. Medical Certificate that applicant is cleared to report back to work signed by the City Health Officer (1 Original)</p> <p>iv. Medical Records showing that applicant was treated with Covid-19 signed by the attending physician (1 Original)</p> <p>v. Copy of RT-PCR Test Result (1 Photocopy)</p> <p>vi. Copy of Vaccination Card (1 Photocopy)</p> <p>vii. Copy of Barangay Contact Tracing form for identified close contacts with a suspect, probable and/or confirmed cases of Covid-19 (1 Photocopy)</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of filled-out Application for Leave form with necessary attachments, as applicable	1. Receive application form	None	3 minutes	Staff CHRMO
	1.1 Process application	None	5 minutes	Staff CHRMO
	1.2 Forward application form to CHRMO Head for signature	None	2 minutes	Staff CHRMO
	1.3 Sign application form	None	5 minutes	City Human Resources Management Officer CHRMO
	1.4 Release application for	None	5 minutes	Staff



	Leave			CHRMO
2. Same documents will be forwarded to the Department Head for recommendation	2. Approval/ Disapproval of Application for Leave from Department Head	None	-	<i>Department Head</i> Department Concerned
3. Same documents will be submitted to HR for recording	3. Receive Application for Leave with recommendation	None	5 minutes	<i>Staff</i> CHRMO
	3.1 Post on Leave Card	None	5 minutes	
	3.2 Record on system	None	5 minutes	
	3.3 Receive application form	None		<i>Staff</i> Office of the Mayor
	3.4 Sign Application for Leave form	None		<i>City Mayor</i>
	3.5 Receive signed application for leave.	None	5 minutes	<i>Staff</i> CHRMO
4. Receive Employee's Copy of the Application for Leave	4. Release Application for Leave	None	5 minutes	<i>Staff</i> CHRMO
	TOTAL:	None	45 Minutes (excluding time for Client Step 2 and Agency Action steps 3.3 to 3.4)	

Note: Total number of minutes is summed up based on the steps and services provided only by CHRMO.



4. Travel Order

Issued when travel is intended outside San Pedro

Office or Division:	City Human Resources and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form properly accomplished, filled out, and duly approved by Department Head/authorized signatory (in case of the absence of the Department Head) (1 Original Copy)		City Human Resources and Management Office, 4/F		
2. Pertinent documents to support TO such as but not limited to invitation letters, mission orders, authority to conduct such activity and the like. (1 Original Copy, 1 Photocopy)		Requesting party		
For department heads:				
Request Form properly accomplished, filled out, and duly approved by the City Mayor or City Administrator and Vice-Mayor (for Sangguniang Panlungsod) (1 Original Copy)		City Human Resources and Management Office, 4/F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Receive request form	None	2 minutes	Staff CHROMO
	1.1 Process request form	None	8 minutes	Staff CHROMO
	1.2 Travel Order forwarded to CHROMO Head for signature	None	3 minutes	City Human Resources Management Officer CHROMO
	1.3 Review and sign for recommending Approval.	None	None	City Administrator's Office
	1.4 Receive the duly signed Travel Order from the Administrator's Office	None	1 minute	Staff CHROMO



	1.5 Review and Sign for approval.	None	1 minute	<i>City Mayor City Mayor's Office Or City Vice-Mayor City Vice-Mayor's Office</i>
	1.6 Receive the duly signed Travel Order from the City Mayor or City Vice-Mayor	None	1 minute	<i>Staff CHROMO</i>
2. Receive Travel Order Form	2. Release Travel Order Form	None	2 minutes	<i>CHROMO Staff</i>
	TOTAL:	None	17 Minutes (excluding Action 1.3)	

Note: Total number of minutes is summed up based on the steps and services provided only by CHROMO.



5. Official Business

Issued when travel is within San Pedro area.

Office or Division:	City Human Resources and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Request Form properly accomplished, filled out, and duly approved by Department Head/authorized signatory (in case of the absence of the Department Head) (1 original)</p> <p>2. For all department heads - Request Form properly accomplished, filled out, and duly approved by the City Mayor or City Administrator and Vice-Mayor (for Sangguniang Panlungsod) (1 original)</p> <p>3. Pertinent documents to support OB such as but not limited to invitation letters, mission orders, authority to conduct such activity and the like. (1 photocopy/original)</p>		<p>City Human Resources and Management Office, 4/F</p> <p>Requesting party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Receive request form	None	2 minutes	Staff CHRMO
	1.1 Process request form	None	8 minutes	CHRMO Staff
	1.2 Official Business slip forwarded to CHRMO Head for signature		3 minutes	City Human Resources Management Officer CHRMO
2. Receive Official Business Slip	2. Release Official Business Slip	None	2 minutes	CHRMO Staff
	TOTAL:	None	15 Minutes	



City Cooperative and Livelihood Development Office External Services





1. Request for Cooperative Documentary Printouts

Cooperative Documentary Printouts, such as Cooperative Directory, Cooperative Policy Templates, Copies of RAs, IRR, CDA MCs, City and Provincial Ordinances are given to group of cooperatives residents of the City of San Pedro, NGO/Associations wants to form a cooperative and cover their needs for cooperative development and promotion.

Office or Division:	City Cooperative and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Cooperatives Residents of San Pedro, NGO/Association wants to form a Cooperative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1 Original Copy)		City Cooperative and Livelihood Dev't. Office		
If Cooperative:				
1. CDA registration (1 photocopy)		Primary Cooperative Office		
If NGO/Association:				
1. Certificate of accreditation (1 photocopy)		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form.	1. Interview the client to assist what are the specific documents needed	None	10 minutes	Staff CCLDO
TOTAL:		None	10 Minutes	



2. Request to Avail Financial Assistance

To provide livelihood and Financial Assistance to NGO/CSO, existing and newly organized cooperatives.

Office or Division:	City Cooperative and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registered Cooperatives operating in the City of San Pedro. Accredited NGO/Association/Organization in the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1 Original Copy)		City Cooperative and Livelihood Dev't. Office		
2. Endorsement letter from CDC (1 Original Copy)		Chairman – Cooperative Development Council		
If NGO/CSO:				
1. Certificate of Accreditation (1 Photocopy)		Sangguniang Panglunsod, 3/F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form.	1. Check/assess/encode details of client	None	10 minutes	Staff CCLDO
2. Provide details of training/seminar	2. Discuss with client details of training/seminar	None	10 minutes	Staff CCLDO
3. Wait for advice on when to follow-up request	3. Advise client when to follow-up request	None	2 minutes	Staff CCLDO
	3.1 Endorse request and requirements to the Office of the Mayor	None	2 minutes	
TOTAL:		None	24 Minutes	



3. Request to Avail Cooperative and Livelihood Training/Seminar

Conduct knowledge and skills training focused on business development, market research, managerial skills including financial and organizational skills and other entrepreneurial related training.

Office or Division:	City Cooperative and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registered Cooperatives operating in the City of San Pedro Accredited NGO/CSO in the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1 Original Copy)		City Cooperative & Livelihood Dev't. Office, 2/F		
2. Endorsement letter from CDC (1 Original Copy)		Chairman- Cooperative Development Council		
3. CDA Registration (1 Photocopy)		Primary Cooperative Office		
If NGO/Association:				
1. Certificate of Accreditation (1 Photocopy)		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form.	1. Check/assess/encode details of client	None	10 minutes	Staff CCLDO
2. Provide details of training/seminar	2. Discuss with client details of training/seminar	None	10 minutes	Staff CCLDO
3. Wait for advice on when to follow-up request	3. Advise client when to follow-up request	None	2 minutes	Staff CCLDO
	3.1 Endorse request and requirements to the Office of the Mayor	None	2 minutes	
TOTAL:		None	24 Minutes	



4. Intervention for Ailing & Distressed Cooperatives, NGOs of City Livelihood Program

To promote growth of cooperatives as instruments of equity, social justice and economic development.

Office or Division:	City Cooperative and Livelihood Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Registered Cooperatives operating in the City of San Pedro. Accredited NGO/CSO in the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1 Original Copy)		City Cooperative & Livelihood Development Office		
2. Endorsement letter from CDC (1 Original Copy)		Chairman- Cooperative Development Council		
3. Request letter (1 Original Copy)		Requesting Client		
4. CDA Registration (1 Photocopy)		Primary Cooperative Office		
5. By Laws/Policies and other pertinent documents (1 Photocopy)		Livelihood Group Office		
If NGO/Association:				
1. Certificate of Accreditation (1 Photocopy)		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form.	1. Encode details of client	None	10 minutes	Staff CCLDO
2. Wait for advice on when to follow-up request	2. Advise client when to follow-up request	None	2 minutes	Staff CCLDO
	2.1 Submit requirements to the Office of the Mayor for approval	None	2 minutes	
TOTAL:		None	14 Minutes	



5. Request to avail Financial Assistance for Micro-entrepreneurs

To provide Financial Assistance to Micro-entrepreneurs

Office or Division:	City Cooperative and Livelihood Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Micro-entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Office of the Mayor/ CCLDO		
2. Valid ID with 3 specimen Signature (1 Photocopy)		Requesting Client		
3. Passport-Sized Photos of Applicant (2 Original Copies)		Applicant		
4. Barangay Certificate of Indigency (1 Original Copy)		Barangay of their Residency		
5. Voters Certification or Voter's Stub (if Newly Registered Voter or Newly Reactivated Voter or Newly Transferred Voter to San Pedro City) (1 Photocopy)		San Pedro COMELEC Office		
6. DTI Permit (1 Photocopy)		DTI / Online Business Name Registration - BNRS Portal at https://bnrs.dti.gov.ph		
7. Barangay Business Clearance or Barangay Certification or Business Permit or Mayor's Special Permit		Barangay of their Residency		
8. Picture of Business (1 Original Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to Office of the Mayor	1. Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.	None	5 minutes	Staff Office of the Mayor
	1.1 Visit or call the Requestor to validate the existence of their business and provide them the List of Requirements	None	5 days upon receipt from the Office of the Mayor	Staff CCLDO
2. Submission of	2. Process the	None	5 Days	Staff



the requirements	submitted requirements for payout			CCLDO
	TOTAL:	None	11 Days and 5 Minutes	





City Engineering Office External Services





1. Engineering Services

Provide Engineering Services/ Projects including investigation and survey, Designs, Feasibility Studies, and Preparation of Program of Works

Office or Division:	Planning & Design Division			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with approval from the office of the mayor (1 Original, 1 Photocopy)		Office of the Mayor- Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request to the office of the mayor.	1.1 Receive the letter request to be endorsed to the office of the Mayor and Report: Design, estimate, Feasibility Studies, Canvassing, Encoding, Reporting.	None	15 minutes	<i>Administrative Aide II</i> City Engineering Office
	1.2 Conduct Inspection/Investigation and survey.	None	25 days	<i>Surveyor & Surveying Aide Or Engineer I, II, III</i> City Engineering Office
	1.3 Preparation of Program of Works.	None	15 days	<i>City Engineer</i> City Engineering Office
	1.4 Approve Program of Works.	None	30 minutes	<i>City Mayor</i> Office of the Mayor
	1.5 Forwarding/Relea	None	5 minutes	<i>Administrative Aide</i>



	sing			// City Engineering Office
	1.6 Approval/ BAC for bidding.	None	30 days	<i>BAC Secretariat</i>
	1.7 Implementation of project (up to notice to proceed).	None	10 days	<i>Engineer III Or II Or I City Engineering Office</i>
	TOTAL:	None	80 Days and 50 Minutes	



City Environment and Natural Resources Office External Services





1. Issuance of Environmental Clearance

The Environmental Clearance is issued to business entities to assure compliance to existing environmental standards and regulations.

1.1 Business Permit Application for New Business Establishments

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All Commercial and Industrial Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit Application - New (1 Original Copy)		Business Permits and Licensing Office		
2. Environmental Clearance Certificate (ECC)/Certificate of Non-Coverage (CNC) (1 Photocopy)		DENR-EMB IV-A		
3. Laguna Lake Development Authority (LLDA) Clearance/Discharge Permit (1 Photocopy)		LLDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client in the office Logbook	1. Give Log Book to the Client	None	5 minutes	<i>Administrative Staff</i>
2. Present Business Permit Application	2. Receive and review business permit application form	Php 150 + Environmental Protection and Conservation Fee (EPC fee)	3 minutes	<i>Administrative Staff</i>
3. Wait for the scheduled inspection.	3. Schedule site inspection for environmentally critical project.	None	To be scheduled by BPLO	<i>BPLO</i>
4. Complied required documents	4. Process Environmental Clearance of the client	None	3 minutes	<i>Administrative Staff</i>
5. Receive environmental clearance	5. Issue the environmental clearance to the client	None	3 minutes	<i>EMS II</i>
	TOTAL:	EPC – Php 150.00	14 Minutes (excluding inspection)	



1.2 Business Permit Renewal

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All Commercial and Industrial Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit Application - Renewal (1 Original Copy)		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client in the office Logbook	1. Give Log Book to the Client	None	5 minutes	<i>Administrative Staff</i>
2. Present Business Permit Application	2. Receive and review business permit application form 2.1 Start processing the request	Php 150 + Environmental Protection and Conservation Fee (EPC fee) (see table below)	5 minutes	<i>Administrative Staff</i>
3. Receive Environmental Clearance	3. Issue the Environmental Clearance to the client	None	3 minutes	<i>EMS II</i>
	TOTAL:	EPC – Php 150.00	11 Minutes	



Environmental Protection and Conservation (EPC) Fee = A + B + C

A. Nature of Business			Amount
a. High Risk or Environmentally Critical Business or Project			800
1. Large scale manufacturing industries	6. Waste treatment facilities and waste treater	11. Cemetery , Memorial parks, Crematorium	
2. Power generating plants and facilities	7. Hospitals, Medical and Dental Clinics	12. Junk shops, Scrap Buying	
3. Fuel depot and fuel storage facilities	8. Housing development projects	13. Electronic s repair shops and facilities	
4. Gasoline (Fuel) services and LPG Filling Station	9. High rise buildings	14. Veterinar y Clinics	
5. Garbage terminal, transfer stations, Garbage hauling	10. Funeral services	15. Other businesses or Projects as may be assessed and evaluated high-risk by City ENRO	
b. Medium Risk or Business or Project with potential source of pollution			P300
1. Small-scale manufacturing industries	7. Welding shops, machine shops and auto repair with repainting shops	13. Market, talipapa	
2. Fast food chains/ restaurants	8. Animal farm, piggery, poultry	14. Computer shops	



3. Commercial retail store	9. Manufacturer's procedure, foundry shops, laboratories and warehouses	15. Amusement and recreation	
4. Hotel, Motels, Apartelles, Inns	10. Retailer of LPG	16. Lessor	
5. Transport terminal, trucking services	11. Golf course	17. Cooperative	
6. Car wash, laundry services	12. Educational institution	18. Other business or project as may be assessed and evaluated medium-risk by CENRO	
c. Low-risk or business or project with very minimal negative effect on environment			P50
1. Sari-sari store	3. Pawnshops, Financial institutions		
2. Service oriented offices	3. Other business or project as may be assessed and evaluated low-risk by CENRO		
B. Capitalization or Project Cost			
1. Below P350,000.00			P500.00
2. More than P350,000.00 but less than P1,000,000.00			P750.00
3. More than P1,000,000.00 but less than P5,000,000.00			P1,000.00
4. More than P5,000,000.00			P1,500.00
C. Compliance			



As may be determined based on record on non-compliance or has been the subject of validated complaint for the current period of one calendar year	
<i>Compliant</i>	P0.00
<i>Non-Compliant:</i>	P50.00
a. P50,000.00 below	
b. P50,001.00- P150,000.00	P200.00
c. P500,001 above	P500.00
d. As may be assessed by CENRO	P500.00



2. Environmental Permit for Construction

An Environmental Permit to construct shall be issued to the client to assure its compliance to existing regulations pertaining to septic tank specifications and/or sewage treatment plant.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients within San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blueprint layout of septic tank/ sewage treatment plant (STP) of structure to be constructed (1 Original Copy, 1 Photocopy)		Building contractor/ engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement for Environmental Permit will be transmitted by Office of the Building Official (OBO)	1. Receive and Issue Order of payment to Client	None	5 minutes	<i>EMS II</i>
2. Pay required fees at Treasurer's Office, claim official receipt and claim Environmental Permit	2. Receive Official Receipt for encoding and Issue Environmental Permit	P150 + Environmental Protection and Conservation Fee (EPC fee) (see table below)	5 minutes	<i>EMS II</i>
	TOTAL:	EPC – Php 150.00	10 Minutes	



Environmental Protection and Conservation Fee (EPC) Fee = A + B + C

A. Nature of Business			Amount
a. High Risk or Environmentally Critical Business or Project			800
6. Large scale manufacturing industries	11. Waste treatment facilities and waste treater	16. Cemetery , Memorial parks, Crematorium	
7. Power generating plants and facilities	12. Hospitals, Medical and Dental Clinics	17. Junk shops, Scrap Buying	
8. Fuel depot and fuel storage facilities	13. Housing development projects	18. Electronic s repair shops and facilities	
9. Gasoline (Fuel) services and LPG Filling Station	14. High rise buildings	19. Veterinar y Clinics	
10. Garbage terminal, transfer stations, Garbage hauling	15. Funeral services	20. Other businesses or Projects as may be assessed and evaluated high-risk by City ENRO	
b. Medium Risk or Business or Project with potential source of pollution			P300
7. Small-scale manufacturing industries	7.Welding shops, machine shops and auto repair with repainting shops	13. Market, talipapa	
8. Fast food chains/ restaurants	13. Animal farm, piggery, poultry	19. Computer shops	



9. Commercial retail store	14. Manufacturer's procedure, foundry shops, laboratories and warehouses	20. Amusement and recreation	
10. Hotel, Motels, Apartelles, Inns	15. Retailer of LPG	21. Lessor	
11. Transport terminal, trucking services	16. Golf course	22. Cooperative	
12. Car wash, laundry services	17. Educational institution	23. Other business or project as may be assessed and evaluated medium-risk by CENRO	
c. Low-risk or business or project with very minimal negative effect on environment			P50
4. Sari-sari store	3. Pawnshops, Financial institutions		
5. Service oriented offices	6. Other business or project as may be assessed and evaluated low-risk by CENRO		
B. Capitalization or Project Cost			
5. Below P350,000.00			P500.00
6. More than P350,000.00 but less than P1,000,000.00			P750.00
7. More than P1,000,000.00 but less than P5,000,000.00			P1,000.00
8. More than P5,000,000.00			P1,500.00
C. Compliance			



As may be determined based on record on non-compliance or has been the subject of validated complaint for the current period of one calendar year	
<i>Compliant</i>	P0.00
<i>Non-Compliant:</i>	P50.00
e. P50,000.00 below	
f. P50,001.00- P150,000.00	P200.00
g. P500,001 above	P500.00
h. As may be assessed by CENRO	P500.00



3. Citation Tickets Compliance

City ENRO Environmental Enforcers issues Citation Tickets to all violators of environmental laws in which corresponding penalties shall be complied.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All violators of environmental laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citation ticket (1 Original Copy)		Environmental Enforcers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of citation ticket	1. Receive and indicate amount of penalty (see table below)	Dependin g on law/s violated (see below table)	5 minutes	<i>EMS II</i>
2. Pay penalty at Treasurer's office and return to CENRO for encoding	2. Encode Official Receipt number and record	None	5 minutes	<i>EMS II</i>
	TOTAL:	Dependin g on law/s violated (see below table)	10 Minutes	



Penalties of Violators of Environmental Laws and Ordinances

Violation		First Offense	Second Offense	Third Offense
E.O. 26 Smoking in public places Authorizing to smoke (Establishment)		500.00	1,000.00	1,500.00
		1,000.00	1,500.00	2,500.00
R.A. 9003/M.O. 2008-07 Illegal dumping of solid waste/Authorizing to dump in public places	Individual:	500.00	800.00	1,500.00
	Establishment:	1,000.00	2000.00	Closure
Open burning	Individual:	500.00	800.00	1,500.00
Unsegregated waste	Establishment:	1,000.00	2,000.00	Closure
	Individual:	500.00	800.00	1,500.00
Unaccredited solid waste hauler	Establishment:	1,000.00	2,000.00	Closure
	Individual:	500.00	800.00	1,500.00
R.A. 6969 Unaccredited hazardous waste hauler		1,000.00	3,000.00	5,000.00
	Unathorized disposal of hazardous chemicals	1,000.00	3,000.00	5,000.00
M.O. 99-10 Bathing/Washing clothes on sidewalk Dirty frontage Spitting/Urinating in Public Places		500.00	800.00	1,500.00
	Individual:	500.00	800.00	1,500.00
	Establishment:	1,000.00	2,000.00	Closure
		500.00	800.00	1,500.00



P.O. 11 S. 2012	Selling/Using Sando Bag as Packaging	Individual:	500.00	1000.00	2,500.00
		Establishment:	1,000.00	2,000.00	2,500.00
Ord. 2018-06	Unregistered/Unaccredited Waste Collector/Transporter		1,000.00	3,000.00	5,000.00
R.A. 9275/Ord. 2017-36	Illegal/Untreated wastewater discharge		2,000.00	4,000.00	5,000.00
	No oil and grease trap installed		2,000.00	4,000.00	5,000.00
Ord. 2021-22	Smoke emission exceeding standards	Light vehicles	300.00 or seminar	500.00	1,000.00 and recommendation for suspension of MVR for 1 year
			500.00 or seminar	1,500.00	2,000.00 and recommendation for suspension of MVR for 1 year
		Medium vehicles	1,000.00 or seminar	3,000.00	5,000.00 and recommendation for suspension of MVR for 1 year
		Heavy vehicles			



4. Trimming and Pruning Services

Green Team or Green Boys of the City ENRO conducts regular tree care and trimming of trees. This is to maintain its aesthetics and removal of unhealthy and hazardous tree branches.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients with trees in Private and Public land			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter/Application Form (1 Original Copy)		Applicant		
2. Sketch Map (1 Original Copy)		Applicant		
3. Picture of tree/s to be trimmed (1 Original Copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/form., sketch map and pictures	1. Receive and review letter request, sketch map and pictures	None	5 minutes	EMS II
	1.1 Schedule for inspection	None	Time depending on request queues (1-7 working days)	EMS II
2. Conduct actual tree trimming activity	2. Conduct tree trimming	None	Variable based on the extent of the scope of the request	EMS II
	TOTAL:	None	Variable based on the extent of the scope of the request	



5. Tree Cutting Services

The tree cutting is conducted for individuals that secured cutting permit from DENR.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients with trees in Private and Public land			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter/Application Form (1 Original Copy)		City Environment and Natural Resources Office		
2. Sketch Map (1 Original Copy)		Applicant		
3. Picture of tree/s to be trimmed (1 Original Copy)		Applicant		
4. Certificate of No Objection (1 Original Copy)		Barangay		
5. Copy of Land Title (1 Photocopy)		Registry of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirement	1. Receive and review letter request, sketch map and pictures	None	5 minutes	<i>EMS II</i>
	1.1 Schedule for inspection	None	Time depending on request queues (1-7 working days)	<i>EMS II</i>
2. Conduct actual tree trimming activity	2. Conduct tree trimming	None	Variable based on the extent of the scope of the request	<i>EMS II</i>
	TOTAL:	None	Variable based on the extent of the scope of the request	



6. Clean-up of Waterways

The City ENRO Environmental Army conduct regular clean-up on the City waterways as part of environmental protection and disaster mitigation.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients requesting for waterways cleanup and drainage declogging within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter/Application Form (1 Original Copy)		City Environment and Natural Resources Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive and review request letter.	None	5 minutes	<i>Utility Foreman</i>
	1.1 Schedule for inspection.	None	Time depending on request queues (1-7 working days)	<i>Utility Foreman</i>
2. Clean-up activity	2. Conduct clean-up activity	None	Variable based on the extent of the scope of the request	<i>Utility Foreman</i>
	TOTAL:	None	Variable based on the extent of the scope of the request	



7. Hauling Services

The CENRO provides hauling services for clients requesting for hauling of debris and other materials needing to be properly disposed.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients requesting for waterways cleanup and drainage declogging within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter/Request Form (1 Original Copy)		City Environment and Natural Resources Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive and review request letter.	None	5 minutes	<i>Utility Foreman</i>
	1.1 Schedule for inspection.	None	Time depending on request queues (1-7 working days)	<i>Utility Foreman</i>
2. Hauling activity	2. Conduct hauling activity	None	Variable based on the extent of the scope of the request	<i>Utility Foreman</i>
TOTAL:		None	7 Days and 5 Minutes	



City Health Office – Environmental Health and Sanitation Service External Services





1. Issuance of Health Certificate

This certificate is issued to all food handlers/non-food handlers applying for an employment and presently employed to business establishments like manufacturing companies, funeral parlor, food establishments, laundry shops, schools and other related establishments. This is covered under Presidential Decree No. 856 (Code on Sanitation) and other related memorandum and ordinances.

Office or Division:	City Health Office – Environmental Health and Sanitation Service			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All individuals seeking employment or currently employed in Food & Non-Food establishments / businesses within the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Diagnostic/laboratory test result for Chest X-Ray result and film. (1 Original, 1 Photocopy)		DOH accredited medical laboratories		
2. Diagnostic/laboratory test result for Urinalysis and Fecalalysis Laboratory Test Results (1 Original, 1 Photocopy)		DOH accredited medical laboratories		
3. Drug test from DOH-accredited laboratories, and other medical tests as may be deemed necessary by each respective employer (1 Original Copy)		DOH accredited medical/drug testing laboratories		
For pregnant women:				
1. Diagnostic/laboratory test result for Hepatitis B (1 Original, 1 Photocopy)		DOH accredited medical laboratories		
If done through a representative:				
1. Authorization Letter (1 Original Copy)		Authorizing Party		
2. Valid ID of Principal requestor (1 Photocopy)		Requesting Party		
3. Valid ID of Representative (1 Photocopy)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy and photocopy of the required documents.	1. Receive and validate the required documents presented, return required documents upon validation to the	None	3 minutes	Staff CHO-EHSS



	client, and issue an order of payment.			
2. Receive order of payment and pay the required fees at the Treasury Office.	2. Receive the Order of Payment and Payment and Issue an Official Receipt.	PHP 150.00	2 minutes	Treasury Office (Cashier) Employee
3. Present the original copy and photocopy of the Official Receipt, and required documents to the City Health Office- Environmental Health and Sanitation Service.	3.1. Receive original and photocopy of documents	None	2 minutes	Staff CHO-EHSS
	3.2 Prepare/type the Health Certificate	None	3 minutes	Staff CHO-EHSS
	3.3. Assist the client in signing and logging, recording of Health Certificate	None	2 minutes	Staff CHO-EHSS
	3.4. Release the Health Certificate.	None	2 minutes	Staff CHO-EHSS
	TOTAL:	PHP 150.00	14 Minutes	



2. Sanitary Permit to Operate (New and Renewal)

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment's compliance with the existing requirements upon inspection or evaluation by the Sanitation Engineer, Sanitary Inspector or Evaluator. This permit is issued to all business establishments as a pre-requisite for the issuance of business permit. This is covered under Presidential Decree No. 856 (Code on Sanitation) and other related memorandum and ordinances.

