

# 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**.

**<u>W</u>**ork even beyond the call of duty, and not only during working hours/days, as provided for by law.

**E**xcellence is the guiding principle of our public service.

**C**ommitment to our sworn duty above all, and next to God.

**A**ccountable to the people we serve.

Reliability and dependability of our services.

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

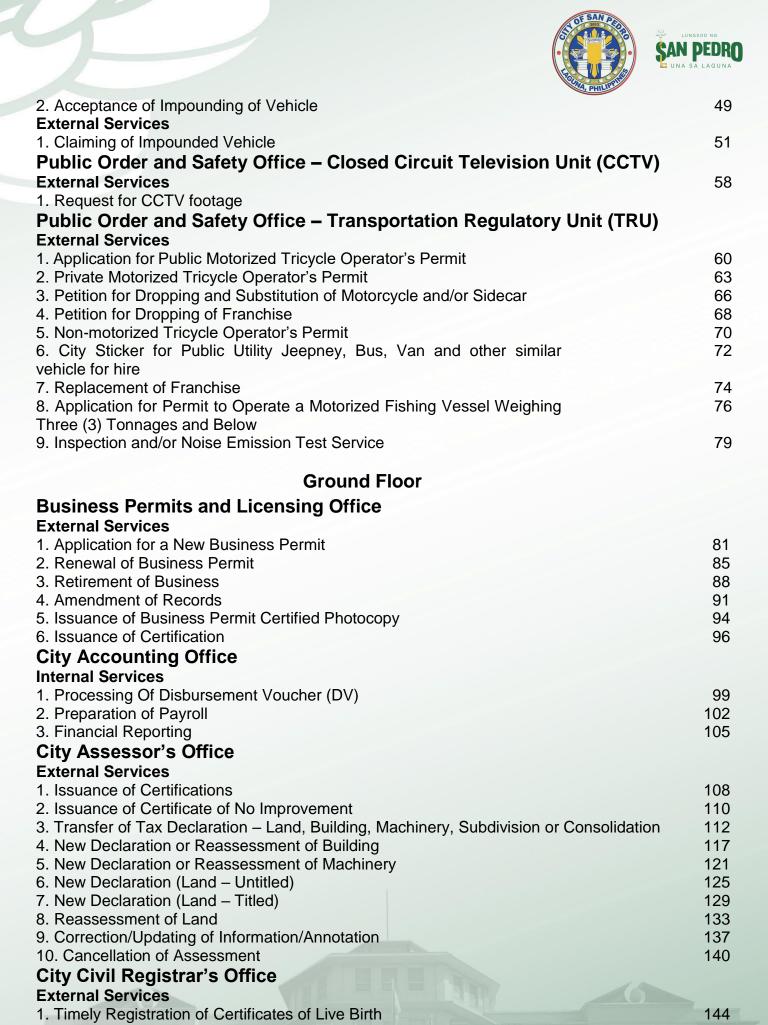




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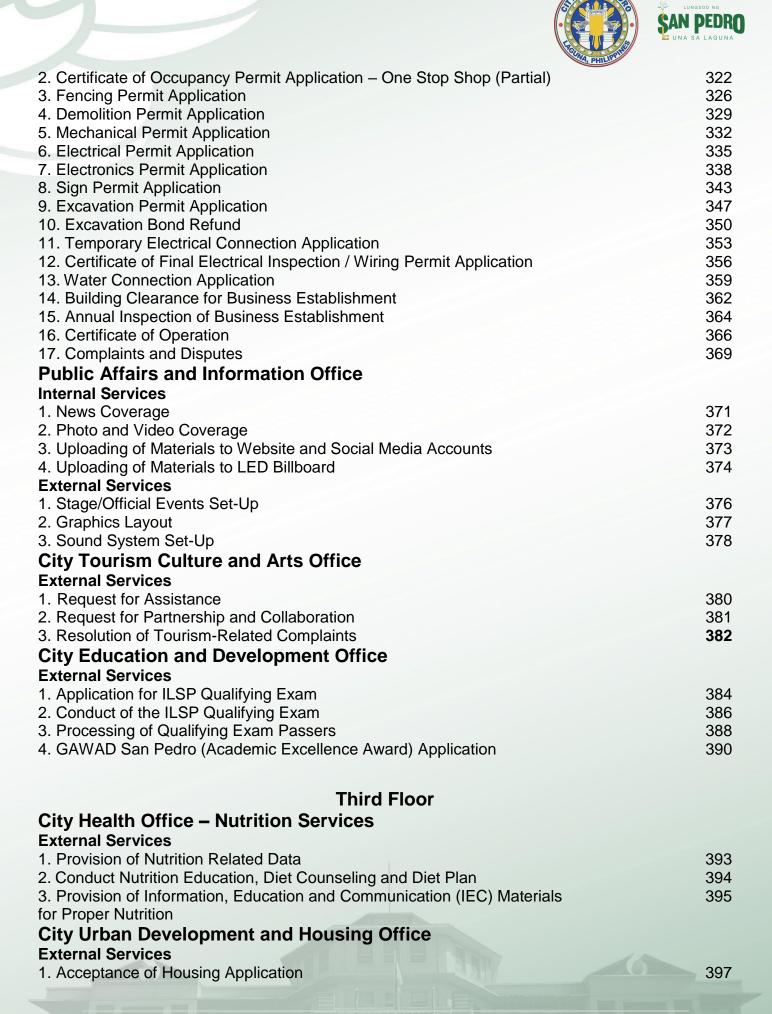
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# City Agriculture Office External Services



#### 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	G2C – Government to Citizen			
Transaction:	G2G GGVGHIHIGH to GRIZGH			
Who may avail:	Walk in clients, Bara	angay, schoo	ls, associations or	· NGO's
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
1. Request Letter (	1 Original Copy, 1	Requesting Party (signed by the requesting		
Receiving Copy)		client		
For walk-in clients				
1. Valid I.D. (1 Phot		Client		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit request letter to be	1. Receive the	None	3 minutes	Staff
addressed to the	request letter.			City Mayor's Office
City Mayor,				Office
indicating the date	1.1 Approve	None	3 days	City Mayor
of the tree	request letter.	140110	o dayo	City Mayor's
planting, place of				Office
the tree planting,				
total number of	1.2 Forward	None	10 minutes –	Staff
seedlings needed,	approved request		seedling	City Mayor's
and the name of	letter to CAgO		preparation	Office
the group that will				
perform the said	1.3 Produce	None	10 minutes –	City Agriculturist
activities.	transmittal form		transportation	Or Agricultural
	containing the		of seedlings	Techonologist
	request details.	None	3 Days and 23	CAgO
	TOTAL.	None	Minutes	
For Walk-in Clients				
1. Fill-out seedling	1. Prepare	None	3 minutes	City Agriculturist
dispersal form.	seedlings			Or Agricultural
	releasing slip			Techonologist
	signed by an			CAgO
	authorized			
	employee and the			
	release the			
	seedlings.	News	O Missaria a	
	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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Walk in clients, Bar	angay, schoo	ols, associations or	NGO's
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Request Letter (*	1 Original Copy, 1		Party (signed by t	he requesting
Receiving Copy)		client		
For walk-in clients				
1. Valid I.D. (1 Phot		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to be addressed to the City Mayor,	Receive the request letter.	None	3 minutes	Staff City Mayor's Office
indicating the date of the tree planting, place of the tree planting,	1.1 Approve request letter.	None	3 days	City Mayor City Mayor's Office
total number of seedlings needed, and the name of the group that will	1.2 Forward approved request letter to CAgO	None	10 minutes – seedling preparation	Staff City Mayor's Office
perform the said activities.	1.3 Produce transmittal form containing the request details.	None	10 minutes – transportation of seedlings	City Agriculturist Or Agricultural Techonologist CAgO
	TOTAL:	None	3 Days and 23 Minutes	
	For Walk-in Clients			
Fill-out seedling dispersal form.	Prepare seedlings releasing slip signed by an authorized	None	3 minutes	City Agriculturist Or Agricultural Techonologist CAgO
	employee and the release the seedlings.	None	3 Minutes	
	TOTAL:	None	3 Williutes	





## 3. Seeds Dispersal

The City Agriculture Office disperses free vegetable seeds to clients.

Office or	City Agriculture Office (CAgO)			
Division:				
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Requesting Clients			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Valid I.D. (1 Phot	осору)	Client		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLILINI SILI S	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Be briefed regarding the vegetable seeds to be received from CAgO to have the knowledge on how to grow vegetables successfully.	Disperse packets of available vegetable seeds to the client.	None	10 minutes	City Agriculturist Or Agricultural Techonologist CAgO
	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 SEC	URE
1. Valid I.D. (1 Phot	tocopy)	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	City Agriculturist Or Agricultural Techonologist CAgO
	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Fisherfolk			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
Barangay Certific		Barangay w	here the client res	sides
of residency (1 Orig	1 7			
2. 1x1 I.D. Picture v		Photo studi	0	
background (2 Orig				
3. FishR Application	n Form (1 Original	City Agriculture Office		
Copy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING TIME	PERSON
1. Fill-out and	ACTIONS  1. Review/validate	BE PAID	5 minutes	RESPONSIBLE
submit the FishR	all submitted	None	5 minutes	City Agriculturist Or Agricultural
Application Form	documents and			Techonologist
together with the	facilitate the			CAgO
requirements.	registration.			
2. Receive	2. Prepare and	None	1 minute	City Agriculturist
registration	release the			Or Agricultural
certificate or I.D.	Registration			Techonologist
	Certificate or I.D.			CAgO
	TOTAL:	None	6 Minutes	





## 6. BoatR Registration

The City Agriculture Office facilitates BoatR Registration to the Fisherfolk.

Office or	City Agriculture Office (CAgO)			
Division:				
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Fishing Vessel Own	ners		
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1. FishR Registration	on Certificate or I.D.	City Agriculture Office		
(1 Original Copy)				
2. Valid I.D. (1 Phot	tocopy) Applicant			
3. TRU Registration Number		Transportation Regulatory Unit		
4. Barangay Certificate, showing proof				
of no delinquency for the Fishing				
Vessel (1 Original C	Copy)			

	reses (renginal 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	City Agriculturist Or Agricultural Techonologist CAgO	
	1.1 Schedule/Conduct Boat Inspection and perform measurements.	None	10 minutes	City Agriculturist Or Agricultural Techonologist CAgO	
2. Receive BoatR Registration Certificate and Number	2. Prepare and release the Registration Certificate and Number	None	1 minute	City Agriculturist Or Agricultural Techonologist CAgO	
	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 F	Raisers, Fisherfolk		
	REQUIREMENTS		WHERE TO SEC	URE	
1. Accomplished R: Form (1 Original Co	SBSA Enrollment City Agriculture Office or via Download Link:				
2. 2x2 I.D. Picture t months	aken within 6	Photo Studio			
		FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE	
1. Fill-out and submit the BoatR Application Form together with the requirements.					
1. Fill-out and submit the BoatR Application Form together with the	ACTIONS  1. Review/validate all submitted documents and facilitate the	BE PAID	TIME	RESPONSIBLE City Agriculturist Or Agricultural Techonologist	





# 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	City Social Welfare and Development Office, Rural Health Unit			
Division:	(RHU), Local Civil Registrar and Population Commission (POPCOM)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Any couple who wishes to get married			
	REQUIREMENTS		WHERE TO SE	
Birth Certificate (	`			Statistics Authority
Certified True Copy				ar of Place of Birth
If male is below to	venty-five (25) years	old and fem	ale is below two	enty-one (21)
years old:		_		
1. Letter of parenta	I consent (1 Original		parent or legal (	guardian of the
Copy)		applicant/s		
2. Valid I.D. (1 Orig	jinal Copy, 1		parent or legal (	guardian of the
Photocopy)		applicant/		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Fill up	Assist client on	None	20 minutes	Staff
registration,	Registration and			POPCOM Office
attendance, and	proper fill up of			Or
marriage couple	form			CHO-RHU
expectation form				Or
				Social Worker
0. 4.1.			4.1	CSWDO
2. Attend Pre	2. Conduct	None	4 hours	Staff
marriage	orientation			POPCOM Office
Orientation				Or
				CHO-RHU
				Or
				Social Worker
O. Olaina	0 1	NI	F. main. Co.	CSWDO
3. Claim	3. Issue certificate	None	5 minutes	Staff
Certificate of	of attendance/			POPCOM Office
Attendance /	participation			Or OHO DUIL
Participation				CHO-RHU
				Or On a fall Manufacture
				Social Worker
	TOTAL		4.11.	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	City Social Welfare and Development Office			
Division: Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents or Guardians	s who are rai	sing children	
	REQUIREMENTS		WHERE TO SE	CURE
1. I.D. of Parent or Photocopy)	Guardian (1	Client		
2. Birth Certificate of Photocopy)	of Child/Children (1	Client		
<ol><li>Accomplished In Original Copy)</li></ol>	take Form (1	City Social Welfare and Development Office (CSWDO)		elopment Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Walk into the office.	1. Endorse client to social worker.	None	5 minutes	Social Worker 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	Social Worker 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	G2C - Government t	o Citizen		
Transaction:				
Who may avail:	Parents or Guardians	s who are rai	sing children	
	REQUIREMENTS		CKLIST OF REC	UIREMENTS
1. I.D. of Parent or (Copy, 1 Photocopy)	,	Client		
2. Birth Certificate o		Client		
3. Accomplished Into Original Copy)	ake Form (1	City Social (CSWDO)	Welfare and Dev	elopment Office
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Fill-out intake sheet.	Provide intake sheet	None	5 minutes	Social Worker CSWDO
2. Voice out complaint.	2. Listen to complaint and assess case	None	15 minutes	Social Worker CSWDO
3. Set date when a case conference will be conducted with the complained party (if residing within San Pedro).	3. Issue invitation for the complained party.	None	5 minutes	Social Worker CSWDO
*If complained is residing outside of San Pedro, refer client to Local Government Unit of residence of complained.				
4. Hand over the invitation to the Office of Barangay of residence complained	None	None	30 minutes	Barangay of Residence of Complained Party
5. Attend scheduled case conference.	5. Conduct case conference. Put in writing agreements (if any) or give	None	1 hour	Registered Social Worker of the Office Handling the case CSWDO





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





# 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	Office of the Mayor/CSWDO			
Division:				
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Residents of the City of San Pedro			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Letter Request (1	Original Copy, 1	Client		
Receiving Copy)				
2. Certificate of Indig	gency (1 Original	Respective	Barangay	
Copy)				
3. Voter's Certification		COMELEC		
Certified True Copy				
patient/deceased an				
Verification of COME	-			
Record at Barangay	Certificate of			
Indigency				
4. Valid I.D. (1 Photo		Client		
patient/deceased an	,			
For medical assista				
1. Medical Abstract/I		Client's Doctor, Clinic, or hospital		
(1 Original or 1 Certi				
2. Supporting Docum		Client's Doctor, Clinic, or hospital		
medical needs (pres				
request, operation q	uotation, hospital			
bill) (1 Photcopy)				
For burial assistan		Funeral Parlar		
1. Funeral Contract		Funeral Parlor		
Certified True Copy)				
2. Death Certificate		City Civil Registrar where the deceased		
Certified True Copy)		passed awa		DEDCOM
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit a request	1. Review the	None	2 minutes	Staff
letter addressed to	completeness of	140110	Z minutos	CSWDO
the City Mayor with	the requirements			00.1100
all the pertinent				
documents	1.1 Conduct	None	3 minutes	Staff
	interview and			CSWDO
attached, to the City	further	HIM		
Social Welfare and	assessment to the		7	10
Development Office.	requestor.			





		_	
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 I 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	None	5 minutes	Clerk City Mayor's Office
Assistance and endorse to the City Mayor for approval.			
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	Staff 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	Office of the Mayor/	CSWDO		
Division:				
Classification:	Simple			
Type of	G2C – Government	to Citizen		
<b>Transaction:</b>				
Who may avail:	Residents of the Cit	y of San Ped	lro	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
1. Letter Request (1	Original Copy, 1	Client		
Receiving Copy)				
2. Certificate of Indig	gency (1 Original	Respective	Barangay	
Copy)				
3. Voter's Certification	on (1 Original or	COMELEC		
Certified True Copy	each for			
patient/deceased an	d claimant) OR			
Verification of COME	ELEC of Voter's			
Record at Barangay	Certificate of			
Indigency				
4. Valid I.D. (1 Photo	copy for each	Client		
patient/deceased an	d claimant)			
For medical assista	ance:			
1. Medical Abstract/l	Medical Certificate	Client's Doo	ctor, Clinic, or ho	spital
(1 Original or 1 Certi	fied True Copy)			
2. Supporting Docum		Client's Doctor, Clinic, or hospital		
medical needs (pres				
request, operation q	-			
bill) (1 Photcopy)				
For burial assistan	ce:			
1. Funeral Contract	(1 Original or 1	Funeral Parlor		
Certified True Copy)				
2. Death Certificate	(1 Original or 1	City Civil Re	egistrar where th	e deceased
Certified True Copy)		passed awa	ıy	
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit a	1. Review the	None	2 minutes	Staff
request letter	completeness of			CSWDO
addressed to the	the requirements			
City Mayor with all				
the pertinent	1.1 Conduct	None	3 minutes	Staff
documents	interview and			CSWDO
attached, to the	further	E		
City Social Welfare	assessment to the			

and Development

requestor.





			PHI	
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
40	1.8 Prepare the OBRe and forward the same	None	5 minutes	Staff City Budget Office





		TA, PHI	
to the LCE/Executive Assistant IV for signature.			
1.9 Sign the OBRe, and forward to the City Budget Office for signature.	None	1 day	City Mayor Or Executive Assistant IV City Mayor's Office
1.10 Forward signed OBRe with all the attached documents to the City Accounting Office for checking and preparation of the Disbursement Voucher (DV).	None	1 day	City Government Department Head I City Budget Office
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.	None	1 day	Staff City Accounting Office
1.12 Sign the DV and checks of the financial assistance.	None	1 day	City Mayor Or Executive Assistant IV City Mayor's Office
1.13 Forward the signed checks to the City Accounting Office for advice.	None	3 minutes	Staff City Mayor's Office
1.14 Forward the advised check to the City Treasury	None	5 minutes	Staff City Accounting Office





	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	Staff 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	G2C – Government to Citizen				
Transaction:	G2C - Government to Citizen				
Who may avail:	Qualified solo parents residing at San Pedro City, Laguna				
CHECKLIST OF I		its residing a	WHERE TO SECURE		
Barangay Certific		Barangay of residence of applicant			
Solo Parent (1 Original	0	Barangay of residence of applicant			
2. Affidavit of being		Legal Office	e of choice of Ap	plicant	
Original Copy)	a color aront (	Logar omoc	7 G. G. 1010 G. 7 (p	priodire	
3. Child/ren's Birth C	Certificate (1	Philippine S	Statistics Authorit	y (any outlet) or	
Photocopy)	()		Registrar of place		
4. 1x1 I.D. Picture (2	2 Original Copies)	Client			
5. Accomplished Ap		CSWDO			
Original Copy)					
If spouse is decease	sed:				
1. Death Certificate		Local Civil F	Registrar of place	e of spouse's death	
If employed:					
Certificate of Emp	loyment (1 Original	Human Resources Office where the applicant			
Copy)		works			
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1 Sign in the lea					
1. Sign in the log	1. Give queueing	None	15 minutes	Staff	
book and wait for	Give queueing number	None	15 minutes		
book and wait for your queuing	•	None	15 minutes	Staff	
book and wait for your queuing number to be	•	None	15 minutes	Staff	
book and wait for your queuing number to be called.	number			Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the	number  2. Check the	None None	15 minutes 30 minutes	Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	number  2. Check the submitted			Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the	2. Check the submitted requirements and			Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the			Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to			Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the			Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the			Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the			Staff CSWDO Staff	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.	None	30 minutes	Staff CSWDO Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.  2.1 Prepare Solo			Staff CSWDO  Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.  2.1 Prepare Solo Parent I.D. and	None	30 minutes	Staff CSWDO Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.  2.1 Prepare Solo Parent I.D. and encode it to the	None	30 minutes	Staff CSWDO  Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.  2.1 Prepare Solo Parent I.D. and	None	30 minutes	Staff CSWDO  Staff CSWDO	
book and wait for your queuing number to be called.  2. Submit the requirements to	2. Check the submitted requirements and give client the contact number to follow-up the status of the request.  2.1 Prepare Solo Parent I.D. and encode it to the	None	30 minutes	Staff CSWDO  Staff CSWDO	





	Head and City Mayor for signature.			
3. Claim Solo	3. Release Solo	None	10 minutes	Staff
Parent I.D.	Parent I.D.			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	G2B – Government to Business Entity, G2C – Government to			
Transaction:	Citizen, G2G – Government to Government			
Who may avail:	Women and Children Victims of abuse who are residents of San			
	Pedro City			
CHECKLIST OF REQUIREMENTS		0014/00	WHERE TO SE	CURE
1. Accomplished Intake Sheet (1		CSWDO		
Original Copy)				
For minors:	and Comed	Olionat		
1. Valid I.D. (1 Origin		Client	tatiatiaa Autharit	or (Approvided) or
2. Birth Certificate (1	Photocopy)	Local Civil F		y (Any outlet) or
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Walk into the	1. Assign client to	None	10 minutes	Staff
office and log on	a registered social	110110	101111111111111111111111111111111111111	CSWDO
the logbook.	worker who will			0020
3	handle the case			
2. Write on the	2. Listen,	None	30 minutes	Social Worker
intake sheet and	document, and			CSWDO
orient the social	assess the case			
worker of the	for appropriate			
abuse that	action while			
occurred.	maintaining			
2. Co to the	confidentiality.	Dayahalaa	1 hour	Casial Markey
3. Go to the	3. Accompany,	Psycholog ical	1 hour	Social Worker CSWDO
agency referred by the social worker	drop off, or refer the client if	evaluation		CSVVDO
for proper	needed:	– Php		
intervention or	necucu.	5,000.00		
execute the		-		
intervention plan	PNP – WCPD for	10,000.00		
as agreed with the	Genitalia	(dependin		
Social Worker	Examination	g on the		
handling the case	(rape) and giving	case)		
	sworn statement,			
	and filing of case.			
	Amonto Lloopitoli			
	Amante Hospital:			
	Medico Legal (physical abuse)	FIN		
	(priysical abuse)			16
	Psychologist: For			





non – physical abuse cases (e.g. emotional, economic) Shelter Agencies – if the client needs to placed in a shelter agency (depending on the case)			
TOTAL:	Psycholog ical evaluation – Php 5,000.00 – 10,000.00 (dependin g 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.

3. For petty cases

(e.g. theft, slight

etc.), a mediation

will be attempted

physical injury,

between

3. Go to the

agency where

referred by the

social worker for

will execute the

proper intervention

Management of Oas	es of Children at CA	Caria/or Oro	<b>_</b> .		
Office or Division:	City Social Welfare and Development Office				
Classification:	Highly Technical				
Type of	G2B – Government to Business Entity, G2C – Government to				
Transaction:	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 0		From the referring party (if referral is from another government office)			
2. Accomplished inta Original Copy)	ake sheet (1	CSWDO	rommont omocy		
3. 2x2 Photo (4 Orig	inal Copies)	From the re	ferring party, par	rent, or guardian	
4. 2 pcs. long folder					
5. Valid I.D. of guard Photocopy for each)			From the referring party, parent, or guardian From the referring party, parent, or guardian		
	6. Certificate of live birth of child (1		From the referring party, parent, or guardian		
,	(15) years old and	above:			
1. Filled-out discernment evaluation (1		CSWDO			
Original Copy)	A O ENOV		DD 00E00IN	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	

None

1 hour

Social Worker

**CSWDO** 





intervention plan as agreed with the Social Worker	CAR/CICL Family and complainant, monitoring by the			
handling the case	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	City Social Welfare and Development Office			
Division:				
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Indigent Citizens of San Pedro City who are in emergency situations.			
CHECKLIST OF F	REQUIREMENTS WHERE TO SECURE			
1. Incident Record (	1 Original Copy)	Bureau of F	ire Protection, B	arangay (to follow)
2. Intake Sheet (1 O	riginal Copy)	CSWDO (ca	an be to follow)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Indigent Citizens of San Pedro City, Laguna who are in emergency situations			
CHECKLIST OF F	CKLIST OF REQUIREMENTS WHERE TO SECURE			
1. Fire Incident Report Certified True Copy)	` •	Bureau of F	ire Protection, B	arangay
2. Accomplished Inta Original Copy)	ake Sheet (1	CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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.

000	0'( 0 ' .   ) \ / .   (			
Office or Division:	City Social Welfare	and Develop	ment Office	
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:	020 00000000000000000000000000000000000	. 10 011.2011		
Who may avail:	Clients seeking med	dical. burial. t	ransportation, fo	od and/or non-food
	items, or education			
CHECKLIST OF I			WHERE TO SE	ŭ
1. Barangay Certifica	ate of Indigency (1	Barangay H	lall where client	resides
Original Copy)				
2. Accomplished Into	ake Form (1	CSWDO		
Original Copy)				
3. Valid I.D. of Claim	ant and Beneficiary	Client		
(1 Photocopy)	10 1	D ( 11		15 1 0 1 1
4. Hospital Bill, Fund		Doctor, Hos	spital, Clinic, Fun	eral Parlor, School
Laboratory Request, Quotation or Prescri				
Quotation of Flesch	ption, School billing			
(Supporting docume	nt as to the need of			
the patient or family				
	student) (1 Original Copy among them)			
For medical assistance:				
1. Medical Certificate	· • • • • • • • • • • • • • • • • • • •	Hospital or Clinic		
For burial assistan				
1. Valid I.D. of the D	eceased (1	Applicant		
Photocopy)	4.0.511.01/			D=D00N
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
1. Submit the	ACTIONS 1. Check	BE PAID None	<b>G TIME</b> 5 minutes	RESPONSIBLE Staff
documentary	submitted	INOTIC	3 minutes	CSWDO
requirements to	requirements, or			OOVIDO
CSWDO	advise client if			
	there are lacking			
	or inaccurate			
	documents			
2. Fill-out the	2. Give client	None	10 minutes	Staff
application/intake	application form.			CSWDO
form and submit it.	Assist in filling up			
0.144-100-11	as needed	N.I.	0.1	04-55
3. Wait for the	3. Prepare Social	None	2 days	Staff CSWDO
issuance of Social Case Study Report	Case Study Report and notify			CSVVDO
Case Study Nepoli	client when it can			
	be claimed.	- 11		
	20 oldii ilodi			





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	City Social Welfare	and Develop	ment Office	
Division:				
Classification:	Simple			
Type of	G2C - Government	to Citizen		
Transaction:				
Who may avail:	Clients seeking med	dical, burial, t	transportation, for	od and/or non food
•	items or educationa	I financial as	sistance from oth	er agencies.
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Barangay Certifica	ate of Indigency (1	Barangay H	lall where client r	esides
Original Copy, for re-	ference only, will be			
returned to the client	t)			
2. Valid I.D. of reque	sting client and	Client		
his/her patient, dece	ased relative,			
student, or travelling	companion (1			
Photocopy, whicheve	er is applicable)			
3. Supporting docum	nents as to the	Doctor, Hos	spital, Clinic, Scho	ool, Funeral Parlor,
 nature of the reques	t (e.g. medical,	Local Civil F	Registrar (whiche	ver is applicable)
burial, educational, transportation				
assistance, etc.) (1 0	Original Copy, for			
reference only, will b	e returned to the			
client)				
	AOFNOV	EEEO TO	DDOOFCOIN	DEDCOM

0110111)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit the	1. Check	None	5 minutes	Staff
documentary	requirements,			CSWDO
requirements to	advise client if there			
CSWD	are lacking or			
	inaccurate			
	documents			
2. Wait for the	2. Prepare	None	20 minutes	Staff
issuance of	Certificate of			CSWDO
Certificate of	Indigency and			
Indigency	notify client when			
	it is available for			
	claiming.			
3. Claim Certificate	3. Issue	None	2 minutes	Staff
of Indigency	Certificate of			CSWDO
	Indigency to client			
	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	G2C				
Transaction:					
Who may avail:	Senior Citizens who	are resident	ts of the City		
CHECKLIST OF F			WHERE TO SE	CURE	
1. Barangay Certifica	ate of Residency (1	Barangay C	Office where appl	licant resides	
Original or 1 Certifie	d True Copy)				
2. 1x1 I.D. Pictures (	4 Original Copies)	Applicant			
3. Any of the following	ng (1 Photocopy):				
✓ Birth Certifica	te;	Philippine S	Statistics Authorit	ty (any outlet)	
✓ National I.D.		Philippine S	Statistics Authorit	ty (any outlet)	
✓ Postal I.D.		Postal Offic	e		
✓ COMELEC I.I	D.	COMELEC			
✓ Passport		Department	t of Foreign Affai	rs (DFA)	
✓ Driver's Licen		LTO	LTO		
4. Application Form	(1 Original Copy)	CSWDO-O	SCA		
If applicant has dual citizenship:					
5. Certificate of Alleg	giance (1 Certified	Embassy w	here they are als	so a citizen	
True Copy)					
6. Oath of Allegiance	e (1 Certified True	Embassy w	here they are als	so a citizen	
Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Submit complete	1. Check	None	10 minutes	Staff	
requirements and	correctness of			CSWDO-OSCA	
fill-out the	requirements.				
application form.	Give the client				
	contact number to				
	follow-up the ID				
	availability and				
	submit the ID to				
	the OSCA staff.				
2. Claim ID with	2. Issue ID and	None		Staff	
purchase booklet.	purchase booklet			CSWDO-OSCA	
	to client and log at				
	the receiving log				
	sheet.	Niero	40 Min 1		
		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	Office of Senior Citizens Affairs			
Division:				
Classification:	Simple			
Type of	G2C			
Transaction:				
Who may avail:	Qualified senior citiz	zens who are	residents	
CHECKLIST OF I	ECKLIST 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)	nal Copy) OSCA		
CLUENT CTEDO	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit the	1. Assess	None	5 minutes	Staff
complete	requirements.			CSWDO-OSCA
requirements.	Give Client a			
	contact number			
	for follow up, and			
	submit papers to			
	PhilHealth.			
2. Claim Philhealth	2. Issue the said	None	5 minutes	Staff
ID and	documents from			CSWDO-OSCA
Membership Data	Philhealth to client			
Record from				
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	Office of the Senior	Citizens Affa	nirs	
Division:				
Classification:	G2C			
Type of	Simple			
Transaction:				
Who may avail:	Senior Citizens who	are resident		
CHECKLIST OF F			WHERE TO SE	CURE
1. Senior Citizen's II	)	CSWDO-O	SCA	
For transfer:				
2. Senior Citizen's II	ofrom other	CSWDO-O	SCA	
cities/municipalities				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
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	City Social Welfare and Development Office –PWD Extension			
Division:	Office			
Classification:	G2C – Government	to Citizen		
Type of	Simple			
Transaction:	Ovalitied Develope	ith Diaghiliti	- (DMD)b	wa waaidamta af Can
Who may avail:	Qualified Persons w Pedro City	vith Disabilitie	es (PVVD) who a	re residents of San
CHECKLIST OF F			WHERE TO SE	CURF
Medical Certificate		Doctor or be	ospital of choice	
Certified True Copy)	` •	Doctor of the	oopital of office	or onorth
2. Barangay Certifica		Barangay w	here the client i	esides
Original Copy)				
3. Valid I.D. (1 Origin	nal Copy)	Applicant		
4. 1x1 I.D. Picture (2		Applicant		
5. Accomplished App	plication Form (1	PWD Exten	sion Office	
Original Copy)				
For minors:		I =		(5.0.)
1. Birth Certificate (1	Photocopy)	Philippine Statistics Authority (PSA) or Local		
	ACENCY	Civil Regist	PROCESSIN	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit complete	1. Check	None	2 days	Staff
requirements and	submitted		_ = 5.5.75	CSWDO-PWD
receive an	requirements			Extension Office
application form for	submitted. Give			
accomplishment.	the client a			
	contact number			
	for follow-up, and			
	forward I.D. to			
	Office of the			
	Mayor for			
2. Claim ID with	signature.  2. Issue the ID	None	10 minutes	Staff
purchase booklet	and purchase	INUITE	10 minutes	CSWDO-PWD
purchase bookiet	booklet to client			Extension Office
	230Mot to ollotte			Extension onloc
	2.1 Encode the	None	5 minutes	Staff
	client's			CSWDO-PWD
	information to the			Extension Office
	national registry.			
	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Requesting Clients who bring animals for slaughter			
CHECKLIST OF I	REQUIREMENTS WHERE TO SECURE			
1. Livestock Handler	r's Permit	Bureau of A	nimal Industry (I	BAI)
2. Veterinary Health	Certificate	Requesting	Client	
3. Shipping Permit			Office of the plac	3
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
OLILITI OTLI O	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Present	1. Check	Inspection	2 minutes per	Meat Inspector
requirements to	documents and	Fee: Php	animal (Ante-	City Veterinary
the City Veterinary	examine the	25.00/ani	mortem	Office
Office	animals.	mal	inspection)	
			3 minutes	
			(post-mortem	
	TOTAL		inspection)	
	TOTAL:	Inspectio	2 minutes	
		n Fee:	per animal	
		Php 25.00/ani	(Ante- mortem	
		mal	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Constituents (per Ba	arangay/Sub		
CHECKLIST OF I		5	WHERE TO SE	CURE
Request Letter (1 Receiving Copy)		Requesting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the City Mayor.	1. Receive Request Letter	None	1 minute	Staff City Mayor's Office
	1.1 Approve Request	None	7 days	City Mayor City Mayor's Office Or City Administrator 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.  2.1 Conduct	None None	30 minutes 3 hours	City Veterinarian Or Meat Inspector City Veterinary Office City Veterinarian
	actual vaccination activity.			Or  Meat Inspector 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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Constituents (per Barangay/Subdivison)			
CHECKLIST OF I	REQUIREMENTS	EQUIREMENTS WHERE TO SECURE		
1. Dog or cat to be o	hecked	Requesting Client		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	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	City Veterinarian City Veterinary Office
	1.1 Issue Veterinary Health Certificate.	None	1 minute	City Veterinarian 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	City Veterinary Office				
Division:					
Classification:	Simple				
Type of	G2C - Government	G2C – Government to Citizen, G2B - Government to Business			
Transaction:	Entity				
Who may avail:	Hog raisers (Backya	ard and Com	mercial)		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
None		None			
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Request City	Visit livestock	None	30 minutes	City Veterinarian	
Veterinarian to visit	farm to examine			City Veterinary	
the livestock farm	the hog/s.			Office	
for examination of	9				
hogs.	1.1 Issue	None	1 minute	City Veterinarian	
	Veterinary Health			City Veterinary	
	Certificate.			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	G2C - Government	to Citizen, G	32B - Governmer	nt to Business
Transaction:	Entity			
Who may avail:	Goat raisers (Backy	ard and Com	nmercial)	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
None	N/A			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	City Veterinarian City Veterinary Office
	1.1 Issue Veterinary Health Certificate	None	1 minute	City Veterinarian 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 Entity	to Citizen, G	2B - Governmer	nt to Business
Who may avail:	Dog/Cat owners; Ho	og Raisers (B	Backyard and Co	mmercial)
CHECKLIST OF I			WHERE TO SE	
1. Animal to be ched	ked	Requesting	Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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.	Examine the animal and issue an updated Vaccination Card.  Visit the livestock farm to examine the hogs.	Php 150.00 per animal	30 minutes	City Veterinarian Or Meat Inspector City Veterinary Office
2. Receive Veterinary Shipping Permit.	2. Issue Veterinary Shipping Permit.	None	3 minutes	City Veterinarian 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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Dog/Cat owners			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
1. Record of Animal available)	(1 Original Copy, if	City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Bring dog/s or cat/s to the City     Veterinary Office for consultation.	1. Examine the animal.	None	30 minutes	City Veterinarian City Veterinary Office
	1.1 If the animal is found to be sick, issue the necessary prescription and advice.	None	3 minutes	City Veterinarian 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	City Veterinary Office			
Division:				
Classification:	Simple			
Type of	G2B – Government	to Business	Entity	
Transaction:				
Who may avail:	Meat Dealers			
CHECKLIST OF F	REQUIREMENTS	UIREMENTS WHERE TO SECURE		
1. Ante-Mortem and	Post-Mortem Slip	City Veterin	ary Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Present carcass to the City     Veterinary Office	Examine the animal carcass	None	2 minutes	Meat Inspector City Veterinary Office
	1.1 Issue Meat Certification Certificate.	None	3 minutes	Meat Inspector 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	G2G – Government	to Governme	ent	
Transaction:				
Who may avail:	Departments of the	LGU of San	Pedro	
	REQUIREMENTS		WHERE TO SEC	URE
1. Request Letter (		Requesting	Department	
Receiving Copy)	3 17,	, ,		
2. Request Form (1 Original Copy) POSO – Civil Security Unit				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit request	1. Evaluate the	None	5 minutes	Administrative
letter containing	request and			Assistant Or
the exact location	determine			Clerk
of the event, date,	manpower and			POSO-CSU
and time, and	logistical			
type of service	requirements.			
needed, as well				
as the form.	1.1 Check	None	5 minutes	Administrative
	availability of			Assistant Or
	personnel and			Clerk
	resources.			POSO-CSU
	1.2 Indicate	None	5 minutes	Administrative
	details on the form	None	3 Illillules	Assistant Or
	and present the			Clerk
	same to the			POSO-CSU
	requesting party			1 000 000
	for			
	acknowledgment			
2. Acknowledge	2. Prepare and	None	5 minutes	Security Officer
the agency action	issue deployment			I
by affixing	order and notify all			POSO-CSU
signature on the	concerned			
designated	personnel			
portion of the				
form.	2.1 Deploy	None	5 minutes	Security Officer
	personnel			
	concerned.			POSO-CSU
3. Acknowledge	3. File the form.	None	5 minutes	Personnel on
service rendered				Duty
on the form.			7	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	Civil Security Unit – POSO			
Division:				
Classification:	Simple			
Type of	G2G – Government	to Governm	ent	
Transaction:				
Who may avail:	POSO Traffic Enforcer / PNP			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Ordinance Violat	ion Receipt (1	POSO Enfo	rcer	
Original Copy)				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Turn over the	1. Inspect the	None	5 minutes	Personnel on
vehicle to be	vehicle in the			Duty
impounded and	presence of the			POSO-CSU
the corresponding	enforcer			
Ordinance				
Violation Receipt	1.1 Document the	None	10 minutes	Personnel on
(OVR).	impounding			Duty
	details including			POSO-CSU
	picture and			
	inventory of			
	accessories of the			
	impounded			
	vehicle			
2. Sign the	2. Secure the	None	5 minutes	Personnel on
monitoring sheet	document and			Duty
and CSU logbook	impounded			POSO-CSU
ŭ	vehicle			
	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Violators of the City	Traffic Code		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Ordinance Violat	ion Receipt (1	Redeeming	Officer	
Photocopy)				
2. Impound Release Copy)	e Form (1 Original	Redeeming	Officer	
3. Official Receipt (	1 Original Copy)	City Treasu	rer's Office	
	t (1 Original Copy)   City Treasurer's Office the City Anti-Muffler Ordinance:			
1. Factory-installed	•	Client		
2. Muffler Clearance			vil Security Unit	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to	1. Document the	None	10 minutes	Personnel on
impounding area	repair or			Duty
and repair or	restoration and			POSO-CSU
restore factory-	issue Muffler			
installed muffler	Clearance			
2. Submit the	2. Verify and	None	5 minutes	Redeeming
Muffler Clearance	encode data, and			Officer
to the Redeeming	issue Order of			
Section	Payment.			
3. Pay the		Php	5 minutes	Revenue
required fees at	3. Receive	1,000.00		Collection Clerk
the City Treasury	payment and			City Treasury
Office and receive	issue Official			Office
the Official	Receipt (O.R.)			
Receipt (OR).		None	E minutes	Dodooming
4. Present the	4. Verify OR and	None	5 minutes	Redeeming Officer
O.R. to the	issue Impound			Onicer
Redeeming Section	Release Form			
5. Present the	5. Release the	None	10 minutes	Personnel on
Impound Release	impounded	INOTIC	10 111111111111111111111111111111111111	Duty
Form, sign the	vehicle after			POSO-CSU
monitoring sheet	verification of the			1 000 000
and logbook, and	Impound Release			
claim the	Form and			
impounded	document the	HIM		
vehicle	transaction.		7	16
	TOTAL:	Php	35 Minutes	