Office or Division:	City Health Office – Environmental Health and Sanitation Service	
Classification:	Simple / Complex (For Water Refilling Station)	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Business Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Business Permit (1 Original, 1 Photocopy)		Business Permit and Licensing Office
2. Drinking Water Service Provider / Water Refilling Station Sanitary Permit (1 Photocopy)		Drinking Water Service Provider / Water Refilling Station
3. Photocopy of Health Certificate/s New Food or Non-Food (depending on the nature of business) (1 Photocopy)		City Health Office – Environmental Health and Sanitation Service
4. Original copy and photocopy of Pest Control Service Reports/Results (1 Original, 1 Photocopy) For Food Establishment – done twice a month (original service report) For Grocery/Supermarket / Non-Food Establishment / Others – done monthly (original service report)		Private Pest Controller Service Provider
5. Original copy and photocopy of Ice Test Reports / Result (1 Original, 1 Photocopy) For Food and Beverage establishments that serves ice - done every other month		DOH accredited water testing laboratories
6. Water Test Results (1 Original, 1 Photocopy) For Restaurants / Fast Food a. Physical-Chemical Water Test - done once a year		DOH accredited water testing laboratories



b. Microbiological Water Test - done every other month) Note: Present year and previous year (for renewal)	
For piggery/manufacturing and other related establishments:	
1. ECC/CNC/FDA certificate (1 Original, 1 Photocopy)	DENR / FDA
For clinics, laboratories, waste processing, reverse logistics and similar companies that outsource or has third party waste collection / waste hauler / waste processor:	
1. Memorandum of Agreement between the establishment / company and their service provider of waste collection and processing / hauler. (1 Photocopy))	Waste collection, processing and disposal / Hauler service provider / company
For business establishment such as manufacturing / computer shop / funeral parlors/ resto-bars / located near schools or establishments located with the residential area:	
1. Neighbor's consent (1 Original Copy)	Neighbors beside/near the establishment
For Wet Market, Food Establishments:	
1. Photograph of Kitchen Sink grease trap (. Can be printed or e-mailed to CHO-EHHS, photo must include the owner/representative)	By client
For Wet Market, Food Establishments:	
1. Photograph of Kitchen Sink grease trap (. Can be printed or e-m ailed to CHO-EHHS, photo must include the owner/representative)	By client
For establishments with toilet facilities / Kitchen Facilities that generate wastewater:	
1. Photograph of Septic Tank (Can be printed or e-mailed to CHO-EHHS, photo must include the owner / representative)	By client
For establishments that has toilet facilities:	
1. Photograph of Toilet Facilities (Can be printed or e-mailed to CHO-EHHS, photo must include the owner / representative)	By client
For Water refilling stations:	
1. Initial Clearance / Operational Permit/feasibility study / Engineering report using DOH Standard Form for Level I water source only (1 Original Copy)	DOH Region 4A, Quezon City
2. Sanitary Plan and Specifications signed and sealed by a licensed Sanitary Engineer (1 Original Copy)	Licensed Sanitary Engineer



3. Hazard Analysis Critical Control Point/Water Safety Plan (1 Original Copy)	Signed and prepared by anyone who completed the 40-Hour training course for water refilling stations
4. Certification of DOH / FDA for certified containers, caps & dispensers to be used by water stations (1 Original Copy)	From Supplier / Distributor / Manufacturers
5. Certification of DOH/FDA for certified / approved washing & sanitizing solution to be used by water stations (1 Original Copy)	Supplier/Distributor/Manufacturers
6. Recent and previous year's water test results for Microbiological/ Physical-Chemical tests (1 Original, 1 Photocopy)	DOH accredited water testing laboratories
7. Water Test Results (For Water Refilling Station) (1 Original Copy) 12.8.1 Physical-Chemical Water Test -done twice a year 12.8.2 Microbiological Water Test - done monthly	DOH accredited water testing laboratories
8. Certificate of 40-hour certification course for water refilling stations. (1 Original, 1 Photocopy)	College of Public Health, UP, Manila
9. Photocopy of Health Certificate of all Personnel (1 Photocopy each)	City Health Office – Environmental Health and Sanitation Office
10. Certificate of Product Registration/Specifications of equipment used (Certified True Copy)	DOH authorized installer

Representative:	
1. Authorization Letter (1 Original Copy)	Requesting Party
2. Valid ID of Principal Client (1 Photocopy)	Requesting Party
3. Valid ID of Representative (1 Photocopy)	Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original copy and photocopy of business permit and other sanitary requirements	1. Receive and validate the requirements.	None	5 minutes	Staff CHO-EHSS
	1.1 Prepare the sanitary permit once requirements are validated.	None	5 minutes	Staff CHO-EHSS
	1.2 Assist the client in signing	None	2 minutes	Staff CHO-EHSS



	and logging, recording of Sanitary Permit to Operate.			
2. Receive the Sanitary Permit to Operate	2. Release the Sanitary Permit to Operate.	None	2 minutes	<i>Staff</i> CHO-EHSS
	TOTAL:	None	14 Minutes	



3. Cremation Permit

The Cremation Permit is a document/certificate issued as a pre-requisite for the cremation of dead body. The City Health Office is responsible for the issuance of burial, cremation, transfer and exhumation permit. This is covered under Presidential Decree No. 856 (Code on Sanitation) and other related memorandum and ordinances.

Office or Division:	City Health Office – Environmental Health and Sanitation Service			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate with Registry Number (1 Original, 1 Photocopy)		City Civil Registrar's Office		
If the deceased body is located in another locality:				
1. Certificate of Transfer of Cadaver (1 Original Copy)		City Health Office or the Local Government Unit Department where the deceased body is located		
If done through a representative:				
1. Authorization Letter (1 Original Copy)		Requesting Client		
2. Valid ID of the Principal Client (1 Photocopy)		Requesting Client		
3. Valid ID of the Representative (1 Photocopy)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Receive and validate the required documents.	None	3 minutes	Staff CHO-EHSS
	1.1 Issue the order of payment.	None	2 minutes	Staff CHO-EHSS
2. Receive Order of Payment and pay the required fees at the Treasury Office.	2. Receive the Payment and Issue an Official Receipt.	PHP 200.00	2 minutes	Treasury Office (Cashier) Employee
3. Present the original copy and photocopy of the Official Receipt, and required documents.	3.1. Receive requirements.	None	2 minutes	Staff CHO-EHSS
	3.2 Prepare the Cremation Permit	None	3 minutes	



	3.3. Assist the client in signing and logging, recording of Cremation Permit	None	2 minutes	
4. Receive the cremation permit.	4. Release the Cremation Permit	None	2 minutes	<i>Staff</i> CHO-EHSS
	TOTAL:	PHP 200.00	14 Minutes	



4. Transfer of Cadaver/Bones/Ashes

The Transfer of Cadaver/Bones/Ashes permit/certificate is issued if the dead body is to be transferred to other place for viewing and burial purposes. The City Health Office is responsible for the issuance of burial, cremation, transfer and exhumation permit. This is covered under Presidential Decree No. 856 (Code on Sanitation) and other related memorandum and ordinances.

Office or Division:	City Health Office – Environmental Health and Sanitation Service			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate with Registry Number (1 Original, 1 Photocopy)		City Civil Registrar’s Office		
If the deceased body is located in another locality:				
1. Certificate of Transfer of Cadaver (1 Original Copy)		City Health Office or the Local Government Unit Department where the deceased body is located		
If done through a representative:				
1. Authorization Letter (1 Original Copy)		Requesting Client		
2. Valid ID of the Principal Client (1 Photocopy)		Requesting Client		
3. Valid ID of the Representative (1 Photocopy)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Receive and validate the required documents.	None	3 minutes	Staff CHO-EHSS
	1.1 Issue the order of payment.	None	2 minutes	Staff CHO-EHSS
Note: For cases involving un-reviewed Death Certificate, the client may proceed to JLAEH & present the said death certificate for review and signature of the				



	City Health Officer.			
2. Receive order of payment pay the required fees at the Treasury Office.	2. Receive the Order of Payment and Payment and Issue an Official Receipt.	PHP 200.00	2 minutes	Treasury Office (Cashier) Employee
3. Present the original copy and photocopy of the Official Receipt, and required documents to the City Health Office- Environmental Health and Sanitation Service.	3. Receive original and photocopy of documents.	None	2 minutes	Staff CHO-EHSS
	3.1 Prepare/type the Transfer of Cadaver/ Bones/ Ashes Permit/Certificate.	None	3 minutes	Staff CHO-EHSS
	3.2 Assist the client in signing and logging, recording of Transfer of Cadaver/ Bones/ Ashes Permit / Certificate.	None	2 minutes	Staff CHO-EHSS
4. Receive the Transfer of Cadaver/ Bones/ Ashes Permit / Certificate	4. Release the Transfer of Cadaver/ Bones/ Ashes Permit /Certificate.	None	2 minutes	Staff CHO-EHSS
	TOTAL:	PHP 200.00	12 Minutes	



5. Exhumation Permit

The exhumation permit is issued as a prerequisite for exhumation/removal of remains from place of interment. The City Health Office is responsible for the issuance of burial, cremation, transfer and exhumation permit. This is covered under Presidential Decree No. 856 (Code on Sanitation) and other related memorandum and ordinances.

Office or Division:	City Health Office – Environmental Health and Sanitation Service			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate with Registry Number (1 Original, 1 Photocopy)		Office of the Local Civil Registrar		
2. Special Project Office (SPO) Clearance (1 Original Copy)		Special Project Office (SPO)		
If the deceased body is located in another locality:				
1. Certificate of Transfer of Cadaver (1 Original Copy)		City Health Office or the Local Government Unit Department where the deceased body is located		
If done through a representative:				
1. Authorization Letter (1 Original Copy)		Requesting Client		
2. Valid ID of the Principal Client (1 Photocopy)		Requesting Client		
3. Valid ID of the Representative (1 Photocopy)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Receive and validate the required documents.	None	3 minutes	Staff CHO-EHSS
	1.1 Issue the order of payment.	None	2 minutes	Staff CHO-EHSS
Note: For cases involving un-reviewed Death Certificate, the client may proceed to JLAEH & present the said death certificate				



	for review and signature of the City Health Officer.			
2. Receive order of payment and pay the required fees at the Treasury Office.	2. Receive the Order of Payment and Payment and Issue an Official Receipt.	PHP 200.00	3 minutes	<i>Treasury Office (Cashier) Employee</i>
3. Present the original copy and photocopy of the Official Receipt, and required documents to the City Health Office-Environmental Health and Sanitation Service.	3.1. Receive original and photocopy of documents	None	2 minutes	<i>Staff CHO-EHSS</i>
	3.2 Prepare/type the Exhumation Permit	None	5 minutes	<i>Staff CHO-EHSS</i>
	3.3. Assist the client in signing and logging, recording of Exhumation Permit	None	2 minutes	<i>Staff CHO-EHSS</i>
	TOTAL:	None	17 Minutes	



City Planning and Development Coordinator's Office – Zoning Administration External Services



1. Application for Locational Clearance for Building Permit: New, Renovation & Interior Renovation (Partial One-Stop Shop)

All applicants constructing a new building or applying for expansion/renovation are required to secure Locational Clearance as a pre-requisite for the building permit. The Locational Clearance is a document that shows conformity of the proposed structure as per the Comprehensive Land Use Plan (CLUP).

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized Application Form (1 Original Copy)	City Planning and Development Coordinator's Office – Zoning Administration	
2. Signed and sealed Architectural Plan (6 Sets)	Licensed Architect or Engineer	
3. Certified True Copy of Land Title/s (1 Photocopy)	Registry of Deeds	
4. Certified True Copy of Tax Declaration (1 Photocopy)	City Assessor's Office	
5. Current Tax Receipt (1 Photocopy)	City Treasurer's Office	
6. Ground Verification Survey with Vicinity Map (1 Original Blueprint/A3 Paper)	Geodetic Engineer	
7. Signed and sealed Bill of Materials (1 Original Copy)	Licensed Engineer	
8. Barangay Clearance (1 Photocopy)	Barangay Hall where the project is located	
9. Valid I.D. of Neighbors (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Adjacent property owners	
If the property is not under the name of the applicant:		
10. Proof of ownership over the land (1 Photocopy) such as but not limited to: <ul style="list-style-type: none"> ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease. 	Registry of Deeds Applicant Applicant Applicant	
If applicant is a corporation:		
11. Secretary Certificate (1 Original Copy)	Corporation	
12. Valid I.D. of Authorizing Party and	Authorizing Party and Applicant	



Representative (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to			
If the project is located inside a subdivision:				
1. Homeowner's Association (HA) Resolution interposing no objection (1 Photocopy)	HA Office where the project is located			
If application is processed through a representative:				
1. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)	Authorizing Party and Applicant			
2. Consularized SPA (if applicant is residing abroad)	Philippine Embassy abroad where the applicant resides			
3. Valid I.D. of Authorizing Party and Representative 1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to			
If project abuts to adjacent properties:				
1. Neighbor's Consent Form (1 Original Copy)	Property owners adjacent to project site			
If project will generate a large volume of traffic:				
1. Traffic Impact Statement (TIS) (1 Original Copy)	Licensed Transport Engineer			
For all development proposals in flood prone areas and all major proposals likely to affect the existing drainage regime:				
1. Drainage Impact Assessment Study (DIAS) (1 Original Copy)	Licensed Civil/Sanitary Engineer or Environmental Planner			
For projects located in Barangays near the Faultline (Calendola, G.S.I.S., Rosario, Sampaguita, San Antonio)				
1. Certification of property distance to the faultline (1 Original Copy)	City Disaster Risk Reduction and Management Office (CDRRMO)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front desk officer to	1. Explain to the client the	None	10 minutes	<i>Zoning Inspector / Or</i>



be oriented on the list of requirements.	requirements for the Locational Clearance.	None		<i>Clerk (Job Order)</i> CPDCO
	1.1 Verify zoning classification and check if the project conforms to the provisions of the Zoning Ordinance. Write amount to be paid on the unified assessment sheet.	Based on the 2013 HLURB Schedule of Fees	30 minutes	<i>Planning Officer II</i> Or <i>Draftsman I</i> Or <i>Engineer I</i> CPDCO
	1.2 Review and approve/disapprove the application.	None	10 minutes	<i>Acting Zoning Officer</i> Or <i>Planning Officer II</i> CPDCO
	1.3 Release the approved LC to the client.	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
	TOTAL:	Based on the 2013 HLURB Schedule of Fees	55 Minutes	



Zoning / Locational Clearance Fees

A. Single residential structure attached or detached	
1. P100,000 and below	P288
2. Over P100,000 to P200,000	P576
3. Over P200,000	P720 + (1/10 of 1% in excess of P200,000)
B. Apartments/Townhouses	
1. P500,000 and below	P1,440
2. Over P500,000 to 2 Million	P2,160
3. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
C. Dormitories	
1. P2 Million and below	P3,600
2. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
D. Institutional	
1. Below P2 Million	P2,880
2. Over 2 Million	P2,880 + (1/10 of 1% of cost in excess of P2.M)
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below P100,000	P1,440
2. Over P100,000 – P500,000	P2,160
3. Over P500,000	P2,880
4. Over P1 Million – P2 Million	P4,320
5. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	
G. Alteration / Expansion (affected areas/cost only)	Same as the original application

Source: HLURB 2013 Schedule of Fees



2. Application for Locational Clearance for Business Permit (New) – One-Stop Shop

All applicants applying for a business permit are required to secure Locational Clearance for business permit purposes. This document is proof that the proposed business is allowed in the subject property in accordance with the Comprehensive Land Use Plan (CLUP).

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form with Unified Clearance (1 Original Copy)		Business Permits and Licensing Office (BPLO)
2. Certified True Copy of Land Title (1 Photocopy)		Registry of Deeds
3. Barangay Business Clearance (1 Photocopy)		Barangay where the business is located
4. Picture of business establishment (1 Original Copy)		Applicant
5. Building Permit (1 Photocopy)		Applicant
6. Occupancy Permit (1 Photocopy)		Applicant
If the property is not under the name of the applicant:		
7. Proof of ownership over the land (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease. 		Registry of Deeds Applicant Applicant Applicant
If the business is located inside a subdivision:		
8. Homeowner's Association (HA) Clearance for Business (1 Photocopy)		HA where the business is located
If the applicant is a corporation:		
9. Secretary Certificate (1 Photocopy)		Corporation
10. Valid I.D. (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 		Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to
If application is processed through a representative:		
1. Special Power of Attorney		Authorizing Party and Applicant



(SPA)/Authorization Letter (1 Original Copy)				
2. Consularized SPA (if applicant is residing abroad)		Philippine Embassy abroad where the applicant resides		
3. Valid I.D. of Authorizing Party and Representative 1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 		Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to the front desk.	1. Receive the complete requirements and check for completeness.	None	10 minutes	<i>Clerk</i> BPLO
2. Assist the Joint Inspection Team (JIAT) in conducting the inspection.	2. Conduct the inspection and check if the proposed business activity is permitted in accordance with the Zoning Ordinance.	None	1 day	<i>JIAT</i>
	2.1 If there are incomplete requirements or findings, indicate it on the clearance form and return it to the client.	None	2 minutes	<i>Zoning Inspector / Or Draftsman / Or Inspector (Job Order)</i> CPDCO
	2.2 Assess fees to be paid and sign the unified clearance form	Refer to the 2013 HLURB Schedule of Fees	5 minutes	<i>Zoning Inspector / Or Draftsman / Or Inspector (Job Order)</i> CPDCO
3. Receive signed Unified Clearance Form and proceed to the other regulatory offices for their	3. Release signed Unified Clearance Form.	None	5 minutes	<i>Zoning Inspector / Or Inspector (Job Order) Or Draftsman (Job Order)</i> CPDCO



respective clearances.				
	TOTAL:	Refer to the 2013 HLURB Schedule of Fees	1 Day and 22 Minutes	

Zoning / Locational Clearance Fees (based on 2013 HLURB Schedule of Fees)

A. Single residential structure attached or detached	
1. P100,000 and below	P288
2. Over P100,000 to P200,000	P576
3. Over P200,000	P720 + (1/10 of 1% in excess of P200,000)
B. Apartments/Townhouses	
1. P500,000 and below	P1,440
2. Over P500,000 to 2 Million	P2,160
3. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
C. Dormitories	
1. P2 Million and below	P3,600
2. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
D. Institutional	
1. Below P2 Million	P2,880
2. Over 2 Million	P2,880 + (1/10 of 1% of cost in excess of P2.M)
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below P100,000	P1,440
2. Over P100,000 – P500,000	P2,160
3. Over P500,000	P2,880
4. Over P1 Million – P2 Million	P4,320
5. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
G. Alteration / Expansion (affected areas/cost only)	Same as the original application



3. Application for Locational Clearance for Business Permit (Renewal & Compliance) – One-Stop Shop

All applicants applying for a business permit are required to secure Locational Clearance for business permit purposes. This document is proof that the proposed business is allowed in the subject property in accordance with the Comprehensive Land Use Plan (CLUP).

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity, G2G – Government to			
Who may avail:	Existing Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified Clearance (1 Original Copy)		Business Permits and Licensing Office		
2. Business Permit (1 Photocopy)		Applicant		
3. Previous Locational Clearance (1 Photocopy)		Applicant		
4. Supplemental Documents (whichever is applicable, 1 Photocopy): <ul style="list-style-type: none"> ✓ Barangay Business Clearance ✓ Building Permit ✓ Certificate of Occupancy ✓ Homeowner's Clearance 		Barangay where business is located Applicant Applicant Homeowner's Association Office where business is located		
If application is processed through a representative:				
5. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)		Authorizing Party and Applicant		
6. Consularized SPA (if applicant is residing abroad)		Philippine Embassy abroad where the applicant resides		
7. Valid I.D. of Authorizing Party and Representative (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 		Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Unified Business Application Form for assessment and verification.	1. Receive the complete requirements and check for completeness.	None	5 minutes	Clerk BPLO



2. Assist the Joint Inspection Team (JIAT) in conducting the inspection.	2. Conduct the inspection and check if the proposed business activity is permitted in accordance with the Zoning Ordinance.	None	1 day	JIAT
	2.1 If there are incomplete requirements or findings, indicate it on the clearance form and return it to the client.	None	2 minutes	Inspector (Job Order) CPDCO
	2.2 Assess fees to be paid and sign the unified clearance form	Refer to the 2013 HLURB Schedule of Fees	5 minutes	Acting Zoning Officer Or Draftsman (Job Order) CPDCO
3. Receive signed Unified Clearance Form and proceed to the other regulatory offices for their respective clearances.	3. Release signed Unified Clearance Form.	None	5 minutes	Zoning Inspector I Or Inspector (Job Order) Or Draftsman (Job Order) CPDCO
	TOTAL:	Refer to the 2013 HLURB Schedule of Fees	1 Day and 17 Minutes	



4. Application for Locational Clearance for Building Permit: Special Use Permit

The Locational Clearance is issued to the applicants as a pre-requisite in the issuance of Building Permit to guarantee that proposed structure is in compliance with the Zoning Ordinance. The Special Use Permit is issued through a resolution approved by the City Council allowing the project for such use on the lot or property. The uses that require a Special Use Permit are Gasoline/Auto-LPG, Waste Disposal Facility, Radio and Television Transmitting Stations, Telecommunication Tower (Greenfields), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/ Memorial Chapel/Mortuary, Crematorium/Columbarium.

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity,	
Who may avail:	Simple	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent (1 Original Copy, 1 Receiving Copy)	Applicant	
2. Notarized Application Form (1 Original Copy)	Zoning Office	
3. Signed and sealed Architectural Plans (6 Original Sets)	Licensed Architect	
4. Certified True Copy of Land Title (1 Photocopy)	Registry of Deeds	
5. Proof of ownership over the land (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease. 	Applicant	
6. Certified True Copy of Tax Declaration (1 photocopy)	Applicant	
7. Current Tax Receipt (1 Photocopy)	City Treasurer's Office	
8. Ground Verification Survey with Vicinity Map (1 Original in Blueprint/A3 Paper)	Applicant	
9. Signed and sealed Bill of Materials (1 Original Set)	Licensed Engineer	
10. Barangay Clearance (1 Photocopy)	Barangay where the project will be located	
11. Sangguniang Panlungsod Resolution (1 Photocopy) (<i>Note: No longer required for Telecommunications Tower projects</i>)	Sangguniang Panlungsod Secretariat's Office	
If project will generate a large volume of traffic:		
12. Traffic Impact Statement (1 Photocopy)	Licensed Transport Engineer	
If applicant is a corporation:		



13. Secretary Certificate (1 Photocopy)	Corporation			
14. Valid I.D. (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to			
If project abuts to adjacent properties:				
15. Neighbor's Consent Form (1 Original Copy)	Property owners adjacent to project site			
If application is done through a representative:				
16. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)	Authorizing Party and Applicant			
17. Consularized SPA (if owner is residing abroad)	Philippine Embassy abroad where the applicant resides			
18. Valid I.D. of Authorizing Party and Representative 1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to			
For all development proposals in flood prone areas and all major proposals likely to affect the existing drainage regime:				
19. Drainage Impact Assessment Study (DIAS) (1 Original Copy)	Licensed Civil/Sanitary Engineer or Environmental Planner			
For Passive Telecommunications Tower Infrastructure (PTTI) fifty (50) meters or higher above the elevation of the ground:				
20. Height Clearance Permit (1 Photocopy)	Civil Aviation Authority of the Philippines (CAAP)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Intent (LOI) to the Sangguniang Panlungsod through the Committee on Land Use, Housing and Urban Development and wait for the schedule	1. Receive the LOI and endorse it to the Committee.	None	5 minutes	<i>Receiving Officer</i> Sangguniang Panlungsod Secretariat's Office
	1.1 Prepare endorsement of the request to the Zoning Office for evaluation.	None	1 day	<i>Secretariat</i> Sangguniang Panlungsod Secretariat's Office



of the committee hearing.	1.2 Endorse request to the Zoning Office for evaluation	None	5 minutes	<i>Receiving Staff Sangguniang Panlungsod Secretariat's Office</i>
	1.3 Evaluate the project based on the submitted requirements and compliance to the Zoning Ordinance.	None	10 minutes	<i>Planning Officer II Or Draftsman I Or Engineer I CPDCO</i>
	1.4 Review the project evaluation report and approve or disapprove the application.	None	10 minutes	<i>Acting Zoning Officer Or Planning Officer II CPDCO</i>
2. Attend the scheduled committee hearing for deliberation	2. Conduct committee hearing	None	1 hour	<i>Sangguniang Panlungsod Committee on Land Use, Housing, and Urban Development</i>
3. Submit the approved City Council Resolution and all other requirements	3. Receive and check documents for completeness.	None	5 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
4. Pay the required fees at the City Treasury Office	4. Prepare Order of Payment	Refer to the 2013 HLURB Schedule of Fees	5 minutes	<i>Zoning Inspector I CPDCO</i>
	4.1 Receive and validate Official Receipt	None	2 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
5. Receive Special Use Permit (SUP)	5. Prepare the SUP.	None	5 minutes	<i>Zoning Inspector I CPDCO</i>
	5.1 Sign LC and SUP and stamp/sign the architectural plans	None	5 minutes	<i>Acting Zoning Officer Or Planning Officer II CPDCO</i>
	5.2 Release the SUP and stamped/signed	None	5 minutes	<i>Zoning Inspector I Or Clerk (Job Order)</i>



	architectural plans			CPDCO
	TOTAL:	Refer to the 2013 HLURB Schedule of Fees	1 Day, 1 Hour, and 57 Minutes (excluding time period for scheduling the committee hearing)	

Zoning / Locational Clearance Fees (based on 2013 HLURB Schedule of Fees)

Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)



5. Application for Zoning Certification

A Zoning Certification certifies the current use of the property as per the approved Comprehensive Land Use Plan (CLUP). This can also be used to transact with other government agencies.

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government	
Who may avail:	Simple	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized Application Form (1 Original Copy)	Zoning Office	
2. Signed and sealed Lot Plan with Vicinity Map, showing the property with landmarks (1 Original Copy)	Architect	
3. Certified True Copy of Land Title (1 Photocopy)	Registry of Deeds	
4. Proof of ownership over the land (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease. 	Applicant	
5. Certified True Copy of Tax Declaration (1 photocopy)	Applicant	
6. Current Tax Receipt (1 Photocopy)	City Treasurer's Office	
7. Picture of property (1 Original Copy)	Applicant	
If applicant is a corporation:		
8. Secretary Certificate (1 Photocopy)	Corporation	
9. Valid I.D. (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to	
If application is done through a representative:		
10. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)	Authorizing Party and Applicant	
11. Consularized SPA (if owner is residing abroad)	Philippine Embassy abroad where the applicant resides	
12. Valid I.D. of Authorizing Party and Representative (1 Photocopy), such as but		



not limited to: ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification.		Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements.	1. Verify the correctness and completeness of the requirements.	None	10 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
	1.1 Verify the zoning classification of the subject property.	None	10 minutes	<i>Acting Zoning Officer CPDCO</i>
2. Pay the required fee at the Treasury Office and present the official receipt to the Zoning Office.	2. Prepare Order of Payment	None	5 minutes	<i>Zoning Inspector I CPDCO</i>
	2.1 Receive payment and issue official receipt.	Certification on fee: P720/ha.	5 minutes	<i>Collection Clerk Treasury Office</i>
	2.2 Receive and verify official receipt.	None	5 minutes	<i>Zoning Inspector I CPDCO</i>
3. Receive Zoning Certification and sign in the releasing logbook.	3. Prepare Zoning Certification	None	10 minutes	<i>Zoning Inspector I CPDCO</i>
	3.1 Sign Zoning Certification	None	5 minutes	<i>Acting Zoning Officer Or Planning Officer II CPDCO</i>
	3.2 Release Zoning Certification	None	5 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
	3.3 Assist client in signing the logbook.	None	5 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
TOTAL:		Certification on fee: P720/ha	1 Hour	



6. Request for Reclassification

Any association or group of persons who wish to reclassify a property may request for such with the City Council. A resolution will be passed by the Council upon approval.

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government	
Who may avail:	Simple	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter addressed to the City Mayor through the Sangguniang Panlungsod (1 Original Copy, 1 Receiving Copy)		Applicant (template can be secured from the Zoning Office)
2. Certified True Copy of Land Title (1 Photocopy)		Registry of Deeds
3. Proof of ownership over the land (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease. 		Applicant
4. Certified True Copy of Tax Declaration (1 photocopy)		Applicant
5. Current Tax Receipt (1 Photocopy)		City Treasurer's Office
6. Vicinity Map (1 Original Copy)		Licensed geodetic engineer
7. Zoning Certification (1 Original Copy)		Zoning Office
8. Locator Map with Landmark (1 Original Copy)		Applicant
9. Certificate from the Assessor's Office (1 Photocopy)		City Assessor's Office
10. Barangay resolution interposing no objection (1 Photocopy)		Barangay Hall where the property is located
If property is inside a subdivision:		
11. Homeowner's Association Resolution interposing no objection (1 Photocopy)		Homeowner's Association Office where the property is located
If applicant is a corporation:		
12. SEC Registration (1 Photocopy)		Securities and Exchange Commission (SEC)
13. Secretary Certificate (1 Photocopy)		Corporation
14. Valid I.D. (1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and 		Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI)



✓ Other accepted forms of identification.	Respective office or agency where the identification is being applied to			
If application is done through a representative:				
9. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)	Authorizing Party and Applicant			
10. Consularized SPA (if applicant is residing abroad)	Philippine Embassy abroad where the applicant resides			
11. Valid I.D. of Authorizing Party and Representative 1 Photocopy), such as but not limited to: <ul style="list-style-type: none"> ✓ National I.D.; ✓ Driver's License; ✓ Passport; ✓ Postal I.D.; ✓ PRC I.D.; ✓ NBI Clearance; and ✓ Other accepted forms of identification. 	Philippine Statistics Authority (PSA) Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC) National Bureau of Investigation (NBI) Respective office or agency where the identification is being applied to			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements.	1. Verify the correctness and completeness of the requirements.	None	10 minutes	<i>Zoning Inspector I Or Clerk (Job Order)</i> CPDCO
2. Assist the personnel in conducting inspection of the property (if necessary)	2. Conduct inspection of the property.	None	1 day	<i>Zoning Inspector I Or Draftsman (Job Order)</i> CPDCO
3. Attend the committee hearing to deliberate on the re-zoning of the property.	3. Prepare endorsement to the Sangguniang Panlungsod.	None	5 minutes	<i>Zoning Inspector I</i> CPDCO
	3.1 Forward signed endorsement with requirements to the Mayor's Office through the City Administrator for approval.	None	5 minutes	<i>Zoning Inspector I</i> CPDCO
	3.2 Sign endorsement.	None	1 day	<i>City Administrator</i> City Administrator's Office



	3.3 Forward endorsement to the Vice-Mayor's Office	None	5 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
	3.4 Attend scheduled committee hearing	None	1 hour	<i>Acting Zoning Officer Or Planning Officer II CPDCO</i>
4. Receive copy of resolution approving the re-zoning (through the Sangguniang Panlungsod)	4. Receive file copy of the resolution approving the re-zoning of the property	None	5 minutes	<i>Zoning Inspector I Or Clerk CPDCO</i>
	TOTAL:	None	2 Days, 1 Hour and 35 Minutes (excluding processing time to schedule hearing)	



7. Application for Alteration Permit (Preliminary and Final Subdivision Development Plan)

Alteration Permit is applied by owner and/or developer of a previously approved Development Permit of a subdivision that would like to undergo an alteration in category and/or other details of their subdivision.