		1,000.00		
For violation of otl	│ her provisions in th		Code:	
1. Submit the Ordinance Violation Receipt (OVR) to the Redeeming Section	Receive OVR and issue order of payment	None None	10 minutes	Redeeming Officer
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	Revenue Collection Clerk City Treasury Office
3. Present the O.R. to the Redeeming Section	3. Verify the OR and Issue Impound Release Form	None	5 minutes	Redeeming Officer
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	Personnel on Duty POSO-CSU
	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 oneway 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

- I. 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	Public Order and Safety Office – Closed Circuit Television (CCTV)			
Division:	Cinamia			
Classification:	Simple	1. 0:1:		
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All Concerned			
	REQUIREMENTS WHERE TO SECURE			
1. Accomplished Re		CCTV Oper		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish	1. Assess the	None	3 minutes	CCTV
request form	request			Personnel
				POSO-CCTV
2. Submit a	2. Assess	None	10 minutes	CCTV
request form to	Request to			Personnel
the CCTV	Secure CCTV			POSO-CCTV
personnel on duty	Footage Form,			
for review.	Particularly			
	Reason of			
	Request, and Affix			
	signature on the			
	request to secure			
	CCTV Footage			
	Form.			
3. Receive and	3. Generate a	None	1 day	CCTV
secure footage of	copy of the	1,0110	, day	Personnel
CCTV.	footage.			POSO-CCTV
001 V.	Toolage.			1 000 001
	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:	Any tricycle unit owner who meets the qualifications and requirements to be an operator of a tricycle for hire     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 SEC	URE
New Franchise:				
Duly-accomplish (1 Original Set)	ed Application form	POSO-TRU		
2. Inspection Cleara Certificate of Noise Compliance (1 Orig	Emission	POSO-TRU		
3. Professional Driv Photocopy)	er's License (1	LTO		
	of Registration and ne vehicle (1	LTO		
5. Deed of Sale or I Conveyance/Transf		Applicant		
6. Insurance Cover Liability (1 Photoco	age for Third Party	Insurance C	Company	
7. Barangay Busine certifying availability Original Copy)		Barangay H	all where the appli	icant resides
8. 2 x 2 I.D. pictures uniform (2 Original	Copies)	Applicant		
9. Official Receipt ( 1 Photocopy)	1 Original Copy and	City Treasurer's Office		
For renewal of fra	nchise:			
<ol> <li>All requirements</li> <li>9)</li> </ol>	previously listed (1-	Applicant		
2. Previous franchis receipt (1 Photocop		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





4 0 1 2 1				4 1 : 0: 5
1. Submit the application form and documentary requirements.	Receive and evaluate the submitted documents,	None	3 minutes	Admin Staff POSO-TRU
	assess the fees to			
	be paid, and issue			
	order of payment.			
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	Revenue Collection Clerk City Treasurer's Office
3. Present the OR and the tricycle unit for installation of sticker and other franchise-	3. Verify the Official Receipt and receive the Photocopy.	None	3 minutes	Admin Staff POSO-TRU
related material, and receive franchise, fare	3.1 Encode the data		3 minutes	Admin Staff POSO-TRU
matrix guide and Identification Card (I.D.)	3.2 Print the franchise and route to signatories (TRU Head, City Mayor)		5 minutes	Admin Staff POSO-TRU
	3.3 Install the sticker and other franchise-related material on their designated spot.		3 minutes	Admin Staff POSO-TRU
	3.4 Release the franchise, fare matrix guide and I.D.		3 minutes	Admin Staff POSO-TRU
	TOTAL:	Based on Schedule of Fees (City Ordinanc e 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

#### **Other Fees on Tricycle Operations:**

9. Dropping

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

- 150.00





### 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.

240					
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 tricycle unit owner for private use or service.     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 Original Set)	ed Application form	POSO-TRU			
2. Inspection Cleara Certificate of Noise Compliance (1 Orig	Emission	POSO-TRU			
3. Professional Driv Photocopy)		LTO			
4. Latest Certificate of Registration and Official Receipt issued by the LTO (1 Photocopy)		LTO			
5. Deed of Sale or I Conveyance/Transf		Applicant			
6. Insurance Cover Liability (1 Photoco		Insurance Company			
7. Barangay Busine certifying availability Original Copy)		Barangay Hall where the applicant resides			
8. 2 x 2 I.D. picture uniform (2 Original		Applicant			
9. Official Receipt ( 1 Photocopy)	1 Original Copy and	City Treasurer's Office			
For renewal of fra	nchise:				
1. All requirements previously listed (1-9)		Applicant			
2. Previous franchis receipt (1 Photocop		POSO-TRU			
For school service:					
	previously listed (1-	Applicant			
2. School Permit (1  For business serv		School			
3. 35.5.11000 001 V					





1. All requirements 9)	previously listed (1-	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	Admin Staff 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	Revenue Collection Clerk City Treasurer's Office
3. Present the O.R. and submit its Photocopy, present the tricycle unit for	3. Verify the Official Receipt and receive the Photocopy	None	3 minutes	
installation of sticker, and receive franchise	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 Ordinanc e 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.

Public Order and Safety Office - Transportation Regulatory Unit

Office or

**Division:** 

Classification:

Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any franchisee who and/or sidecar but v			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
1. Duly-accomplished Dropping and Substitution Original Set)	ed Petition for	TRU		
2. Current franchise	e (1 Original Copy)	Applicant		
3. Inspection Cleara Certificate of Noise Compliance (in cas motorcycle) (1 Orig	ance and/or Emission e of change in inal Copy)	TRU		
Official Receipt of the Photocopy)		LTO		
	5. Deed of Sale or Deed of Conveyance/Transfer (1 Photocopy)  Applicant			
6. Insurance Covera	oy)	Insurance company		
7. 2 x 2 I.D. picture uniform (2 Original	Copies)	Applicant		
8. Official Receipt ( 1 Photocopy)	1 Original Copy and	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	Admin Staff POSO-TRU
2. Pay the required fee/s at	2. Receive payment and	Php 150.00	5 minutes	Revenue Collection Clerk





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	3. Verify the Official Receipt and receive the Photocopy	None	3 minutes	Admin Staff POSO-TRU
tricycle unit for	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 SEC	URE
1. Petition for Dropp	oing of Franchise	POSO-TRU		
form (1 Original Set				
2. Current franchise				
	1 Original Copy and	City Treasu	rer's Office	
1 Photocopy)	AOFNOV			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Receive and	None	3 minutes	Admin Staff
complete	evaluate	None	o minutes	POSO-TRU
documentary	documentary			. 555 1115
requirements,	requirements.			
present the				
tricycle unit for	1.1 Assess the	None	3 minutes	
removal of sticker	fees to be paid			
and other				
franchise-related	1.2 Issue order of	None	3 minutes	
materials.	payment.			
	1.3 Remove	None	5 minutes	
	sticker and other	None	5 minutes	
	franchise-related			
	materials from the			
	tricycle unit.			
2. Pay the	2. Receive	Php	5 minutes	Revenue
required fee/s at	payment and	150.00		Collection Clerk
the City	issue Official			City Treasurer's
Treasurer's Office	Receipt.			Office
and receive the Official Receipt.				
3. Present the OR	3. Verify Official	None	3 minutes	Admin Staff
and receive the	Receipt and	140110	o minutos	POSO-TRU
Certificate of	receive the			
Dropping of	photocopy.			
Franchise (CDF).				
	3.1 Encode the		3 minutes	16
	data, cancel the			





franchise and update records.  3.2 Print the CDF and route it to		5 minutes	
signatories.			
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	Public Order and Safety Office - Transportation Regulatory Unit			
Division: Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Any qualified pedica and area in the terri			
CHECKLIST OF	REQUIREMENTS	toriai jurisulo	WHERE TO SEC	
New Franchise:				OKE
	ed Application Form	POSO-TRU		
2. Inspection Cleara Copy)		POSO-TRU		
3. Barangay Busine certifying availability Original Copy)		Barangay H	lall where the appl	icant resides
4. Insurance Covera Liability (1 Photoco	•	Insurance Company		
5. 2x2 I.D. picture wuniform (2 Original		Applicant		
6. Official Receipt of (1 Original Copy and	f payment of fees	City Treasurer's Office		
For renewal of frai				
1. All requirements		Applicant		
2. Previous franchis		Applicant		
Receipt (1 Photoco	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	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	Admin Staff POSO-TRU
2. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt 3. Present the	2. Receive payment and issue OR  3. Verify the	Php 100.00	5 minutes 3 minutes	Revenue Collection Clerk City Treasurer's Office  Admin Staff





O.R. and submit its Photocopy, present the pedicab unit for	Official Receipt and receive the Photocopy.			POSO-TRU
installation of sticker and plate, and receive franchise, fare matrix guide and	3.1 Print the franchise and route it to signatories.		5 minutes	
Identification Card (I.D.)	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 Sa	afety Office -	Transportation Re	gulatory Unit	
Classification:	Simple				
Type of Transaction:	G2C – Government	to Citizen			
	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 F			WHERE TO SEC	URE	
<ol> <li>Duly-accomplishe</li> <li>Original Set)</li> </ol>		POSO-TRU			
2. Certificate of Nois Compliance (1 Orig		POSO-TRU			
3. Barangay Busines certifying availability Original Copy)		Barangay H	lall		
	4. Latest Certificate of Registration and Official Receipt of the vehicle (1		LTO		
5. Current franchise	(1 Photocopy)	LTFRB			
6. 2 x 2 I.D. picture (	, , , , , , , , , , , , , , , , , , , ,	Client			
7. Official Receipt (1 1 Photocopy)	Original Copy and	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	Admin Staff 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	Revenue Collection Clerk City Treasurer's Office	





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





# 7. Replacement of Franchise

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

Office or Division:	Public Order and Sa	afety Office -	Transportation Re	gulatory Unit
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Any franchisee who	lost his/her	original franchise o	ertificate
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
Duly filled-out Ap     Original Set)	•	POSO-TRU		
Official Receipt (     1 Photocopy)	1 Original Copy and	City Treasu		
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	Admin Staff 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	Revenue Collection Clerk 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	Admin Staff POSO-TRU
	3.1 Encode the data and update records.		3 minutes	
	3.2 Print the franchise and route it to signatories.		5 minutes	
400	3.3 Release the franchise	FIG	1	(6)





	certificate		
	TOTAL:	Based on	
		Schedule	
1		of Fees	
		(City	
		Ordinanc	
		e 2019-	
		<b>30</b> )	

#### **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 - 150.00 New 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**

Specific Franchise - 600.00/year
 Supervision - 150.00/year
 City Sticker - 250.00/year
 Mayor's Permit - 200.00/year
 Annual Registration Fee - 100.00
 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> <li>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.</li> <li>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.</li> </ol>			
	REQUIREMENTS	WHERE TO SECURE		
For fishing vessel		DOSO TRU		
<ol> <li>Application form</li> <li>Inspection Cleara</li> </ol>		POSO-TRU		
Copy)		TRU (by schedule)		
3. 2 x 2 I.D. picture	(2 Original Copies)	Applicant		
4. BFARMC Cleara		City Agriculture Office		
5. CFARMC Accred		City Agriculture Office		
6. Barangay Cleara Copy)	nce (1 Original	Barangay		
7. Business Permit	(For fish cage)	BPLO		
8. LLDA Certification	n	LLDA		
<ul><li>9. Official Receipt (</li><li>1 Photocopy)</li></ul>	1 Original Copy and	City Treasurer's Office		
For service/private	e vessel:			
1. Application form	(1 Original Set)	POSO-TRU		
2. Inspection Cleara Copy)	ance (1 Original	POSO-TRU		
3. 2 x 2 l.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 Photocopy)	eipt (1 Original Copy and City Treasurer's Office			
For government-is				
1. Application form		POSO-TRU		
2. Inspection Cleara	ance (1 Original	POSO-TRU		





Conv				
Copy)	(O Original Carias)	Amaliaant		
3. 2 x 2 I.D. picture (2 Original Copies)		Applicant		
4. Barangay Clearance (1 Original Copy)		Barangay Hall		
	1 Original Copy and	City Treasu	rer's Office	
For renewal of per	mit			
1. All aforementions (depending on the t	•	See previou	ıs	
2. Previous Permit	(1 Photocopy)	Applicant		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	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	Admin Staff 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	Revenue Collection Clerk City Treasurer's Office
3. Present the OR and receive permit.	3. Verify the Official Receipt and receive the Photocopy.	None	3 minutes	Admin Staff 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 Ordinanc e 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 SEC	URE	
Unit for inspection     emission test with of     functioning accessor	complete and pries 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	1. Inspect the unit (tricycle, pedicab, fishing vessel, etc.)	None	10 minutes	Admin Staff POSO-TRU	
area	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		





С

# **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:	Rusiness Permits a	nd Licensing Office		
Classification:	Simple	2.00.loning Office		
Type of	G2B - Government to Business Entity			
Transaction:	CLB Covernment to Business Linky			
Who may avail:	Business Owner or	Business Entity		
CHECKLIST OF RI		WHERE TO SECURE		
1. Pre=printed filled-out		Business Permits and Licensing Office		
for Business Permit (NI	• •	Duemose i emme and Electromig emes		
Copies	, (o o g			
2. DTI/SEC Registration	n (1 Original Copy)	Department of Trade and Industry/Security		
	(. oga. oop))	and Exchange Commission		
3. Barangay Tax Order	of Payment (1	Barangay Hall where the business is located		
Original Copy)		- and a substitution of the substitution of th		
4. Contract of Lease (1	Original Copy) – If	Lessor of Building		
rented	5 -17/	9		
5. Real Property Tax O	fficial Receipt (1	City Treasurer's Office		
Original Copy)				
6. Sketch of Business L	ocation (1 Original	Business Owner / Business Entity		
Copy)	, o			
7. Clearances (1 Origin	al 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 Paymer	nt (TOP) (3 Original	Business Permits and Licensing Office		
Copies)				
10. Community Tax Ce	rtificate (1 Original	City Treasurer's Office		
Copy)				
11. Official Receipt (1 C	Original Copy)	City Treasurer's Office		
12. Fire Safety Inspecti	on Certificate (1	Bureau of Fire Protection		
Original Copy)				
Other requirements d	epending on the na	ture of business:		
Hotels/Inn Tourist Acco		Department of Tourism		
Agency, Resort, Restau				
13. Department of Tourism Accreditation				
(1 Original Copy or 1 Electronic Copy)				
Dealer of Rice:		National Food Authority		
14. National Food Authority License-				
(1 Original Copy or 1 Electronic Copy)		N. i. i.o. i.o. i.o. i.o. i.o. i.o. i.o.		
Off-Track Betting:		National Gaming Control Board – National		
15. Off-Track Betting C		Accreditation		
(1 Original Copy or 1 E	iectronic Copy)			
Durantous/Dalas as/F	I Companie no a serie			
Drugstore/Bakery/Food	Supplement:			





16. Food and Drug Administration License	Food and Drug Administration
(1 Original Copy or 1 Electronic Copy)	
Contractor:	
17. Contractor's License General Specialty	Philippine Contractors Accreditation Board
and Engineering Contractor License	
(1 Original Copy or 1 Electronic Copy)	
Casino and Gaming:	
18. Casino and Other Gaming Certificate	Philippine Amusement and Gaming
(1 Original Copy or 1 Electronic Copy)	Corporation – National Accreditation
Banking Institution, Money Changer,	Bangko Sentral ng Pilipinas
Money Remittance and Pawnshop:	
19. Central Bank License Certificate	
(1 Original Copy or 1 Electronic Copy)	
Educational Institution	Department of Education
20. Educational Institution Certificate	
(1 original)	
Close-Circuit Television (CCTV):	Legitimate CCTV Provider
21. CCTV Certificate	
(1 original)	

(1 original)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
Fill-out the     Application Form     for Business     Permit and the     attached Unified     Clearance and	Receive and schedule application for Joint Inspection.	None	5 minutes	Clerk BPLO	
submit together with the required attachments to BPLO, accommodate the inspection of the application by the	1.1 Conduct actual inspection and sign the Unified Clearance.	None	2 days upon receipt of the form and unified clearance	Joint Inspection Assessment Taem	
Joint Inspection Team, and Attend Interview for	1.2 Validate application form.	None	5 minutes	<i>Clerk</i> BPLO	
Capitalization.	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</i> BPLO
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	Revenue Collection Clerk City Treasurer's Office
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	Data Controller BPLO
	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	Data Controller BPLO





City Mayor.  3.2 Sign and recommend the approval of Business Permit (with Digitized signature)	None	5 minutes	Business Permits and Licensing Officer 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	G2B - Government	to Business Entity		
Transaction:				
Who may avail:	Business Owner or	Business Entity		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
1. Pre-printed filled-out		Business Permits and Licensing Office		
for Business Permit (RI	ENEWAL) (3			
Original Copies)				
2. Unified Clearance (2		Business Permits and Licensing Office		
3. Notarized Gross Sale		Business Owner/Business Entity		
Financial Statement (1	<u> </u>			
4. BIR Filled Forms/ITF		BIR		
2550Q, 2551Q for the 0				
1701, 1702, of the Prev				
(Presumptive Income L				
be implemented by BP				
of the above document	, , , , , , , , , , , , , , , , , , , ,			
5. Tax Order of Payme	nt (TOP) (3 Original	Business Permits and Licensing Office		
Copies)				
6. Community Tax Certificate (1 Original		City Treasurer's Office		
Copy)				
7. Official Receipt (1 O		City Treasurer's Office		
8. Fire Safety Inspection	n Certificate (1	Bureau of Fire Protection		
Original Copy)		DEDCON		

Griginal Gopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
1. Submit the Order of Payment from the Barangay together with the Required Documents and Attend Interview	1. Receive the submitted Order of Payment from the Barangay together with the Required Documents.	None	3 minutes	<i>Clerk</i> BPLO	
for the Ascertain of Gross Sales/ Receipts.	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	Local Assessment Operations Officer III	





				BPLO
	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	Assessment Clerk 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/Receipt s divided by 1,000 + 5.00; for Corporation: Gross Sales/Receipt s divided by 2,500.00 + 500.00)	10 minutes	Revenue Collection Clerk 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	Clerk BPLO





recommend the approval of business permit (digitized signature of the City Mayor).  3.3 Scan the Approved and Signed Business Permit for Filing.  3.4 Release the approved and signed business permit.  None 5 minutes Clerk BPLO  5 minutes Clerk BPLO  5 minutes Clerk BPLO  5 minutes Tork BPLO  1 hour and 2 minutes		Permit + Other Fees + Fire Safety Inspectio n Fee +CTC Fee		
all required documents, and print business permit for signing of BPLO Head for approval of the City Mayor.  3.2 Sign and recommend the approval of business permit (digitized signature of the City Mayor).  3.3 Scan the Approved and Signed Business Permit for Filing.  3.4 Release the approved and signed business permit.	TOTAL:	Tax + Mayor's		
all required documents, and print business permit for signing of BPLO Head for approval of the City Mayor.  3.2 Sign and recommend the approval of business permit (digitized signature of the City Mayor).  3.3 Scan the Approved and Signed Business	approved and signed business permit.			
all required documents, and print business permit for signing of BPLO Head for approval of the City Mayor.  3.2 Sign and recommend the approval of business permit (digitized signature of the	Approved and Signed Business	None	5 minutes	
all required documents, and print business permit for signing of BPLO Head for approval of the	recommend the approval of business permit (digitized signature of the	None	5 minutes	
Releasing of the Business Permit.	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	None	15 minutes	Data Controller BPLO





# 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	G2B - Government	to Business Ent	ity		
Transaction:					
	Business Owner or	<b>Business Entity</b>			
CHECKLIST OF RI	EQUIREMENTS	WH	ERE TO SEC	CURE	
1. Business Retirement Copies)	t Form (3 Original	Business Perm	nits and Licen	sing Office	
2. Request Letter from	the Business	Business Own	er/Business E	ntity	
Owner or Business Ent					
Copy)	3 .				
3. Business Closure Ce	ertificate from	Barangay Hall	where the bu	siness is located	
Barangay (1 Original C		2 0.1 0.1 190.7 1 10.11			
4. Latest or Previous		Business Own	er/Business E	ntitv	
missing, need Affidavit					
Copy)					
5. Income Tax Return/N	Notarized Financial	Bureau of Inter	nal Revenue	/Business	
Statement/Notarized C	ertificate of Gross	Owner/Busines	ss Entity		
Sales or Receipts (1 O	riginal Copy)				
6. Valid I.D. (1 Photoco		Business Owner/ Business Entity			
7. Tax Order of Payme		Business Permits and Licensing Office			
Copies)	`				
8. Official Receipt (for F	Retirement) (1	City Treasurer's Office			
Original Copy)	, (				
9. Certificate of Termina	ation of Business (1	City Treasurer's Office			
Original Copy)					
7. Request Letter (1 Or	iginal Copy) – for	Corporate Secretary or Board of Directors		rd of Directors	
Corporation					
	AGENCY	FEES TO BE	PROCESS	PERSON	
CLIENT STEPS	ACTIONS	PAID	ING TIME	RESPONSIBL	
		. ,		Е	
1. Submit	1. Receive	None	5 minutes	Clerk	
accomplished	submitted filled-			BPLO	
application form with	out business				
requirements to the	retirement form				
Concierge section of	and schedule for				
the BOSS inspection.					
	1.1 Conduct				
	inspection to				
	verify closure of				
	business.				
		THE REAL PROPERTY.			
	1.2 Receive			7	





	submitted documents as attachment for retirement form (as indicated in the requirements)			
	1.3 Review application for closure/retirement form and documents submitted by the applicant.			
	1.4 Ascertain declared gross sales/receipts of the applicant.			
	1.5 Assess taxes for termination and issue Tax Order of Payment (TOP)			
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	Revenue Collection Clerk City Treasurer's Office
3. Submit the application for closure/business retirement form with	3. Receive the required documents.	None	3 minutes	<i>Clerk</i> BPLO
complete required documents for approval and releasing.	3.1 Sign/approve application for business retirement.	None	5 minutes	Business Permits and Licensing Officer BPLO
	3.2 Release signed/approved application for business retirement.	None	5 minutes	City Treasurer Or Clerk City Treasurer's





			Office
3.3 Prepare, approve and release certificate of Termination of Business.	None	10 minutes	City Treasurer Or Clerk 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:	Rucinose Parmita a	nd Licensing Office	
Classification:	Business Permits a	TIG FIGURE	
	Simple	to Business Entity	
Type of	G2B - Government	to business entity	
Transaction:	Business Owner or Business Entity		
Who may avail:		,	
CHECKLIST OF R		WHERE TO SECURE	
1. Amendment Applica	tion Form (3	Business Permits and Licensing Office	
Original Copies)	the Dusiness	Pusings Owner/Pusings Entity	
2. Request Letter from		Business Owner/Business Entity	
Owner or Business Ent	• (		
Copy) Note: If Corpora	•		
from the Corporate Sec	cretary or Board of		
Directors  2 Contificate of Tormin	otion (1 Original	City Transurer's Office	
3. Certificate of Termin	` _	City Treasurer's Office	
Copy – for change of b	usiness type oi		
ownership)	rance and New DTI	Barangay Hall/Department of Trade and	
4. New Barangay Clear for Single Proprietorshi		Industry/Securities and Exchange Commission	
Registration for Corpor		Industry/Securities and Exchange Commission	
Copy – for Change of E	, -		
Ownership	business Type of		
5. Notarized Affidavit o	f Transfer of	Business Owner/Business Entity	
Ownership (1 Original (		Dusiness Owner/Dusiness Entity	
of Ownership)	oopy for framoion		
6. PSA Copy of Death	Certificate (1	Philippine Statistics Authority	
Original Copy – for Tra		Trinippine Statistics Authority	
7. Amended DTI Regis		Department of Trade and Industry	
Copy 0 for Change of E		- open amont or made and made and	
Owner/Transfer of Bus			
Address/Change of Bu			
Nature/Change of Busi			
8. Amended Barangay		Barangay Hall	
Original Copy – for Cha			
Owner/Transfer of Bus			
Address/Change of Bu	siness Name)		
9. Valid I.D. (1 Photoco	ppy – for Change of	Business Owner/Business Entity	
Business Owner)			
10. Current Business F	Permit (1 Original	Business Permits and Licensing Office	
Copy – for Change of E			
Owner/Transfer of Bus	iness/Change of		
Business Nature/Change of Business			
Name)			
11. Contract of Lease i		Business Owner/Business Entity	
Copy – for Transfer of			
12. Transfer Certificate		Registry of Deeds	
Photocopy – for Transf	er of Business)		





13. Unified Clearance (2 Original Copies -	Business Permits and Licensing Office
for Transfer of Business)	
14. Sketch of Business Location (1	Business Owner/Business Entity
Original Copy – for Transfer of Business)	
15. Amended SEC Registration (1 Copy –	Securities and Exchange Commission
for Change of Business Nature/Change of	
Business Name)	

Business Name)	· ·			
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.	1. Receive and review the submitted filled-out application form with the required documents.	None	5 minutes	Clerk BPLO
Note: Attachment may vary from the Type of Amendment the Business Owner/Business Entity is/are applying for.	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	License Inspector BPLO
2. None	2. Approve and sign amendment application form.	None	5 minutes	Business Permits and Licensing Officer BPLO
	2.1 Update the records of business on BPLS System based on the Approved Amendment Application Form.	None		Data Controller BPLO
3. Receive the amended business permit.	3. Print the amended business permit for signature of head.	None	3 minutes	Data Controller BPLO
	3.1 Sign and recommend the approval of amended business permit	None	5 minutes	Business Permits and Licensing Officer BPLO





(digitized signature of the City Mayor).			
3.2 Release the Amended Business Permit.	None	5 minutes	<i>Clerk</i> 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	G2B - Government	to Business Er	ntity		
Transaction:					
Who may avail:	Business Owner or	Business Owner or Business Entity			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
1. Business Permit (1 C	Original and	Business Ow	ner/Business Enti	ty	
Photocopy)					
2. Valid I.D. (1 Original			ner/Business Enti		
3. Request Slip (1 Orig			rmits and Licensin	g Office	
4. Official Receipt (1 O	0 117	City Treasure			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out and	1. Receive	None	3 minutes	Clerk	
submit the	request slip from	None	3 minutes	BPLO	
Request Slip	the applicant			DI LO	
together with the	together with the				
Original and	requirements.				
Photocopy of					
Business Permit	1.1 Verify	None	5 minutes	Data Controller	
accompanied with	business permit			BPLO	
a Valid I.D.	authenticity at				
	BPLS Database.				
	1.2 Release	None	3 minutes	Clerk	
	validated request			BPLO	
	slip and advise				
	the applicant to				
	proceed to City Treasury Office				
	for payment.				
2. Pay Corresponding	2. Collect	Php 150.00	5 minutes	Revenue	
Fee at City Treasury	Corresponding	. 115 100.00	3 11111100	Collection Clerk	
Office	Fee			City Treasurer's	
				Office	
3. Submit Official	3. Receive	None	3 minutes	Clerk	
Receipt together with	submitted official			BPLO	
the validated request	receipt together				
slip and receive the	with the original				
certified true copy	business permit				
document.	and validated				
	request slip.				
	2.4 Dropers	Ness	Empirement	Clouls	
	3.1 Prepare	None	5 minutes	Clerk	
	document for			BPLO	





<ul><li>3.2 Approve/sign certified true copy document.</li><li>3.3 Release certified true copy</li></ul>	None None	5 minutes 5 minutes	Business Permits and Licensing Officer BPLO Clerk BPLO
document.			
	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	G2B - Government	to Business E	ntitv. G2C - Gove	nment to Client	
Transaction:	G2G- Government				
Who may avail:	Business Owner, B			idual, and others	
CHECKLIST OF R		,	WHERE TO SEC		
1. Request Letter (1 Or					
2. Valid I.D. (1 Original		Applicant			
3. Certificate of Indigen		Barangay ha	Il where the client	resides	
Copy) – If Indigent					
4. Payment slip (1 Orig	inal Copy)	Business Per	rmits and Licensin	g Office	
5. Official Receipt (1 O		City Treasure	er's Office		
without certificate of inc					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Receive	None	8 minutes	Clerk	
Request Letter	request letter from			BPLO	
accompanied with	the applicant for				
a Valid I.D.	approval of the				
(If Indigent, with	head of office.				
Certificate of	4 4 3 4 16 41			5 . 6 . "	
Indigency).	1.1 Verify the	None	5 minutes	Data Controller	
	approved request			BPLO	
	letter for business				
	record at BPLS database.				
	ualabase.				
	1.2 Issue payment	None	3 minutes	Clerk	
	slip and advise	None	o minutes	BPLO	
	the applicant to			Di LO	
	proceed to the				
	City Treasury				
	Office for payment				
	(for non-indigent).				
	( or many manger my				
	1.3 Prepare the	None	5 minutes	Data Controller	
	certification.			BPLO	
2. Pay the	2. Collect	Php 100.00	5 minutes	Revenue	
corresponding fee at	payment of the	(non-		Collection Clerk	
the City Treasury	corresponding fee				
Office (non-indigent)	(for non-indigent)	one		Office	
or receive the	or sign	(indigent)		Or	
certification (for	certification (for			Business Permits	
indigent).	indigent).			and Licensing	





	certification.  TOTAL:	Php 100.00 (non- indigent); None (indigent)	39 minutes (non- indigent); 28 minutes (indigent)	BPLO
	3.2 Release	None	5 minutes	BPLO Clerk
indigent	3.1 Sign certification.	None	5 minutes	Business Permits and Licensing Officer
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
	2.1 Release certification (for	None	5 minutes	Officer BPLO





# **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 Governme	ent	
Type of	Simple			
Transaction:				
Who may avail:	All Clients			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Obligation Reque	est (3 Original	City Budget	Office - 4/F	
2. Approved Reque Copy)	st Letter (1 Original	Office of the	e Mayor – 4/F	
3. Documentary Re Original Copy)	quirements (1	Requesting	Client	
Payment of Suppliers/Contractorsr				
1. Procurement Rec Original Copy, 1 Ph documents)		City Procure	ement Office – G/F	and BAC – 4/F
Payment for Utiliti	es			
Statement of Acc Copy)		MERALCO, Laguna Management & Service Corporation, Primewater Infrastructure Corp		
Payment for Finan	cial Assistance (Me	dical and B	urial)	
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.	Receive documents for payment.	None	1 minute	Accounting Clerk City Accounting Office
7 toocurring Circle.	1.1 Examine the authenticity, reliability and completeness of documents.	None	15 minutes	Accounting Clerk II City Accounting Office
	1.2 Prepare the disbursement voucher with complete supporting documents.	None	10 minutes	Accounting Clerk II City Accounting Office
20	1.3 Review the	None	5 minutes	City Accountant





			THE PARTY OF THE P	
	voucher and certify that allotment was obligated for the purpose and supporting documents are complete.			City Accounting Office
	1.4 Record signed disbursement voucher in the outgoing logbook and submit to City Treasurer's Office for check preparation.	None	1 minute	Accounting Clerk City Accounting Office
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)	Accounting Clerk City Accounting Office
	2.1 Prepare Accountant's Advice of Local Check Disbursements.	None	5 minutes	Accounting Clerk I City Accounting Office
	2.2 Verify Accountant's Advice of Local Check Disbursements.	None	5 minutes	Accountant II City Accounting Office
	2.3 Approve Accountant's Advice of Local Check Disbursements.	None	5 minutes	City Accountant City Accounting Office
	2.4 Forward DV with signed checks using Accountant's Advice to City Treasury Office.		5 minutes	Accounting Clerk City Accounting Office





TOTAL:	None	1 Day, 4 Hours	
		and 53	
		Minutes	





### 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 t	to Citizen, G2	2G – Government	to Government	
Type of	Complex	, , ,			
Transaction:					
Who may avail:	Officials, Regular E	mployees, Jo	b Orders and thos	se who are under	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	HRF	
1. Obligation Reque		City Budget	Office – 4/F		
City Officials, Reg	ular Employees:				
	oan, step increment, nd other benefits	City Human Office	Resources and M	lanagement	
documents where is not available.					
Job-Order, Contra	ct of Service:				
1. Daily Time Reco	1. Daily Time Record (1 Original Copy)		City Human Resources and Management Office /Employee		
2. Approved Accom (1 Original Copy)	nplishment Report	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	Accounting Clerk 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	Accounting Clerk II City Accounting Office	
-0	1.2 Review the payroll and certify that payroll is	None	5 minutes	City Accountant City Accounting Office	





	correct, services have been rendered and payment is approved.			
	1.3 Record the signed payroll sheet with printed Obligation Request and forward to City Administration Office for signature.	None	1 minute	Accounting Clerk 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)	Accounting Clerk City Accounting Office
7 tooodinang omoo	2.1 Prepare Summary of Salaries (employees with ATM) and DV (non-ATM employees).	None	30 minutes	Accounting Clerk III City Accounting Office
	2.2 Certify the Summary of Salaries and DV.	None	5 minutes	City Accountant 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	Accounting Clerk City Accounting Office
3. Submit Copy of approved	3. Receive copy of Authority to debit	None	5 minutes	Accounting Clerk III





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	Accounting Clerk City Accounting Office
	4.1 Prepare Accountant's Advice of Local Check Disbursements	None	5 minutes	Accounting Clerk I City Accounting Office
	4.2 Verify Accountant's Advice of Local Check Disbursements	None	5 minutes	Accountant II City Accounting Office
	4.3 Approve Accountant's Advice of Local Check Disbursements.	None	5 minutes	City Accountant City Accounting Office
	4.4 Forward Disbursement Voucher with signed checks using Accountant's Advice to City Treasury Office.	None	5 minutes	Accounting Clerk 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	City Accounting Off	ice		
Division:				
Classification:	G2G – Government	to Governme	ent	
Type of	Complex			
Transaction:				
Who may avail:	All clients			
	REQUIREMENTS		WHERE TO SEC	URE
City Government				
1. Transaction Doc	`	City Treasu	rer's Office-G/F	
Receipts, Disburse				
Bank Statements e	tc) (1 Original			
Copy)	1 Photocopy) City Budget Office- 4/F			
2. Annual Budget (*				
3. Budget Utilization Original Copy)	п керопѕ (1	City Budget	Office- 4/F	
27 Barangays				
1. Transaction Doc	uments (Official	Barangay G	Government	
Receipts, Disburser		Daranga, C		
Bank Statements e				
Copy)	, ( )			
2. Annual Budget (	1 Photocopy)	Barangay Government		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Receive	None	5 minutes	Accounting
above mentioned	documents and			Clerk
requirements to	check for			City Accounting
City Accounting	completeness.			Office
Office.	1 1 Decord the	None	7 dovo	Accounting
	1.1 Record the transactions to	None	7 days	Accounting Clerk III
	Books of			City Accounting
	Accounts.			Office
	Accounts.			Office
	1.2 Prepare the	None	11 days	City Accountant
	Financial Reports	140110	11 days	City Accounting
	(FRs).			Office
	(. 1.0).			300
	1.3 Certify the	None	30 minutes	City Accountant
	correctness of the			City Accounting
	FR.			Office
	1.4 Submit to	None	1 day	City Accountant
(2)	concerned		1	City Accounting
THE RESERVE AND ADDRESS OF THE PARTY OF THE	Office/Office of		1	Office





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





## **City Assessor's Office**

**External Services** 





#### 1. Issuance of Certifications

Office or

3. Submit

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

City Assessor's Office

Division:					
Classification:	Simple				
Type of	G2G-Government to	o Governmer	nt, G2B-Governme	nt to Business,	
Transaction:	G2C-Government to	o Citizens			
Who may avail:	All City of San Pedr	o real proper	ty owners/tax paye	ers, buyers,	
	brokers, Consultant	s, realtors/de	evelopers, and other	er parties of	
	interest.				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. For Certified Cop	y of Tax	City Treasu	rer's Office		
Declaration: Update	ed payment of Real				
Property Tax / Tax	Clearance				
2. Government-Issu	ued ID of owner	Property ow	ner		
(PRC; UMID; PHILS	SYS ID, etc.) (for				
validation only)					
3. Title, Tax Declara		Property ow	ner		
or other reference f					
identification. (1 ph	otocopy)				
If done through a	-				
	1. Authorization letter stating name of		Property owner		
	ntative and purpose				
of request. (1 origin	,				
2. Government-Issu		Representative			
•	RC; UMID; PHILSYS				
ID, etc.) (1 photoco					
3. Government-Issu		Property owner			
(PRC; UMID; PHIL	SYS ID, etc.) (1				
photocopy)	ACENCY	FFFC TO	DDOCECCINO	DEDCOM	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
1 Fill out Poqueet	1 Check existing	BE PAID None	TIME 5 minutes	RESPONSIBLE Frontline	
1. Fill out Request Slip	1. Check existing records.	None	3 minutes	Personnel	
Silb	records.			City Assessor's	
	1.1 Issue Order of	None		Office	
	Payment	None		Office	
2. Pay	None	Php	Refer to City	Revenue	
Certification fee at	TAOLIC	150.00;	Treasurer's	Collection Clerk	
Treasury Office		Php	Office	City Treasurer's	
Trododry Office		200.00	Omoo	Office	
		(for		011100	
		previous			
		Tax			
		· ax			