Office or Division:	Office of the Zoning Officer	
Classification:	Complex	
Type of Transaction:	G2C or G2B	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE	TO
PRELIMINARY REQUIREMENTS	SECURE	
1. Letter of Intent (1 Original Copy)	Applicant	
2. Site Development Plan (Schematic Plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer (2 Original Sets).	Applicant	
3. The following documents duly signed and sealed by a licensed geodetic engineer: (a) Vicinity map indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale; (b) Topographic Plan to include the following (1 Set): (1) Boundary Lines: bearings, distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM); (2) Streets, easements, width and elevation of road right-of-way within the project and adjacent subdivisions/areas; (3) Utilities within and adjacent to the proposed subdivision project; location, sizes and invert elevations of sanitary and storm or combined sewers; location of gas lines, fire hydrants, electric and telephone poles and street lights, if any. If water mains and sewers are not within or adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable. (4) Ground elevation of the subdivision: for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meters apart in all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.5 meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings. (5) Water courses, marshes, rock and wooded areas, presence of preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features. (6) Proposed public improvements: highways or other major improvements	Applicant	



planned by public authorities for future construction within/adjacent to the subdivision. c. Survey Plan of the lot(s) as described in TCT(s).	
4. Certified True Copy of Title(s) and Current Tax Receipt (At least 2 Copies)	Registry of Deeds and City Treasurer's Office
When applicable:	
1. Right to use or deed of sale of right-of-way for access road and other utilities, subject to just compensation for private land.	Applicant
FINAL REQUIREMENTS	
1. All requirements for application for preliminary subdivision development plan as specified above.	See details above
2. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any. b. Lot numbers, lines and areas and block numbers. c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces. (The subdivision development plan shall be prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer or geodetic engineer.)	Applicant
3. Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following: a. Road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer (2 Original Copies). (1) Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction. (2) Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others. (3) Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping and retaining wall. b. Storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer (At least 2 Original Copies). (1) Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line. (2) Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings. c. Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer (2 Original Copies).	Applicant



4. Water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer (2 Original Copies).	Applicant
5. Certified true copy of Tax Declaration covering the property (ies) subject of the application for the year immediately preceding.	City Assessor's Office
6. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC), whichever is applicable.	DENR
7. Zoning Certificate	Office of the Zoning Administrator
8. Project description for projects having an area of 1 hectare and above to include the following (At least 2 Original Copies): a. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program; b. Audited financial statement for the last 3 preceding years; c. Income tax return for the last 3 preceding years; d. Certificate of Registration from Securities and Exchange Commission (SEC); e. Articles of incorporation or partnership; f. Corporation by-laws and all implementing amendments; and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.	Applicant
9. Plans, specifications, bills of materials and cost	Applicant
10. Application for permit to drill.	NWRB
12. Copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from the Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957. (per Board Res. No. 839, series of 2009)	PRC, DOLE and Applicant
13. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: a. Surname; b. First name; c. Middle name; d. Maiden name, in case of married women professional; e. Professional license number, date of issue and expiration of its validity f. Professional tax receipt and date of issue g. Taxpayer's Identification Number (TIN)	Applicant, City Treasurer's Office and BIR
14. Consent from existing lot owner/s and/or Homeowners Association	Existing Lot owner/s
15. Certification from Developer/owner of no sale	Applicant
16. Barangay Clearance (1 Original Copy)	Barangay Hall Concern
17. Sangguniang Panlungsod Resolution	Sangguniang Panlungsod



For subdivision projects 30 hectares and above:				
18. Traffic impact assessment (TIA)				Applicant
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Front Desk	1. Give the Logbook to the Client	None	5 minutes	<i>Zoning Inspector I Zoning Office- Receiving Section</i>
2. Submit the complete requirements for assessment, evaluation and verification	2. Receive the required document and check for completeness 2.1 Evaluation 2.2 Verification 2.3 Assessment 2.4 Prepare the Order of Payment if it complies to all required documents	None	10 minutes 15 days (excluding SP Resolution)	<i>Zoning Inspector I Zoning Office- Receiving Section Acting Zoning Officer CPDCO</i>
3. Secure Order of Payment and Pay the required fees at the Treasury Office	3. Issue Order of Payment and start processing the application.	Based on 2013 HLURB Schedule of Fees	30 minutes	<i>Zoning Staff (Billing Section)</i>
4. Submit Receipt for processing and releasing of Alteration Permit	4.1 Accept Receipt and submit the same to the office of the Mayor for signature.	None	5 minutes	<i>Zoning Staff Zoning Office- Receiving/Releasing Section</i>
	4.2 Sign all plans and documents and issue approved alteration permit.	None	2 days	<i>Acting Zoning Officer</i>
	TOTAL:	Based on 2013 HLURB Schedule of Fees	17 Days and 50 Minutes (excluding SP Resolution)	



8. Application for Development Permit (Preliminary and Final Subdivision Development Plan)

Development Permit is applied by owner and/or developer of a parcel of land who would like to undergo a subdivision of that land they owned to ensure the proposed subdivision.

Office or Division:	Office of the Zoning Officer
Classification:	Highly Technical
Type of Transaction:	G2C or G2B
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRELIMINARY REQUIREMENTS	
1. Letter of Intent (1 Original Copy)	Applicant
2. Site Development Plan (Schematic Plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer (2 Original Sets).	Applicant
3. The following documents duly signed and sealed by a licensed geodetic engineer: (a) Vicinity map indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale; (b) Topographic Plan to include existing conditions a follows (1 Original Set): (1) Boundary Lines: bearings, distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM); (2) Streets, easements, width and elevation of road right-of-way within the project and adjacent subdivisions/areas; (3) Utilities within and adjacent to the proposed subdivision project; location, sizes and invert elevations of sanitary and storm or combined sewers; location of gas lines, fire hydrants, electric and telephone poles and street lights, if any. If water mains and sewers are not within or adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable. (4) Ground elevation of the subdivision: for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meters apart in all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.5 meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings. (5) Water courses, marshes, rock and wooded areas, presence of preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features. (6) Proposed public improvements: highways or other major	Applicant



improvements planned by public authorities for future construction within/adjacent to the subdivision. c. Survey Plan of the lot(s) as described in TCT(s).	
4. Certified True Copy of Title(s) and Current Tax Receipt (2 Copies)	Registry of Deeds and City Treasurer's Office
When applicable:	
1. Right to use or deed of sale of right-of-way for access road and, subject to just compensation for private land.	Applicant
FINAL REQUIREMENTS	
1. All requirements for application for preliminary subdivision development plan as specified above.	See details above
2. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any. b. Lot numbers, lines and areas and block numbers. c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces. (The subdivision development plan shall be prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer or geodetic engineer.)	Applicant
3. Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following: a. Road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer (2 Original Copies). (1) Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction. (2) Typical roadway sections showing relative dimensions of pavement, subbase and base preparation, curbs and gutters, sidewalks, shoulders benching and others. (3) Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping and retaining wall. b. Storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer (2 Original Copies). (1) Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line. (2) Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings. c. Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer (2 Original Copies).	Applicant
4. Water System layout and details duly signed and sealed by a	Applicant



licensed sanitary engineer or civil engineer (2 Original Copies) * Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer.	
5. Certified true copy of Tax Declaration covering the property/ies subject of the application for the year immediately preceding.	City Assessor's Office
6. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC), whichever is applicable.	DENR
7. Zoning Certificate	Office of the Zoning Administrator
8. Project Description for projects having an area of 1 hectare and above to include the following (2 Original Copies): a. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program; b. Audited financial statement for the last 3 preceding years; c. Income tax return for the last 3 preceding years; d. Certificate of Registration from Securities and Exchange Commission (SEC); e. Articles of incorporation or partnership; f. Corporation by-laws and all implementing amendments; and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.	Applicant
9. Plans, specifications, bills of materials and cost	Applicant
10. Application for permit to drill from the National Water Resources Board (NWRB).	NWRB
11. Traffic impact assessment (TIA) for subdivision projects 30 ha. & above.	Applicant
12. Copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from the Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957. (per Board Res. No. 839, series of 2009)	PRC, DOLE and Applicant
13. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: a. Surname, First name, Middle name; b. Maiden name, in case of married women professional; c. Professional license number, date of issue and expiration of its validity d. Professional tax receipt and date of issue e. Taxpayer's Identification Number (TIN)	Applicant, City Treasurer's Office and BIR
14. DAR Clearance	Existing Lot owner/s
15. Barangay Clearance	Barangay Hall Concern
16. Sangguniang Panlungsod Resolution	Sangguniang Panlungsod
As the case maybe arises:	
1. Certificates or clearances from Different Agencies	PHILVOCS, LLDA,



				DENR-MGB, NAPOCOR, CENRO, City Engineering Office
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Front Desk	1. Give the Logbook to the Client	None	5 minutes	Zoning Staff (<i>Receiving Section</i>)
2. Submit the complete requirements for assessment, evaluation and verification	2.1 Receive the required document and check for completeness 2.2 Evaluation 2.3 Verification 2.4 Assessment 2.5 Prepare the Order of Payment if it complies to all required documents	None	10 minutes 15 days (excluding SP Resolution)	Zoning Staff <i>Receiving Section</i> Acting Zoning Officer
3. Secure Order of Payment and Pay the required fees at the Treasury Office	3.1 Issue order of payment and start processing the application.	Based on 2013 HLURB Schedule of Fees	30 minutes	Zoning Staff (<i>Billing Section</i>)
4. Submit Receipt for processing and releasing of Alteration Permit	4.1 Accept official receipt and submit the same to the Mayor's Office for approval. 4.2 Signing of all plans and documents and issue approved alteration permit.	None	5 minutes (excluding Office of the Mayor) 2 days	Acting Zoning Officer (<i>Acting Zoning Officer</i>) Zoning Staff (<i>Receiving/Releasing Section</i>)
TOTAL:		Based on 2013 HLURB Schedule of Fees	17 days, 50 minutes (excluding SP Resolution and Office of the Mayor)	



Zoning / Locational Clearance Fees (based on 2013 HLURB Schedule of Fees)

SUBDIVISION AND CONDOMINIUM PROJECTS (Under P.D. 957)		
A. Subdivision Project		
1.	Approval of Subdivision Plan (including Town Houses)	
	a. Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) <ul style="list-style-type: none"> Processing Fee Inspection Fee 	P360.00/ha. or a fraction thereof P1,500.00/ha. regardless of density
	b. Final Approval and Development Permit <ul style="list-style-type: none"> Processing Fee Additional Fee on Floor Area of houses & building sold with lot Inspection Fee 	P2,800.00/ha. regardless of density P3.00/sq. m. P1,500.00/ha. regardless of density
	c. Alteration of Plan (affected areas only)	Same as final approval
2.	Certificate of Registration Processing Fee Processing Fee	2,800.00
3.	License to Sell	
	<ul style="list-style-type: none"> Processing Fee Additional Fee on Floor Area of houses and building sold with lot Inspection Fee 	216.00/saleable lot 14.40/sq. m. 1,500.00/ha. regardless of density
4.	Certificate of Completion	
	<ul style="list-style-type: none"> Certificate Fee Processing Fee Inspection Fee 	216.00 1,500.00/ha. regardless of density
5.	Extension of Time to Develop	
	<ul style="list-style-type: none"> Processing Fee Additional Fee (unfinished area for development) Inspection Fee 	504.00 14.40/sq. m. 1,500.00/ha. regardless of density
<i>An application for CR/LS with DP issued by LGU shall be charged inspection fee</i>		
3. SUBDIVISION AND CONDOMINIUM PROJECTS (Under B.P.220)		
A. Subdivision Project		
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance <ul style="list-style-type: none"> Processing Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing 	90.00/ha 216.00/ha.



	<ul style="list-style-type: none"> • Inspection Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing 	1,500.00/ha. 1,500.00/ha.
	b. Final Approval/Development Permit <ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing • Inspection Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing 	600.00/ha. 1,400.00/ha. 1,500.00/ha. 1,500.00/ha.
<i>(Project already inspected for PALC application may not be charged inspection fee)</i>		
	c. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
	d. Building Permit (floor area of housing unit)	7.20/sq. m.
2	Certificate of Registration	
	<ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing 	420.00 720.00
3	License to Sell (per saleable lot)	
	<ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing Additional fee on floor area of housing component • Inspection Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing 	24.00/saleable lot 72.00/saleable lot 3.00/sq. m. 1,500.00/ha. 1,500.00/ha.
4	Extension of Time to Develop	
	<ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing Additional Fee (unfinished floor area for development) • Inspection Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing 	420.00 540.00 2.88/sq m. 1,500.00/ha. 1,500.00/ha.
5	Certificate of Completion	
	<ul style="list-style-type: none"> • Certificate Fee <ul style="list-style-type: none"> a. Socialized Housing b. Economic Housing Additional Fee (unfinished floor area for development) 	420.00 540.00
6	Occupancy Permit	



	<ul style="list-style-type: none"> Processing Fee c. Socialized Housing d. Economic Housing 	6.00/sq. m. 7.20/sq. m.
	<ul style="list-style-type: none"> Inspection Fee (Saleable floor area of the housing compound) b. Socialized Housing c. Economic Housing 	1,500.00/ha. 1,500.00/ha.
B. Condominium Project		
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance (PALC)	720.00
	b. Final Approval and Development Permit	
	<ul style="list-style-type: none"> Processing Fee a. Total Land Area b. No. of Floors c. Building Areas 	144.00/ floor 5.80/sq. m. of GFA
	Inspection Fee	1,500.00/ha.
	c. Alteration of Plans (affected areas only)	Same as Final Approval and Development Permit
2	Certificate of Registration	7.20
3	License to Sell (per saleable lot)	
	a. Residential	7.20/sq. m. of saleable area
	b. Commercial	10.65/sq. m. of saleable area
	Inspection Fee	1,500.00/ha.
4	Extension of Time to Develop	
	<ul style="list-style-type: none"> Processing Fee Inspection Fee (Unfinished area for development) 	3.00/ sq. m. 1,500.00/ha.
5	Certificate of Completion	
	<ul style="list-style-type: none"> Certification Fee Processing Fee Inspection Fee 	216.00 1,500.00/ha.
4. INDUSTRIAL/COMMERCIAL SUBDIVISION		
A. Subdivision Project		
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance	
	<ul style="list-style-type: none"> Processing Fee Inspection Fee 	432.00/ha. 1,500.00/ha.
	b. Final Approval/Development Permit	
	<ul style="list-style-type: none"> Processing Fee Inspection Fee 	720.00/ha. 1,500.00/ha.
<i>(Projects already inspected for PALC application may not be charged inspection)</i>		



<i>fee)</i>		
	c. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2	Extension of Time to Develop	2,880.00
3	License to Sell <ul style="list-style-type: none"> • Processing Fee • Inspection Fee 	3.00/sq. m. of land area 1,500.00/ha.
4	Extension of Time to Develop <ul style="list-style-type: none"> • Processing Fee Additional Fee (Unfinished area for development) Inspection Fee	504.00 14.40/sq. m. 1,500.00/ha.
5	Certificate of Completion	
	<ul style="list-style-type: none"> • Certificate Fee • Processing Fee <ul style="list-style-type: none"> a. Industrial b. Commercial c. Inspection Fee 	216.00 504.00 720.00 1,500.00/ha.
5. FARMLOT SUBDIVISION		
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance <ul style="list-style-type: none"> • Processing Fee • Inspection Fee 	288.00 1,500.00/ha.
	b. Final Approval/Development Permit <ul style="list-style-type: none"> • Processing Fee • Inspection Fee 	1,400.00/ha. 1,500.00/ha.
<i>(Projects already inspected for PALC application may not be charged inspection fee)</i>		
2.	Certificate of Registration	2,880.00
3.	License to Sell <ul style="list-style-type: none"> • Processing Fee • Inspection Fee 	720.00/lot 1,500.00/ha.
4.	Extension of Time to Develop <ul style="list-style-type: none"> • Processing Fee Additional Fee (Unfinished area for development) Inspection Fee	3.00/sq. m. of land area 14.40/sq. m. 1,500.00/ha.
5	Certificate of Completion	
	<ul style="list-style-type: none"> • Certification Fee • Processing Fee <ul style="list-style-type: none"> d. Industrial e. Commercial f. Inspection Fee 	216.00 504.00 720.00 1,500.00/ha.



9. Appeal for Variance or Exception

Property owners can apply for appeal for Variance or Exception with the City Zoning Board of Appeals and Adjustment. Variance relieves property owners from provisions of the Zoning Ordinance due to the uniqueness of their property that gives them hardship from complying with said provisions. Exceptions, on the other hand, grant property owners relief from the provisions from the Zoning Ordinance where due to the use, it will give them hardship. Note that variances and exceptions must meet a set of conditions that must be satisfied and not just a desire to make money.

Office or Division:	City Planning and Development Coordinator's Office – Zoning Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail:	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter addressed to the City Zoning Board of Appeals and Adjustment (CZBAA) (1 Original, 1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Zoning Office requesting for appeal.	1. Verify the request letter and receive the same.	None	1 minute	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
2. Wait for the schedule of the meeting of the CZBAA.	2. Schedule a meeting with the Technical Working Group (TWG)	None	10 minutes	<i>Acting Zoning Officer</i> CPDCO
	2.1 Inform client of the scheduled meeting with the TWG once available.	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
3. Attend the meeting of the CZBAA TWG.	3. Hold meeting with the CZBAA TWG.	None	2 hours	<i>CZBAA TWG</i>
	3.1 Inform client of the next meeting with the Executive CZBAA once available.	None	1 minute	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
4. Attend the meeting of the Executive CZBAA.	1. Hold meeting with the Executive CZBAA.	None	2 hours	<i>Executive CZBAA</i>
5. Pick up CZBAA	1. Prepare	None	1 day	<i>CZBAA Secretariat</i>



resolution from the Zoning Office.	resolution for the CZBAA and have the same signed by its members.			CPDCO
	TOTAL:	None	1 Day, 4 Hours and 17 Minutes	

Note: Processing time may take longer due to scheduling and availability of the CZBAA members.



10. Issuance of Notice to Proceed (NTP) – for Occupancy Permit

Section 75 of City Ordinance 2020-26, otherwise known as the “Integrated Zoning Ordinance of the City of San Pedro, Laguna”, the Office of the Building Official (OBO) cannot issue a Certificate of Occupancy without certification from the Zoning Administrator’s Office that the project has complied with the conditions stated in the issued Locational Clearance. Failure to comply will result to the delay in the issuance of NTP.

Office or Division:	City Planning and Development Coordinator’s Office – Zoning Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity	
Who may avail:	Project Proponents and Property Owners	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Properly filled-out completion form signed and sealed by licensed architect/engineers concerned and duly notarized. a. Unified Application form (3 Original Copies) b. Certificate of Completion form (3 Original copies, back to back)	Office of the Building Official
	2. 1 set of As-Built plan signed and sealed by licensed architect or engineers concerned (Original Copy) – If there changes in the building plans covered by the approved building permit	Licensed architect or engineer
	3. Approved Building Permit (1 Photocopy)	Applicant
	4. Bill of Materials (1 Original Copy)	Licensed architect or engineer
	5. PTR and PRC I.D. of all signing professionals (1 Colored Photocopy)	Licensed architect/s or engineer/s
	6. Construction logbook, signed and sealed by the owner’s architect or Civil Engineer who undertook full-time inspection supervision (1 Original Copy)	Applicant
	7. Pictures showing all sides and inner view of the building (1 Original Copy)	Applicant
	8. Location Map/Vicinity Map/Sketch Location (1 Original Copy)	Applicant
	9. Fire Safety Inspection Certificate (for Occupancy Permit) (1 Original Copy)	Bureau of Fire Protection
	10. Contractor’s Tax Receipt (1 Original Copy)	City Treasury Office
	11. Yellow Card from MERALCO (1 Original Copy)	MERALCO
	12. Authorization letter (1 Original Copy) – If done through a representative	Applicant



13. Valid I.D. of applicant and authorized representative (1 Colored Photocopy) – If done through a representative		Applicant and authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the receiving personnel.	1. Receive documents and check for completeness. If there are any deficiencies in the submitted documents, return it to the client.	None	10 minutes	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
2. Wait for the scheduled inspection and accommodate the inspector during its conduct.	2. Endorse application to inspector.	None	1 minute	<i>Clerk (Job Order)</i> CPDCO
	2.1 Conduct inspection of the project.	None	1 day	<i>Engineer I</i> Or <i>Draftsman I</i> CPDCO
3. Pick up NTP or For Return document (if completed project has deficiencies) from the office.	3. Issue NTP or For Return document to the applicant.	None	5 minutes	<i>Clerk (Job Order)</i> CPDCO
	TOTAL:	None	1 Day and 16 Minutes	



Office of the Building Official External Services





1. Building Permit Application – One Stop Shop (Partial)

A building permit is required prior to the construction, erection, alteration, repair, conversion, use, occupancy, moving or demolition of any building or structure by private persons, firms or corporation including agency or instrumentalities of the government (P.D. 1096 or the National Building Code).

I. Complex Permit Applications

- a. Structures are those with a maximum floor area of 1,500 square meters;
- b. Single dwelling residential building which are not more than three (3) storey high;
- c. Commercial buildings which are not more than two (2) storey high;
- d. Interior renovations inside a building which already has a building permit and certificate of occupancy;
- e. Warehouse of not more than two (2) storey high, which is not for the storage of hazardous or combustible materials.

II. Highly Technical Permit Applications

- a. Those which do not pertain to complex structures as above defined.

Office or Division:	Office of the Building Official	
Classification:	Complex / Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any persons who intend to construct, erect, alter, repair, convert, move or demolish any building may apply for a building permit.	
	CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
	1. Set of Plans, Bill of Materials, Specifications (Signed and Sealed by Respective Architect/Engineers), Site Development Plan (5 Sets, All Original)	Respective Architect/Engineers
	2. Building Permit Forms (Signed and Sealed by Respective Architect/Engineers) (1 Set, All Original)	Office of the Building Official
	3. Relocation Survey with Certificate, Ground Verification Survey Plan with Vicinity Map / Topographic Survey with Certificate / Structural Survey (Signed and Sealed by Geodetic Engineer) (1 Blueprint/A3)	Respective Geodetic Engineer
	4. PRC ID & PTR of all Signing Architect/Engineers (Signed and Sealed by Architect/Engineers) (1 Photocopy)	Respective Architect/Engineers



5. Locational Clearance (1 Original Copy)	Office of the Zoning Administrator
6. DOLE Certificate of Approval for Construction Safety Program (1 Original and 1 Photocopy)	Department of Labor and Employment / Applicant
7. Environmental Clearance (1 Original and 1 Photocopy)	City Environment and Natural Resources Office
8. Barangay Clearance for Construction (1 Original and 1 Photocopy)	Barangay Office
9. Real Property Tax Receipt (Current Year) (2 Photocopies)	City Assessor's Office
10. Neighbors' Consent with attached Government issued ID of Neighbors (construction of firewall along boundary) (1 Original and 1 Photocopy)	Adjacent Neighbors / Applicant
11. Fire Safety Evaluation Certificate (1 Original – OBO Copy)	Bureau of Fire Protection
For Institutional, Commercial and Industrial only:	
1. Electronics Diagram (5 Sets, all Original)	Respective Electronics Engineer
For 2-storey & above buildings:	
1. Structural Computation signed and sealed by engineer (2 Sets)	Respective Engineer
For 2-storey & above buildings with deck:	
1. Soil Boring Test (Signed and Sealed by Engineer) (2 Sets)	Respective Engineer
2. Structural Safety Certification signed and sealed by respective engineer (1 Original and 1 Photocopy)	Respective Engineer / Applicant
3. Risk / Hazard Assessment (1 Original and 1 Photocopy)	PHIVOLCS / Applicant
For areas with known faultline:	
1. PHIVOLCS Clearance for areas near with known fault line (1 Original and 1 Photocopy)	CDRRMO / PHIVOLCS / Applicant
If submitted lot title is not under applicant's name:	
1. Certified True Copy of Title (with Attached Contract to Sell/Deed of Absolute Sale/Lease of Contract/ any proof of ownership (1 Photocopy)	Registry of Deeds / Applicant
2. Valid I.D. (1 Photocopy)	Applicant
If applicant is a corporation:	
1. Duly notarized Secretary Certificate (1 Original Copy)	Corporation
2. Valid I.D. (1 Photocopy)	Applicant
If done through a representative:	
1. Authorization Letter/Consularized	Authorizing Party



Special Power of Attorney (for applicants residing abroad) (1 Original and 1 Photocopy)				
2. Valid I.D. (1 Photocopy)		Authorizing Party and Representative		
For amendatory and renewal applications:				
1. Previous Building Plans and Permit		Applicant		
As the case may be arises:				
1. Certificates or clearances from Different Agency (1 Photocopy)		PHILVOCS, LLDA, DENR, NAPOCOR, CENRO, DOH, CAAP, DPWH		
2. Notarized Affidavit of Undertaking (1 Original and 1 Photocopy)		Applicant		
If applicable:				
1. Developer / HOA Clearance (1 Original and 1 Photocopy)		Developer / HOA Office		
2. Certified True Copy of Tax Declaration - Land and Building (1 Original and 1 Photocopy)		City Assessor's Office		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) 		Applicant		
Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Building Permit Application form with the list of requirements.	1. Provide Application Form and list of requirements	None	5 minutes	<i>Assistant Building Official Or Officer of the Day</i>
2. Submit duly accomplished form and required documents for verification and evaluation, and if compliant, secure Fire Safety	2.1 Receive and check documents for compliance.	None	15 minutes	<i>Clerk Receiving Section</i>
	2.2 Return documents with list of lacking documents to	None	5 minutes	<i>Clerk Receiving Section</i>



Inspection Certificate (FSIC) from Bureau of Fire and Protection (BFP).	owner. 2.3 Endorse client to the BFP.	None	5 minutes	<i>Clerk</i> Receiving Section
3. Wait for the checking and evaluation	3. Evaluate and assess if it conforms to the technical requirements of the National Building Code and compute the overall amount of regulatory fees.	None	5 days for Complex 19 days for Highly Technical	<i>Architect Or Engineer Or Staff</i> OBO
	3.1 If the plans don't conform to PD 1096, recommend it for redraft and inform the owner through letter.	None	10 minutes	<i>Engineer</i> Receiving & Releasing Division Or <i>Clerk</i> Receiving Section
	3.2 Deliver/Call the owner the letter of disapproval.	None	5 minutes	<i>Field Inspectors</i> OBO
	3.3 Conduct site inspection and send pictures and remarks through Telegram.	None	30 minutes	<i>Field Inspectors</i> OBO
	3.4 If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk</i> Billing Division
	3.5 Review and recommend plans and sign order of payment	None	30 minutes	<i>Assistant Building Official</i> OBO
	3.6 Approve the	None	30 minutes	<i>Head</i>



	order of payment, application forms, and plans.			OBO
4. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.). Return to OBO and wait for the release of approved permit	4. Receive a Photocopy of the official receipt, prepare and release the permit.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff</i> OBO-Releasing Section
	TOTAL:	Based on PD 1096 Schedule of Fees	Complex: 5 Days, 2 Hours, and 15 Minutes Highly Technical: 19 days, 2 Hours, and 15 Minutes	



2. Certificate of Occupancy Permit Application – One Stop Shop (Partial)

An Occupancy Permit is required before any building or structure is used or occupied. It is being secured after the completion of the structure.