Declaratio

None

25 minutes

3. Trace back

Records





Certification fee receipt to Frontline personnel.	previous records.			Division Personnel City Assessor's Office
	3.1 Prepare, validate and sign certification.	None	10 minutes	Records Division Personnel City Assessor's Office
	3.2 Approve certification.	None	5 minutes	City Assessor Or Authorized Officer City Assessor's Office
4. Receive the	4. Record receipt	None	5 minutes	Frontline
certification.	of Certification by			Personnel
	the requesting			City Assessor's
	person		F0 14'	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	G2G-Government to	o Governmer	nt. G2B-Governme	ent to Business.
Transaction:	G2C-Government to		.,	,
Who may avail:	All City of San Pedr	o real proper	ty owners/tax paye	ers, buyers,
	brokers, Consultant			
	interest.			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Government-Issu		Property ow	ner	
(PRC; UMID; PHIL	SYS ID, etc.) (for			
validation only)				
2. Title, Tax Declara		Property ow	ner	
or other reference f				
identification. (1 ph				
If done through a representative:				
Authorization lett		Property ow	ner	
	ntative and purpose			
of request. (1 origin		Damman	At	
2. Government-Issu		Representa	tive	
	RC; UMID; PHILSYS			
ID, etc.) (1 photoco		Property ow	mor	
(PRC; UMID; PHIL		Froperty ow	vi iei	
photocopy)	515 ib, etc.) (1			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fill out Request	1. Check existing	None	20 minutes	Frontline
Slip	records.			Personnel
				City Assessor's
	1.1 Endorse to	None	1 minute	Office
	Assessment and			
	Appraisal Officer			
	for inspection.			
	4.0	Nisas	0	
	1.2 Inspect the	None	3 working hours	Inspector
	Property and		(depending on	City Assessor's
	prepare		the availability	Office
			of in on octors)	
	Inspection Report.		of inspectors)	
			, ,	
			Transmitted on	
			, ,	
			Transmitted on	
			Transmitted on	





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

	0:. 4			
Office or	City Assessor's Office			
Division:				
Classification:	Simple, Complex, Highly Technical			
Type of		Government, G2B-Government to Business,		
Transaction:	G2C-Government to			
Who may avail:	_	o real property owners/tax payers, buyers,		
	The state of the s	nts, realtors/developers, and other parties of		
	interest.			
	REQUIREMENTS	WHERE TO SECURE		
Certified true cop	-	Registry of Deeds, Calamba, Laguna		
Certificate of Title (				
2. Deed of Conveys		Property Owner		
Certificate is require	ed if seller is a	Corporate Secretary		
corporation)				
Deed of Sale/ De				
Extrajudicial Settler				
	icate of Sale / Deed			
of Conditional Sale,	•			
Certificate etc. (1 p				
3. Certificate Autho		Property Owner /		
(CAR) (1 photocop	y)	Bureau of Internal Revenue, Biñan City,		
		Laguna		
4. Updated Official Receipt of Real		San Pedro City Hall, Treasury Office		
Property Tax payment or Tax				
Clearance (1 photo				
5. Official Receipt of		San Pedro City Hall, Treasury Office		
or Transfer Tax Cle	arance (1			
photocopy)				
6. Approved Subdiv	•	Owner / Land Management Bureau, DENR,		
Subdivision / Conso		Los Baños, Laguna		
Transactions) (1 ph				
7. Government-Issu		Property owner		
(PRC; UMID; PHILS	SYS ID, etc.) (for			
validation only)		Till and I also the state of th		
		Title may be presented instead, provided that		
	of previous owner is	active.		
If done through a				
		Property Owner		
	ntative and purpose			
of request. (1 Origin				
2. Government-Issu		Representative		
•	C; UMID; PHILSYS			
ID, etc.) (1 photoco	1 7 7			
3. Government-Issu	ued ID of owner	Property owner		





			THIS	
(PRC; UMID; PHILS	SYS ID, etc.) (1			
photocopy)				
	to late release of TO			
Acknowledgeme		Registry of	Deeds, Calamba, I	Laguna
Certification of Rele				
If previous owner				
	er Certificate of Title	Registry of	Deeds, Calamba, I	Laguna
(1 photocopy)	4 11 1			
	ents are not availabl		D I. O.I I I	
1. RD / LRA Certific		_ ,	Deeds, Calamba, I	Laguna
2. Notarized Affida		Notary Publ		DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Check and	None	15 minutes	Incoming/Outgoi
complete	verify submitted	None	10 minutes	ng Officer
documents to	documents			City Assessor's
incoming/	dodinono			Office
outgoing officer	1.1 Issue Order of	None		
	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			
2. Pay Transfer of	of Deeds. None	Php	Refer to	Collections
Tax Declaration	INOTIC	250.00	Treasury Office	Officer
fee and penalty, if		per Tax	Treasury Office	City Treasurer's
applicable, at		Declaratio		Office
Treasury Office		n; Php		Office
Troadary Office		500.00 to		
		Php		
		1,500.00		
		for late		
		filing		
3. Submit	3. Attach copy of	None	1 minute	Incoming/Outgoi
Transfer of Tax	receipt to other			ng Officer
Declaration Fee	documents.			City Assessor's
receipt to		B 198		Office
incoming/outgoing	3.1 Attach		1	
officer.	Request Slip.			





4. Fill out Request	4. Review and	None	5 minutes	Incoming/Outgoi
Slip then submit	receive complete	None	5 minutes	ng Officer
to incoming/	documents.			City Assessor's
outgoing officer.				Office
5. None	5. Forward all	None	Transmitted by	Incoming/Outgoi
	documents to Tax Mapping Division		batch: 11 am/ 5pm	ng Officer City Assessor's
	for verification.		Эрш	Office
	To voimounom			000
	5.1 PIN	None	10 minutes	Tax Mapper
	Identification.			City Assessor's
				Office
	5.2 Trace back	None	25 minutes	Tax Mapper
	previous records.	110110	20 1111110100	City Assessor's
				Office
	5 0 D:		10	T 11
	5.3 Dispatch documents to	None	10 minutes	Tax Mapper City Assessor's
	inspector.			Office
	opecator.			
	5.4 Inspect the	None	8 working hours	Inspector
	property, prepare		or more	City Assessor's
	then submit manual FAAS to		(depending on lot area and	Office
	Tax Mapper.		number of	
	· ox · · · oppo		parcels)	
			Inspected by	
			batch on the next day after	
			receipt of	
			documents.	
			Transmitted on	
			the day after inspection.	
			пореспол.	
	5.5 Transmit	None	5 minutes	Inspector
	documents to	INOLIC	o minutes	City Assessor's
	Appraisal and			Office
	Assessment			
	Division.			
	5.6 Verify, Check	None	2 hours (per	Assessment
	and Compute	TAOITO	Tax	and Appraisal
	Market Value and		Declaration)	Officer





documents to encoder.  5.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	one 5 minutes  one 15 minutes (per Tax Declaration)  one 10 minutes (per	City Assessor's Office  Assessment and Appraisal Officer City Assessor's Office  Encoder City Assessor's Office
documents to encoder.  5.8 Encode then submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	one 15 minutes (per Tax Declaration)	and Appraisal Officer City Assessor's Office Encoder City Assessor's
submit printed FAAS with other documents to Assessment and Appraisal Officer for Checking.	Tax Declaration)	City Assessor's
5.9 Check FAAS N	one 10 minutes (per	
then submit to Recommending Officer.	Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
5.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	one 20 minutes (per Tax Declaration)  Transmitted by batch. 4pm-5pm	Recommending Officer City Assessor's Office
5.11 Approve No FAAS on System.	one 20 minutes (per Tax Declaration)	City Assessor City Assessor's Office
5.12 Print Name of Approved Tax Declaration and FAAS with Notice of Assessment.	one 5 minutes	Records Personnel City Assessor's Office
5.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	one 10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor





	5.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	City Assessor's Office  Records Personnel City Assessor's Office
6. Receive Tax Declaration and Notice of assessment.	6. Record receipt of documents by the owner.	None	5 minutes	Incoming/ Outgoing Officer 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	City Assessor's Offi	ce			
Division:	O 1	.1			
Classification:	Complex, Highly Te		4 COD C	ant to Duning and	
Type of	G2G-Government to		it, G2B-Governme	ent to Business,	
Transaction:	G2C-Government to		tu ouroro/tov no	oro huvoro	
Who may avail:	All City of San Pedr				
	· · · · · · · · · · · · · · · · · · ·	brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URF	
	Occupancy Permit	Office of the	Building Official		
and Floor Plan (1					
2. Sworn Statemer	nt of the True	Notary Publ	ic		
Current and Fair M	arket Value of Real				
Properties (1 origin	•				
in the absence of the	ne foregoing				
documents		5			
3. Request letter fr	om the registered	Property Ov	vner		
owner (1 original)	receipt of Deal	City Traces	ror's Office		
4. Updated Official	•	City Treasu	rer's Office		
Property Tax paym Clearance (1 photo					
5. Government-Iss		Property owner			
(PRC; UMID; PHIL		Tropolity of the			
validation only)	0.0.2, 0.0.7 (.0.				
If done through a	representative:				
	ter stating name of	Property ow	ner		
authorized represe	ntative and purpose				
of request. (1 origin					
2. Government-Iss		Representa	tive		
•	RC; UMID; PHILSYS				
ID, etc.) (1 photoc	1 7 /	Droporty ou	(DOF		
(PRC; UMID; PHIL		Property ow	niei		
photocopy)	313 ID, etc.) (1				
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Check and	None	15 minutes	Incoming/	
complete	verify submitted			Outgoing Officer	
documents to	documents.			City Assessor's	
incoming/				Office	
outgoing officer	1.1 Attach	None			
	Request Slip				
2. Fill out Desured	2 Deceive	Ness	E main :: ta a	In a a resident	
2. Fill out Request	2. Receive	None	5 minutes	Incoming/	
Slip then submit to incoming/	complete documents.			Outgoing Officer City Assessor's	
to incoming/	documents.			City Assessor's	





outgoing officer.				Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	Incoming/ Outgoing Officer City Assessor's Office
	3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	Tax Mapper 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)	Inspector City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	Assessment and Appraisal Officer City Assessor's Office
	3.8 Encode then submit printed FAAS with other documents to	None	15 minutes (per Tax Declaration)	Encoder City Assessor's Office
10	Assessment and Appraisal Officer			6





	for Checking.			
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration	Assessment and Appraisal Officer 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	Recommending Officer City Assessor's Office
	3.11 Approve FAAS on System. 3.12 Print	None	20 minutes (per Tax Declaration)	City Assessor City Assessor's Office
	Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	Records Division Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	Records Division Personnel City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	Incoming/ Outgoing Officer City Assessor's Office
		None	5 or more days depending on the number of parcels/real property units	6





(RPUs)
involved and
the complexity
of
Transaction/s
involved

**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	City Assessor's Office					
Division:						
Classification:	Complex, Highly Technical G2G-Government to Government, G2B-Government to Business,					
Type of			it, G2B-Governme	ent to Business,		
Transaction:	G2C-Government to					
Who may avail:	All City of San Pedr			-		
	·	prokers, Consultants, realtors/developers, and other parties of				
	interest.		WILEDE TO DEC	NIDE.		
	REQUIREMENTS	D	WHERE TO SEC	UKE		
1. Sales invoice / O	•	Property ow	ner			
Audited Financial S	tatement (1					
photocopy)  2. Itemized List of N	Ac abinarias	Dranartical	WO O W			
		Property ow	ner			
indicating the Serial						
and Country of Original Acquisition, Date of						
Operation and Land						
Value	rea cost het pook					
3. Sworn Statemen	t of the True	Notary Publ	ic			
Current and Fair Ma		I Notary i dbi	10			
Properties (1 original						
in the absence of th						
documents	.o .o.ogog					
4. Updated Official	receipt of Real	City Treasu	rer's Office			
Property Tax payme	•	,				
Clearance (1 photo						
5. Request letter from		Property owner				
owner (1 original)						
6. Government-Issu	ied ID of owner	Property ow	ner			
(PRC; UMID; PHILS	SYS ID, etc.) (for					
validation only)						
If done through a						
1. Authorization lett		Property ow	ner			
	ntative and purpose					
of request. (1 origin						
2. Government-Issu		Representa	tive			
· ·	C; UMID; PHILSYS					
ID, etc.) (1 photoco		Property ow				
	3. Government-Issued ID of owner		ner			
	(PRC; UMID; PHILSYS ID, etc.) (1					
photocopy)						
	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit	1. Check and	None	15 minutes	Incoming/		
1. Submit	1. Check and	None	15 minutes	Incoming/		





complete documents to incoming/ outgoing officer	verify submitted documents.  1.1 Attach Request Slip			Outgoing Officer City Assessor's Office
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	Incoming/ Outgoing Officer City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	Incoming/ Outgoing Officer City Assessor's Office
	3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	Tax Mapper 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)	Inspector City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
(0)	3.7 Dispatch documents to encoder.	None	5 minutes	Assessment and Appraisal Officer





			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)	Encoder City Assessor's Office
3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration	Assessment and Appraisal Officer 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	Recommending Officer City Assessor's Office
3.11 Approve FAAS on System. 3.12 Print	None	20 minutes (per Tax Declaration)	City Assessor City Assessor's Office
Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	Records Division Personnel City Assessor's Office
3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office
3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	Records Division Personnel City Assessor's Office





4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	Incoming/ Outgoing Officer 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** – 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 Unitled Land.

Office or	City Assessor's Offi	ce		
Division:	0 1 111 1 7			
Classification:	Complex, Highly Te		. 000 0	
Type of	G2G-Government to		nt, G2B-Governme	ent to Business,
Transaction:	G2C-Government to			
Who may avail:	All City of San Pedr			
	brokers, Consultants, realtors/developers, and other parties of			er parties of
OUEOW IOT OF	interest.			
	REQUIREMENTS	Land Mana	WHERE TO SEC	
1. Approved Plan (1		Laguna	gement Bureau, D	ENR, LOS Banos,
2. Certification (Alie		DENR, Los	Baños, Laguna	
Disposable) (1 origi	nal)			
3. Sworn Statemen	t of the True	Notary Publ	ic	
Current and Fair Ma		1 Total y 1 abi		
Properties (1 original				
4. Affidavit that the	,	Notary Publ	lic	
continuous and note				
of the property (1 or	•			
5. Certification that	<u> </u>	Barangay Captain and/or City Mayor adjoining		
	and occupant of the	lot owners		
land and Certification				
lot owners (1 origin	ial)			
6. Letter request of	Owner (1 original)	Property ow	/ner	
7. Government-Issu	ied ID of owner	Property owner		
(PRC; UMID; PHILS	SYS ID, etc.) (for			
validation only)				
If done through a				
1. Authorization lett		Property owner		
authorized represer	· ·			
of request. (1 origin				
2. Government-Issu		Representative		
•	C; UMID; PHILSYS			
ID, etc.) (1 photoco	,	Property ow	(nor	
(PRC; UMID; PHILS		Property ow	/ilei	
photocopy)	313 ID, etc.) (1			
рпотосору)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Check and	None	15 minutes	Incoming/
complete	verify submitted			Outgoing Officer
documents to	documents.			City Assessor's
incoming/			1	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	Incoming/ Outgoing Officer City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	Incoming/ Outgoing Officer City Assessor's Office
	3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	Tax Mapper 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)	Inspector City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	Assessment and Appraisal Officer 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)	Encoder City Assessor's Office
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration	Assessment and Appraisal Officer 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	Recommending Officer City Assessor's Office
	3.11 Approve FAAS on System. 3.12 Print	None	20 minutes (per Tax Declaration)	City Assessor City Assessor's Office
	Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	Records Division Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	Records Division Personnel City Assessor's Office
4. Receive Tax	4. Record receipt	None	5 minutes	Incoming/
Declaration and	of documents by			Outgoing Officer





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

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	City Assessor's Offi	ce			
Division:					
Classification:	Complex, Highly Te				
Type of	G2G-Government to		t, G2B-Governme	nt to Business,	
Transaction:	G2C-Government to Citizens				
Who may avail:	All City of San Pedr				
	brokers, Consultants, realtors/developers, and other parties of			er parties of	
OUEQUA IOT OF I	interest.				
CHECKLIST OF I		D	WHERE TO SEC		
1. Certified True Co			Deeds, Calamba, I		
homestead or misce		•	nt Bureau, DENR,	Los Banos,	
application (1 origin		Laguna	Danda Calamba I		
2. Certfied True Cop	by or Title (1	Registry of I	Deeds, Calamba, I	_aguna	
original)					
3. Approved Survey	Plan - (1 original)	Land Management Bureau, DENR, Los Baños,		ENR, Los Baños,	
	, , ,		Laguna		
4. Government-Issu	ed ID of owner	Property owner			
(PRC; UMID; PHILS	SYS ID, etc.) (for				
validation only)					
	ninistered by NHA:				
Certificate of awa	`	National Housing Authority Office, Cabuyao			
(present Original for	verification	City, Laguna			
purposes)					
If done through a r					
1. Authorization lette		Property ow	ner		
authorized represer					
of request. (1 original 2. Government-Issu		Popresente	tivo		
Representative (PR		Representative			
ID, etc.) (1 photoco					
3. Government-Issued ID of owner		Property ow	ner		
	(PRC; UMID; PHILSYS ID, etc.) (1				
photocopy)					
1 1 2 2 2 2 2 7 7 7					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Check and	None	15 minutes	Incoming/
complete	verify submitted			Outgoing Officer
documents to	documents.			City Assessor's
incoming/				Office
outgoing officer	1.1 Attach			
	Request Slip	HILL		
				10
2. Fill out Request	2. Receive	None	5 minutes	Incoming/





Slip then submit to incoming/ outgoing officer.	complete documents.			Outgoing Officer City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	Incoming/ Outgoing Officer City Assessor's Office
	3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	Tax Mapper 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)	Inspector City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	Assessment and Appraisal Officer City Assessor's Office
-00	3.8 Encode then submit printed FAAS with other	None	15 minutes (per Tax Declaration)	Encoder City Assessor's Office





		140110	depending on	
accocomont.		None	5 or more days	311100
Notice of assessment.	the owner.	THE		City Assessor's Office
Declaration and	of documents by			Outgoing Officer
4. Receive Tax	4. Record receipt	None	5 minutes	Incoming/
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	Records Division Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office
	FAAS on System.  3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	Tax Declaration) 5 minutes	City Assessor's Office  Records Division Personnel City Assessor's Office
	3.11 Approve	None	5pm 20 minutes (per	City Assessor
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-	Recommending Officer City Assessor's Office
	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration	Assessment and Appraisal Officer City Assessor's Office
	documents to Assessment and Appraisal Officer for Checking.			





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





### 8. Reassessment of Land

Declaration of any change in valuation of Land.