Office or Division:	Office of the Building Official	
Classification:	Simple/ Complex/Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any individual who had been issued a building permit may apply for occupancy permit after the building construction has been completed	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Building Permit (1 Photocopy)	Applicant	
2. Approved Electrical Permit (1 Photocopy)	Applicant	
3. Approved Plumbing Permit (1 Photocopy)	Applicant	
4. Approved Mechanical Permit (1 Photocopy)	Applicant	
6. Approved Set of Plans (Original Set)	Office of the Building Official / Applicant	
8. Certificate of Completion duly signed by Engineer/Architect in Charge of Construction as follows: Civil/Structural , Plumbing/Sanitary, Electrical, Mechanical, Electronic (if needed) (3 Sets)	Respective Architect/Engineers	
9. Unified Form Application signed and sealed by Architect/Civil Engineer (3 Sets)	Respective Architect/Civil Engineer	
10. PRC ID & PTR of all signing Architect/Engineers, signed and Sealed (1 Photocopy)	Respective Architect/Engineers	
11. Fire Safety Inspection Certificate (1 Original – OBO Copy)	Bureau of Fire Protection	
12. Pictures showing left, right, front and inner view of the building (1 Original Copy)	Applicant	
If changes were made:		
1. As-Built Plan	Respective Architect/Engineers	
If done through a representative:		
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)	Authorizing Party	
2. Valid I.D. (1 Photocopy)	Authorizing Party and Representative	
If applicable:		
1. Approved Electronics Permit – if	Applicant	



applicable (1 Photocopy)				
As the case may be arises:				
1. Certificate from Structural Engineer signed and sealed by respective Engineer (1 Original and 1 Photocopy)		Respective Structural Engineer		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) <p>Marriage Contract</p>		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Certificate of Completion Form with the list of requirements.	1. Provide Application Form and list of requirements	None	5 minutes	<i>Assistant Building Official OBO Or Officer of the Day</i>
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance	None	15 minutes	<i>Clerk Receiving Section</i>
	2.1 Return documents with list of lacking documents to owner	None	5 minutes	<i>Clerk Receiving Section</i>
	2.2 Prepare Certificate of Occupancy	None	5 minutes	<i>Clerk Receiving Section</i>
3. Secure Fire Safety Inspections Certificate from Bureau of Fire Protection	3. Endorse to Bureau of Fire Protection for Fire Safety Certificate	None	5 minutes	<i>Clerk (OBO-Receiving Section)</i>
4. Wait for the inspection to be conducted by the	4. Conduct inspection and prepare	None	1 day for Simple 5 days for	<i>Architect Or Engineer Or Staff</i>



Permit and Enforcement Division	investigation report, and evaluate and assess if it conforms to the submitted and approved Building Permit and computation of overall amount of regulatory fees.		Complex 19 days for Highly Technical	OBO
	4.1. If the inspectors find that the completed project has deviated from the approved plans, the permit is recommended for return/amendatory / disapproval.	None	10 minutes	<i>Clerk</i> Receiving Section
	4.2. If for amendatory, client is advised to apply for Amendatory Permit	None	10 minutes	<i>Engineer</i> Receiving & Releasing Division
	4.3 If disapproved, send letter to the owner the reason/s for disapproval and then they can appeal to DPWH.	None	10 minutes	<i>Engineer</i> Receiving & Releasing Division
	4.4. Prepare the letter to owner with corresponding lists of needed requirements / documents	None	10 minutes	<i>Engineer</i> Receiving & Releasing Division
5. None	5. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk</i> Billing Section
6. None	6. Review and	None	10 minutes	<i>Assistant</i>



	Recommend application for payment, and have the certificate of completion and evaluation report signed.			<i>Building Official OBO</i>
7. None	7. Approve the order of payment and sign the Certificate of Occupancy.	None	5 minutes	<i>Head OBO</i>
8. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.). Return to OBO and wait for the release of approved permit	8. Receive Photocopy of the official receipt, prepare and release permit.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff OBO-Releasing Section</i>
	TOTAL:	Based on PD 1096 Schedule of Fees	Simple: 1 Day, 2 Hours, and 10 Minutes Complex: 5 Days, 2 Hours, and 10 Minutes Highly Technical: 19 Days, 2 Hours, and 10 Minutes	



3. Fencing Permit Application

This permit shall be secured prior to construction of a fence.

Office or Division:	Office of the Building Official
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All / Any individual who intend to construct a fence.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Fencing Plans & Forms (Signed and Sealed by Architect/Engineer) (3 Sets)	Respective Architect/Engineers
2. Structural Plan Signed and Sealed by Engineer (3 Sets)	Respective Engineers
3. Site Development Plan with technical description of the Lot (3 Sets)	Respective Architect/Engineers
4. Bill of Materials (Signed and Sealed by Architect/Engineer) (3 Sets)	Respective Architect/Engineers
5. Relocation Survey Certificate & Ground Verification Survey Plan with Vicinity Map (Signed and Sealed by Geodetic Engineer) (1 Original and 1 Photocopy)	Respective Geodetic Engineer
6. PRC ID & PTR of all Signing Architect/Engineers (1 Photocopy)	Respective Architect/Engineers
7. Barangay Clearance for Fencing Construction (1 Original and 1 Photocopy)	Barangay Office
8. Developer / HOA Clearance (if applicable) (1 Original and 1 Photocopy)	Developer / HOA Office
9. Certified True Copy of Tax Declaration (1 Original and 1 Photocopy)	City Assessor's Office
10. Real Property Tax Receipt (Current Year) (2 Photocopies)	City Assessor's Office
11. Detailed Topographic Plan of the site and immediate vicinity (signed and sealed by Geodetic Engineer) (1 Original and 1 Photocopy)	Respective Geodetic Engineer
For fences higher than 1.8m:	
1. Structural Computations (1 Original and 1 Photocopy)	Structural Engineer
If lot title is not under applicant's name:	
1. Certified True Copy of Title (Attach Contract to Sell/Deed of Absolute Sale/Lease of Contract/ any proof of ownership) (1 Photocopy)	Registry of Deeds
2. Valid I.D. (1 Photocopy)	Applicant



If applicant is a corporation:				
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation		
2. Valid I.D. (1 Photocopy)		Applicant		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Authorizing Party		
2. Valid I.D. (1 Photocopy)		Authorizing Party and Representative		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) - Marriage Contract 		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Fencing Permit Application form with the list of requirements.	1. Provide Fencing Form and list of requirements	None	5 minutes	<i>Assistant Building Official OBO Or Officer of the Day</i>
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance.	None	15 minutes	<i>Clerk Receiving Section</i>
	2.1 If incomplete, return documents with lists of lacking requirements.	None	5 minutes	<i>Clerk Receiving Section</i>
3. Wait for the checking and evaluation	3. Evaluate and assess if it conforms to the technical requirements of the National Building Code and compute regulatory fees.	None	2 days	<i>Architect Or Engineer OBO</i>



	3.1 Conduct inspection and send pictures/remarks through Telegram.	None	30 minutes	<i>Field Inspectors</i> OBO
4. None	4. If found to be compliant, prepare order of payment.		10 minutes	<i>Clerk</i> OBO-OBO- Billing Section
5. None	5. Review and recommend for payment, and sign the application forms and plans.	None	5 minutes	<i>Assistant Building Official</i> OBO
6. None	6. Approve the order of payment and sign application forms and plans.	None	10 minutes	<i>Head</i> OBO
7. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) Return to OBO and wait for the release of approved permit	7. Receive copy of the OR, prepare and release the fencing permit.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff</i> OBO-Releasing Section
	TOTAL:	Based on PD 1096 Schedule of Fees	2 Days, 1 Hour, and 50 Minutes	



4. Demolition Permit Application

This permit second prior to dismantling/removal of structure.

Office or Division:	Office of the Building Official
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any individual who intend to demolish their structure
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Demolition Forms signed and Sealed by Architect/Engineer (3 Sets)	Office of the Building Official / Respective Architect/Engineers
2. Sketch plan/Lot plan showing area to be demolished (1 Original and 1 Photocopy)	Respective Architect/Engineers
3. Transfer Certificate of Title (TCT) showing that the applicant is the owner of the building to be demolished (1 Photocopy)	Registry of Deeds / Applicant
4. PRC ID&PTR of all Signing Architect/Engineers (1 Photocopy)	Respective Architect/Engineers
5. Barangay Clearance for Demolition (1 Original and 1 Photocopy)	Barangay Office
7. Certified True Copy of Tax Declaration – Land (1 Original and 1 Photocopy)	City Assessor's Office
8. Real Tax Receipt (Current Year) (2 photocopies)	City Assessor's Office
If applicable:	
1. Developer / HOA Clearance (1 Original and 1 Photocopy)	Developer / HOA Office
If applicant is a corporation:	
1. Duly notarized Secretary Certificate (1 Original Copy)	Corporation
2. Valid I.D. (1 Photocopy)	Applicant
If done through a representative:	
1. Authorization Letter/Special Power of Attorney (SPA) (1 Original and 1 Photocopy)	Authorizing Party
2. Valid I.D. (1 Photocopy)	Authorizing Party and Representative
Other legal documents as the case arises:	
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of 	Applicant



Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Demolition Permit Application form with the list of requirements.	1. Provide Demolition Form and list of requirements	None	5 minutes	<i>Assistant Building Official Or Officer of the Day OBO</i>
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance.	None	15 minutes	<i>Clerk Receiving Section</i>
	2.1 If not compliant, return documents with lists of lacking requirements.		10 minutes	<i>Engineer I Receiving and Releasing Section</i>
3. Wait for the checking and evaluation	3. Evaluate, assess, and compute overall amount of regulatory fees.	None	1 hour	<i>Engineer OBO-Technical Division</i>
	3.1 Conduct site inspection and send pictures and remarks through Telegram.	None	30 minutes	<i>Field Inspectors</i>
4. None	4. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk Billing Section</i>
5. None	5. Review and recommend payment, then sign forms.	None	5 minutes	<i>Assistant Building Official OBO</i>
6. None	6. Approve order of payment and sign forms.	None	5 minutes	<i>Head OBO</i>
7. Ask for Order of Payment, proceed to City's	7. Receive Photocopy of the official receipt,	Based on PD 1096 Schedule	30 minutes	<i>Staff OBO-Releasing Section</i>



Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) Return to OBO and wait for the release of approved permit	prepare and release permit.	of Fees		
	TOTAL:	Based on PD 1096 Schedule of Fees	2 Hours and 50 Minutes	





5. Mechanical Permit Application

This permit shall be secured prior to the construction/installation of machineries/system or the legalization of installation, operation and usage of machineries/system.

Office or Division:	Office of the Building Official		
Classification:	Simple / Complex / Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any individual who intend to construct or install mechanical systems/machineries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Mechanical Forms and Plans Signed and Sealed by Registered/Professional Mechanical Engineer (3 Sets)		Office of the Building Official / Registered/Professional Mechanical Engineer	
2. Bill of Materials / Cost of Estimate, Specifications (3 Sets)		Registered/Professional Mechanical Engineer	
3. PRC ID & PTR of Registered/Professional Mechanical Engineer (1 Photocopy)		Registered/Professional Mechanical Engineer	
4. Barangay Clearance for Installation (1 Original and 1 Photocopy)		Barangay Office	
6. Certified True Copy of Tax Declaration (1 Original and 1 Photocopy)		City Assessor's Office	
7. Real Tax Receipt (Current Year) (2 photocopies)		City Assessor's Office	
If applicant is a corporation:			
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation	
2. Valid I.D. (1 Photocopy)		Applicant	
If done through a representative:			
1. Authorization Letter/Special Power of Attorney (SPA) (1 Original and 1 Photocopy)		Person Being Represented	
2. Valid ID (1 Photocopy)		Applicant	
If applicable:			
1. Developer / HOA Clearance (1 Original and 1 Photocopy)		Developer / HOA Office	
Other legal documents as the case arises:			
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs 		Applicant	

<ul style="list-style-type: none"> - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) <p>Marriage Contract</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Mechanical Permit Application form with the list of requirements.	1. Provide Mechanical Form and list of requirements	None	5 minutes	<i>Engineer</i> Mechanical Division
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance.	None	15 minutes	<i>Clerk</i> Receiving Section
	2.1 If non-compliant, return documents with lists of lacking requirements	None	5 minutes	<i>Clerk</i> Receiving Section
3. Wait for the checking and evaluation	3. Evaluate, assess, and compute overall amount of regulatory fees.	None	1 day for Simple 5 days for Complex 19 days for Highly Technical	<i>Engineer</i> OBO- Mechanical Division
	3.1 Conduct site inspection and send pictures and remarks through Telegram.	None	30 minutes	<i>Field Inspectors</i> OBO
4. None	4. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk</i> Billing Section
5. None	5. Review and recommend for payment, and sign the forms, plans and order of payment.		5 minutes	<i>Assistant Building Official</i> OBO
6. None	6. Approve Order of Payment, and	None	5 minutes	<i>Head Charge</i>



	sign forms and plans.			OBO
7. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) Return to OBO and wait for the release of approved permit	7. Receive Photocopy of the official receipt, prepare and release permit., then prepare and release the mechanical permit.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff</i> Releasing Section
	TOTAL:	Based on PD 1096 Schedule of Fees	Simple: 1 Day, 1 Hour, and 45 Minutes Complex: 5 days, 1 Hour, and 45 Minutes Highly Technical: 19 days, 1 Hour, and 45 Minutes	



6. Electrical Permit Application

This permit shall be secured prior to the installation/upgrading of electrical system/equipment.

Office or Division:	Simple / Complex / Highly Technical
Classification:	G2C – Government to Citizen
Type of Transaction:	Any individual who intend to install/upgrade electrical system/equipment
Who may avail:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Electrical Forms and Plans (Signed and Sealed by Registered/Professional Electrical Engineer) (3 Sets)	Office of the Building Official / Registered / Professional Electrical Engineer
2. Bill of Materials / Cost of Estimate, Specifications (3 Sets)	Registered/Professional Electrical Engineer
3. PRC ID & PTR of Registered/Professional Electrical Engineer (1 Photocopy)	Registered/Professional Electrical Engineer
4. Barangay Clearance for Installation (1 Original and 1 Photocopy)	Barangay Office
5. Developer / HOA Clearance (if applicable) (1 Original and 1 Photocopy)	Developer / HOA Office
6. Certified True Copy of Tax Declaration (1 Original and 1 Photocopy)	City Assessor's Office
7. Real Tax Receipt (Current Year) (2 photocopies)	City Assessor's Office
If applicant is a corporation:	
1. Duly notarized Secretary Certificate with attached Government issued ID (if applicant is Corporation) (1 Original and 1 Photocopy)	Corporation
2. Valid ID (1 Photocopy)	Applicant
If done through a representative:	
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)	Person Being Represented
2. Valid ID (1 Photocopy)	Authorizing Party and Representative
Other legal documents as the case arises:	
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate 	Applicant

<ul style="list-style-type: none"> - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) <p>Marriage Contract</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Electrical Permit Application form with the list of requirements.	1. Provide Electrical Form and list of requirements	None	5 minutes	<i>Staff</i> Electrical Division
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance.	None	15 minutes	<i>Clerk</i> OBO-Receiving Section
	2.1 If non-compliant, return documents with lists of lacking requirements.	None	5 minutes	<i>Clerk</i> OBO-Receiving Section
3. Wait for the checking and evaluation	3. Evaluate, assess, and compute overall amount of regulatory fees.	Based on PD 1096 Schedule of Fees	1 day for Simple 5 days for Complex	<i>Staff</i> Electrical Division
	3.1 Conduct site inspection and send pictures and remarks through Telegram.	None	19 days for Highly Technical	<i>Field Inspectors</i> OBO
			30 minutes	
4. None	4. If compliant, prepare order of payment.	None	10 minutes	<i>Clerk</i> Billing Section
5. None	5. Review and recommend for payment, and sign forms, plans and Order of Payment	None	5 minutes	<i>Assistant Building Official</i> OBO
6. None	6. Approve Order of Payment, and sign forms and plans and permit.	None	5 minutes	<i>Head</i> OBO
7. Ask for Order of Payment, proceed to City's	7. Receive Photocopy of the receipt, prepare	None	30 minutes	<i>Staff</i> OBO-Releasing Section



<p>Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) Return to OBO and wait for the release of approved permit</p>	<p>and release the electrical permit.</p>			
	<p>TOTAL:</p>	<p>Based on PD 1096 Schedule of Fees</p>	<p>Simple: 1 Day, 1 Hour, and 45 Minutes</p> <p>Complex: 5 Days, 1 Hour, and 45 Minutes</p> <p>Highly Technical: 19 Days, 1 Hour, and 45 Minutes</p>	





7. Electronics Permit Application

This permit shall be secured prior to the construction/installation of electronics equipment/system or the legalization of installation, operation and usage of electronics equipment/systems for:

- a) Cell Site Towers
- b) Underground Cabling Installation
- c) Aerial Cabling Attachments
- d) Schools, Malls, BPO's, High Rise Condominiums, etc.

Office or Division:	Office of the Building Official	
Classification:	Simple / Complex / Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any individual who intend to install/construct cell site tower or install cabling system	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For cell site towers:		
1. Electronics Forms and Plans (Signed and Sealed by Professional Electrical Engineer) (5 Sets)	Office of the Building Official / Professional Electronics Engineer	
2. Structural Plans and Analysis (Signed and sealed by Civil/Structural Engineer) (2 Sets)	Civil/Structural Engineer	
3. Soil Test (Signed and Sealed by Civil Engineer) (2 Sets)	Civil Engineer	
4. Electrical Forms and Plans (Signed and Sealed by Professional Electrical Engineer) (5 Sets)	Office of the Building Official / Professional Electrical Engineer	
5. Relocation Survey Certificate & Ground Verification Survey Plan with Vicinity Map (Signed and Sealed by Geodetic Engineer) (1 Original)	Geodetic Engineer	
6. Bill of materials/Cost Estimate and Specifications	Respective Architect/Engineers	
7. if submitted Lot Title is not under applicant's Name) (1 Photocopy)	Registry of Deeds	
8. PRC ID & PTR of All signing Engineers (1 Photocopy)	Respective Architect/Engineers	
9. Barangay Clearance for Construction (1 Original and 1 Photocopy)	Barangay Office	
10. Developer / HOA Clearance (if applicable) (1 Original and 1 Photocopy)	Developer / HOA Office	
11. Certified True Copy of Tax	City Assessor's Office	



Declaration (1 Original and 1 Photocopy)	
12. Real Tax Receipt (Current Year) (2 photocopies)	City Assessor's Office
13. Neighbor's Consent with attached Government issued ID of neighbors	Adjacent Neighbors / Applicant
14. Certificates or clearances from Different Agency (as the case maybe arises) (1 Photocopy)	PHILVOCS, LLDA, DENR, NAPOCOR, CENRO, DOH, CAAP, DPWH, NTC, BFP, DICT, DILG
15. Construction Logbook	Applicant
16. Annex 2 of JMC (signed and sealed by Engineer) – <i>for existing building/rooftop</i>	Revised JMC No. 1, Series of 2021, "Streamlined Guidelines for the Issuance of Permits, Licenses, And Certificates For The Construction of PTTIs"
17. Annex 3 of JMC (signed and sealed by Geodetic Engineer and stamped by CAAP) – <i>for vacant lots/greenfield</i>	Revised JMC No. 1, Series of 2021, "Streamlined Guidelines for the Issuance of Permits, Licenses, And Certificates For The Construction of PTTIs"
For underground cabling:	
1. Electronics Forms and Plans (Signed and Sealed by Professional Electrical Engineer) (5 Sets)	Office of the Building Official / Professional Electronics Engineer
2. Excavation Plans and Details (Signed and sealed by Civil Engineer) (5 Sets)	Respective Engineers
3. Underground/Excavation (Fiber Optic Cables, Manholes, Ducting, etc.) Recommendation Letter (1 Photocopy)	City Engineering Office
4. Bill of materials/Cost Estimate and Specifications (5 Sets)	Respective Engineers
5. PRC ID & PTR of All signing Engineers (1 Photocopy)	Respective Engineers
6. Barangay Clearance for Underground Cabling (1 Original and 1 Photocopy)	Barangay Office
7. DOLE Clearance	Department of Labor and Employment/ Applicant
8. Undertaking for Construction	Office of the Building Official / Applicant
9. Recommendation and Report from City Engineering Office	City Engineering Office / Applicant
For aerial cabling:	
1. Electronics Forms and Plans (Signed and Sealed by Professional Electrical Engineer) (5 Sets)	Office of the Building Official / Professional Electronics Engineer
27. Request to Attach from Utility Pole Owner (2 photocopies)	Utility Pole Owner
2. Aerial Attachments (Utilities) Recommendation Letter (1 Photocopy)	City Engineering Office
3. Bill of materials/Cost Estimate and	Professional Electronics Engineer



Specifications (5 Sets)				
4. PRC ID & PTR of All signing Engineers (1 Photocopy)		Professional Electronics Engineer		
5. Barangay Clearance (1 Original and 1 Photocopy)		Barangay Office		
6. DOLE Clearance		Department of Labor and Employment		
7. Recommendation and Report from City Engineering Office		City Engineering Office / Applicant		
If submitted Lot Title is not under applicant's name:				
1. Certified True Copy of Title (with Attached Contract to Sell/Deed of Absolute Sale/Lease of Contract/ any proof of ownership (1 Photocopy)		Registry of Deeds:		
If applicant is a corporation:				
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation		
2. Valid ID (1 Photocopy)		Applicant		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Person being represented		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
If the need arises:				
1. Certificates or clearances from Different Agency (as the case maybe arises) (1 Photocopy)		PHILVOCS, LLDA, DENR, NAPOCOR, CENRO, DOH, CAAP, DPWH, NTC, BFP, DICT, DILG, Provincial Government		
If applicable:				
1. Developer / HOA Clearance (1 Original and 1 Photocopy)		Developer / HOA Office		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) Marriage Contract		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to Office of	1. Receive Letter of intent for	None	None	Staff Mayor's Office



the Mayor	approval/comment s/recommendation			
	1.1 Endorse to City Engineering Office	None	None	<i>Staff Mayor's Office</i>
2. Ocular Inspection together with City Engineering Office (<i>for Underground and Aerial Cabling Only</i>)	2. Schedule an Ocular Inspection for the proposed area for cabling	None	None	<i>Staff CEO</i>
	2.1 Submit report or recommendation letter to OBO	None	None	<i>Staff CEO</i>
3. Secure Electronics Permit Application form with the list of requirements.	3. Provide Electronics Permit Application Forms with list of requirements	None	5 minutes	<i>Engineer Electronics Division Or Officer of the Day</i>
4. Submit duly accomplished form and required documents for verification and evaluation	4. Receive and check documents for compliance.	None	15 minutes	<i>Clerk Receiving Section</i>
	4.1 If non-compliant, return documents.	None	5 minutes	<i>Clerk Receiving Section</i>
5. Wait for the checking and evaluation	5. Evaluate, assess, and compute overall amount of regulatory fees.	None	1 day for Simple 5 days for Complex 19 days for Highly Technical	<i>Engineer Or Staff OBO</i>
	5.1 Conduct site inspection and send pictures and remarks through Telegram.	None	30 minutes	<i>Field Inspectors OBO</i>
6. None	6. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk Billing Section</i>
7. None	7. Review and recommend for payment, and sign forms, plans and order of payment.	None	10 minutes	<i>Assistant Building Official OBO</i>



8. None	8. Approve the order of payment, sign forms and plans.	None	30 minutes	<i>Head</i> OBO
9. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt . Return to OBO and wait for the release of approved permit	9. Receive Photocopy of the official receipt, prepare and release permit., prepare and release the permits.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff</i> Releasing Section
	TOTAL:	Based on PD 1096 Schedule of Fees	Simple: 1 Day, 2 Hours, and 15 Minutes* Complex: 5 Days, 2 Hours, and 15 Minutes* Highly Technical: 19 Days, 2 Hours and 15 Minutes*	



8. Sign Permit Application

This permit shall be secured prior to the installation and usage of signage.