Office or Division:	City Assessor's Office				
Classification:	Complex, Highly Te	chnical			
Type of	G2G-Government to	o Governmer	nt, G2B-Governme	nt to Business,	
Transaction:	G2C-Government to				
Who may avail:	All City of San Pedr				
	brokers, Consultant	s, realtors/de	evelopers, and other	er parties of	
	interest.				
	REQUIREMENTS		WHERE TO SEC	URE	
1. Request Letter fr	om the registered	Property ow	ner		
Owner	Otatamant of the	Dominton of	Danda Calamba I		
2. Notarized Sworn		Registry of	Deeds, Calamba, I	Laguna	
market value of the	property				
3. Zoning Certificate	Э	Office of the	e Zoning Administr	ator	
4. Sanggunian Res	olution/ Ordinance	Sangguniar	ng Panlungsod		
5. Government-Issu		Property ow	ner		
(PRC; UMID; PHILS	SYS ID, etc.) (for				
validation only)					
If done through a	•				
	Authorization letter stating name of		Property owner		
	ntative and purpose				
of request. (1 origin 2. Government-Issu		Representative			
	C; UMID; PHILSYS	Nepresentative			
ID, etc.) (1 photoco					
3. Government-Issu		Property ow	/ner		
(PRC; UMID; PHILS					
photocopy)	, , ,				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Check and	None	15 minutes	Incoming/	
complete	verify submitted			Outgoing Officer	
documents to	documents.			City Assessor's	
incoming/	4 4 4 4 4 4 4 4			Office	
outgoing officer	1.1 Attach				
	Request Slip				
2. Fill out Request	2. Receive	None	5 minutes	Incoming/	
Slip then submit	complete	110110	o mindroo	Outgoing Officer	
to incoming/	documents.			City Assessor's	
outgoing officer.				Office	
3. None	3. Forward all	None	Transmitted by	Incoming/	
	documents to Tax	THE	batch:	Outgoing Officer	
	Mapping Division		11am/5pm	City Assessor's	
	for Verification.			Office	





	3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
	3.3 Dispatch documents to inspector.	None	10 minutes	Tax Mapper 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)	Inspector City Assessor's Office
	3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
	3.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
	3.7 Dispatch documents to encoder.	None	5 minutes	Assessment and Appraisal Officer 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)	Encoder City Assessor's Office
-70>	3.9 Check FAAS then submit to	None	10 minutes (per Tax Declaration	Assessment and Appraisal





	Recommending Officer.			Officer 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	Recommending Officer City Assessor's Office
	3.11 Approve FAAS on System. 3.12 Print	None	20 minutes (per Tax Declaration)	City Assessor City Assessor's Office
	Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	Records Division Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	Records Division Personnel City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	Incoming/ Outgoing Officer City Assessor's Office
		None	5 or more days depending on the number of parcels/real property units (RPUs) involved and the complexity of	6





	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





# 9. Correction/Updating of Information/Annotation

Declaration of any change in valuation of Land.

Office or	City Assessor's Office				
Division:	Circonla				
Classification:	Simple		4 COD Coversor	nt to Ducinosa	
Type of	G2G-Government to		it, G2B-Governme	ent to Business,	
Transaction:	G2C-Government to		4		
Who may avail:	All City of San Pedr			•	
	brokers, Consultant interest.	s, realiors/de	velopers, and other	er parties of	
CHECKI IST OF	REQUIREMENTS		WHERE TO SEC	HIDE	
1. Certified copy of		Pogistry of I	Deeds, Calamba,		
of Title (1 original) (		Tregistry or i	Deeus, Calamba,	Laguna	
Owner's Name, Ted					
Descriptions, etc.)	inioai				
2. Letter-request of	the owner	Property ow	ner		
specifying requeste		i roporty ov	1101		
	ne document will be				
used. (1 original)					
3. Title, Tax Declara	ation, RPT Receipt	Property ow	ner		
or other reference for					
identification. (1 pho	otocopy)				
4. Updated Official	Receipt of Real	Sanggunian	g Panlungsod		
Property Tax payme	ent or Tax				
Clearance (1 photo	copy)				
5. Tax Declaration,	•	Property owner			
other reference for	•				
identification (subje	ct of correction). (1				
photocopy)					
6. Government-Issu		Property ow	ner		
(PRC; UMID; PHILS	SYS ID, etc.) (for				
validation only)	4.4				
If done through a		D			
1. Authorization lett		Property ow	ner		
authorized represer	•				
of request. (1 origin 2. Government-Issu		Representa	tivo		
	C; UMID; PHILSYS	Representa	uve		
ID, etc.) (1 photoco					
3. Government-Issued ID of owner		Property ow	ner		
(PRC; UMID; PHILS		i roporty ou	1101		
photocopy)	12, 513.)				
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Check and	None	15 minutes	Incoming/	
complete	verify submitted			Outgoing Officer	
documents to	documents.		V	City Assessor's	
incoming/				Office	





			FILE	
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	Incoming/ Outgoing Officer City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	Incoming/ Outgoing Officer City Assessor's Office
	3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
	3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
	3.3 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
	3.4 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	Assessment and Appraisal Officer City Assessor's Office
	3.5 Dispatch documents to encoder.	None	5 minutes	Assessment and Appraisal Officer 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)	Encoder City Assessor's Office
<b>20</b>	3.9 Check FAAS then submit to Recommending Officer.	None	10 minutes (per Tax Declaration	Assessment and Appraisal Officer 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	Recommending Officer City Assessor's Office
	3.11 Approve FAAS on System.	None	20 minutes (per Tax Declaration)	City Assessor City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	Records Division Personnel City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	Assessment and Appraisal Officer Or Recommending Officer Or City Assessor City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	Records Division Personnel City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	Incoming/ Outgoing Officer 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	City Assessor's Offi	се		
Division:				
<b>Classification:</b>	Simple			
Type of	G2G-Government to	o Governmer	nt, G2B-Governme	ent to Business,
Transaction:	G2C-Government to	o Citizens		
Who may avail:	All City of San Pedr	•		•
	brokers, Consultant	s, realtors/de	evelopers, and other	er parties of
	interest.			
	REQUIREMENTS		WHERE TO SEC	URE
Request letter from the second s	9	Property ow	ner	
owner specifying th	•			
•	the document will be			
used.(1 original)		O'' T	1 0 (6)	
2. Updated Official		City Treasu	rer's Office	
Property Tax paym				
Clearance (1 photo		Duranu of E	ire and Protection	
	n Fire Department (if	Bureau or F	ire and Protection	
razed/ destroyed b 4. Demolition Perm		Office of the	Building Official	
Demolition)	iit (iii case oi	Office of the	Building Official	
5. Barangay Certifi	cate (if necessary)	Barangay Hall where the subject property is		
J. Darangay Certin	cate (ii fiecessary)	located		
6. Government-Iss	ued ID of owner	Property owner		
(PRC; UMID; PHIL		i roporty ou	71101	
validation only)	0.0.2, 0.0.7 (.0.			
If done through a	representative:			
1. Authorization let		Property ow	ner	
	ntative and purpose	' '		
of request. (1 origin				
2. Government-Iss		Representa	tive	
Representative (Pf	RC; UMID; PHILSYS			
ID, etc.) (1 photoc	ору)			
3. Government-Iss	ued ID of owner	Property ow	/ner	
(PRC; UMID; PHIL	SYS ID, etc.) (1			
photocopy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Check and	None	15 minutes	Incoming/
complete	verify submitted			Outgoing Officer
documents to	documents.			City Assessor's
incoming/				Office
outgoing officer	1 1 Attack			
-	1.1 Attach	E TAN		10
2. Fill out Request	Request Slip  2. Receive	None	5 minutes	Incoming/
LZ, FIII OUL REQUEST	LZ. RECEIVE	None	o minutes	ITICOTTIITIO/





t	Slip then submit o incoming/ outgoing officer.	complete documents.			Outgoing Officer City Assessor's Office
	3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	Incoming/ Outgoing Officer City Assessor's Office
		3.1 PIN Identification	None	10 minutes	Tax Mapper City Assessor's Office
		3.2 Trace back previous records.	None	25 minutes	Tax Mapper City Assessor's Office
		3.3 Dispatch documents to inspector	None	10 minutes	Tax Mapper 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)	Inspector City Assessor's Office
				batch on the next day after receipt of documents	
				Transmitted on the day after inspection	
		3.5 Transmit documents to Appraisal and Assessment Division.	None	5 minutes	Inspector City Assessor's Office
		3.6 Verify, check an sign Inspection Report	None	30 minutes	Assessment and Appraisal Officer City Assessor's Office





	3.7 Prepare and sign Notice of Cancellation Report then submit to City Assessor	None	20 minutes	Assessment and Appraisal Officer City Assessor's Office
	3.8 Approve Notice of Cancellation.	None	15 minutes	City Assessor City Assessor's Office
	3.9 Cancel the Record in the System and print Cancelled Tax Declaration.	None	20 minutes	Records Division Personnel City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	Incoming/ Outgoing Officer 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:		vernment to Citizen		
Who may avail:		whose children were born in the City of San		
•	Pedro, Lag			
CHECKLIST OF REQUIR		WHERE TO SECURE		
1. Original COLB, with all a				
fields, duly accomplished a		Birth-attendant		
by the birth-attendant and p	parent.			
(Quadruplicate)	I I D !f			
2. Valid government-issued				
parent/s whose names app		Client's Personal File		
COLB. (2 originals and 4 p each)	notocopies			
Additional, if parents are	married:			
PSA Certificate of Marria				
parents, as appearing on the	•			
for registration. (1 original a		Philippine Statistics Authority Outlet		
photocopies)				
	unmarried,	but elect for the child to use the father's last		
name:				
Attachment-format Affida		City Civil Registrar's Office of San Pedro/Birth-		
Surname of the Father (AU	, .	Attendant (AUSF)		
accomplished by the mother		/ Mondani (1001)		
notarized by a notary public	c. (4	Notary Public (Notarial Service)		
originals)	46	· · · · · · · · · · · · · · · · · · ·		
2. Community Tax Certifica	ile of	Treasury Office of the city/municipality where the		
parent/s. (1 original)  Additional, if representat	ivo:	parents are residents		
1. Authorization letter exec				
either parent whose name	•			
on the COLB for registratio				
indicating specific quantitie		Client's Personal File		
the representative is autho				
secure and carry-out.				
2. Valid government-issued	I.D.'s of			
parent/s and representative		Client's Personal File		
names appear on the COL	B and			





Authorization Letter. (2 originals and 2 photocopies each)

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	1. Check for completeness of documentary requirements and completeness of entry fields.	None	5 minutes	Assistant Registration Officer Or Job Order LCRO
your name to be called.	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer Or Clerk IV LCRO
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	5 minutes	Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration IV Or Clerk IV LCRO
	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	Assistant Registration Officer Or Job Order LCRO
2. Once called, proceed to the window to retrieve	2. Check claimant for identification and release the client's copy.	None	5 minutes	Assistant Registration Officer Or Job Order LCRO
the duly registered COLB.				
	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-tech			
Type of Transaction:		vernment to Citizen		
		whose children were born in the City of San		
Who may avail:		juna, and have yet to register said births, to date.		
CHECKLIST OF REQUIR		WHERE TO SECURE		
1. Original COLB, with all fields, duly accomplished by the birth-attendant and (Quadruplicate)	and signed parent.	Birth-attendant		
2. Valid government-issue parent/s whose names ap the COLB. (2 originals and photocopies each)	pear on d 4	Client's Personal File		
<ol> <li>Baptismal Certificate of document-owner or its cou other religions. (1 original photocopies)</li> </ol>	unterpart in and 2	Client's Personal File		
4. Form 137 (Elementary/School) or Transcript of R document-owner. (1 origin photocopies)	ecords of	Client's Personal File		
5. Immunization Record/B of document-owner. (1 ori photocopies)		Client's Personal File		
6. Community Tax Certific	ate of	Treasury Office of the city/municipality where the		
parent/s. (1 original)		parents are residents		
Additional, if parents are				
<ol> <li>PSA Certificate of Marri parents, as appearing on for registration. (1 original photocopies)</li> </ol>	the COLB and 4	Philippine Statistics Authority Outlet		
-	e unmarried, but elect for the child to use the father's last			
name:				
1. Attachment-format Afficuse Surname of the Father duly accomplished by the	er (AUSF),	City Civil Registrar's Office of San Pedro/Birth- Attendant (AUSF)		
and notarized by a notary originals)		Notary Public (Notarial Service)		





	THE PARTY OF THE P					
	who elect to use	e the father's last na		d and over, but b	elow 18 years of age,	
	<ol> <li>Attachment-fo Use Surname of accomplished by originals)</li> </ol>	the Father, duly	City Civil Registrar's Office of San Pedro			
	Attachment-format Sworn     Attestation, executed by the child's mother. (4 originals)			l Registrar's Offic	e of San Pedro	
	Additional, if do	cument-owner is of	f legal ag	e:		
	1. Voter's Regist original and 4 ph	otocopies)	Commis registere		where the client is a	
	2. PhilHealth Me Record (1 origina photocopies)		PhilHeat	th		
İ	3. Community Ta	ax Certificate of	Treasury	Office of the city	municipality where the	
	document-owner			nt-owner is a resid		
	For married dod	, ,	0.000			
	1. PSA Certificat original and 4 ph	e of Marriage (1 otocopies)	Philippin	e Statistics Autho	rity Outlet	
	Additional, if re					
	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			
	•	tter. (2 originals	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	1. Check for completeness of documentary requirements and completeness of entry fields	None	5 minutes	Process Server Or Job Order LCRO	
	be called.	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO	





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	Assistant Registration Officer Or Job Order LCRO
	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	Assistant Registration Officer Or Job Order LCRO
	2.2 Retrieve posted documents on the day following the 10 <sup>th</sup> day of posting.	None	15 minutes	Assistant Registration Officer Or Job Order LCRO
	2.3 Final assessment and signature, denoting the order to assign a registry number.	None	5 minutes	Local Civil Registrar; Local Legislative Staff Ofifcer III Or Records Officer I Or Bookbinder IV Or Assistant Registration IV Or Clerk IV LCRO
	2.4 Assign registry numbers to legal instruments and the COLB itself, coding of statistical portion and segregation of	None	20 minutes	Assistant Registration Officer Or Job Order LCRO
20)	PSA, LCRO,		THE STATE OF THE S	





3. Present your claim stub to retrieve the duly registered COLB.	attendant and client copies.  3. Check claimant for identification and release the client's copy.	None	5 minutes	Process Server Or Job Order LCRO
	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
The document-owner of their spouse.	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	If the decrease of the second
limited to relatives in the following	If the document-owner is deceased.
order of degree of kinship: children,	
parents, siblings, grandparents,	
grandchildren, uncles and aunts.	
g.aac.ma.c, ac.oc and dame.	
Proof of kinship may be required.	

- 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 fillingin the Affidavit for Admission/Acknowledgement of Paternity at the upper portion of the back page of the COLB:

For births occurring <b>before</b> 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:		whose marriages were solemnized in the City of			
<u> </u>	San Pedro				
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE			
Original COM, with all applicable					
fields, duly accomplished a	_	Wedding Officiant			
by the contracting parties, of		Wodding Omolant			
and witnesses. (Quadruplic					
2. Valid government-issued					
the contracting parties who					
appear on the COM. (2 original contents of the COM.)		Client's Personal File			
contracting party and 4 pho	otocopies				
each)					
3. Valid License to Solemn					
officiant who solemnized th	ie	Wedding Officiant			
wedding. (1 photocopy)	<u> </u>				
		zed with valid marriage license:			
1. Valid Marriage License (		Client's Personal File			
·		zed under Article 34 of the Civil Code:			
1. Affidavit of Cohabitation	(4	Client's Personal File			
originals)		and outside the showbers of a judge ones			
court, church premises, o		zed outside the chambers of a judge, open			
1. Notarized written reques		office.			
addressed to the solemnizi					
that the marriage be solem	_				
requested to be held at a h		Client's Personal File			
place designated by the co					
parties. (1 original and 4 photocopies)					
2. Solemnizing Officer's res					
letter to the notarized writte	•	Solemnizing Officer			
(1 original and 4 photocopie	• • • • • • • • • • • • • • • • • • •	g			
Additional, if representat					
1. Authorization letter exec					
either of the contracting pa		Client's Personal File			
whose name appears on th	ne 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

photocopies e	photocopies each)					
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	1. Check for completeness of documentary requirements and completeness of entry fields.	None	10 minutes	Messenger Or Job Order LCRO		
your name to be called.	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	15 minutes	Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO		
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	10 minutes	Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO		
	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	Messenger Or Job Order LCRO		
2. Once called, proceed to the window to retrieve	2. Check claimant for identification and release the client's copy.	None	5 minutes	Messenger Or Job Order LCRO		
the duly registered				16		





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		
willo illay avall.	San Pedro,	Laguna		
<b>CHECKLIST OF REQUIR</b>	EMENTS	WHERE TO SECURE		
1. Original COM, with all a	applicable			
fields, duly accomplished		Wedding Officiant		
by the contracting parties,	officiants	Wedding Officiant		
and witnesses. (Quadrupl				
2. Valid government-issue				
the contracting parties wh				
appear on the COM. (2 or	•	Client's Personal File		
contracting party and 4 ph	otocopies			
each)				
3. Valid License to Solem		W. I.E. 077: 1		
officiant who solemnized t	ne	Wedding Officiant		
wedding. (1 photocopy)				
		zed with valid marriage license:		
1. Valid Marriage License				
1. Affidavit of Cohabitation		zed under Article 34 of the Civil Code:		
originals)	1 (4	Client's Personal File		
	as solemnia	zed outside the chambers of a judge, open		
court, church premises,				
1. Notarized written reque				
addressed to the solemniz				
that the marriage be soler				
requested to be held at a		Client's Personal File		
place designated by the c				
parties. (1 original and 4	3			
photocopies)				
2. Solemnizing Officer's re	esponse			
letter to the notarized writt	en request.	Solemnizing Officer		
(1 original and 4 photocop	oies)			
Additional, if representa	ative:			
1. Authorization letter exe	cuted 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	
30	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	Client's Personal File
	on the COM and Authorization Letter.	
	(2 originals and 2 photocopies each)	

(2 originals and 2 photocopies each)					
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	1. Check for completeness of documentary requirements and completeness of entry fields	None	10 minutes	Messenger Or Job Order LCRO	
be called.	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	15 minutes	Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO	
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	Messenger Or Job Order LCRO	
	2.1 Commence the 10-day mandatory posting for delayed registrations on the following day at the Civil Registry Bulletin Board, pursuant to	None	10 days and 15 minutes	Messenger Or Job Order LCRO	
402	Rule 12 of Administrative Order No. 1 s.			16	





	TOTAL:	None	10 days, 1 hour and 40 minutes	
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	Messenger Or Job Order LCRO
	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	Messenger Or Job Order LCRO
	2.3 Final assessment and signature, denoting the order to assign a registry number.	None	10 minutes	Local Civil Registrar; Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO
	2.2 Retrieve posted documents on the day following the 10 <sup>th</sup> day of posting.	None	15 minutes	Messenger Or Job Order LCRO
	1993 issued by the Civil Registrar General.			