Office or Division:	Office of the Building Official
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any individual who intend to install signage
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
New Application:	
1. Signage Forms and Plans (Signed and Sealed by Architect/Engineer) (3 Sets)	Office of the Building Official / Respective Architect/Engineer
2. Bill of Materials / Cost of Estimate, Specifications (3 Sets)	Respective Architect/Engineer
3. Location Plan (signed and sealed by Geodetic Engineer)	Geodetic Engineer
4. Structural Analysis (Signed and sealed by Civil/Structural Engineer) (2 Sets)	Civil/Structural Engineer
5. PRC ID & PTR of all signing Engineer (1 Photocopy)	Respective Architect/Engineer
6. Barangay Clearance for Installation (1 Original and 1 Photocopy)	Barangay Office
7. Certified True Copy of Tax Declaration (1 Original and 1 Photocopy)	City Assessor's Office
8. Real Tax Receipt (Current Year) (2 photocopies)	City Assessor's Office
9. Building Permit of Base Building (1 Photocopy)	Applicant
10. Occupancy Permit of Base Building (1 Photocopy)	Applicant
11. Joint Structural Stability Certification (1 Photocopy)	Applicant
12. Consent from Adjacent Lot/Property Owners with attached Government issued ID (1 Photocopy)	Applicant
13. DPWH Clearance	Department of Public Works and Highways / Applicant
14. PHIVOLCS Clearance	PHIVOLCS / Applicant
Renewal of Application:	
1. Previous Sign Permit (1 Photocopy)	Applicant
2. PRC ID & PTR of all signing Engineer (1 Photocopy)	Respective Architect/Engineer
3. Barangay Clearance for Installation (1 Original and 1 Photocopy)	Barangay Office
4. Certified True Copy of Tax	City Assessor's Office



Declaration (1 Original and 1 Photocopy)				
5. Real Tax Receipt (Current Year) (2 photocopies)		City Assessor's Office		
6. Joint Structural Stability Certification (1 Photocopy)		Applicant		
7. Consent from Adjacent Lot/Property Owners with attached Government issued ID (1 Photocopy)		Applicant		
8. DPWH Clearance		Department of Public Works and Highways / Applicant		
If submitted Lot Title is not under applicant's name:				
1. Certified True Copy of Title (with Attached Contract to Sell/Deed of Absolute Sale/Lease of Contract/ any proof of ownership if submitted (1 Photocopy)		Registry of Deeds		
If applicant is a corporation:				
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation		
2. Valid ID		Applicant		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Authorizing Party		
2. Valid ID		Authorizing Party and representative		
If applicable:				
1. Developer / HOA Clearance (1 Original and 1 Photocopy)		Developer / HOA Office		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) 		Applicant		
Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Sign Permit Application	1. Provide Sign Form and list of	None	5 minutes	Engineer Sign Division



form with the list of requirements.	requirements			
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance. 2.1 If non-compliant, return documents with lists of lacking requirements.	None None	15 minutes 5 minutes	<i>Clerk</i> Receiving Section <i>Engineer</i> Receiving and Releasing Division
3. Wait for the checking and evaluation	3. Evaluation and Assessment and computation of overall amount of regulatory fees. 3.1 Conduct site inspection and send pictures and remarks through Telegram.	None None	1 day for Simple 5 days for Complex 19 days for Highly Technical 30 minutes	<i>Engineer</i> Sign Division <i>Field Inspectors</i> OBO
4. None	4. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk</i> OBO-OBO-Billing Section
5. None	5. Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	<i>Assistant Building Official</i> OBO
6. None	6. Approve the order of payment, and sign forms and plans.	None	5 minutes	<i>Head</i> OBO
7. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt. Return to OBO and wait for the release of approved permit	7. Receive Photocopy of the official receipt, prepare and release permit.	Based P.D. 1096 Schedule of Fees	30 minutes	<i>Staff</i> Releasing Section



	TOTAL:	None	Simple: 1 Day, 1 Hour, and 45 Minutes Complex: 5 Days, 1 Hour, and 45 Minutes Highly Technical: 19 Days, 1 Hour, and 45 Minutes	
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9. Excavation Permit Application

This permit shall be secured prior to the excavation of for utility purposes

Office or Division:	Office of the Building Official			
Classification:	Simple / Complex / Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who intend to excavate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Excavation Forms and Plans (Signed and Sealed by Engineer) (5 Sets)		Office of the Building Official / Respective Engineer		
2. Bill of Materials / Cost of Estimate, Specifications (5 Sets)		Respective Engineer		
3. PRC ID & PTR of all signing engineers (1 Photocopy)		Respective Engineer		
4. Barangay Clearance for Excavation (1 Original and 1 Photocopy)		Barangay Office		
If submitted Lot Title is not under applicant's name:				
1. Certified True Copy of Title (with Attached Contract to Sell/Deed of Absolute Sale/Lease of Contract/ any proof of ownership (1 Photocopy)		Registry of Deeds		
If applicable:				
1. Developer / HOA Clearance (1 Original and 1 Photocopy)		Developer / HOA Office		
If applicant is a corporation:				
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation		
2. Valid ID (1 Photocopy)		Applicant		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA)		Authorizing Party		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Excavation Permit Application form with the list of requirements.	1. Provide Excavation Form and list of requirements	None	5 minutes	<i>Assistant Building Official OBO Or Any Officer of the Day</i>
2. Submit duly accomplished form and required documents for verification and evaluation	2.1 Receive and check documents for compliance.	None	15 minutes	<i>Clerk OBO-Receiving Section</i>
	2.2 Return documents with lists of lacking	None	10 minutes	<i>Engineer OBO-Receiving and Releasing</i>



	requirements 2.3 For Government roads, endorse application to City Engineering Office	None	10 minutes	<i>Section Clerk OBO-Receiving Section</i>
3. Wait for the checking and evaluation	3.1 Evaluation and Assessment and computation of overall amount of regulatory fees. 3.2 Conduct site inspection and send pictures and remarks through Telegram. 3.3 Send pictures and Remarks thru Telegram	None None	1 day for Simple 5 days for Complex 19 days for Highly Technical 30 minutes	<i>Engineer Technical Division Field Inspectors</i>
4. None	4. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk OBO-OBO-Billing Section</i>
5. None	5. Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	<i>Assistant Building Official OBO</i>
6. None	6. Approve the order of payment, and sign forms and plans.	None	5 minutes	<i>Officer-in-Charge OBO</i>
7. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) Return to OBO and wait for the release of approved permit	7. Receive Photocopy of the official receipt, prepare and release permit.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff OBO-Releasing Section</i>



	TOTAL:	Based on PD 1096 Schedule of Fees	Simple: 1 Day and 2 Hours Complex: 5 Days and 2 Hours Highly Technical: 19 Days and	
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10. Excavation Bond Refund

This process shall be done prior to refund of Excavation Bond

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who intend to refund their excavation bond			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pictures of excavation works (before, during, and after) (1 Original Copy)		Applicant		
2. Sketch of Location (1 Original Copy)		Applicant		
3. Official Receipt for Excavation Bond (1 Original Copy and 1 Photocopy)		Applicant		
4. Request Letter for Refund (1 Original Copy)		Applicant		
5. Recommendation and Report letter of City Engineering Office (1 Original Copy)		City Engineering Office / Applicant		
If applicant is a company:				
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Authorizing Party		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) - Marriage Contract 		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR GOVERNMENT ROADS AND TURNED-OVER SUBDIVISIONS				



1. Submit Sketch of Location and Pictures of excavation works	1. Receive documents and endorse application to City Engineering Office.	None	5 minutes	<i>Clerk OBO-Receiving Section</i>
2. Wait for the inspection of City Engineering Office	2. Conduct inspection for the excavation works	None	None	<i>City Engineering Office Staff</i>
3. Wait for the evaluation of City Engineering Office	3. Submit endorsement letter to OBO regarding the findings	None	None	<i>City Engineering Office Staff</i>
4. Approved: Submit Request letter for Refund, Official Receipt for Excavation Bond and Valid ID	4. Approved: Receive documents for endorsement and endorse application to the Office of the Mayor.	None	10 minutes	<i>Clerk OBO-Receiving Section</i>
5. Disapproved: Coordinate with City Engineering Office until the restoration is completed	5. Conduct re-inspection of application Note: If approved, proceed to Step 4	None	None	<i>City Engineering Office Staff</i>
6. Follow up application to City Treasurer's Office	6. Release check	None	None	<i>City Treasurer's Office Staff</i>
	TOTAL:	None	15 Minutes, excluding processing time from other departments	

FOR PRIVATE SUBDIVISIONS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Sketch of Location and Pictures of excavation works	1. Receive documents for endorsement	None	5 minutes	<i>Clerk OBO-Receiving Section</i>
2. Wait for the inspection	2. Conduct inspection for the excavation works	None	30 minutes	<i>Field Inspector</i>
4. Approved:	4. Approved:	None	10 minutes	<i>Clerk OBO-</i>



Submit Request letter for Refund, Official Receipt for Excavation and Valid ID of Applicant	Receive documents for endorsement and endorse application to the Office of the Mayor.			Receiving Section
5. Disapproved: Coordinate with Water Provider until the restoration is completed	5. Conduct re-inspection of application Note: If approved, proceed to Step 4	None	30 minutes	<i>Field Inspector</i>
6. Follow up application to City Treasurer's Office	6. Release check	None	None	<i>City Treasurer's Office Staff</i>
	TOTAL:	None	1 Hour and 15 Minutes, excluding processing time from other departments	



11. Temporary Electrical Connection Application

This is applicable for building and structures which are still under construction and needs electrical service for construction equipment.

Office or Division:	Office of the Building Official			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residential, commercial, institutional and industrial buildings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Applicants (emailed)		MERALCO		
2. Building Permit (1 Photocopy)		Applicant		
3. Duly Accomplished Electrical permit application duly signed and sealed by Registered Master electrician/Electrical Engineer (if applicable) (1 Original)		Office of the Building Official / Respective Registered Master electrician/Electrical Engineer		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Authorizing Party		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) Marriage Contract		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply to MERALCO	1. Check if application is emailed	None	5 minutes	<i>Clerk</i> Receiving Section
2. Wait for the inspection to be conducted by the OBO-Electrical Division	2. Conduct Inspection to check if the application and site complies with the provision of	None	5 days	<i>Staff</i> Electrical Division



	existing Philippine Electrical Code.			
3. None	3. Evaluation and Assessment and computation of overall amount of regulatory fees.	None	30 minutes	<i>Staff Electrical Division</i>
4. None	4. If found to be compliant, prepare order of payment and prepare Certificate of Temporary Electrical Connection	None	10 minutes	<i>Clerk Billing Section</i>
5. None	5. Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	<i>Assistant Building Official OBO</i>
6. None	6. Approve the order of payment, and sign permit.	None	5 minutes	<i>Head OBO</i>
7. Ask for Order of Payment and Certificate of Temporary Electrical Inspection, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO to present the OR and receive the permit.	7. Receive Photocopy of the official receipt, prepare and release permit, then encode details of the payment.	Based on PD 1096 Schedule of Fees	5 minutes	<i>Clerk Billing Section</i>
8. Coordinate with MERALCO for their Service Connection.	8. Forward approved permit for Temporary Electrical Service Connection to be to MERALCO via email. (hard copy will be sent every Monday)	None	30 minutes	<i>Clerk Releasing Section</i>



	TOTAL:	Based on PD 1096 Schedule of Fees	5 Days, 1 Hour, and 30 Minutes	
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12. Certificate of Final Electrical Inspection / Wiring Permit Application

This is applicable when the structure or building in place is permanent and has no specific time of service required.

Office or Division:	Office of the Building Official			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residential, commercial, institutional and industrial buildings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Applicants (emailed)		MERALCO		
2. Duly Accomplished Electrical permit application duly signed and sealed by Registered Master electrician/Electrical Engineer (if applicable) (1 Original)		Office of the Building Official / Respective Registered Master electrician/Electrical Engineer		
3. CUDHO Certification (1 Original Copy)		City Urban and Development Housing Office / Applicant		
If applicable:				
1. Occupancy Permit (1 Photocopy)		Applicant		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Authorizing Party		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) Marriage Contract		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply to MERALCO	1. Check if application is emailed.	None	5 minutes	Clerk OBO-Receiving Section
2. Wait for the inspection to be	2. Conduct Inspection to	None	5 days	Staff OBO-Electrical



conducted by the OBO-Electrical Division	check if the application and site complies with the provision of existing Philippine Electrical Code.			<i>Division</i>
3. None	3. Evaluate, assess, and compute regulatory fees.	None	30 minutes	<i>Staff OBO-Electrical Division</i>
4. None	4. If found to be compliant, prepare order of payment and prepare certificate of Final Electrical Inspection	None	10 minutes	<i>Clerk OBO-Billing Section</i>
5. None	5. Review and recommend for payment, and sign forms, plans, certificate, and order of payment.	None	5 minutes	<i>Assistant Building Official OBO</i>
6. None	6. Approve the order of payment, and sign Certificate of Final Electrical Inspection	None	5 minutes	<i>Officer-in- Charge OBO</i>
7. Ask for Order of Payment and Certificate of Final Electrical Inspection, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO to receive certificate of final inspection.	7. Receive photocopy of the receipt and encode details of payment.	Based on PD 1096 Schedule of Fees	5 minutes	<i>Clerk OBO-Billing Section</i>
8. Coordinate with MERALCO for their Service Connection.	8. Forward approved Certificate of Final Electrical Inspection (CFEI)	None	30 minutes.	<i>Clerk OBO-Releasing Section</i>



	to MERALCO thru email. (hard copy will be sent every Monday)			
	TOTAL:	Based on PD 1096 Schedule of Fees	5 Days, 1 Hour, and 30 Minutes	





13. Water Connection Application

This is applicable for building and structures that needs water service.

Office or Division:	Office of the Building Official			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residential, commercial, institutional and industrial buildings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Investigation Form or Construction Order (1 Original Copy)		Water Service Provider		
2. Barangay Clearance for Water Connection (1 Original Copy)		Barangay		
3. Recommendation and Report Letter from City Engineering Office (1 Original Copy)		City Engineering Office / Applicant		
If applicable:				
1. Developer / HOA Clearance (1 Original Copy)		Developer/HOA Office		
If applicant is a corporation:				
1. Duly notarized Secretary Certificate (1 Original Copy)		Corporation		
2. Valid ID (1 Photocopy)		Applicant		
If done through a representative:				
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)		Authorizing Party		
2. Valid ID (1 Photocopy)		Authorizing Party and representative		
If excavation is along a National Highway:				
1. DPWH Clearance (1 Original Copy)		DPWH		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) 		Applicant		
Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Investigation Form or Construction Order and other pertinent documents.	1. Receive and check documents 1.1 Provide Waiver/ Pagpapaubaya	None	5 minutes	<i>Clerk OBO-Receiving Section</i>
2. Fill out Waiver / Pagpapaubaya	2. Provide Waiver Pagpapaubaya and receive filled-out waiver after and other pertinent documents.	None	5 minutes	<i>Clerk OBO-Receiving Section</i>
3. None	3. Signing Of Concerned Division	None	15 minutes	<i>Officer-in- Charge OBO Or Assistant Building Official</i>
4. Wait for the Action taken by Engineering Office / Office of the Mayor	4. Endorsement of Waiver to the Office of the Mayor for signing, and prepare endorsement to the City Engineering if the excavation is across the road for excavation bond.	None	1 day	<i>Clerk OBO-Receiving Section</i>
5. None	5. If found to be compliant, prepare order of payment and permit.	None	10 minutes	<i>Clerk OBO-Billing Section</i>
6. None	6. Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	(Assistant Building Official)
7. None	7. Approve the order of payment, and sign forms, plans, and permit.	None	5 minutes	<i>Officer-in- Charge OBO</i>
8. Ask for Order of Payment, proceed to City's Treasurer's Office, present the	8. Receive Photocopy of the official receipt, encode details of payment, prepare	Based on PD 1096 Schedule of Fees	5 minutes	<i>Clerk OBO-Releasing Section</i>



order of payment, pay prescribed fee/s, receive official receipt (O.R.), and return to OBO and wait	and release permit.			
	TOTAL:	Based on PD 1096 Schedule of Fees	1 Day and 50 Minutes	





14. Building Clearance for Business Establishment

This clearance shall be secured for Business Applications

Office or Division:	Office of the Building Official
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any individual/enterprise who intend to start business
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Building Permit of Building (1 Photocopy)	Applicant
2. Duly accomplished Unified Clearance for Business (1 Original Copy)	Business Permits and Licensing Office / Applicant
3. Barangay Clearance for Business (1 Photocopy)	Barangay Office
4. Pictures of Location of Business (front, rear and sides) (1 Original Copy)	Applicant
If submitted Lot Title is not under applicant's Name:	
1. Certified True Copy of Title (with Attached Contract to Sell/Deed of Absolute Sale/Lease of Contract/ any proof of ownership) (1 Photocopy)	Registry of Deeds
If applicable:	
6. Occupancy Permit of Building (if applicable) (1 Photocopy)	Applicant
7. Safety Certification for Building (Civil, Structural, Electrical, Mechanical) (1 Photocopy)	Applicant
8. Developer / HOA Clearance (1 Photocopy)	Developer / HOA Office
If done through a representative:	
1. Authorization Letter / Special Power of Attorney (SPA) (1 Original Copy)	Authorizing Party
2. Valid ID (1 Photocopy)	Authorizing Party and representative
Other legal documents as the case arises:	
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner 	Applicant



<ul style="list-style-type: none"> - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) - Marriage Contract 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Unified Clearance for Business	1. Receive the required document and check for completeness	None	None	<i>Business Permits and Licensing Office Staff</i>
2. Wait for the checking and evaluation	2. Evaluation and Assessment and computation of overall amount of regulatory fees, sign unified clearance, and return to BPLO.	Based on PD 1096 Schedule of Fees	20 minutes	<i>Engineer OBO-Business Section</i>
	TOTAL:	Based on PD 1096 Schedule of Fees	20 Minutes, excluding processing time from other departments	

Note:

1. Subject to time availability of the signatory due to prior meeting/s schedules and/or due to immediate notice by the City Mayor.
2. For post-audit process for building clearance of businesses, it will be done on a daily basis.



15. Annual Inspection of Business Establishment

This shall be issued after a request of ocular safety inspection and/or after the regular inspection as mandated by law.

Office or Division:	Office of the Building Official			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who is an administrator or an owner of a building			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Plans (Architectural, Structural, Electrical, Sanitary, Electronics, Mechanical, Sign)		Applicant		
2. Approved Certificate of Occupancy		Applicant		
3. Notice for Annual Inspection (for appointment) (1 Original Copy)		Office of the Building Official / Applicant		
4. List of Machineries/Equipment (1 Original Copy)		Applicant		
If applicable:				
1. Electrical Load Schedule (1 Original Copy)		Applicant		
Other legal documents as the case arises:				
<ul style="list-style-type: none"> - Notice of Award - Deed of Donation - Authority to Construct - Affidavit of Consent from Lot Owner - Deed of Usufruct - Affidavit of Heirs - Extra Judicial Settlement of Estate - Death Certificate of the deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) - Marriage Contract 		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Annual Inspection Notice with requirements	2. Receive Annual Inspection Notice with requirements and schedule for ocular inspection.	None	5 minutes	<i>Clerk</i> OBO-Receiving Section
3. Accompany the inspectors for checking and	3. Conduct Ocular Inspection	None	1 day for Simple	<i>Architect Or Engineer Or Staff</i>



evaluation on site	3.1 Prepare the reports and assessment of fees		5 days for Complex 19 days for Highly Technical	OBO
4. None	4.1 Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	<i>Assistant Building Official</i> OBO
	5. Approval and Signing of the Building Official on the Order of Payment	None	10 minutes	<i>Head</i> OBO
6. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) Return to OBO and wait for the release of Permit	6. Receive Photocopy of the official receipt, prepare and release permi, and encode details of payment (to be incorporated in the yearly renewal of business).	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff</i> Releasing Section
	TOTAL:	Based on PD 1096 Schedule of Fees	Simple: 1 Day and 1 Hour Complex: 5 Days and 1 Hour Highly Technical: 19 Days and 1 Hour	



16. Certificate of Operation

This certificate shall be issued prior to installation or operation of:

- a) Indoor/Outdoor Station Transformer
- b) HV/MV Primary Disconnecting Means
- c) Incoming Low Voltage Switchgear
- d) Power Distribution Panels
- e) Lighting Distribution Panels
- f) Generators / UPS
- g) Motor Control Centers
- h) Automatic / Manual Transfer
- i) Steam Broiler
- j) Unfired Pressure Vessels
- k) Gas Pipe and/or Burner
- l) Internal Combustion Engine
- m) Machinery
- n) Elevator / Dumbwaiter
- o) Escalator
- p) Air-conditioning / Refrigeration

Office or Division:	Office of the Building Official			
Classification:	Simple / Complex / Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who is an administrator or an owner of a building			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mechanical Forms and Plans (signed and sealed by Respective Engineer) (3 Sets)		Respective Engineer / Applicant		
2. Electrical Forms and Plans (signed and sealed by Respective Engineer) (3 Sets)		Respective Engineer / Applicant		
3. PRC ID and PTR of All Signing engineers (1 Photocopy)		Respective Engineer		
4. Bill of Materials/Cost of Estimate and Specifications (signed and sealed by Respective Engineers)		Respective Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Electrical/ Mechanical Permit Application form with the list of requirements.	1. Provide Application Form and list of requirements	None	5 minutes	Staff Electrical Division Or Engineer Mechanical Division Or Any Officer of the day



2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance. 2.1 If non-compliant, return documents with list of lacking requirements.	None None	15 minutes 5 minutes	<i>Clerk</i> <i>OBO-Receiving</i> <i>Section</i> <i>Clerk</i> <i>OBO-Receiving</i> <i>Section</i>
3. Wait for the checking and evaluation	3. Evaluation and Assessment and computation of overall amount of regulatory fees. 3.1 Conduct site inspection and send pictures and remarks through Telegram.	None None	1 day for Simple 5 days for Complex 19 days for Highly Technical 30 minutes	<i>Engineer</i> <i>Mechanical</i> <i>Division</i> <i>Or</i> <i>Staff</i> <i>OBO-Electrical</i> <i>Division</i> <i>Field Inspectors</i> <i>OBO</i>
4. None	4. If found to be compliant, prepare order of payment.	None	10 minutes	<i>Clerk</i> <i>OBO-Billing</i> <i>Section</i>
5. None	5. Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	<i>Assistant</i> <i>Building Official</i> <i>OBO</i>
6. None	6. Approve the order of payment, and sign forms, plans, and certificates.	None	5 minutes	<i>Officer-in-</i> <i>Charge</i> <i>OBO</i>
7. Ask for Order of Payment, proceed to City's Treasurer's Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) then return to OBO and wait for the release of approved certificate.	7. Receive Photocopy of the receipt, prepare and release approved certificate.	Based on PD 1096 Schedule of Fees	30 minutes	<i>Staff</i> <i>OBO-Releasing</i> <i>Section</i>



	TOTAL:	Based on PD 1096 Schedule of Fees	Simple: 1 Day, 1 Hour, and 45 Minutes Complex: 5 Days, 1 Hour, and 45 Minutes Highly Technical: 19 Days, 1 Hour, and 45 Minutes	
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17. Complaints and Disputes

Citizens can file a complaint to the Office of the Building Official on certain issues involving their buildings.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who is an administrator or an owner of a building			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint (1 Original Copy, 1 Receiving Copy)		Complainant		
2. Endorsement from Barangay Office / HOA Office (1 Original Copy)		Barangay / HOA		
3. Notice of Invitation (1 Original Copy)		Office of the Building Official / Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complaint letter	1. Receive Complaint Letter and prepare endorsement to City Legal Office for schedule of technical conference.	None	10 minutes	Clerk OBO-Receiving Section
	1.1 Conduct site inspection and send pictures and remarks through Telegram.	None	30 minutes	Field Inspectors OBO
	1.2 Prepare Notice of Invitation for schedule of meeting	None	10 minutes	Clerk OBO-Receiving Section
	1.3 Deliver Notice of Invitation to complainant and respondent	None	30 minutes	Field Inspectors OBO
2. Submit Notice of Invitation	2. Attend technical conference	None	3 hours	OBO Legal Office
	TOTAL:	None	4 Hours and 20 Minutes	



Public Affairs and Information Office

Internal Services





1. News Coverage

The Public Affairs and Information Office provides news coverage of programs, projects and events of the City, whether it be spearheaded by the Mayor's office and other departments which will be published in the official newsletter of the City "Ang Susi" and official social media accounts of the City.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	Office Staff PAIO
	3.1 Assign staff who will be in charge	None	2 minutes	Head PAIO
TOTAL:		None	9 Minutes	



2. Photo and Video Coverage

The Public Affairs and Information Office provides photo and video coverage to the of events, projects, and program of the City, whether it be spearheaded by the Mayor's office and other departments.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	Office Staff PAIO
	3.1 Assign staff who will be in charge	None	2 minutes	Head PAIO
TOTAL:		None	9 Minutes	



3. Uploading of Materials to Website and Social Media Accounts

Projects, programs, announcements and events of the City are posted on the official social media accounts and official website of the City for strengthened information dissemination.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office, 2/F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
3. Wait for materials to be uploaded	3. Process materials to be uploaded to the official website and social media accounts	None	2 minutes	Office Staff PAIO
	2.1 Post materials to the official website and social media accounts		5 minutes	
TOTAL:		None	9 Minutes	



4. Uploading of Materials to LED Billboard

Events programs, projects, and announcements of the government are posted on the LED Billboards around the City, for strengthened information dissemination.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
3. Wait for materials to be uploaded	3. Process materials to be uploaded to the LED Billboard	None	2 minutes	Office Staff PAIO
	3.1 Post materials to the LED Billboard	None	5 minutes	Office Staff PAIO
TOTAL:		None	9 Minutes	



Public Affairs and Information Office

External Services





1. Stage/Official Events Set-Up

The Public Affairs and Information Office of the City of San Pedro has artists and other personnel that are trained to assist and stage and venues for official events.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
3. Sketch of Physical layout of event (1 Original Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present submitted request letter and layout to PAIO for verification	1. Review and validate request if already approved by the City Mayor	None	2 minutes	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	Office Staff PAIO
	3.1 Assign staff who will be in charge of the set-up	None	2 minutes	Head PAIO
TOTAL:		None	10 Minutes	



2. Graphics Layout

The Public Affairs and Information Office offers layout of graphics, to be used in information dissemination materials, such as tarpaulins, brochures, pamphlets, among others.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
3. Layout of graphics (1 Original Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
	2.1 Endorse client to any available graphic artist	None	1 minute	<i>Head</i> PAIO
3. Provide layout to graphic artist	3. Receive layout	None	1 minute	<i>Graphic Artist</i> PAIO
4. Wait for advice from graphic artist when the materials are ready to be picked up	4. Advise client when materials are ready to be picked up	None	1 minute	<i>Graphic Artist</i> PAIO
TOTAL:		None	5 Minutes	



3. Sound System Set-Up

Sound System and set-up is available to clients or businesses for their event.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
	2.1 Endorse client to personnel-in-charge	None	1 minute	Office Staff PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	Office Staff PAIO
	3.1 Schedule event	None	2 minutes	Office Staff PAIO
TOTAL:		None	10 Minutes	



City Tourism Culture and Arts Office External Services





1. Request for Assistance

Various requests received from clients.

Office or Division:	City Tourism Culture and Arts Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All employees, clients, and other concerned citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request Form		Tourism Culture and Arts Office		
2. Request Letter, if applicable (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fillout request form.	1. Receive and review documents. 1.1 Document stamp receives and issues. 1.2 Endorse to the Department Head for appropriate action.	None	10 minutes	Office Staff TCAO
2. Receive feedback.	2. Record and give feedback of the request.	None	10 minutes	Office Staff TCAO
TOTAL:		None	20 Minutes	



2. Request for Partnership and Collaboration

Requests for Partnership and Collaboration with the City Tourism Culture and Arts Office.

Office or Division:	City Tourism Culture and Arts Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposal Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the proposal to tourism@cityofsanpedrolaguna.gov.ph	1. Acknowledge receipt of the e-mail and review the proposal.	None	1 day	<i>Department Head</i> TCAO
	1.1 Contact the client to schedule a meeting regarding the possible partnership/collaboration	None	1 day	<i>Office Staff</i> TCAO
TOTAL:		None	2 Days	



3. Resolution of Tourism-Related Complaints

Resolving complaints on tourism related services.

Office or Division:	City Tourism Culture and Arts Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Concerned Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out request form (1 Original Copy)		Tourism Culture and Arts Office		
2. Request Letter, if applicable (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. Receive, record and forward to the Department Head for appropriate action.	None	5 minutes	<i>Office Staff</i> TCAO
	1.1 Issue acknowledgement receipt.	None		
	1.2 Verify complaint, gather evidence and information.	None	5 days	
	1.3 Prepare recommendation and forward to the LCE for appropriate action.	None	1 day	
	1.4 Contact client for feedback.	None	5 minutes	
2. Receive feedback.	2. Record received recommendation/r esoltuion.	None	10 minutes	<i>Office Staff</i> TCAO
	TOTAL:	None	6 Days and 30 Minutes	



City Education and Development Office External Services





1. Application for ILSP Qualifying Exam

Students can apply for the qualifying exam for different examinations under the Iskolar ng Lungsod ng San Pedro program, being the Full Scholarship Program and San Pedro Educational Assistance Program (SPEAP).

Office or Division:	City Education and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	For Full Scholarship Applicants
	<ul style="list-style-type: none"> - Indigent residents of the City of San Pedro - Incoming freshman in the college level - Has a general average of 85% in the Senior High School Grade 12 report card. - Must not be a recipient of other scholarship programs for college. - Those whose joint family income must not exceed P300,000.00 - Will be enrolling in a school accredited by the ILSP
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Passport-sized pictures (2 Original Copies)	Requesting Client
2. COMELEC Certification	COMELEC Office where the applicant resides
For Full Scholarship Application:	
1. Grade 12 report card (1 Certified Copy)	Senior High School
For SPEAP Application:	
1. Certificate of grades (1 Certified copy) or Grade 12 report card (for incoming freshmen applicants) (1 Certified Copy)	From institution where applicant was last enrolled



CLIENT ACTIONS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements and for interview during the scheduled application period.	1. Accept and evaluate the documents submitted and interview the applicant	None	5 Minutes	CEDO Staff
2. Fill-out the ILSP exam permit (2 copies) and register in the master list of examinees.	2. Check if permit is completely filled-out. Sign the permit and issue an examinee number. Give one copy to applicant and file the other copy. Have the applicant register his name in the master list of examinees. Advise the applicants that the room assignments and other details of the exam will be posted on the agency website, the ILSP Facebook page and at the ILSP office.	None	2 Minutes	CEDO Staff
TOTAL:		None	7 Minutes	



2. Conduct of the Qualifying Exam

Upon submission of the complete requirements to avail of the scholarships offered to the ILSP, a qualifying exam will be conducted to assess their qualification to the program. Examinees must be at the testing venue 30 minutes before the scheduled exam. Late comers will not be allowed to take the exam.

Office or Division:		City Education and Development Office		
Classification:		Simple		
Type of Transaction:		Citizens to Government		
Who may avail:		Applicants who have applied and have been issued test permits		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Test permits duly signed by the ILSP (1 Original Copy)		ILSP Office during the application period		
2. School ID (Original Copy)		Institution where the applicant is enrolled		
CLIENT SCHOOLS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the exam permit and school ID to the proctor.	1. Verify the test permit and check the name of the examinee on the masterlist.	None	1 minute	Exam Proctor
2. Take the qualifying exam. Submit the questionnaire and answer sheet to the proctor when finished. Sign the attendance sheet before leaving the examination room.	2. Give the questionnaire and answer sheet. Once examinee is done, collect the questionnaire and answer sheet and have the examinee sign the attendance sheet. Advise the examinees on how to view the results.	None	1 hour and 30 minutes	Exam Proctor



	TOTAL:	None	1 hour and 31 minutes	
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3. Processing of Qualifying Exam Passers

This details the submission and evaluation of documents of applicants who passed the qualifying exam for the Full Scholarship Program and SPEAP under the Iskolar ng Lungsod ng San Pedro program.