#### 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.

or the deceden							
Office/Division	n:	City Civil Registrar's Office					
Classification	า:	Simple					
Type of Trans	saction:	G2C – Government to Citizen					
Who may ava	iil:		Individuals whose relatives' death occurred within the City of San Pedro.				
CHE	CKLIST OF			WHERE TO	SECURE		
REQU	REQUIREMENTS						
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 gover of informant. (photocopies)	nment-issue 1 original an	d 2					
Additional, if	autopsy wa	s not pe	rformed	on the decedent:			
	of Autopsy, duly (1 original and 1 v)			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 the client is the kin of the dece	e nearest su edent.	rviving	Client's	s Personal File / Nota	ary Public		
Additional, if							
1. Authorization the nearest surindicating speracts the representations.	irviving kin, c cific quantitie sentative is	duly es and	Client's	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	s Personal File			
CLIENT STEPS	AGEN ACTIO	CY	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE		
1. Submit all applicable	1. Check for completene		None	5 minutes	Messenger Or Job Order		





COD.	TOTAL:	None	40 Minutes	
called, proceed to the window to retrieve the duly registered COD.	for identification and release the client's copy.	110110	o minutos	Order LCRO
2. Once	1.3 Assign registry number to the COD, coding of statistical portion and segregation of PSA, LCRO, attendant and client copies.  2. Check claimant	None	15 minutes 5 minutes	Messenger Or Job Order LCRO Messenger Or Job
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	5 minutes	Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO
window for assessment and wait for your name to be called.	completeness of entry fields.  1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO
requirements at the	documentary requirements and			LCRO





# 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/Divisions City Civil Degistron's Office					
Office/Division:	City Civil Registrar's Office				
Classification:	Highly-techn				
Type of Transaction:		ernment to Citizen			
Who may avail:	San Pedro.	whose relatives' death occurred within the City of			
<b>CHECKLIST OF REQUIR</b>	EMENTS	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-issue informant. (1 original and 2 photocopies)		Client's Personal File			
3. Sworn Statement, duly and stating the facts of deand place of burial or crem the reason the death was registered within the regleiperiod of registration. (1 or photocopies)	ath, date nation and not mentary	Client's Personal File / Notary Public			
4. Authenticated Certificati Burial/Cremation. (1 origin photocopies)		Entity that provided the burial/cremation services			
Additional, if autopsy wa	s not perfor	med on the decedent:			
1. Waiver of Autopsy, duly (1 original and 1 photocop		Client's Personal File / Notary Public			
Additional, if the client is in R.A. 9994:	not the nea	rest surviving kin of the decedent, as defined			
1. Affidavit of Kinship stating that the client is the nearest surviving kin of the decedent.		Client's Personal File / Notary Public			
Additional, if representation					
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-issue the nearest of kin and repr whose names appear as it the COD and Authorization originals and 2 photocopie	esentative nformant on n Letter. (2	Client's Personal File			





		FEES		
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to	Check for completeness of documentary requirements and completeness of entry fields	None	5 minutes	Messenger Or Job Order LCRO
be called.	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO
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	Messenger Or Job Order LCRO
	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	Messenger Or Job Order LCRO
	2.2 Retrieve posted documents on the day following the 10 <sup>th</sup> day of posting.	None	10 minutes	Messenger Or Job Order LCRO
-0>	2.3 Final assessment and signature, denoting	None	5 minutes	Local Civil Registrar; Local Legislative Staff Officer III Or Records





segr PSA atter clien 3. Present your claim stub to retrieve the and	on and egation of , LCRO, ndant and t copies. heck claimant dentification release the t's copy.	None	5 minutes  10 days, 1	Messenger Or Job Order LCRO
	TOTAL:	None	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.

City Civil Degistron's Office			
City Civil Registrar's Office			
Highly-technical			
G2C – Government to Citizen			
Couples with at least one resident of the City of San Pedro, who wish to secure a Marriage License.			
WHERE TO SECURE			
Client's Personal File			
Chefit's Fersonal File			
City Population Commission			
, , , , , , , , , , , , , , , , , , , ,			
Philippine Statistics Authority Outlet			
Trimppino Statistico Additionty Saliot			
Philippine Statistics Authority Outlet			
Treasury Office, City/Municipal Hall			
Client's Personal File			
parties:			
Counterwart of DCA in the females were the			
Counterpart of PSA in the foreign party's country of origin			





original and 2	
photocopies)	
2. Legal Capacity to	
Contract Marriage (1	Foreign Service Office of the foreign party's country of origin,
original and 2	for release at the foreign embassy in the Philippines
photocopies)	
3. Passport (1 original	Client's Developed File
and 2 photocopies)	Client's Personal File
	parties with prior marriages dissolved:
1. Divorce Papers (1	
original and 2	Foreign court, where dissolution was processed
photocopies)	
Additional, for widowed	foreign applicants:
1. Counterpart of PSA	
Certificate of Death of	
deceased spouse in the	
foreign applicant's	Counterpart of PSA in the foreign party's country of origin
	Counterpart of 1 G/VIII the foreign party 3 country of origin
country of origin (1	
original and 2	
photocopies)	and the safe with a standard section of the safe standard section of the s
	applicants with prior marriages dissolved:
1. Court Decision,	
Certificate of Finality,	
PSA Certificate of	
Marriage with	
Annotation, Judicial	Court where dissolution was processed/recognized
Decree of Absolute	
Divorce, Annulment or	
Nullity (1 original and 2	
photocopies)	
Additional, for widowed	Filipino Applicants:
PSA Certificate of	
Death of deceased	
spouse (1 original and 2	Philippine Statistics Authority Outlet
photocopies)	
	applicants 18-21 years of age:
1. Parental Consent	Applicants 10-21 years of age.
executed by a parent	
whose name appears	City Civil Registrar's Office of San Pedro
on the applicant's COLB	
(1 original and 2	
photocopies)	
2. Cedula of the parent	
to execute the Parental	Treasury Office, City/Municipal Hall
Consent	
3. At least 2 valid	
government-issued	
I.D.'s of the parent to	Client's Personal File
execute the Parental	
Consent	
Consont	





1	Additional, for Filipino a	applicants 22-24 years of age:				
	1. Parental Advice					
	executed by a parent					
	whose name appears	Oth Othill Devictory's Office of Octo Device				
	on the applicant's COLB	City Civil Registrar's Office of San Pedro				
	(1 original and 2					
	photocopies)					
	2. Cedula of the parent					
	to execute the Parental	Treasury Office, City/Municipal Hall				
	Consent (1 original and	Treasury Office, City/Muriicipal Flaii				
	2 photocopies)					
	3. At least 2 valid					
	government-issued					
	I.D.'s of the parent to	Client's Personal File				
	execute the Parental	Cherice F diserial File				
	Consent (1 original and					
	2 photocopies)					
	Additional, if spelling inconsistencies are present on the above-listed documents:					
	1. PSA Certificate of					
	Live Birth, Marriage or					
	Death of parents,	Philippine Statistics Authority Outlet				
	children or siblings of applicants (1 original					
	and 2 photocopies)					
	Baptismal Certificate					
	or equivalent of					
	applicant, their parents					
	or their siblings (1	Religious establishment where the ceremony was held				
	original and 2					
	photocopies)					
	3. Form 137					
	(Elementary/High					
	School) / Transcript of	Cabaal attanded by the decument awar				
	Records of applicant (1	School attended by the document-owner				
	original and 2					
	photocopies)					
	CLIENT AGE	ENCY FEES TO PROCESSING PERSON/S				

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	Clerk IV or Job Order LCRO
(0)	1.1 If documents are approved for	None	10 minutes	Clerk IV or Job Order LCRO





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	Clerk IV or Job Order LCRO
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	Local Civil Registrar LCRO
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	Clerk IV or Job Order LCRO
	2.1 Prepare the Marriage License claim stub.	None	5 minutes	Clerk IV or Job Order LCRO
-60	2.2 Release the Marriage License Claim Stub to the	None	5 minutes	Clerk IV or Job Order LCRO





				Trini
	applicants.			
	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)	None	10 days and 15 minutes	Clerk IV or Job Order LCRO
	2.4 On the next working day following the last day of posting, retrieve the posted documents	None	10 minutes	Clerk IV or Job Order LCRO
	2.5 Prepare the Marriage License and endorse to the Civil Registrar for approval.	None	15 minutes	Clerk IV or Job Order LCRO
	2.6 Verify that no adverse claims were made on the application and approve or annotate with findings.	None	10 minutes	Local Civil Registrar LCRO
	2.7 Once approved, assign a registry number and segregate office and client copies.	None	15 minutes	Clerk IV or Job Order LCRO
3. Present your claim stub to retrieve the duly	3. Check claimant for identification and release the	None	5 minutes	Clerk IV or Job Order LCRO
registered COM.	client's copy.		m	16
	TOTAL:	PHP	10 Days, 2	





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

#### 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/Divisions	City Civil Degistrar's 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	WHERE TO SECURE					
REQUIREMENTS	WHERE TO SECORE					
1. Erroneous PSA						
Certificate of Live						
Birth/Marriage or Death	Philippine Statistics Authority Outlet					
(1 original and 3						
photocopies)						
2. At least 2 valid						
government-issued	Client's Personal File					
I.D.'s of erroneous						
document-owner (1						
original and 3						
photocopies)						
3. Current-year						
Community Tax						
Certificate of petitioner	Treasury Office, City/Municipal Hall					
(1 original and 3						
photocopies)						
Additional, if document	-owner of erroneous certificate is married:					
1. PSA Certificate of						
Marriage of erroneous						
document-owner (1	Philippine Statistics Authority Outlet					
original and 3	•					
photocopies)						
	Additional, if document-owner has children:					
PSA Certificate of						
Live Birth of erroneous						
document-owner's	Philippine Statistics Authority Outlet					
children (1 original and						
3 photocopies)						
Additional, if document-owner is deceased:						
1. PSA Certificate of						
Death of erroneous	Philippine Statistics Authority Outlet					
document-owner (1	Philippine Statistics Authority Outlet					
original and 3						





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	Deliniana establishment objects the second of the least				
in other religions (1	Religious establishment where the ceremony was held				
original and 3					
photocopies)					
2. Form 137					
(Elementary/High					
School) or Transcript of					
Records of erroneous	School Attended by the erroneous document-owner				
document-owner (1	School Attended by the enoneous document-owner				
original and 3					
photocopies)					
3. NBI or Police					
Clearance of erroneous					
	NBI or Local Police Station of the erroneous document-				
document-owner (1	owner's place of residence				
original and 3					
photocopies)					
4. Voter's Registration					
Record of erroneous	Local Commission on Florting				
document-owner (1	Local Commission on Elections				
original and 3					
photocopies)					
5. PhilHealth, SSS or					
Pag-IBIG Member's					
Data Record of	PhilHealth, SSS or Pag-IBIG Branches				
erroneous document-	,				
owner(1 original and 3					
photocopies)					
6. Old Medical Records					
of erroneous document-	Client's Personal File				
owner (1 original and 3					
photocopies)					
7. Affidavit/Sworn					
Statement of	Notary Public				
Explanation executed					
by the erring declarant					
8. PSA Certificate of					
Live Birth, Marriage or					
Death of erroneous					
document-owner's	Philippine Statistics Authority Outlet				
parents, grandparents,	Timppino Stationo Fathority Sanot				
children or siblings (1					
original and 3					
photocopies)					
9. At least 2 valid	Client's Personal File				
government-issued	Oliont 3 Fotoblai Filo				





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

**Notary Public** 

SPA.				
AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE	
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	Records Officer I Or Bookbinder IV LCRO	
1.1. If deemed compliant, issue the order of payment and prepare the petition form and notice of posting.	None	20 minutes	Records Officer I Or Bookbinder IV LCRO	
2. Instruct the client to double-	PHP 1,000.00	5 minutes	Records Officer I Or Bookbinder IV	
	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.  1.1. If deemed compliant, issue the order of payment and prepare the petition form and notice of posting.	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.  1.1. If deemed compliant, issue the order of payment and prepare the petition form and notice of posting.  2. Instruct the	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.  1.1. If deemed compliant, issue the order of payment and prepare the petition form and notice of posting.  2. Instruct the None 15 minutes 15 minutes 15 minutes	





the City Treasurer's Office and return to the Civil Registry Office to	check all entries.	(R.A. 9048 – Correction of Entry)		LCRO
check and sign your petition and retrieve your claim stub.	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their petition.	None	10 minutes	Local Civil Registrar LCRO
	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.	None	10 minutes	Records Officer I Or Bookbinder IV LCRO
	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.	None	10 days and 15 minutes	Records Officer I Or Bookbinder IV LCRO
	2.4 Retrieve posted documents on the day following the 10 <sup>th</sup> day of posting.	None	10 minutes	Records Officer I Or Bookbinder IV LCRO
70>	2.5 Final assessment and signature, denoting the	None	5 days (R.A. 9048 IRR)	Records Officer I Or Bookbinder IV LCRO





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





## 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) 4. NBI Clearance of	School Attended by the erroneous document-owner			
erroneous document- owner (1 original and 3	NBI			





photocopies)	
5. Police Clearance of	
erroneous document-	Local Police Station of the erroneous document-owner's place
owner (1 original and 3	of residence
photocopies)	of redidence
6. Certificate of	
Employment (if	
	Place of work of erropeous decument owner (Cortificate of
employed) / Affidavit of	Place of work of erroneous document-owner (Certificate of
Non-Employment (if	Employment)
unemployed) of	Notes D. Lie (Affile 10 of Nov. Europe 200)
erroneous document-	Notary Public (Affidavit of Non-Employment)
owner (1 original and 3	
photocopies)	
7. Voter's Registration	
Record of erroneous	
document-owner (1	Local Commission on Elections
original and 3	
photocopies)	
8. PhilHealth Member's	
Data Record of	
erroneous document-	PhilHealth
owner (1 original and 3	
photocopies)	
9. SSS Member's Data	
Record of erroneous	
document-owner (1	SSS
original and 3	
photocopies)	
10. Pag-IBIG Member's	
Data Record of	
erroneous document-	Pag-IBIG
owner (1 original and 3	T ag Ibio
photocopies)	
13. At least 2 valid	
government-issued	
I.D.'s of erroneous	
	Client's Personal File
document-owner (1	
original and 3	
photocopies)	
14. Current-year	
Community Tax	Traccourt Office City/Marrie - 111-11
Certificate of petitioner	Treasury Office, City/Municipal Hall
(1 original and 3	
photocopies)	
15. Affidavit of	
Publication with	Publisher of the Client's choosing
Newspaper Clippings (4	
originals)	
Additional, for Correction	
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	Client's Personal File
	original and 3	
	photocopies)	
ŀ	,	-owner of erroneous certificate is married:
ŀ	1. PSA Certificate of	
	Marriage of erroneous	
	document-owner (1	Philippine Statistics Authority Outlet
	original and 3	Timppine Statistics Authority Suitet
	photocopies)	
ŀ	Additional, if document	-owner has children:
-	1. PSA Certificate of	-OWNER HAS CHIIGIEN.
	Live Birth of erroneous	
	document-owner's	Philippine Statistics Authority Outlet
		Philippine Statistics Authority Outlet
	children (1 original and	
ļ	3 photocopies)	anner is decreased (Net anniisable for Compation of Con)
ļ		-owner is deceased (Not applicable for Correction of Sex):
	1. PSA Certificate of	
	Death of erroneous	
	document-owner (1	Philippine Statistics Authority Outlet
	original and 3	
ļ	photocopies)	
ļ	•	ative (Not applicable for Correction of Sex):
	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	Notary Public
	receive the Certification	Notary Fubilic
	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.	





CLIENT	AGENCY	FEES TO	PROCESSING	PERSON/S
STEPS	ACTION	BE PAID	TIME	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	Records Officer I Or Bookbinder IV LCRO
	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	Records Officer I Or Bookbinder IV LCRO
2. Pay the Filing Fee at the City Treasurer's Office and return to the Civil Registry	2. Instruct the client to double-check all entries.	PHP 3,000.00 (R.A. 9048 and R.A. 10172	5 minutes	Records Officer I Or Bookbinder IV LCRO
Office to check and sign your petition and retrieve your claim stub.	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their petition.	None	10 minutes	Local Civil Registrar LCRO
	2.2 Once the petition signed by the client, release the Claim Stub and Notice for Publication and give instructions on submission of	None	10 minutes	Records Officer I Or Bookbinder IV LCRO
(0)	the Affidavit of Publication and			16





	Newspaper clippings, follow- ups and process flow once their petition is transmitted to PSA.			
	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.	None	10 days and 15 minutes	Records Officer I Or Bookbinder IV LCRO
	2.4 Retrieve posted documents on the day following the 10 <sup>th</sup> day of posting.	None	10 minutes	Records Officer I Or Bookbinder IV LCRO
	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.	None	5 days (R.A. 9048 IRR)	Records Officer I Or Bookbinder IV LCRO
	2.6 Prepare weekly transmittals of petitions to PSA for affirmation or impugnment.	None	5 days (R.A. 9048 IRR)	Records Officer I Or Bookbinder IV LCRO
400				16





	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)	Records Officer I Or Bookbinder IV LCRO
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	Clerk IV Or Job Order
	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	WHERE TO SECURE				
REQUIREMENTS	WILKE TO GEOGRE				
1. At least 2 valid					
government-issued					
I.D.'s of document-	Client's Personal File				
owner (1 original and 1					
photocopy)					
Additional, for represen	ntative:				
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	Client's Personal File				
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)					
2. At least 2 valid					
government-issued	Client's Personal File				
I.D.'s of the					
representative (1					





original and 1							
photocopy)							
3. Affidavit of Ki	nship						
stating they are	the						
nearest survivin	g kin of						
the document-o	the document-owner, if						
the person issuing		Notary Public					
authorization let	tter is						
not the document-							
owner. (1 original and 1							
photocopy)							
CLIENT	ACE	UCV FFFC		CCINIC	DEDCOME		

photocopy)				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON/S
STEPS	ACTION	BE PAID	TIME	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	Assistant Registration Officer Or Messenger Or Job Order 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	Assistant Registration Officer Or Messenger Or Job Order LCRO
	2.1 Prepare the Certified True Copy.	None	15 minutes	Assistant Registration Officer Or Messenger Or Job Order LCRO
	2.2 Affix signature, denoting certification is on file with the Civil Registrar's Office.	None	5 minutes	Local Civil Registrar; Local Legislative Staff Officer III Or Records Officer I Or Clerk IV Or Assistant Registration Officer LCRO
3. Present your receipt at the Civil Registry	3. Release the Certified True Copy/ies requested to	None	5 minutes	Assistant Registration Officer Or Messenger Or Job Order LCRO





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 representat	ive:		
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	Process Server Or Messenger Or Job Order 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	Process Server Or Messenger Or Job Order LCRO
	2.1 Prepare the Certified True Copy.	None	15 minutes	Process Server Or Messenger Or Job Order LCRO
	2.2 Affix signature, denoting certification is on file with the Civil Registrar's Office.	None	5 minutes	Local Civil Regsitrar; Records Officer I Or Clerk IV Or Assistant Registration Officer 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	Process Server Or Messenger Or Job Order 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 Memoramdum 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	WHERE TO SECURE			
REQUIREMENTS				
Subject PSA Certificate of	Philippine Statistics Authority Outlet			
Live Birth/Marriage or Death				
(1 original and 3				
photocopies)				
2. At least 2 valid	Client's Personal File			
government-issued I.D.'s of				
document-owner (1 original				
and 3 photocopies)				
3. Current-year Community	Treasury Office, City/Municipal Hall			
Tax Certificate of petitioner				
(1 original and 3				
photocopies)				
	er of erroneous certificate is married:			
PSA Certificate of	Philippine Statistics Authority Outlet			
Marriage of document-owner				
(1 original and 3				
photocopies)				
Additional, if document-own				
PSA Certificate of Live	Philippine Statistics Authority Outlet			
Birth of document-owner's				
children (1 original and 3				
photocopies)				
Additional, if document-own				
1. PSA Certificate of Death	Philippine Statistics Authority Outlet			
of document-owner (1				
original and 3 photocopies)				
Variable upon the error declared by the petitioner, at least 3 of the following may be				
	degree of kinship and type of error:			
Baptismal Certificate of	Religious establishment where the ceremony was held			
document-owner or its				
equivalent in other religions				





(1 original and 3	
photocopies)	
2. Form 137	School Attended by the erroneous document-owner
(Elementary/High School) or	
Transcript of Records of	
document-owner (1 original	
and 3 photocopies)	
3. NBI or Police Clearance of	NBI or Local Police Station of the erroneous document-
document-owner (1 original	owner's place of residence
and 3 photocopies)	
4. Voter's Registration	Local Commission on Elections
Record of document-owner	
(1 original and 3	
photocopies)	
5. PhilHealth, SSS or Pag-	PhilHealth, SSS or Pag-IBIG Branches
IBIG Member's Data Record	r im realiti, gee of r ag ibre branenes
of document-owner(1 original	
and 3 photocopies)	
6. Old Medical Records of	Client's Personal File
document-owner (1 original	Charles Foreshall File
and 3 photocopies)	
7. Affidavit/Sworn Statement	Notary Public
of Explanation executed by	Tvotary i dolle
the declarant	
8. PSA Certificate of Live	Philippine Statistics Authority Outlet
Birth, Marriage or Death of	1 milphile Statistics Authority Outlet
document-owner's parents,	
grandparents, children or	
siblings (1 original and 3	
photocopies)	
9. At least 2 valid	Client's Personal File
government-issued I.D.'s of	Chefit's Fersonal File
individuals whose PSA	
documents are submitted as	
documentary evidence in the	
petition (1 original and 3	
photocopies)	
Additional, for representativ	<b>A</b> ·
1. Special Power of Attorney executed by the document-	Notary Public
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	HHHH
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.