Office or Division:		City Education and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Applicants who have passed the qualifying exam		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Good Moral Character (1 Original Copy)		From institution where applicant was last enrolled		
If not working:				
1. BIR Certification of non-filing of ITR of Parents (1 Original Copy)		Bureau of Internal Revenue (BIR)		
If working:				
1. Income Tax Return (1 Original Copy)		Bureau of Internal Revenue (BIR)		
CLIENT ACTIONS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Check if applicant is in the exam passers list. Accept and evaluate the documents submitted.	None	1 minute	CEDO STAFF
2. Fill-out the ILSP Personal Data Sheet	2. Check if PDS is completely filled- out. Accept the PDS. File together with all documents	None	2 minutes	CEDO STAFF



	in ILSP scholar individual folder.			
TOTAL:		None	3 minutes	





4. GAWAD SAN PEDRO (Academic Excellence Award) Application

The top performing San Pedrense graduates from Grade School, Senior High School, College graduates with English and Latin honors and the Passers of Government Licensure Examination will be recognized and acknowledged for their efforts to continuously excel and make San Pedro proud.

Office or Division:		City Education and Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Applicants who have passed the qualifying exam		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Awardee Information Form		City Education and Development Office		
Certification from the School/College/University (Top 1 Graduates and Graduates with Latin Honors)		School/College/University the student graduated from		
Certification from PRC (Government Licensure Exam Passers)		PRC		
Parent's/Guardian's/Awardee's Voter's Certification		COMELEC		
Graduation Portrait Photo in High Resolution		School/College/University the student graduated from		
CLIENT SCHOOLS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Check if the documents submitted are complete.	None	5 minutes	CEDO STAFF
2. Fill out the Awardee Information Form	2. Check if Awardee Information Form is completely filled- out. Accept the Form. File	None	3 minutes	CEDO STAFF



	together with all documents in GAWAD SAN PEDRO folder.			
TOTAL:		None	8 minutes	





City Health Office - Nutrition External Services





1. Provision of Nutrition Related Data

The City Health Office – Nutrition is responsible in providing nutrition related data to walk-in clients like NGOs and student for their education use. Government agencies may also avail of this service.

Office or Division:	City Health Office – Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Walk-in clients or individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitors/client logbook and submit the request to CHO-Nutrition Office	1. Receive Request Letter	None	1 minute	<i>Nutrition Staff</i> CHO-Nutrition
	1.1 Validate the request	None	2 minutes	<i>Nutrition Staff</i> CHO-Nutrition
	1.2 Forward request to City Nutrition Action Officer for approval	None	3 minutes	<i>Nutrition Staff</i> CHO-Nutrition
	1.3 The City Nutrition Action Officer evaluate & approved the client request and provide data needed	None	3 minutes	<i>City Nutrition Action Officer</i> CHO-Nutrition
2. Receive the nutrition related data and signed the acceptance logbook	2. Assist clients in signing the acceptance logbook	None	1 minute	<i>Nutrition Staff</i> CHO-Nutrition
TOTAL:		None	10 Minutes	



2. Conduct Nutrition Education, Diet Counseling and Diet Plan to Clients

The City Nutrition Office is responsible in providing diet counseling to clients and assists them in their dietary problems.

Office or Division:	City Health Office – Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		CHO-Nutrition Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitors/client logbook and fill-up the request form	1. Review the request form and endorse to City Nutrition Action Officer	None	5 minutes	<i>Nutrition Staff</i> CHO-Nutrition
2. Present self/requestor to City Nutrition Action Officer	2. Conduct diet counseling, prepare and issue diet plan to the requesting party and advise for follow-up/home visits (if needed endorse to Barangay Nutrition Scholars)	None	10 minutes	<i>City Nutrition Action Officer</i> CHO-Nutrition
TOTAL:		None	15 Minutes	



3. Provision of Information, Education and Communication (IEC) Materials for Proper Nutrition

The City Health Office – Nutrition is responsible in providing nutrition information by providing Information Education Communication (IEC) materials to target clients. It aims to educate and share awareness about the importance of nutrition.

Office or Division:	City Health Office – Nutrition			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requestor		
2. Request form (1 Original Copy)		CHO-Nutrition		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitors/client logbook, submit request letter to CHO-Nutrition Office and fill-up request form	1. Receive request letter and request form and verify the availability of the requested IEC materials.	None	3 minutes	<i>Nutrition Staff</i> CHO-Nutrition
	1.1 Forward request to City Nutrition Action Officer for approval	None	2 minutes	<i>Nutrition Staff</i> CHO-Nutrition
2. Receive IEC materials and sign in the acceptance logbook	2. Evaluate the request and inform requesting party the availability of IEC materials	None	3 minutes	<i>City Nutrition Action Officer</i> CHO-Nutrition
	2.1 Prepare and issue IEC materials to the requesting clients	None	2 minutes	<i>Nutrition Staff</i> CHO-Nutrition
TOTAL:		None	10 Minutes	



City Urban Development and Housing Office External Services





1. Acceptance of Housing Application

Accept advance housing application for future housing project. Name included in the list of housing applicants.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philippine National ID or Voter's ID In case Philippine National ID is Unavailable (1 photocopy)		PSA, COMELEC or c/o Client		
2. Barangay Clearance/Police Clearance/NBI Clearance (1 original - Any of the three)		Barangay where the applicant resides or Police Station or NBI Branches		
3. 2x2 picture (1 original)		c/o Client		
4. Latest Community Tax Certificate/Cedula (1 photocopy)		Barangay where the applicant resides/City Treasury Office, G/F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Accept and check requirements submitted by client	None	5 minutes	Office Staff CUDHO
3. Undergo interview	3. Conduct interview with the client	None	10 minutes	Office Staff CUDHO
	3.1 Encode name of the client in the list of applicants	None	3 minutes	Office Staff CUDHO
	3.2 File submitted requirements	None	2 minutes	Office Staff CUDHO
TOTAL:		None	22 Minutes	



2. Endorsement for MERALCO/SPWD Line Application

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
1. Homeowners Clearance / Association Clearance (1 photocopy)	From Association			
2. MERALCO/SPWD Application Form (1 original)	MERALCO/SPWD c/o Client			
3. Philippine National ID or Voter's ID In case Philippine National ID is Unavailable (1 photocopy)	PSA, COMELEC or c/o Client			
4. Barangay Clearance (1 photocopy)	Barangay c/o Client			
5. Proof of ownership (Title - 1 photocopy)	PSA, COMELEC or c/o Client			
Representative:				
1. Authorization letter (1 original)	c/o Principal Client			
2. Philippine National ID or Voter's ID In case Philippine National ID is Unavailable (1 photocopy)	PSA, COMELEC or c/o Representative			
3. Philippine National ID or Voter's ID (In case Philippine National ID is Unavailable) (1 photocopy)	PSA, COMELEC or c/o Principal Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issue client slip to client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Receive and check requirements	None	3 minutes	Office Staff CUDHO
	2.1 Verify client's name in the masterlist	None	5 minutes	Office Staff CUDHO
3. Receive endorsement slip	3. Issue endorsement slip to the client to be submitted to OBO	None	2 minutes	Head or Office Staff CUDHO
TOTAL:		None	12 Minutes	



3. Orientation on Community Organizing

Orientation given to community on how to organize a community to become a legal and recognized community association.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter/Endorsement letter (1 original)		c/o Client		
2. Community Profile (1 photocopy)		c/o Client		
3. List of possible association members		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Receive and check requirements submitted	None	3 minutes	Office Staff CUDHO
3. Undergo interview	3. Conduct interview with the client	None	10 minutes	Office Staff CUDHO
4. Prepare for the meeting of Interim Officers	4. Set schedule of meeting with Interim Officer	None	1 hour	Office Staff CUDHO or HHRO IV CUDHO
5. Prepare for the assembly meeting	5. Prepare and Deliver Notice of Invitation for the conduct of Orientation	None	3 days	Office Staff CUDHO
6. Record attendance and prepare minutes of the meeting	6. Orientation on how to organize a community	None	3 hours	Office Staff CUDHO
	TOTAL:	None	3 Days, 4 Hours and 15 minutes	



4. Technical Assistance to Community Associations

Assistance and guidance given to community association in addressing issues and concerns through proper procedures and process in relation with the association.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		c/o Client		
2. Community Association Profile (1 original)		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Accept and check requirements submitted by the client	None	5 minutes	Office Staff CUDHO
3. Undergo interview	3. Conduct interview with the client	None	10 minutes	Office Staff CUDHO
4. Prepare available documents for assistance	4. Guide in following procedures and preparing documents to be used or submitted.	None	20 minutes	Office Staff CUDHO Or HHRO IV CUDHO
	4.1 Endorse to concerned department/office/ agency if needed	None	5 minutes	
TOTAL:		None	42 Minutes	



5. Profiling/Census of ISFs

Actual interview with the households to gather data which includes name, age, income, source of income, family composition, number of years of stay in the area, place of origin and membership to any government financing institution.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo interview	1. Conduct interview with the client	None	15 minutes	Office Staff CUDHO
2. Proofread profile information and then sign by the client and the interviewer	2. File and encode data	None	5 minutes	Office Staff CUDHO
	TOTAL:	None	20 Minutes	



6. Report Complaints on Illegal Structures

Response to complaints on illegal structures occupying government properties such as open spaces, parks, easement of roads, and other government properties.

Office or Division:	City Urban Development and Housing Office – Anti-Squatting Task Force			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents showing proof of ownership (1 photocopy)		Registry of Deeds		
2. Homeowner's Clearance (1 original)		Homeowners' Association		
3. Complaint Letter (1 original)		c/o Client		
4. Picture/s of the illegal structure/s (original)		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit complaint letter	2. Check and accept submitted complaint letter	None	5 minutes	Office Staff CUDHO
3. Submit documents showing proof of ownership (Title/s/DOAS)	3. Validate and accept submitted proof of ownership through verification (if needed)	None	3 days	Office Staff CUDHO Or HHRO IV CUDHO
4. Assist and guide assigned personnel in-charge to conduct inspection	4. Inspection of the area being complained	None	1 hour	Office Staff CUDHO
	TOTAL:	None	3 Days, 1 Hour and 7 Minutes	



Office of the Vice-Mayor Internal Services





1. Receiving and Review of Documents for Agenda

The City Vice-Mayor's Office receives documents from the departments that require to be taken up in the agenda of the City Council that require their motion to adopt.

Office or Division:	Office of the City Vice-Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Departments of the City Government of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter (1 Original Copy, 1 Photocopy)		Requesting Client		
2. Additional Attachments to be taken up as an agenda (1 Original Set)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit transmittal letter, along with pertinent documents to be included in the agenda.	1. Receive the transmittal letter and agenda documents.	None	3 minutes	<i>Private Secretary I</i> Office of the Vice-Mayor
	1.1 Review the submitted documents and transmit to the City Vice-Mayor for endorsement.	None	15 minutes	<i>Private Secretary I</i> Office of the Vice-Mayor
TOTAL:		None	18 Minutes	



2. Routing of Documents

The City Vice-Mayor's Office receives requests from departments that require the signature or note of the Vice-Mayor for appropriate action.

Office or Division:	Office of the City Vice-Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Departments of the City Government of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receiving Copy or Transmittal Letter (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit transmittal letter or receiving copy of letter that require the signature of the Vice-Mayor.	1. Receive the transmittal letter and agenda documents.	None	3 minutes	<i>Private Secretary I</i> Office of the Vice-Mayor
	1.1 Review the submitted documents and transmit to the City Vice-Mayor for endorsement.	None	15 minutes	<i>Private Secretary I</i> Office of the Vice-Mayor
TOTAL:		None	18 Minutes	



Office of the Vice-Mayor External Services





1. Receiving of correspondences, request letters, checks and other similar documents

Clerical and administrative functions of the City Vice-Mayor's Office that processes requests that require signature.

Office or Division:	Office of the City Vice-Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy, 1 Photocopy)		Requesting Client		
2. Valid I.D. (1 Photocopy)		Requesting Client		
For medical assistance:				
1. Medical Certificate or Abstract (1 Photocopy)		Hospital		
For burial assistance:				
1. Death Certificate (1 Photocopy)		Local Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit correspondences, request letters, checks and other similar documents to the Office of the Vice Mayor Secretariat	1. Receive the correspondences, request letters, checks and other similar documents and indicate the date and time.	None	3 minutes	<i>Local Legislative Aide</i> Office of the Vice-Mayor
2. Wait for the request to be processed	2. Process and release the request.	None	15 days	<i>Local Legislative Aide</i> Office of the Vice Mayor
	TOTAL:	None	15 Days and 3 Minutes	

Note:

- Processing time can also vary depending on the nature of the request and availability of resources.



2. Providing copies of Resolutions and Ordinances

The Office of the Vice-Mayor can furnish copies of resolutions and ordinances passed by the City Council to clients that need them.

Office or Division:	Office of the City Vice-Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1.1 Receive request letter.	None	1 minutes	<i>Private Secretary I</i> Office of the Vice-Mayor
	1.2 Endorse request to the Sangguniang Panlungsod Secretariat.		2 minutes	
	TOTAL:	None	3 Minutes	



3. Scheduling of Appointments

The Office of the Vice-Mayor can schedule the City Vice-Mayor for appointments requested by the constituents of the City of San Pedro.

Office or Division:	Office of the City Vice-Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of invitation.	1. Receive request letter and advise client on availability of the Vice-Mayor.	None	1 day	<i>Private Secretary I</i> Office of the Vice-Mayor
	TOTAL:	None	1 Day	



4. Availing of Various Assistance

The Office of the Vice-Mayor can provide and approve requests for assistance for requests of various natures. This includes Financial, Medical, Burial, and Motor Vehicle Assistance.

Office or Division:	Office of the City Vice-Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation (1 original copy, 1 Photocopy)		Requesting Client		
For medical assistance:				
1. Medical Certificate or Abstract (1 Photocopy)		Hospital		
For burial assistance:				
1. Death Certificate (1 Photocopy)		Local Civil Registrar's Office		
For motor vehicle assistance:				
1. Request slip (1 Original Copy, 1 Photocopy)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter along with pertinent attachments.	1. Receive request letter and process the request.	None	5 days	<i>Private Secretary I</i> Office of the Vice-Mayor
TOTAL:		None	5 Days	



Office of the Sangguniang Panlungsod Secretariat External Services



1. Copy of Resolutions/City Ordinances and/or certifications.

Requesting/furnishing certified copy/copies of resolutions/city ordinances approved and enacted by the Sangguniang-Panlungsod Council and a certification to affirm the validity of the records requested.

Office or Division:	Sangguniang-Panlungsod Secretariat Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen – G2C; Government to Government – G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 Original Copy, 1 Photocopy)		Requesting Client		
2. Request Slip (1 Original Copy)		Sangguniang Panlungsod Secretariat Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter-request or fill-out the Request Slip	1. Provide the requesting party the log book to log the request and endorse them to the record custodian.	None	2 minutes	<i>Clerk IV Or Steno. Reporter III</i> SP Secretariat's Office
	1.1 Research/verify the records on file for the requested document and endorse the letter-request or Request Slip to the Board Secretary/SP Secretary for notation/review.	None	5 minutes	<i>Loc. Leg. Officer III</i> SP Secretariat's Office
	1.2 Instruct Record Custodian for the document/s requested.	None	3 minutes	<i>Board Secretary IV</i> SP Secretariat's Office
* For Certified Copy – Sign and certify the				



	<p><i>document/s requested</i></p> <p>1.3 Ready the said documents requested.</p> <p><i>*If the requesting party is/or from a government office, no Secretary's Fee will be paid.</i></p>	None		<p><i>Loc. Leg. Officer III</i> SP Secretariat's Office</p>
2. Pay the required fees at the City Treasury Office	2. Receive payment and issue Official Receipt.	Secretary's Fee Php 100.00 per page	5 minutes	<p><i>Revenue Collection Clerk</i> Treasury Office</p>
3. Return to the Record Custodian and present the Original Receipt (O.R.)	3. The Record Custodian will get the O.R. Number only and the date issued for recording purposes before releasing the documents requested (photocopied and/or certified copy of resolutions, ordinances and/or certification	None	3 minutes	<p><i>Loc. Leg. Officer III</i> SP Secretariat's Office</p>
	TOTAL:	Secretary's Fee Php 100.00 per page	21 Minutes	



2. Filing of Complaint against Barangay Officials

Requiring the Complainant for a notarized sworn statement or affidavit on filing a complaint against Barangay Officials.

Office or Division:	Sangguniang-Panlungsod Secretariat Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized sworn statement or affidavit (5 Original Copies, 10 Photocopies)		Complainant		
2. Certificate of Non-Forum Shopping (1 Original Copy)		Complainant		
3. Evidences of the complaint		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1. Check the documents and have it received by the receiving person and to be docketed by the Record Custodian and issue Order of Payment.	None	7 minutes	<i>Board. Secretary IV Or Clerk IV Or Loc. Leg. Officer III SP Secretariat's Office</i>
2. Pay the required Filing Fee at the City Treasury Office showing the Order of Payment.	2. Receive payment and issue official receipt	Php 500.00	5 minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present the Official Receipt	3. Photocopy Official Receipt for recording purposes.	None	2 minutes	<i>Loc. Leg. Officer III SP Secretariat's Office</i>
	TOTAL:	Php 500.00	14 Minutes	



City Architect's Office External Services





1. Architectural Design Drawings and Specifications

An outline design drawing which is formed through an idea of the architect combining with the project scale, mass, governing principles and laws and the client requirements to derive the proposed appearance of the structure and other plans integrating relevant specifications which are the set of requirements recommended to meet and satisfied the objective of the design.

Office or Division:	City Architect's Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Departments and Offices in the City Government of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter of Request (1 Photocopy)		Office of the Mayor		
2. Clear copy of TCT with Technical Description (1 Photocopy) ¹		Client		
3. Project Description with exact project address and client design requirements printed on Letter or Folio sized paper (1Original Copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Review and assess documents	None	10 minutes	<i>Draftsman Or Architect</i> City Architect's Office
	1.1 Schedule and conduct field inspection and survey.	None	2 days ²	<i>Draftsman Or Architect</i> City Architect's Office
	1.2 Prepare conceptual design drawings and specifications.	None	5 days	<i>Draftsman Or Architect</i> City Architect's Office
2. Attend office/site meeting	2. Present conceptual design drawings for client conformity.	None	1 day ³	<i>Draftsman Or Architect</i> City Architect's Office
	2.1 Conduct revisions, if any.	None	1 day ⁴	<i>Draftsman Or Architect</i> City Architect's Office



	2.3 Prepare detailed design drawings and specifications. ⁶	None	10 days	Officer-in-Charge City Architect's Office
	2.4 Review Design Drawings	None	1 day	Draftsman Or Architect City Architect's Office
	2.5 Submit design drawings to the City Administrator or City Mayor.	None	1 day	Officer-in-Charge City Architect's Office
	TOTAL:	None	21 Days and 5 Minutes	

Notes:

- 1- *May not require if the request is limited to interior design of the existing structure.*
- 2- *May require longer time depending on the actual site condition and topographic profile in which data may be prepared through outsourcing of required service/s.*
- 3- *Meeting date and location will be set and agreed by both parties.*
- 4- *Depends on their requirements and instructions. Processing time may vary.*
- 5- *Depends on the Mayor instructions. Processing time to deliver required activity may vary.*
- 6- *Design Drawings are limited to Architectural and Structural Design only. Other Allied Engineering Design will rest on the City Engineering Office.*



City Budget Office Internal Services



1. Release of Obligation Request

Obligation requests from various sources like General Fund and Special Education Fund are being released to departments, offices, and units. The classification of services is considered highly technical since it requires the use of technical knowledge, skills, or training in the processing and/or evaluation thereof.

Office or Division:	City Budget Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangays and Sangguniang Kabataan Federations of the City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Normal and Regular Expenditures (varies with the nature of the request)				
1. Obligation request duly signed by the end user (1 Original Copy, 1 Photocopy)		Concerned Office, Department, or Unit		
2. Approved Activity Design (1 original copy), 1 Photocopy)		Concerned Office, Department, or Unit		
3. Duly signed payroll sheet (1 original copy), 1 Photocopy)		Concerned Office, Department, or Unit		
4. Medical Assessment Report with supporting documents from CSWDO (1 original copy), 1 Photocopy)		Concerned Office, Department, or Unit		
For Procurement Request (varies with the nature of project activity)				
1. Duly signed BAC Documents		City Procurement Office		
2. Duly signed Purchase Order (PO)/Purchase Request (PR), and other documentary requirements as specified in the COA Circular No. 2012-001 dated June 14, 2012 (1 original copy), 1 Photocopy)		City Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an Obligation request to the front desk for assessment as to the completeness of the documents.	1. Receive the documents and assess the following: a. Appropriate signature b. Completeness of documents	None	1 minute per document	<i>Admin Aide II</i> City Budget Office
	1.1 Evaluate the request and update the	None	3 minutes per document	<i>Budgeting Assistant</i> City Budget



	<p>corresponding Registry of Appropriation Ledger in the respective expenditure class and offices.</p> <p>1.2 Review and certify the obligation request as to the existence of available appropriation.</p> <p>1.3 Forward/transmit documents to the Accounting Office using the logbook.</p>	<p>None</p> <p>None</p>	<p>2 minutes per document</p> <p>1 minute per document</p>	<p>Office</p> <p><i>City Government Department Head I (City Budget Officer) Or Budget Officer III City Budget Office</i></p> <p><i>Admin Aide II City Budget Office</i></p>
	TOTAL:	None	7 Minutes per document	



2. Release of Certification on Appropriation Balances and Use of Savings for Augmentation of Deficient PPAs

The documents are being processed only upon the request of various department/units and offices. The classification of services is considered complex since it requires further evaluation in the processing thereof. All request must be duly approved by the Local Chief Executive prior to processing.

Office or Division:	City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department, Offices, Unit Heads, Barangay Council and other NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Appropriation Balances				
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Client		
Request for Use of Savings				
1. BED No. 1 – Financial Plan (1 Original Copy, 1 Photocopy)		Requesting Client		
2. BED No. 2 – Physical Plan (1 Original Copy, 1 Photocopy)		Requesting Client		
3. Certification on how the savings generated pursuant to the AIP (1 Original Copy, 1 Photocopy)		Requesting Client		
4. Request letter with justification duly approved by the LCE (1 Original Copy, 1 Photocopy)		Requesting Client		
5. Details of Savings and Augmentation of Deficient PPAS (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Appropriation Balances				
1. Submit an Obligation request to the front desk for assessment as to the completeness of the documents.	1. Evaluate the request and prepare the Appropriation Slip Document.	None	1 day	<i>Budget Officer II Or Budgeting Assistant City Budget Office</i>
	TOTAL:	None	1 Day (or may vary depending on the number of PPAs)	
For Request on Use of Savings				



1. Receive acknowledgement receipt on duly approved request on use of savings.	1. Evaluate the request and update the corresponding Registry of Appropriation Ledger in the respective expenditure class and office.	None	3 days	<i>City Government Department Head I (City Budget Officer) Or Budget Officer III Or Budgeting Assistant City Budget Office</i>
	TOTAL:	None	3 Days	



City Budget Office External Services



1. Review in the Approved Barangay and SK Annual/Supplemental Budget

This service provides technical assistance and advice to barangays and Sangguniang Kabataan (SKs) concerning their budgetary requirements and limitations for their annual budget preparations. Their respective supplemental budget is also evaluated for submission to the Sangguniang Panlungsod. Such complies with the regular procedure pursuant to section 318 of RA 7160.

Office or Division:	City Budget Office	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Barangays and Sangguniang Kabataan Federations of the City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Annual Budget		
1. Transmittal Letter (1 Original Copy, 1 Photocopy)	Respective Barangay	
2. BBP Form No. 1 Budget – Expenditure and Sources of Financing duly approved by City Accountant and Barangay Officials (1 Original Copy, 1 Photocopy)		
3. BBP Form No. 2 to BBP Form No. 4 (2 Original Copies, 20 Photocopies)		
4. Appropriation Ordinance (2 Original Copies, 20 Photocopies)		
5. Plantilla of Personnel (2 Original Copies, 20 Photocopies)		
6. List of Projects chargeable against 20% Development Fund (2 Original Copies, 20 Photocopies)		
7. Statement of indebtedness (2 Original Copies, 20 Photocopies)		
8. Sangguniang Approved Annual Investment Program (AIP) (2 Original Copies, 20 Photocopies)		
9. DILG-endorsed GAD Plan and Budget (2 Original Copies, 20 Photocopies)		
10. Others as indicated in the DBM Local Budget Memorandum Circular for the budget year. (2 Original Copies, 20 Photocopies)		
For SK Annual Budget		
1. Annual Barangay Youth Investment Plan (ABYIP) (2 Original Copies, 20	Respective Sangguniang Kabataan	



Photocopies)				
2. ABYIP Resolution with complete official signatories (2 Original Copies, 20 Photocopies)				
3. Letter Certification of 10% SK Fund from the Brgy. Treasurer(2 Original Copies, 20 Photocopies)				
4. Certificate of Review from DILG and LDYC (2 Original Copies, 20 Photocopies)				
5. SK Annual Budget Plan (2 Original Copies, 20 Photocopies)				
6. SK Annual Budget Resolution with complete official signatories (2 Original Copies, 20 Photocopies)				
7. Other requirements as specified in the DBM Budget Call Memorandum applicable for the budget year (2 Original Copies, 20 Photocopies)				
For supplemental budget				
1. Transmittal Letter (1 Original Copy, 1 Photocopy)		Respective Sangguniang Kabataan		
2. Statement of Sources and Usage of Fund duly certified by the City Accountant (1 Original Copy, 1 Photocopy)				
3. Appropriation Ordinance (1 Original Copy, 1 Photocopy)				
4. Approved Supplemental AIP with Resolution(1 Original Copy, 1 Photocopy)				
5. Council Resolution (if applicable) (1 Original Copy, 1 Photocopy)				
6. Other documentary requirements as may be required by the Sangguniang Panlungsod. (1 Original Copy, 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook.	1. Give the logbook to the client.	None	1 minute	<i>Admin Aide II</i> City Budget Office
2. Submit a copy of the Annual and/or supplemental budget.	2. Check the completeness of the required supporting documents. *If incomplete,	None	20 minutes	<i>Budget Officer III</i> City Budget Office



	return immediately to the client through acknowledgement in the logbook or accomplish the return slip form.			
3. Receive the Acknowledgement Receipt/Copy of the submitted Annual and/or Supplemental Budget with the stamp received.	<p>3. Acknowledge the submission of the Annual and Supplemental Budget.</p> <p>3.1 Proceed with the technical review and ensure compliance with the mandatory requirements.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>12 days per annual budget</p> <p>5 days per supplemental budget</p>	<p><i>Budgeting Assistant</i> City Budget Office</p> <p><i>City Budget Officer</i> Or <i>Budget Officer III</i> City Budget Office</p>
4. Receive the reviewed Barangay and SK Annual and/or Supplemental budget with the findings and review the action report, if any.	4. Return the reviewed Annual/ Supplemental to the concerned LGU with the findings and review the action report, if any.	None	1 day	<p><i>City Government Department Head I (City Budget Officer)</i> Or <i>Budget Officer III</i> City Budget Office</p>
5. Return the final Annual and/or Supplemental Budget.	<p>5. Check the completeness of the required supporting documents.</p> <p>*If incomplete, return immediately to the client thru acknowledgment in the logbook or accomplish the return slip form</p>	None	10 minutes	<p><i>Budget Officer II</i> Or <i>Budgeting Assistant</i> City Budget Office</p>
6. Receive the Acknowledgement receipt/copy for the final Annual and/or Supplemental budget.	6. Acknowledge the submission of the Annual and Supplemental Budget.	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 days per</p>	<p><i>Budgeting Assistant</i> City Budget Office</p> <p><i>City</i></p>



	<p>6.1 Proceed with the technical review and ensure compliance with the mandatory requirements</p> <p>6.2 Prepare and attach Review Letter to the Sangguniang Panlungsod.</p>	<p>None</p>	<p>Annual Budget</p> <p>1 day per supplemental budget</p> <p>1 day</p>	<p><i>Government Department Head I (City Budget Officer) Or Budget Officer III City Budget Office</i></p> <p><i>City Government Department Head I (City Budget Officer) Or Budget Officer III City Budget Office</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>19 Days and 41 Minutes (for Annual Budget)</p> <p>8 Days and 41 Minutes (for supplemental budget)</p>	



City Legal Office External Services



1. Legal Documentation and Review Service

Legal Documents are reviewed by the City Legal Office to ensure its compliance and conformance to local laws and ordinances.

Office or Division:	City Legal Office			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		City Legal Office		
2. Legal document/s to be reviewed (Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit it along with the legal document/s to be reviewed.	1. Receive and record the submitted form and document/s.	None	2 minutes	<i>Legal Secretary</i> Legal Office
	1.1 Review the request form and the submitted requirements.	None	5 minutes	<i>Legal Secretary</i> Legal Office
	1.2 Forward the Request Form with the attached document/s to the City Legal Officer.	None	1 minute	<i>Legal Secretary</i> Legal Office
	1.3 Draft or review documents and issue drafted document or written comment.	None	Simple - 23 hours and 52 minutes Complex- 55 hours and 52 minutes Highly Technical - 159 hours and 52 minutes	<i>City Legal Officer</i> Legal Office
2. Receive reviewed document	2. Forward the Request Form with the attached drafted document or written comment.	None	1 minute	<i>Legal Secretary</i> Legal Office



2. Legal Research, Counseling and Information Service

Legal Research, Counseling and Information Service can be done by the staff of the City Legal Office if needed.

Office or Division:	City Legal Office			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		City Legal Office		
2. Legal document/s to be reviewed (Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit it along with the legal document/s to be reviewed.	1. Receive and record the submitted form and document/s.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	1.1 Review the request form and the submitted requirements.	None	5 minutes	<i>Legal Secretary</i> City Legal Office
2. Wait to be endorsed to the City Legal Officer.	2. Forward or refer to the City Legal Officer the request or call the name of the client on a first come first served basis	None	2 minutes	<i>Legal Secretary</i> City Legal Office
3. Receive legal advice, opinion and/or information from the City Legal Officer.	3. Provide legal advice, opinion and/or information	None	Simple- 23 hours and 51 minutes Complex- 55 hours and 51 minutes Highly Technical - 159 hours and 51 minutes	<i>City Legal Officer</i> Legal Office
4. Receive the written opinion or research from the City Legal Office. None	4. Forward the CLO Request Form with the attached written opinion or	None	2 minutes	<i>Legal Secretary</i> City Legal Office



	<p>research.</p> <p>4.1 Receive and record the Request Form with the attached written opinion or research and photocopy written opinion or research for file.</p> <p>4.2 Forward the written opinion or research.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>2 minutes</p>	<p><i>Legal Secretary</i> City Legal Office</p> <p><i>Legal Secretary</i> City Legal Office</p>
	TOTAL:	None	<p>Simple- 1 Day and 9 minutes</p> <p>Complex- 2 Days and 9 Minutes</p> <p>Highly Technical – 6 Days and 6 Minutes</p>	



3. Litigation and Case Management Service

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		City Legal Office		
2. Pleadings or Motions		City Legal Office		
3. Pleadings, Order/Resolution/Decision		City Legal Office		
4. Judgment		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit case documents or communications to the City Legal Office.	1. Refer the case to City Legal Office after receipt of summon or complaint (in case the City is the defendant or respondent), or refer a case for possible institution of a complaint (whether criminal, civil or administrative).	None	2 minutes	<i>Requesting Party or Unit</i>
	1.1 Receive and record the case documents or communications along with the request form.	None	5 minutes	<i>Legal Secretary Legal Office</i>
	1.2 Forward the Request Form with the attached case document request and its requirements to the City Legal Officer.	None	2 minutes	<i>Legal Secretary Legal Office</i>
2. Be interviewed by the City Legal Officer on the	2. Interview the concerned respondent and	None	15 minutes	<i>City Legal Officer Legal Office</i>



<p>details of the complaint or case.</p>	<p>evaluate the case for appropriate action.</p>			
	<p>2.1 Draft pleadings and motions.</p>	<p>None</p>	<p>As required or as per schedule set by the judicial or quasi-judicial body</p>	<p><i>City Legal Officer</i> City Legal Office</p>
	<p>2.2 Forward the CLO Request Form with the attached pleading or motion.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Legal Secretary</i> Legal Office</p>
	<p>2.3 Receive and record the Request Form with the attached pleadings or motions.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Legal Secretary</i> Legal Office</p>
	<p>2.4 Files pleadings or motions personally or by registered mail.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Legal Secretary</i> Legal Office</p>
	<p>2.5 File records and registry receipts in case folder.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Legal Secretary</i> Legal Office</p>
	<p>2.6 Represent the City of San Pedro and attend to scheduled Mediation / Conciliation / Arbitration / Trial.</p>	<p>None</p>	<p>As required or as per schedule</p>	<p><i>City Legal Officer</i> City Legal Office</p>
	<p>2.7 Report the decision on the case to the City Mayor.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>City Legal Officer</i> City Legal Office</p>
	<p>TOTAL:</p>	<p>None</p>	<p>50 Minutes (excluding the</p>	



			drafting of the pleadings and motions and trial representation)	
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4. Statutory Compliance

This service assists clients in ensuring that they conform to standards, regulations and laws of the industry to which they belong in.

Office or Division:	City Legal Office			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		City Legal Office		
2. Document/s to be reviewed (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and document/s to be reviewed for statutory compliance.	1. Receive, record, and review the documents submitted.	None	7 minutes	<i>Legal Secretary</i> City Legal Office
	1.1 Forward and/or refer to the City Legal Officer the request.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
2. Be provided legal compliance or opinion by the City Legal Officer.	2. Provide legal compliance or opinion to the requesting party or unit.	None	Simple- 23 hours and 51 minutes Complex-55 hours and 51 minutes Highly Technical-159 hours and 51 minutes	<i>City Legal Officer</i> City Legal Office
3. Receive the compliance notice or opinion.	3. Forward the Request Form with the attachments.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	3.1 Receive and record the Request Form with the attached compliance notice or opinion and file written opinion or research.	None	5 minutes	<i>Legal Secretary</i> City Legal Office



	3.2 Forward the compliance notice or opinion.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	TOTAL:	None	Simple - 1 Day and 9 Minutes Complex- 2 Days and 9 Minutes Highly Technical - 6 Days and 9 Minutes	



5. Legal Representation

The City Legal Office can represent on behalf of the City Government or client during appointments or hearings.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form and fill-out the details of the request.	1. Receive request and check availability of City Legal Officer with the calendar.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	1.1 Confirm availability with the City Legal Officer or inform the City Legal Officer of scheduled hearing.	None	5 minutes	<i>Legal Secretary</i> City Legal Office
	1.2 Record the confirmed appointment in the Office Calendar and inform the requesting party or unit of the confirmed appointment.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	1.3 Attend the scheduled appointment or hearing.	None	As per schedule	<i>City Legal Officer</i> City Legal Office
	TOTAL:	None	9 Minutes (excluding attending the scheduled appointment or hearing).	



6. Notarial Services

Documents that require notarization can be done at the City Legal Office.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document/s to be Notarized (1 Original Copy)		Requesting Party		
2. Valid ID (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to be notarized and present a valid ID.	1. Receive document/s and review the notarial requirements	None	5 minutes	<i>Legal Secretary</i> City Legal Office
	1.1 Forward the document to the City Legal Officer.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	1.2 Review the requested document for notarization and forward it to Legal Secretary.	None	5 minutes	<i>City Legal Officer</i> City Legal Office
2. Wait for your document/s to be notarized	2. Stamp the name and details of the commission and number the document and return the document to the City Legal Officer.	None	2 minutes	<i>Legal Secretary</i> City Legal Office
	2.1 Attest to and sign the document and return it to the Legal Secretary.	None	5 minutes	<i>City Legal Officer</i> City Legal Office
3. Pay the required notarial fees and receive the notarized document.	3. Record the notarized document in the Notarial Book and issue the same	Subject to the table of Notarial Fees	3 minutes	<i>Legal Secretary</i> City Legal Office
TOTAL:		Subject	22 Minutes	



		to the table of Notarial Fees		
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City Planning and Development Coordinator's Office External Services



1. Assistance to Researchers (Face-to-Face or E-mail)

The office division concerned with the provision of statistical data is the Research and Statistics Division that files and maintains pertinent statistical data that are primarily socio-economic in nature. Request letters must be endorsed by the immediate supervisor of the Requesting Client.

Office or Division:	City Planning and Development Coordinator's Office – Research & Statistics Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the head of CPDCO (1 Original/Electronic Copy, 1 Receiving Copy)		Requesting Client		
2. External storage device for soft copies of files (USB, external hard drive) or email address		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Face-to-Face Transactions:				
1. Submit request letter to the front desk	1. Receive request letter.	None	1 minute	<i>Clerk (Job Order)</i> CPDCO
	1.1 Endorse request to the City Administrator's Office for approval.	None	2 minutes	<i>Clerk (Job Order)</i> CPDCO
	1.2 Approve the request and endorse the same to the CPDCO	None	1 day	<i>City Administrator</i> City Administrator's Office
2. Claim the requested data in hard copy or provide the external device for soft copy.	1. Receive endorsement from the City Administrator's Office.	None	1 minute	<i>Clerk (Job Order)</i> CPDCO
	1.1 Endorse request to the department head for assignment.	None	1 minute	<i>Clerk (Job Order)</i> CPDCO



	1.2 Assign request to staff concerned.	None	2 minutes	<i>Planning Officer IV</i>
	1.3 Process the request.	None	10 minutes	<i>Planning Officer III or Planning Assistant CPDCO</i>
	1.4 Release request.	None	2 minutes	<i>Planning Officer III Or Planning Assistant Or Clerk (Job Order) CPDCO</i>
TOTAL:		None	1 Day and 20 Minutes	
For e-mail transactions:				
1. Send the request letter to the e-mail of the CPDCO (cityplanningspl@gmail.com)	1. Print out the request letter.	None	1 minute	<i>Planning Officer III CPDCO</i>
	1.1 Endorse the request to the City Administrator's Office for approval.	None	2 minutes	<i>Clerk (Job Order) CPDCO</i>
	1.2 Approve the request and endorse the same to CPDCO.	None	1 day	<i>City Administrator City Administrator's Office</i>
2. Receive the requested data via e-mail.	2. Process the request.	None	10 minutes	<i>Planning Officer III Or Planning Assistant CPDCO</i>
	2.1 Release the requested data via e-mail.	None	10 minutes	<i>Planning Officer III CPDCO</i>
	TOTAL:	None	1 Day and 23 Minutes	



2. Endorsement of Application for Accreditation of Civil Society Organizations (CSOs)/Non-Government Organizations (NGOs)

In order to become a member of special bodies under the local government units, one of the requirements is for Civil Society Organizations (CSOs)/Non-Government Organizations (NGOs) to be accredited to be recognized by the City Government. A template of the requirements can be secured from the City Planning and Development Coordinator's Office.

Office or Division:	City Planning and Development Coordinator's Office – Sectoral Coordination and People's Participation Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity			
Who may avail:	CSOs and NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Client		
2. Duly accomplished application for accreditation of NGO (1 Original Copy)		Requesting Client		
3. Duly accomplished CSO Profile Sheet (1 Original Copy)		Requesting Client		
4. Duly approved Board Resolution signifying intention for accreditation (1 Original Copy)		Requesting Client		
5. Duly notarized Sworn Statement (1 Original Copy, 1 Photocopy)		Requesting Client		
5. List of Current Officers and Members (1 Original Copy)		Requesting Client		
6. Latest Minutes of the Meeting (1 Original Copy)		Requesting Client		
7. Latest Accomplishment Report (1 Original Copy)		Requesting Client		
8. Latest Financial Statement (1 Original Copy)		Requesting Client		
9. Certificate of Registration (1 Original Copy)		Registering or Accrediting Agency (i.e. SEC, HLURB, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. Check the completeness of the requirements.	None	30 minutes	<i>Planning Officer III</i> CPDCO
	1.1 Receive requirements if complete. Otherwise, return it to the client.	None	2 minutes	<i>Clerk (Job Order)</i> CPDCO



2. Be advised when to pick up Certificate of Accreditation.	2. Advise client when to pick up Certificate of Accreditation	None	1 minute	<i>Planning Officer III</i> CPDCO
	2.1 Prepare endorsement letter to the Office of the Vice-Mayor and scan the submitted documents for filing purposes.	None	1 hour	<i>Planning Officer III</i> CPDCO
	2.2 Endorse submitted requirements to the Officer-in-Charge.	None	5 minutes	<i>Planning Officer III</i> CPDCO
	2.3 Sign the endorsement letter.	None	1 day	<i>Planning Officer IV</i> CPDCO
	2.4 Forward endorsement letter and requirements to the Office of the Vice-Mayor.	None	5 minutes	<i>Planning Officer III</i> CPDCO
	TOTAL:	None	1 Day, 1 Hour and 43 Minutes	



3. Endorsement of Barangay Development Plan (BDP)

A Certificate of Endorsement will be issued to the barangays for their development projects chargeable against the 20% component of the National Tax Allotment (NTA), in accordance with the Joint Memorandum Circular issued by the Department of Budget and Management (DBM)-Department of Finance (DOF)-Department of Interior and Local Government (DILG) No. 01 dated November 04, 2020 entitled “Revised Guidelines on the Appropriation and Utilization of the Twenty Percent (20%) of the Annual Internal Revenue Allotment (IRA) for Development Projects.

Office or Division:	City Planning and Development Coordinator’s Office – Sectoral Coordination and People’s Participation Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Development Plan (1 Original Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the BDP to CPDCO	1. Review the BDP.	None	30 minutes	<i>Planning Officer III</i> CPDCO
	1.1 Receive the BDP. Otherwise, return the BDP to the client.	None	2 minutes	<i>Planning Officer III</i> CPDCO
2. Receive the Certificate of Endorsement.	2. Sign the Certificate of Endorsement.	None	30 minutes	<i>Planning Officer IV</i> CPDCO
	2.1 Release the Certificate of Endorsement.	None	1 minute	<i>Planning Officer III</i> CPDCO
	TOTAL:	None	1 Hour and 3 Minutes	



4. Endorsement of Gender and Development (GAD) Plan and Budget (GPB)

The barangays submit their respective GAD Plan and Budget to the GAD Focal Person of the City Government, who checks the said plan if it is in compliance with the mandates of GAD.

Office or Division:	City Planning and Development Coordinator's Office – Sectoral Coordination and People's Participation Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Gender and Development (GAD) Plan and Budget (1 Original Copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Gender and Development (GAD) Plan and Budget to the GAD Focal Person.	1. Review GPB.	None	30 minutes	<i>GAD Focal Person</i>
	1.1 Endorse the GAD Plan and Budget to the CPDCO	None	2 minutes	<i>Clerk (Job Order) GAD Office</i>
2. Pick-up the Certificate of Endorsement from the City DILG	2.1 Review the GAD Plan and Budget if it is aligned with the City's Programs/Projects /Activities	None	30 minutes	<i>Planning Officer III CPDCO</i>
	2.2 Endorse the GAD Plan and Budget to the City DILG.	None	1 minute	<i>Planning Officer III CPDCO</i>
	TOTAL:	None	1 Hour and 2 Minutes	



General Services Office

Internal Services





1. Issuance of Property Acknowledgement Receipt

To identify the public officer responsible and accountable for a particular government-owned equipment or property, all Property, Plant and Equipment (PPE) issued to officials and government employees shall be covered by Property Acknowledgement Receipt (PAR) for equipment amounting to Php15,000.00 and above and an Inventory Custodian Slip (ICS) shall be used to issue tangible items amounting to less than Php15,000.00 to also establish accountability. As a general rule, the End User identified in the Requisition and Issue Slip shall be the Accountable Officer for the property concerned. In case of transfer of property accountability, the approval of the department head concerned or the City Mayor must be secured first by the employee requesting for such transfer and thereafter present the letter bearing the said approval to the GSO.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip for newly-acquired PPE (3 Original Copies)		To be provided by the City Procurement Office to the GSO, or department head concerned in case the request for transfer of property accountability will only affect the department concerned or City Mayor in case the transfer of accountability involves two offices.		
2. Approved letter request for transfer of property accountability (1 Original Copy)		<ul style="list-style-type: none"> • Department Head (if the request for transfer of property accountability will only affect the department concerned) • Office of the Mayor (if the request for transfer of property accountability is from one office to another) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>FOR ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR NEWLY ACQUIRED PROPERTY, PLANT AND EQUIPMENT (PPE):</u>				
1. Submit a letter request to the Office of the Mayor for provision of PPE	1. Procure the requested item/s and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon approval of the request.	None	30 minutes	Office Staff Procurement Office
2. None	2. Prepare the Property	None	15 minutes	Office Staff General



	Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS) and present the same to the identified Accountable Officer for his/her signature upon receipt of newly-acquired PPE.			Services Office
3. Sign the PAR or ICS	3. Update Property Card (PC) of the equipment and the property accountability of the accountable officer.	None	5 minutes	Office Staff General Services Office
TOTAL:		None	50 Minutes	
<u>FOR REQUEST FOR TRANSFER OF PROPERTY ACCOUNTABILITY:</u>				
1. Submit to the GSO a letter request for transfer of property accountability duly approved by the department head, if the requested transfer is within the department concerned, or the City Mayor, if the request involves transfer of property accountability from one office to another.	1. Prepare the updated PAR based on the approved letter request together with the Property Transfer Report (PTR). The newly identified accountable officer must sign the PAR or ICS as proof of accountability for the property concerned	None	15 minutes	Office Staff General Services Office
2. None	2. Update the Property Card of the equipment and Property Accountability of	None	5 minutes	Office Staff General Services Office



	the transferor and transferee of PPE			
	TOTAL:	None	20 Minutes	





2. Property Clearance

Property Clearance is a document that shows whether an employee or former employee has property accountability or none. It is part of the official clearance form emanating from the Human Resources Management Office (HRMO). It is issued by the General Services Office (GSO) to applicants which may include an employee who is about to resign, retire or separate from the service, former city government employee/officials or any city government employee/officials who intends to use such clearance for any purpose. An applicant for Property Clearance who has existing property accountability shall not be cleared.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Any current city government employee or former employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-accomplished clearance form emanating from the HRMO (1 Original Copy)		CHRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a duly-accomplished clearance form issued by the HRMO	1. Check property accountability records of the client. If there is none, the client will be cleared from any property accountability. Otherwise, a list of property issued to the client will be provided.	None	30 minutes	<i>General Services Officer</i> General Services Office
2. Present copy of Property Return Slip or other proof of extinguishment of property accountability, if there is any.	2. Verification of the records submitted	None	30 minutes	<i>General Services Officer</i> General Services Office
3. Receive duly signed Property Clearance from the GSO	3. Issue Property Clearance.	None	5 minutes	<i>General Services Officer</i> General Services Office
	TOTAL:	None	1 Hour and 5 Minutes	



3. Request for Building Maintenance Work

Building Maintenance work is a service provided by the GSO to any government office occupying a space in a city government owned building or facility wherein the maintenance of which is covered by the functions of the GSO.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Request and Work Order Form (1 Original Copy)		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Maintenance Request and Work Order Form.	1. Verify the information indicated in the RIS, check the stock cards based on the approved Project Procurement Management Plan (PPMP) and prepare the item/s to be issued.	None	30 minutes	
	1.1 Assess the needed job to be done. If it requires major maintenance work, endorse to the Engineering Department or recommend for outsourcing. If it requires minor works, estimate the needed materials to be needed for the job.	None	30 minutes	
	1.2 If the maintenance work	None	5 minutes (for	



	requires procurement of goods, make the appropriate procurement request. Upon availability of needed materials, perform the requested maintenance job.		procurement request) 2 hours (for simple scope of works) 7 days (for complex scope of works)	
2. Acknowledge work accomplishment of building maintenance	2. Building maintenance personnel shall provide the Maintenance Request and Work Order Form to the client for his/her acknowledgement of the accomplished job.	None	1 minute	<i>Building Maintenance Personnel</i> General Services Office
	TOTAL:	None	2 Hours and 6 Minutes for simple scope of works; 7 Days, 1 Hour, and 6 Minutes for complex scope of works	



4. Processing of Property Return Slip for Unserviceable Equipment

Acceptance of unserviceable equipment through a duly accomplished Property Return Slip Form is a service provided by the GSO to any city government employee with property accountability whose equipment issued to them are beyond repair and due for disposal.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled out Property Return Slip (2 original)		GSO		
2. Properly Filled out Inventory and Inspection Report of Unserviceable Property (1 original)		GSO		
3. Property Acknowledgement Receipt (1 copy)		GSO		
4. Unserviceable Equipment		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Property Return Slip (PRS), Inventory and Inspection Report of Unserviceable Property (IIRUP) together with a copy of Property Acknowledgement Receipt (PAR) and the unserviceable equipment subject for return.	1. Check the details provided in the PRS, IIRUP and PAR forms and ensure that the specifications are the same with the unserviceable equipment to be returned. Upon verification of the details, a photo will be taken on the subject unserviceable equipment. The printout of the photograph shall be attached to the PRS, IIRUP and PAR.	None	30 minutes	<i>Office Staff</i> General Services Office
2. Receive a copy of the PRS Form	2. The GSO personnel who	None	5 minutes	<i>Office Staff</i> General



from the GSO.	received the unserviceable equipment shall sign the PRS form and provide a copy to the accountable officer.			Services Office
	TOTAL:	None	35 Minutes	





5. Request for Repair of Property, Plant and Equipment

This service is provided by the General Services Office to maintain the working condition of Property, Plant and Equipment (PPE).

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For ICT Equipment:				
1. Request Letter (1 Original, 1 Photocopy)	Requesting Client			
2. MIS Recommendation Form	MISD			
For Non-ICT Equipment:				
1. Request Letter (1 Original, 1 Photocopy)	Requesting Client			
2. PPE that needs to be repaired	Requesting Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For ICT Equipment:				
1. Submit the letter requesting for repair of ICT Equipment together with MIS Recommendation Form and the equipment that needs to be repaired.	1. Receive the letter requesting for repair of ICT Equipment, MIS Recommendation Form and the equipment that needs to be repaired.	None	5 minutes	Office Staff General Services Office
	TOTAL:	None	5 Minutes	
For Non-ICT Equipment:				
1. Submit the letter requesting for repair of PPE, and the subject equipment that needs to be repaired.	1. Receive the letter requesting for repair of PPE and the subject equipment that needs to be repaired.	None	5 minutes	Office Staff General Services Office
2. None	2. Submit a letter to the Office of the Mayor requesting for procurement of parts and labor for the repair of equipment.	None	5 minutes	



3. None	3. Process the purchase of parts and labor for the repair of equipment and provide a Notice of Delivery to the GSO.	None	1 month	Staff Procurement Office
4. None	4. Acceptance of services to be rendered or parts to be delivered	None	30 minutes	
5. Client shall receive the equipment that has been repaired	5. The GSO shall forward to the client the equipment that has been repaired.	None	15 minutes	
	TOTAL:	None	1 Month and 55 Minutes	



General Services Office

External Services



1. Acceptance of Delivery

Acceptance of delivery is carried out by the General Services Office by way of physically accepting the goods and services delivered by the supplier or contractor in accordance with the approved purchase order or contract, and documenting the outcome of the said function using an official form, the Acceptance and Inspection Report.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Supplier, Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order or Contract (1 Certified True Copy and Digital Copy)		c/o Office of the Mayor		
2. Requisition and Issue Slip (3 Original Copies)		To be provided by the City Procurement Office to the General Services Office		
3. Goods specified in the Purchase Order or Services stipulated in the Contract (Quantity as per approved Purchase Order or Scope of Services as per approved Contract)		To be provided by the City Procurement Office to the General Services Office		
4. Sales or Service Invoice for complete delivery (1 Original Copy and 1 Duplicate Copy) or Delivery Receipt for partial delivery (1 Original and 1 Duplicate Copy)		Supplier or Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Provide a certified true copy and a soft copy of the approved Purchase Order or Contract together with 3 original copies of Requisition and Issue Slip to the General Services Office.	None	5 minutes	Staff Procurement Office
2. None	2. Draft the Acceptance and Inspection Report based on the soft copy provided by	None	30 minutes for small number of items;	Staff General Services Office



	the City Procurement Office.		1 hour for voluminous number of items	
3. Deliver the item/s in the approved place of delivery specified in the Purchase Order or Contract and informs the City Procurement Office of the schedule of delivery.	3. City Procurement Office shall issue a Notice of Delivery to the General Services Office to inform the latter of the delivery schedule.	None	5 minutes	Staff Procurement Office
	3.1 Submit to the Human Resources Management Office an application for Official Business Form for deliveries within the City, or Travel Order Form for deliveries outside the City.	None	5 minutes	Staff General Services Office
4. Provide the Delivery Receipt (DR) for partial delivery, or Sales/Service Invoice (SI) for complete delivery to the assigned General Services Office worker.	4. Make the acceptance using the details specified in the Purchase Order or Contract as reference in carrying out the function	None	30 minutes for small number of items;	Staff General Services Office
			1 hour for voluminous number of items	
5. Receive the duplicate copy of signed DR or SI from the GSO	5. Sign of the original copy of Delivery Receipt for partial delivery, or original copy of Sales/Service Invoice for complete delivery, as proof of acceptance of goods/services.	None	2 minutes	Staff General Services Office
	TOTAL:	None	1 Hour and 17	



			Minutes and small number of items; 2 Hours and 17 Minutes for voluminous number of items	
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2. Issuance of Goods and Services to End-User

Goods and services are issued by the General Services Office (GSO) to qualified recipients upon presentation and/or completion of the required documents and verification of data. This is carried out using the standard form, the Requisition and Issue Slip (RIS). The end user will be asked to sign the RIS as proof of receipt of the item/s being issued. Depending on the RIS provided to the General Services Office by the City Procurement Office, an end user may be a government employee or private individual.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (3 Original Copies)		c/o Office of the Mayor		
If end-user is a private individual:				
2. Valid government-issued ID in case the End User is a private individual		Private end-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If the End-User is a city government employee, submit a properly filled out Requisition and Issue Slip (RIS) form duly approved by the approving authority.	1. Verify the information indicated in the RIS, check the stock cards based on the approved Project Procurement Management Plan (PPMP) and prepare the item/s to be issued.	None	30 minutes	Office Staff General Services Office
2. If the End User is not a government employee, present a valid government-issued I.D. to the storekeeper. If the claimant is not the End User identified in the RIS, an	2. Verify the identity of the End User using the presented ID and the name appearing on the RIS. Scrutinize the authorization letter vis- à-vis the name and signature of the End User that	None	1 minute	Office Staff General Services Office



authorization letter stating the name of the claimant, duly-signed by the End User must be presented together with a valid government-issued ID of the claimant	appear on the Requisition Part of the RIS as well as the ID presented by the claimant vis-à-vis the name of the claimant stated in the authorization letter			
3. Receive and check the item/s specified in the RIS	3. Issue the item/s, and document such issuance	None	30 minutes	<i>Office Staff General Services Office</i>
4. Accept the item/s and sign the Issuance Part of the RIS	4. Update Stock Cards	None	30 minutes for small number of items; 1 hour for voluminous number of items	<i>Office Staff General Services Office</i>
	TOTAL:	None	1 Hour and 31 Minutes for small number of items; 2 Hours and 1 Minute for voluminous number of items	



Office of the City Administrator Internal Services





1. Preparation of Executive Order

An Executive Order is a directive issued by the Local Chief Executive stating mandatory requirements and/or for compliance of all the offices of the City Government. This has the effect of law. This is issued in relation to a law passed by Congress or based on certain directives of the Office of the President cascaded to the concerned National Agencies

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Note from the City Mayor (1 Original or 1 Photocopy)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office.	1. Receive the Instructional Note	None	3 minutes	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the instructional note to City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the Executive Order (E.O.).	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Conduct research on enabling laws, policies/directives from the national agencies relative to the subject of the order and draft the same, and then submit to City Administrator	None	1 hour	<i>Admin Staff</i> City Administrator's Office



	for advice and/or comment.			
	1.4 Refer draft E.O. to the City Legal Office for further evaluation and/or editing and finalization.	None	1 hour	<i>Admin Staff</i> City Administrator's Office
	1.5 If there are corrections and/or additional inputs, the edit the E.O.	None	15 minutes	<i>Admin Staff</i> City Administrator's Office
	1.6 Forward the finalized E.O. is submitted to the Office of the City Mayor for signature.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office
	TOTAL:	None	2 Hours and 35 Minutes	



2. Preparation of Memorandum Circular

This document is an act of the Local Chief Executive on matters relating to internal administration desired to bring to the attention of all or some of the departments or offices of the City Government, for information or compliance.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Note from the City Mayor (1 Original or 1 Photocopy)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office	1. Receive the Instructional Note	None	3 minutes	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the circular	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Conduct research on enabling policies/ directives from the national agencies related to the subject of the circular, and draft the same and then submit to the City Administrator for advice and/or finalization.	None	30 minutes	<i>Admin Staff</i> City Administrator's Office
	1.4 If there are corrections and/or	None	10 minutes	<i>Admin Staff</i> City



	additional inputs, edit the Circular.			Administrator's Office
	1.5 Submit finalized Circular to the Office of the City Mayor for signature.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office
	TOTAL:	None	1 Hour	





3. Preparation of Memorandum Order

This document is a simple instructional document for all the employees and heads of offices on particular issues and concerns that the Local Chief Executive wants to implement and/or attend to by the employees.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Mayor, Executive Assistant and City Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Note from the City Mayor, City Administrator or Executive Assistant (1 Original or 1 Photocopy)		OM/CAO/OEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office.	1. Receive the Instructional Note.	None	3 minutes	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the memo.	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Draft the memo and submit the same to the City Administrator for finalization.	None	20 minutes	<i>Admin Staff</i> City Administrator's Office
	1.4 If there are corrections and/or additional inputs, edit the memo.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office
1.5 Submit finalized memo to		None	10 minutes	<i>Admin Staff</i> City



	the Office of the City Mayor for signature.			Administrator's Office
	TOTAL:	None	50 Minutes	





Office of the City Administrator External Services





1. Endorsement for Psychological Examination for Applicants of Polytechnic University of the Philippines (PUP) - San Pedro Campus Teaching Staff

This endorsement letter is necessary and required by the Polytechnic University of the Philippines Main Campus to ensure that all applicant(s) for Teaching Staff at PUP San Pedro Campus have the endorsement of the Office of the Mayor.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals whose qualifications match the requirements of PUP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the letter application of the applicant addressed to the President of the Polytechnic University of the Philippines Main Campus (1 Original Copy)		Applicant		
2. Endorsement Letter addressed to the Mayor from the Director of PUP San Pedro Campus - (1 Original Copy)		Office of the PUP Campus Director		
3. Supporting papers of the Applicant such as Resumes, Transcript of Records, Clearances, etc. (1 Original Copy for every supporting paper, except TOR where a photocopy suffices)		Issuing government agencies such as DEPED, police Station, barangay, etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any staff of the City Administrator's office	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Approve or disapprove, and subsequently,	None	3 minutes	<i>City Administrator</i> City



	order to put into motion any appropriate action to be taken.			Administrator's Office
	1.3 Prepare the letter of endorsement.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office
	1.4 Sign the Endorsement.	None	3 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	None	23 Minutes	



2. Endorsements for PUP College Entrance Test (PUPCET) Examinees who failed said exam

This endorsement letter is necessary and required by the Polytechnic University of the Philippines San Pedro Campus for the reconsideration and/or “Waiver” of PUPCET Examinees who failed said exam.

Office or Division:	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PUPCET Examinees who failed the exam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PUPCET Result/Score (1 Original Copy)		PUP San Pedro Registrar		
2.Junior and Senior High School Cards (1 Original Copy each)		School(s) where examinee graduated		
3. Letter Request of Examinee (1 Original Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator	1. Receive the Required Documents and review the same.	None	5 minutes for all the documents	<i>Admin Staff</i> City Administrator’s Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator’s Office
	1.2 Prepare the letter.	None	5 minutes	<i>Admin Staff</i> City Administrator’s Office
	1.3 Sign of the approved endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator’s Office
	TOTAL:	None	14 Minutes	



3. Endorsements for Financial Assistance from various Government Agencies

This endorsement letter is necessary and required by the concerned government agencies to ensure the validity and authenticity of the assistance requested by residents of the City.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PUPCET Examinees who failed the exam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/Abstract (1 Certified True Copy)		Hospital where patient is confined		
2. Hospital Bills/Quotation/Treatment Protocol (1 Certified True Copy)		Hospital where patient is confined		
3. Certificate of Indigency (1 Original Copy)		Barangay government where patient resides		
4. Social Case Study (1 Original Copy)		CSWDO		
5. Letter Request of Patient or Family Member (1 Original Copy)		Patient's family		
6. Certificate of Voter's Registration (optional) (1 Original or 1 Certified True Copy)		Local COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator	1. Receive the Required Documents and review the same	None	7 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Prepare the letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Sign of the approved endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	None	14 Minutes	



4. Endorsement for Work Placement for Resident Applicants

This endorsement letter is necessary in the application for work in some companies to ensure that applicant is a resident of the City.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro searching for work			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume of the Applicant (1 Original Copy)		Applicant		
2. Letter request for endorsement (1 Original Copy)		Applicant		
3. Clearances (Barangay, Police, NBI, etc. (1 Original Copy)		Concerned Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Prepare the letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign the Approved endorsement letter	None	2 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	None	14 Minutes	



5. Request for Data from students, business sectors, institutions

The data to be provided the students, business sector and other institutions would play vital role to complete the research and/or project being undertaken.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents, students and/or business owners, institutions in San Pedro who are required to undergo such studies/research			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for data/information (1 Original Copy)		Applicant		
2. Endorsement from the School (1 Original Copy)		School where applicant is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. The City Administrator's Office Staff shall receive the Required Documents, review the same.	None	3 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Approve or disapprove the request.	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Refer the applicant to the concerned office(s) for the provision of data requested for upon approval.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
TOTAL:		None	15 Minutes	



6. Endorsement for On-the-Job Training (OJT)

This endorsement letter is necessary in the application for On-the-Job Training work in some companies to ensure that applicant is a resident of the City and duly sanctioned by the school.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident -students of San Pedro who are required to undergo OJT.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume of the Applicant (1 Original Copy)		Applicant		
2. Letter request for endorsement (1 Original Copy)		Applicant		
3. Endorsement from the School (1 Original Copy)		School where applicant is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. Receive the Required Documents and review the same	None	5 minutes for documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Prepare the endorsement letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign the endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	None	14 Minutes	



7. Endorsement for Work Permit for City Residents working in other Local Government Units

This endorsement letter is necessary as other Local Government Units (LGUs) require endorsement from the City Mayor where the applicant resides before they issue Work Permits.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro who are to work outside the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checklist of requirements from the LGU where applicant is to work (1 Original Copy)		Office of the Mayor of LGU Concerned		
2. Proof that applicant has to work in the LGU (1 Original Copy)		Would-be employer		
3. Proof of residence of applicant (Clearance Certificate) (1 Original Copy)		Concerned Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Prepare the endorsement letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Sign the endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	None	12 Minutes	



8. Issuance of Endorsement Letter for Philippine National Police (PNP) , Bureau of Fire Protection (BFP) Bureau of Jail Management and Penology (BJMP), Armed Forces of the Philippines (AFP) Applicants

This endorsement letter is necessary as the Department of the Interior and Local Government (DILG) offices and/or Armed Forces of the Philippines (AFP) requires for the same to show the veracity of the residence of the applicant and his/her person, including probity.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro applying for enlistment at PNP and/or AFP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay Government where applicant resides		
2. Police Clearance (1 Original Copy)		San Pedro City Police Station		
3. Nat'l Bureau of Investigation Clearance (1 Original Copy)		National Bureau of Investigation (NBI)		
4. Court Clearances (1 Original Copy)		Regional/Municipal Trial Courts		
5. Prosecutor's Clearance (1 Original Copy)		City Prosecutor's Office		
6. Board/NAPOLCOM Result (For PNP) (1 Original Copy)		NAPOLCOM Board /Professional Regulations Commission (PRC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office.	1. Receive the Required Documents and review the same.	None	5 minutes in reviewing all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Staff of the City Administrator prepares the letter.	Php 100.00 for every endorsement	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 The City Administrator sign the endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	Php 100.00	12 Minutes	



9. Issuance of Mayor's Clearance

This document is necessary in almost all transactions at the Department of the Interior and Local Government (DILG) offices and/or Armed Forces of the Philippines (AFP), Office of the Civil Record General requires for the same to show the veracity of the residence of the applicant and his/her person, including the probity.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro applying for enlistment at PNP and/or AFP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay Government where applicant resides		
2. Police Clearance (1 Original Copy)		San Pedro City Police Station		
3. Nat'l Bureau of Investigation Clearance(1 Original Copy)		National Bureau of Investigation (NBI)		
4. Court Clearances (1 Original Copy)		Regional/Municipal Trial Courts		
5. Prosecutor's Clearance (1 Original Copy)		City Prosecutor's Office		
6. PRC Board Result/Napolcom Exam Result (For PNP) (1 Original Copy)		Professional Regulations Commission (PRC), Napolcom Board		
7. Official Receipt (OR) for the payment (1 Original Copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office.	1. Receive the Required Documents and review the same.	None	7 minutes in reviewing all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Issue Order of Payment and direct the applicant to pay the amount at the City Treasurers Office.	Php 100.00 per clearance	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Receive the Official Receipt and prepare the clearance.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign the Mayor's	None	2 minutes	<i>City Administrator</i>



	Clearance.			City Administrator's Office
	TOTAL:	None	16 Minutes	





10. Conduct of Technical Conference/meeting with different organizations/sectors

Due to the many issues and concerns of different sectors that require the intervention and/or assistance of the City Government, the City Administrator's Office, being the alter-ego of the Office of the Mayor, calls and presides technical conferences/meetings to address and/or find solutions to problems raised and/or sought for by the many sectors of the City.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All sectors in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter asking for assistance and/or complaints from affected sectors (1 Original Copy)		Affected sectors/Organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request and/or complaints on certain issue/concern affecting them the sector concerned	1. Receive the request letter and log the same in the record book.	None	2 minutes in receiving and logging of letter	Admin Staff City Administrator's Office
	1.1 Submit the letter to the City Administrator for evaluation and eventual courses of action to be undertaken.	None	2 minutes	Admin Staff City Administrator's Office
	1.2 Read the letter & direct the staff to write letters of invitation for the Technical Conference/meeting.	None	5 minutes	City Administrator City Administrator's Office
	1.3 Prepare the letter.	None	5 minutes per invite	Admin Staff City Administrator's Office
	1.4 Sign the letter invitations.	None	2 minutes per invite	Admin Staff City Administrator's Office



	TOTAL:	None	16 Minutes (or more depending on the number of invitees)	
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11. Issuance of Mayor’s Special Permit

Aside from the regular permits being issued by the Business Permits and Licensing Office (BPLO), the City Government, through the City Administrator, issues Special Permits for various promotional and/or business activities in the city which last for a short duration of time. This includes Motorcades, Ricordia, Tianggean/Perya, Promotional Activities, etc.

Office or Division:	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business establishments and/or residents having special events			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Business Clearance (1 Original Copy)		Barangay Government where the event is to take place		
2. Letter request for permission for the event(1 Original Copy)		Applicant		
3. Authority/Contract issued by the owner of the venue where the event would be held (1 Original Copy)		Owner of venue		
4. Official Receipt (OR) for the payment (1 Original Copy)		City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator’s Office .	1. Receive and review the Required Documents, and submit the same to the City Administrator for approval.	None	5 minutes in reviewing all documents	<i>Admin Staff</i> City Administrator’s Office
	1.1 Issue Order of Payment and direct the applicant to pay the amount at the City Treasurers Office.	Varies depending on the event but not below Php 500.00	2 minutes	<i>Admin Staff</i> City Administrator’s Office
	1.2 Receive the Official Receipt and prepare the Special Permit.	None	5 minutes	<i>Admin Staff</i> City Administrator’s Office
	1.3 Sign the Special Permit.	None	2 minutes	<i>City Administrator</i> City



				Administrator's Office
	TOTAL:	Not below PHP 500.00	14 Minutes	



**Office of the City Administrator – City
Information and Communication Technology
Office
Internal Services**





1. Processing of IT Equipment Repair/Maintenance

The IT equipment of the City Government of San Pedro undergo regular maintenance to prevent damage to its software or hardware. However, should there be any problems, the City Information and Communications Technology Office (CICTO) looks into these damages and repairs it accordingly.

Office or Division:	City Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any current city government employee or former employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Equipment Repair/Maintenance Request Form (1 Original Copy)		CICTO		
2. IT Equipment Recommendation Form (1 Original Copy)		CICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Repair and Maintenance Request Form	1. Receive and verify the request.	None	5 minutes	Action Officer CICTO
2. Wait for the resolution or result of diagnosis.	2. Diagnose the problem and inform the end-user of the findings. Notes: • If serviceable equipment, repair the IT equipment. • If unserviceable, draft a recommendation letter for disposal.	None	3 days	Action Officer CICTO
3. Wait for the serviceable equipment to undergo repair.	3. Repair the equipment.	None	Simple – 3 days Moderate – 7 days Complex –14 days	Computer Technician CICTO
4. Wait for IT equipment to be released.	4. Release IT equipment	None	10 minutes	Computer Technician CICTO



		None		<i>Computer Technician</i> CICTO
	TOTAL:	None	Simple – 6 Days and 15 Minutes Moderate – 16 Days and 15 Minutes Complex – 16 Days and 15 Minutes	



2. Processing of Local Area Network Cabling Setup

The CICTO can set-up a local area network at the various offices to establish internet connectivity, which has become essential to the overall productivity and efficiency of the departments, when it comes to performing their duties and responsibilities. In addition, CICTO also provides technical assistance for the installation of mobile devices such as multimedia projectors and printers.

Office or Division:	City Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any current city government employee or former employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Equipment Repair/Maintenance Request Form (1 original)		CICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Repair and Maintenance Request Form.	1. Receive and verify the request.	None	5 minutes	Action Officer CICTO
2. Wait for action officer to assess the location/site	2. Receive and verify the request.	None	10 minute	Action Officer CICTO
	2.1 Assess the location/site	None	1 hour	Action Officer CICTO
4. Wait for staff-in-charge to set up LAN Cables.	4. Install and configure LAN cables.	None	Simple – 4 hours Moderate – 3 days Complex – 7 days	Computer Technician CICTO
	Total:	None	Simple – 4 Hours and 20 Minutes Moderate – 3 Days, 3 Hours, and 20 Minutes Complex – 7 Days, 3 Hours, and 20 Minutes	



3. Processing of IT Equipment and Software Recommendation

CICTO provides the appropriate specifications for equipment and software based on the nature of work or function of requesting department/office/employee.

Office or Division:	City Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter request (1 Original Copy)		City Department/Office Heads		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request for the acquisition of IT equipment/software.	1. Receive approved letter request.	None	1 day	<i>Administrative Staff</i> CICTO
	1.1 Conduct interview to the requesting department/office	None	1 day	<i>Action Officer</i> CICTO
2. Wait for the recommendation of CICTO	2. Draft comments/recommendation letter with appropriate IT equipment/software specifications.	None	1 day	<i>Action Officer</i> CICTO
3, Receive final recommendation from the CICTO.	4. Release comments/recommendation letter with appropriate technical specifications.	None		<i>Administrative Staff</i> CICTO
Total:		None	3 Days	



4. Processing of Inspection for all delivered IT Equipment and Peripherals

The CICTO Inspector will be responding to inspect and verify if the delivered IT equipment and peripherals based on P.O or contract are compliant to the required quality and specifications. The CICTO Inspector will certify and secure a copy of the IT Equipment Inspection Certification and shall certify with the Acceptance and Inspection Report from the General Services Office.

Office or Division:	City Information and Communication Technology Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Supplier, Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order or Contract	General Services Office and Procurement Office			
2. Acceptance and Inspection Report				
3. Delivered equipment/peripherals				
4. Technical Specifications				
5. Notice of Delivery				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Delivery.	1. Receive Notice of Delivery and inform the inspectorate of the schedule.	None	5 minutes	<i>Administrative Staff</i> CICTO
2. Inspect the delivered items together with CICTO Inspectorate.	2. Draft a certification for the delivered items.	None	1 day for less than 20 items and 3 days for more than 20 items	<i>Action Officer</i> CICTO
3. Receive final recommendation with technical specifications.	3. Release comments/recommendation letter with technical specification.	None	5 minutes	<i>Administrative Staff</i> CICTO
	TOTAL:	None	1 Day and 10 Minutes for less than 20 items; 3 Days and 10 Minutes for more than 20 items	



Office of the City Mayor

Internal Services



1. Approval on All Requests/Communications from the Departments/Units Concerned

The City Government Departments can issue requests to the Office of the Mayor for various purposes to exercise their respective functions effectively.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Department/Unit		
2. All attachments to the letter (1 Original Copy, 1 Photocopy depending on the document)		Requesting Department/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request letter.	None	2 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Segregate incoming documents and prepare summary.	None	3 minutes	<i>Private Secretary Or Administrative Officer IV Or Executive Assistant IV</i> City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and its related documents.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.3 Encode the outgoing documents and forward it to the respective department or office.	None	3 minutes	<i>Clerk</i> City Mayor's Office
	TOTAL:	None	1 Day and 8 Minutes	



2. Approval on Financial Assistance – Php 5,000 and above

The City Social Welfare and Development Office (CSWDO) handles various financial assistance. Requests (medical, burial and other kind of assistance) of the City amounting to Php 5,000.00 and above. Before releasing it to the beneficiary, they must first seek approval from the Office of the City Mayor.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract/Medical Certificate (1 Original Copy)		Hospital where the client is admitted		
2. Certificate of Indigency (1 Original Copy)		Barangay Hall where the client resides		
3. Funeral Contract (1 Original or Certified True Copy)		Funeral Parlor		
4. Death Certificate (1 Certified True Copy) – in case of Burial Assistance		City Civil Registrar’s Office (CCRO)		
5. Voter’s Certification (1 Original Copy)		COMELEC San Pedro		
6. Valid Government Issued I.D. (1 Photocopy)		Any government agency that issues valid identification.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit financial assistance request with the attached case study signed by the CSWDO Head and other supporting documents.	1. Check, receive and encode the Financial, Medical or Burial Assistance and endorse to the City Mayor for approval.	None	5 minutes	<i>Clerk</i> City Mayor’s Office
	1.1 Review, approve and indicate the amount of financial assistance to be given.	None	3 minutes	
	1.2 Encode the approved Financial Assistance and forward to the City	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor’s Office
		None	3 minutes	<i>Clerk</i> City Mayor’s Office



	Budget Office for Obligation Request (OBR) preparation.			
	TOTAL:	None	1 Day and 8 Minutes	





Office of the City Mayor

External Services



1. Free Use of Monobloc Chairs, Tables and Tents

Clients may request for logistical assistance from the Office of the Mayor, such as borrowing of monobloc chairs, tables, tents, parachute tents, steel barriers and stage for their events.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Department/Unit		
2. Valid I.D. (1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive the request letter and hand the Client Borrower's Information Slip to be filled-out.	None	3 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward request letter to the City Mayor or Executive Assistant IV for approval.	None	2 minutes	<i>Private Secretary Or Clerk</i> City Mayor's Office
	1.2 Affix note for approval and endorsement to concerned personnel.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.3 Schedule the delivery of said items upon the approval of the City Mayor or Executive Assistant IV a day before the event or occasion.	None	5 minutes	<i>Private Secretary</i> City Mayor's Office
	TOTAL:	None	1 Day and 10 Minutes	



2. Transportation Services for Official Business/Travels and Other Social Services (Funeral)

Transport can be availed of from the Office of the Mayor for use in official travels for mobility of the constituents of the City of San Pedro

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive the request letter for vehicle.	None	2 minutes per request	<i>Clerk</i> City Mayor's Office
	1.1 Forward the letter to the City Mayor/Private Secretary for approval.	None	3 minutes per request	<i>Administrative Officer IV Or Clerk</i> City Mayor's Office
	1.2 Affix note for approval and endorsement to the concerned personnel.	None	1 day	<i>City Mayor Or Executive Assistant IV Or Private Secretary II</i> City Mayor's Office
	1.4 Endorse the approved letter to General Services Office for dispatch.	None	5 minutes per request	<i>Administrative Officer Or Clerk</i> City Mayor's Office
	TOTAL:	None	1 Day and 10 Minutes	



3. Provision of Food for Events

In events conducted by groups of the City of San Pedro, food can be requested which will be served to the participants.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward the request to the City Mayor/Executive Assistant IV for approval.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and its related documents.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.4 Coordinate with the supplier on the order and processing of food request.	None	5 minutes	<i>Private Secretary</i> City Mayor's Office
	1.5 Contact the requestor as to the place and time of pick-up and delivery.	None	5 minutes	<i>Private Secretary</i> City Mayor's Office
	TOTAL:	None	1 Day and 20 Minutes	



4. Scheduling of Local Chief Executive (LCE) Activities

For those who wish to request for the LCE to make an appearance, a request can be made with the Office of the Mayor. This includes

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request letter.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward the request letter to the clerk assigned and Executive Assistant IV for inclusion to the schedule.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.2 Prepare the appropriate schedule based on the availability and approval of the LCE.	None	1 day	<i>Private Secretary</i> City Mayor's Office
	TOTAL:	None	1 Day and 10 Minutes	



5. Scheduling and Approval of Events Place

For those who wish to request for the LCE to make an appearance, a request can be made with the Office of the Mayor. This includes San Pedro Astrodome and Rosario Complex Evacuation Center.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request letter.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward the letter request for approval.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and endorse it to the respective secretary.	None	1 day	<i>City Mayor</i> Or <i>Executive Assistant IV</i> City Mayor's Office
	1.3 Prepare the appropriate schedule based on the availability of the events place.	None	15 minutes	<i>Clerk</i> City Mayor's Office
	1.4 Inform the requestor/groups as to the confirmed schedule of their usage of the events place.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	TOTAL:	None	1 Day and 30 Minutes	



6. Approval of Financial Assistance (Araw ng Mamamayan) – Php 4,000 and Below

The City Social Welfare and Development Office (CSWDO) handles various financial assistance requests (medical, burial and other kind of assistance) of the City amounting to Php 4,000.00 and below.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract or Medical Certificate (1 Certified True Copy)		Hospital where the client is admitted		
2. Certificate of Indigency (1 Original Copy)		Barangay hall where the client resides		
3. Funeral Contract (1 Original or Certified True Copy)		Funeral parlor		
4. Death Certificate (1 Certified True Copy)		City Civil Registrar's Office (CCRO)		
5. Voter's Certification (1 Original Copy)		COMELEC San Pedro		
6. Valid I.D. (1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive the batches of Financial Assistance Documents from the City Social Welfare and Development Office (CSWDO)	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Review and assess each FA documents and indicate the amount of financial assistance to be given.	None	3 minutes	<i>Executive Assistant IV Or Private Secretary II</i> City Mayor's Office
	1.2 Prepare the Obligation Requests with the	None	1 Hour	<i>Private Secretary II Or Clerk</i>



	<p>attached batches for signature of the Mayor.</p>			<p>City Mayor's Office</p>
	<p>1.3 Approve and sign the Obligation Requests and the batches of FA documents.</p>	<p>None</p>	<p>1 day</p>	<p><i>City Mayor</i> City Mayor's Office</p>
	<p>1.4 Endorse the Obligation Request to the City Budget for signature and encoding in the system.</p>	<p>None</p>		<p><i>Clerk</i> City Mayor's Office</p>
	<p>1.5 Receive and record the Obligation Request from the Budget Office.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Clerk</i> City Mayor's Office</p>
	<p>1.6 Endorse the signed obligation request to the Accounting Office.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Clerk</i> City Mayor's Office</p>
	<p>1.7 Process the OBR and DV for signature of Budget, Accounting and Check Preparation for Treasury.</p>	<p>None</p>	<p>1 day</p>	<p><i>Accounting Staff</i> City Accounting Office</p>
	<p>1.8 Sign the financial check and its DV.</p>	<p>None</p>	<p>1 day</p>	<p><i>City Mayor</i> City Mayor's Office</p>
	<p>1.9 Record signed check and forward to the City Accounting Office.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Private Secretary II Or Clerk</i> City Mayor's Office</p>



	1.10 Inform/contact client through text or call for the date and time of release for the Araw ng Mamamayan.	None	5 minutes	<i>Clerk</i> City Mayor's Office
2. Proceed to the Atrium Hall of the City Hall Building on the given time and date as per the batch of Araw ng Mamamayan	2. Release the amount to the client.	None	5 minutes	<i>Clerk</i> City Mayor's Office Or <i>Disbursing Clerk</i> City Treasurer's Office
	TOTAL:	None	3 Days, 1 Hour and 28 Minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Accomplish the client feedback form available per office and drop it at their respective designated feedback box located inside.</p> <p>City Hall Trunkline - (02) 8808-2020</p> <p>E-mail Address: paio.cityofsanpedro@gmail.com</p>
How feedbacks are processed	<p>At the beginning of every month, the assigned Officer collects the filled-out feedback forms from the respective departments from the previous month, compiles and records the same.</p> <p>The assigned officer will prepare the Client Satisfaction Report (CSR) every month.</p>
How to file a complaint	<p>Accomplish the client feedback form that is available per office and drop it at their respective designated feedback box located inside.</p> <p>Client may also send an e-mail or write a letter to the Office of the Mayor or the concerned office.</p> <p>They can be also through telephone call via trunkline at (02) 8808-2020</p> <p>Email: paio.cityofsanpedro@gmail.com</p>
How complaints are processed	<p>Complaints based on the submitted CSR, letters or e-mails will be reported to the Committee on Anti-Red Tape (CART) for evaluation.</p> <p>CART will give the erring employee/s three (3) days upon receipt to answer the complaint.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8-478-5093</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>



VII. Office Directory

Trunkline Number: (02) 8808-2020

Office	Address	Contact Information
Office of the Mayor	4/F, City Hall of San Pedro, San Pedro City	Local 401
Office of the Mayor Staff	4/F, City Hall of San Pedro, San Pedro City	Local 411/412
Office of the Executive Assistant	4/F, City Hall of San Pedro, San Pedro City	Local 413 (02) 8869-2706
Office of the City Administrator	4/F, City Hall of San Pedro, San Pedro City	Local 320/410
City Legal Office	4/F, City Hall of San Pedro, San Pedro City	Local 409
City Budget Office	4/F, City Hall of San Pedro, San Pedro City	Local 408
General Services Office	4/F, City Hall of San Pedro, San Pedro City	Local 405 (02) 8847-6606
City Planning and Development Coordinator's Office	4/F, City Hall of San Pedro, San Pedro City	Local 406/407
City Information and Communications Technology Office	4/F, City Hall of San Pedro, San Pedro City	Local 403
Office of the Vice-Mayor	3/F, City Hall of San Pedro, San Pedro City	Local 323 (02) 8292-8227
Sangguniang Panlungsod Secretariat	3/F, City Hall of San Pedro, San Pedro City	(02) 8553-0773
City Urban Development and Housing Office	3/F, City Hall of San Pedro, San Pedro City	Local 301
City Health Office	3/F, City Hall of San Pedro, San Pedro City	Local 302
City Public Affairs and Information Office	2/F, City Hall of San Pedro, San Pedro City	Local 217 (02) 8847-6417
City Environment and Natural Resources Office	2/F, City Hall of San Pedro, San Pedro City	Local 208
City Health Office – Sanitation	2/F, City Hall of San Pedro, San Pedro City	Local 207
City Planning and Development Coordinator's Office – Zoning Administration	2/F, City Hall of San Pedro, San Pedro City	Local 204
City Cooperative and Livelihood Development Office	2/F, City Hall of San Pedro, San Pedro City	Local 119
City Engineering Office	2/F, City Hall of San Pedro, San Pedro City	Local 202/203
Office of the Building Official	2/F, City Hall of San Pedro, San Pedro City	Local 205/206



Business Permits and Licensing Office	G/F, City Hall of San Pedro, San Pedro City	Local 116/117
City Civil Registrar's Office	G/F, City Hall of San Pedro, San Pedro City	Local 108
City Accounting Office	G/F, City Hall of San Pedro, San Pedro City	Local 104/105
City Assessor's Office	G/F, City Hall of San Pedro, San Pedro City	Local 112/113/114
City Treasurer's Office	G/F, City Hall of San Pedro, San Pedro City	Local 110/111 (02) 8868-0143
Public Employment and Services Office	G/F, City Hall of San Pedro, San Pedro City	Local 107
City Human Resources and Management Office	G/F, City Hall of San Pedro, San Pedro City	Local 102/103
City Veterinary Office	B/F, City Hall of San Pedro, San Pedro City	Local 109
City Agriculture Office	B/F, City Hall of San Pedro, San Pedro City	Local 109
Public Order and Safety Office – Transportation Regulatory Unit	B/F, City Hall of San Pedro, San Pedro City	Local 211
Public Order and Safety Office – Civil Security Unit	B/F, City Hall of San Pedro, San Pedro City	Local 127
Public Order and Safety Office – CCTV	B/F, City Hall of San Pedro, San Pedro City	Local 214 (02) 8533-3384
City Social Welfare and Development Office	B/F, City Hall of San Pedro, San Pedro City	Local 210
Office of the Senior Citizen Affairs	B/F, City Hall of San Pedro, San Pedro City	Local 122