issuing individual to the SPA.					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON/S	
	ACTION	BE PAID	TIME	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	Assistant Registration Officer LCRO	
	1.1. If deemed compliant, issue the order of payment and prepare the affidavit.	None	30 minutes	Assistant Registration Officer LCRO	
2. Pay the Filing Fee at the City Treasurer's Office and return to the	2. Instruct the client to double-check all entries.	PHP 500.00	5 minutes	Assistant Registration Officer LCRO	
Civil Registry Office to check and sign your petition and retrieve your claim stub.	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	Local Civil Registrar LCRO	
	2.2 Discuss the process flow once their supplemental report is transmitted to PSA.	None	15 minutes	Assistant Registration Officer LCRO	
3. Claim your copy of the Supplemental Report Transmittal.	3. Check claimant for identification, release one set of Affidavit for Supplemental	None	5 minutes	Assistant Registration Officer LCRO	
0	Supplemental Report,			46	





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			
PSA Copy Certificate of Live Birth (COLB) (1 Original Copy)     PSA Copy of Certificate of Marriage     PSA Certificate of No Marriage of Father and Mother     PSA Copy of Certificate of Death of Deceased Parent	Any outlet of the Philippine Statistics Authority (PSA)			
5. Community Tax Certificate (CTC) of Parents and Valid	City Government of San Pedro			

IDS.				
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	Assistant Registration Officer Or Local Legislative Staff Officer III LCRO
	1.1 Check for the correctness of entries.	None	2 minutes	Assistant Registration Officer Or Local Legislative Staff Officer III LCRO
	1.2 Conduct final assessment of the document submitted.	None	2 minutes	Assistant Registration Officer Or Local Legislative Staff Officer III LCRO
2. Pay for the Legitimation Fee	2. If all is deemed compliant, issue the order of payment.	PHP 500.00		Assistant Registration Officer Or Local Legislative Staff Officer III LCRO





	2.1 Prepare the Affidavit of Legitimation, Birth-Available Form (Form 1A), Annotated COLB and certified true copy of requirements.	None	20 minutes	Local Civil Registrar LCRO
	2.3 Administer an oath to the parents as the truth and veracity of the content of their affidavit.	None	10 minutes	Local Civil Registrar 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	Assistant Registration Officer or Local Legislative Staff Officer III 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 10<sup>th</sup> 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	WHERE TO SECURE			
REQUIREMENTS				
1. Registered Copy of	City Civil Registrar's Office			
Certificate of Live Birth				
(COLB), Certificate of				
Marriage (COM), or				
Certificate of Death (1				
Original Copy)				
2. Valid ID of the requesting	Requesting Party			
party (1 Original Copy, 1				
Photocopy)				

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	Assistant Registration Officer Or Messenger LCRO
<b>J</b>	1.1 Prepare letter of endorsement for advance copy and annotate the certified true copy of registered document.	None	20 minutes	Assistant Registration Officer Or Messenger LCRO
	1.2 Sign and certify the documents.	None	10 minutes	Local Civil Registrar LCRO





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





# City Treasurer's Office External Services





#### 1. Payment of Business Tax

Payment of fees related to business taxes and other clearances

	<u> </u>				
	Office or	City Treasurer's Off	ice		
	Division:				
	Classification:	Simple			
	Type of	G2B – Government	to Business	Entity	
_	Transaction:				
١	Who may avail:	Owner of business	or authorized		
		REQUIREMENTS		WHERE TO SEC	
		oplication Form with	Business Pe	ermits and Licensi	ng Office (BPLO)
_	Account Number				
2	2. Assessment/Con			ermits and Licensi	
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
•	1. Proceed to	None	None	Refer to BPLO	Clerk
ı	BPLO and secure				BPLO
1	an accomplished				
	New Business				
	Application Form				
	with				
	corresponding				
_	Account Number			5 ( ) 5516	
	2. Proceed to	None	None	Refer to BPLO	Business
	BPLO for the				Permits and
	Approval of Declared				Licensing Officer
	Business Capital.				BPLO
_	3. Proceed to	None	None	Refer to BPLO	Assessment
	BPLO for the	None	None	Refer to brile	Personnel
	Assessment/Com				BPLO
	putation				D. 20
_	4. Proceed to the	4. Check and	None	10 minutes	Revenue
-	Treasury General	verify the required			Collection Clerk
	Collections	documents.			City Treasurer's
١	Windows 7,8,9, or				Office
	10, present the	4.1 Receive	May vary		
	required	payment for the	depending		
	documents and	amount due.	on the		
-	pay the amount	4.0 D	approved		
		•			
	_	•	•		
	` ,		,		
		(510).			
	Official Receipt		of the		
	and CTC with the		Local Tax	7	
4	required		Code (for		
( ( a	due for Community Tax Certificate (CTC) and Business Tax, and wait for the release of the	4.2 Prepare Official Receipt and Community Tax Certificate (CTC).	business capital (for CTC)/Pur suant to the provisions		





documents.		Business Tax)		
	4.3 Release the Official Receipt and CTC with the required documents.	None		
	TOTAL:	Pursuant to the provision s 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)

	ned to business taxes		,	
Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of	G2B – Government	to Business	Entity	
Transaction:			•	
Who may avail:	Owner of business	or authorized		
	REQUIREMENTS	Duainasa D	WHERE TO SEC	
1. Business Termin Form with Account		Business Pe	ermits and Licensi	ng Office (BPLO)
2. Assessment/Con		Business Pe	ermits and Licensi	na Office (BPLO)
3. Annual Income T			Office, Biñan, Lag	
4. Audited Financia	l Statement	Owner of bu	usiness or authoriz	
	1.071101/	representati		777001
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to	None	None	Refer to BPLO	Clerk
BPLO and secure	140110	140110	Roloi to Bi Lo	BPLO
an accomplished				
Business				
Termination				
Application form with				
corresponding				
Account number.				
2. Proceed to	None	None	5 minutes	Business
Business Permits				Permits and
and Licensing Office for the				Licensing Officer
Approval of				BPLO
Declared Gross				
Sales / Receipts	Nama	Nana	Defeate DDI O	A
3. Proceed to Business Permits	None	None	Refer to BPLO	Assessment Personnel
and Licensing				BPLO
Office for the				
Assessment /				
Computation	4. Check and	None	10 minutes	Povonuo
4. Proceed to the Treasury general	verify the required	None	10 minutes	Revenue Collection Clerk
collections	documents.			City Treasurer's
windows 7, 8, 9,				Office
or 10, present the				
required documents and	4.1 Receive	May vary		
pay the amount	payment for the	depending		(6)
due for Business	amount due.	on the		





Tax fees and other fees, and wait for the release of the Official Receipt with the required documents.		approved gross sales / receipts (for CTC) / Pursuant to the provisions of the Local Tax Code: Business Tax		
	4.2 Prepare Official Receipt with the required documents.	None		
5. Proceed to City Treasurer's Office windows 1 or 2, present the Official Receipt	5. Receive Official Receipt with the required documents.	None	10 minutes	Revenue Collection Clerk City Treasurer's Office
with the required documents and wait for the release of Business Certificate of Termination	5.1 Prepare the Business Certificate of Termination for signature of the Head/Officer-in- Charge	Php 100.00/ce rtificate		Revenue Collection Clerk City Treasurer's Office
together with the required documents	5.2 Check, verify and sign the Business Certificate of Termination.	None		City Treasurer Or Officer-in- Charge City Treasurer's Office
	5.3 Release the Business Certificate of Termination.	None		Clerk City Treasurer's Office
	TOTAL:	Pursuant to the provision s of the local tax	15 Minutes	
		code for business es		6





#### 3. Payment of Contractor's Tax

Payment of taxes related to Construction Contractors.

Office or	City Treasurer's Off	ice		
Division:				
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Constituents of the	City, of Lega		
	REQUIREMENTS		WHERE TO SEC	
1. Copy of Bill of Ma		Office of the	Building Official (	OBO)
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
4. Dreese ed to the	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to the	None	None	Refer to the	OBO Personnel
Office of the			Office of the	
Building Official to			Building Official	
personally secure				
indorsement of Bill of Materials				
and other required				
documents. 2. Proceed to	2 Pagaina cany of	None	E minutos	Personnel
Treasurer's Office	2. Receive copy of Bill of Materials for	None	5 minutes	
for computation of	assessment and			City Treasurer's Office
Construction	computation of			Office
Contractor's tax.	Construction			
Contractor 3 tax.	Contractors tax.			
	Prepare Tax			
	Order of Payment			
3. Proceed to the	3. Prepare Official	Pursuant		Revenue
General	Receipt.	to the		Collection Clerk
collections	r toooipti	provisions		BPLO
windows 7, 8, 9,	3.1 Release the	of the		B. 20
or 10 present the	Official Receipt	Local Tax		
accomplished Tax	with the required	Code		
Order of Payment	documents.	3040		
and pay the				
amount due, and				
wait for the				
release of the				
Official Receipt				
with the required				
documents.				
	TOTAL:	Pursuant	5 Minutes	
		to the		
		provision		
		s of the		1
-		local tax	/	
		code		





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





-Salarie or Gros Receipt	ss or
Receipt	or
□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □	IS
Earning	
derived	t l
from	
exercis	e
of	
Profess	io
n – P1.0	00
for ever	ry
P1,000.0	
-Incom	e
from Re	al
Property	· —
P1.00 fc	or
every	
P1,000.0	
not to	
exceed	
₱5,000.6	00
TOTAL: May va	ry 8 Minutes
depend	in
g on th	
taxpaye	
s	
declare	ed
income	9.





#### 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	City Treasurer's Off	fice		
Division:				
Classification:	Simple			
Type of	G2B – Government	to Business	Entity	
Transaction:				
Who may avail:	All San Pedro City residents, business owners and taxpayers			
	REQUIREMENTS WHERE TO SECURE			
1. Valid governmen				
OLIENT OTERO	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to the	1. Assist on	None	3 minutes	Revenue
General	queries about the			Collection Clerk
collections	CTC and its			City Treasurer's
windows 7, 8, 9,	requirement /			Office
or 10 and ask for	computation			
a CTC form	Compatation			
2. Once properly	2. Check and	May vary	5 minutes	Personnel
filled out, present	verify	depending	· · · · · · · · · · · · · · · · · · ·	City Treasury
the form and pay	accomplished	on the		Office
the amount due.	CTC form.	taxpayer's		Omoo
Wait for the	OTOTOTII.	declared		
Community Tax	2.1 Receive the	income.		
Certificate	payment for the	Ex:		
	amount due.	BASIC		
(Cedula) to be released.	amount due.	COMMUN		
Teleaseu.	2.2 Propers CTC	ITY TAX –		
	2.2 Prepare CTC.			
	0.0 1 love	P 500.00		
	2.3 Have	ADDITIO		
	individual affix	NAL		
	his/her signature	COMMUN		
	and thumb mark	ITY TAX –		
	prior to the	Not to		
	release of CTC.	exceed P		
		10,000.00		
		;		
		Assessed		
		Value of		
		Real		
		Property		
		owned in		
		the		
		Philippine		
		s, P2.00		1
100		for every	1	
		P5,000.00		7





	; GROSS RECEIPT S including dividend earnings derived from business in the Philippine s during the preceding year P2.00 for every P5,000.00		
TOTAL:	May vary dependin g 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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Licensed professionals			
	REQUIREMENTS		WHERE TO SEC	
1. Professional Reg Commission (PRC)	•	Professiona	ll Regulatory Com	mission
2. Previous Official Professional Tax				
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	Check and verify the required document and identification card.      Receive	None Php	5 minutes	Revenue Collection Clerk City Treasurer's Office
the required document and identification card. Pay the amount due, and wait for	payment for the amount due and prepare official receipt.	300.00		
the release of the Official Receipt with the required document and identification card.	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	City Treasurer's Office			
Division:				
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Owner of Property of	or authorized		
	REQUIREMENTS	D (1	WHERE TO SEC	
1. Certificate Autho	rizing Registration		nternal Revenue D	istrict Office,
(CAR)	0.1. (00.10)	Biñan, Lagu		
2. Deed of Absolute	· /	Notarial Lav	v Offices	
	n-judicial settlement		or's Office	
1. Tax Declaration	AGENCY	City Assess		DEDCON
CLIENT STEPS	ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the	1. Check and	75% of	5 minutes	Revenue
General	verify the required	1% of the	o minutes	Collection Clerk
collections	documents.	total		City Treasurer's
windows 7, 8, 9,	documento.	considerat		Office
or 10 and present	1.1 Receive	ion		
the required	payment for the	involved		
document. Pay	amount due	in the		
the amount due,		acquisitio		
and wait for the	1.3 Prepare	n of the		
release of the	official receipt.	property		
Official Receipt		or the fair		
with the required		market		
document.		value in		
2. If requesting for	2. Check and	case the	5 minutes	Clerk
Tax clearance	verify the required	monetary		City Treasurer's
and/or Transfer	documents.	considerat		Office
Tax certificate,	2.1 Pagaire	ion involved		Clork
proceed to Treasurer's office	2.1 Receive payment for the	in the		Clerk City Treasurer's
windows 1/2 and	amount due and	transfer is		Office
present the	prepare the	not		Office
required	requested	substantia		
documents. Pay	certificate.	I.		
the amount due,		whichever		
and wait for the		is higher		
release of the		(Article V,		
receipt with the	2.2 Sign the	Section 1		City Treasurer
requested	certificate.	of the		Or Officer-in-
certificates and		Revised		Charge
required		Revenue		City Treasurer's
documents		Code).	/	Office





2.3 Release the requested certificates along with the required documents and official receipt.	None		Clerk 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.

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





		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	Clerk 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,	<ul><li>4. Check and verify the required documents.</li><li>4.1 Receive payment for the amount due and prepare the requested certificate.</li></ul>	None	5 minutes	Clerk City Treasurer's Office
and wait for the release of the receipt with the requested certificates and required	4.2 Verify and sign the certificate.	None		City Treasurer Or Officer-in- Charge City Treasurer's Office
documents	4.3 Release the requested certificates along with the required documents and official receipt.	None	2 minutes	Clerk City Treasurer's Office
	TOTAL:	Pursuant to the provision of the Revenue	15 Minutes	
		Code		





### 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	City Treasurer's Office				
Division:					
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	Residents who rent or lease a portion of the public cemetery.				
	REQUIREMENTS		WHERE TO SEC		
1. Order of Paymer			Economic Enterp		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure Order	1. Issue order of	None	Refer to Office	Clerk	
of Payment for	payment		of the	Office of the	
Cemetery			Economic	Economic	
Charges	0.01		Enterprise	Enterprise	
2. Proceed to the	2. Check and	None	5 minutes		
General	verify the secured				
collections	order of payment.				
windows 7, 8, 9, or 10 and present					
the order of					
payment.					
3. Pay the amount	3. Receive	Pursuant			
due, and wait for	payment for the	to the			
the release of the	amount due.	provision			
Official Receipt		of the			
with the Order of		Revenue			
Payment		Code			
	3.1 Prepare	None			
	official receipt.				
	0.0.0.1				
	3.2 Release the	None			
	official receipt with				
	the order of				
	payment.	Duranas	E Missitaa		
	TOTAL:	Pursuant to the	5 Minutes		
		provision			
		of the			
		Revenue			
		Code			





### **CEMETERY FEES (based on City Ordinance 2019-30)**

NATURE OF LEASE	Amount of Fees
a. For Built-in-niches	
- Bottom Niche	5,000.00
- Upper Niche	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.)	2,000.00
- 10 sq. m. (4.0 m. x 2.5 m.)	3,000.00
g. For renewal every five (5) years	
- 9 sq. m.	2,000.00
- 10 sq. m.	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	City Treasurer's Office				
Division: Classification:	Circuita				
	Simple	4- 0:1:			
Type of	G2C – Government	to Citizen			
Transaction:	2 (2				
Who may avail:	Owner of Documen	t or authorize			
	REQUIREMENTS		WHERE TO SEC	URE	
1. Order of Paymer			egistrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure Order     of Payment for     Civil Registry     Charges	Issue order of payment	None	Refer to City Civil Registrar's Office	Issuing Clerk City Civil Registrar's Office	
2. Proceed to the General collections windows 7, 8, 9,	2. Check and verify the secured order of payment.	None	5 minutes	Revenue Collection Clerk City Treasurer's Office	
or 10 and present the order of payment.	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	<ul><li>3. Prepare official receipt.</li><li>3.1 Release the official receipt with order of payment.</li></ul>	Pursuant to the provision of the Revenue Code		Revenue Collection Clerk City Treasurer's Office	
	TOTAL:	Pursuant to the provision of the Revenue Code	5 Minutes		





### 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	City Treasurer's Office				
Division:					
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Owner of Project or	Owner of Project or authorized representative			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Order of Paymen	nt	Office of the	Building Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure Order	1. Issue order of	None	Refer to the	Issuing Clerk	
of Payment for	payment		Office of the	Office of the	
Engineering			Building Official	<b>Building Official</b>	
Charges					
2. Proceed to the	2. Check and	None	5 minutes	Revenue	
General	verify the secured			Collection Clerk	
collections	order of payment.			City Treasurer's	
windows 7, 8, 9,				Office	
or 10 and present					
the order of					
payment.					
3. Pay the amount	3. Receive	Refer to		Revenue	
due, and wait for	payment for the	the Office		Collection Clerk	
the release of the	amount due.	of the		City Treasurer's	
Official Receipt		Building		Office	
with the Order of		Official			
Payment					
	3.1 Prepare	None			
	official receipt.				
	3.2 Release the	None			
	official receipt with				
	order of payment.	<b>D</b>	F 88'- 4		
	TOTAL:	Pursuant	5 Minutes		
		to the			
		provision			
		of the			
		Revenue			
		Code			





### 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	G2C – Government	to Citizen			
Transaction:	0_0 00.0				
Who may avail:	All organization, but	sinesses and	d project proponen	ts operating	
Triio may aram	within the City	omococo, am	a project properior	no oporaning	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Order of Paymer		City Enviror	nment and Natural		
		Office (CEN			
OLIENT OTERO	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure Order	1. Issue order of	None	Refer to	Issuing Clerk	
of Payment for	payment		CENRO	CENRO	
Environmental					
Charges					
2. Proceed to the	2. Check and	None	5 minutes	Revenue	
General	verify the secured			Collection Clerk	
collections	order of payment.			City Treasurer's	
windows 7, 8, 9,				Office	
or 10 and present					
the order of					
payment.					
3. Pay the amount	3. Receive	Refer to		Revenue	
due, and wait for	payment for the	CENRO		Collection Clerk	
the release of the	amount due.			City Treasurer's	
Official Receipt	0.4 D	N. I.		Office	
with the Order of	3.1 Prepare	None			
Payment	official receipt.				
	3.2 Release the	None			
		None			
	official receipt with				
	order of payment.  TOTAL:	Pursuant	5 Minutes		
	IOIAL.	to the	Jimilates		
		provision			
		of the			
		Revenue			
		Code			





### 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:	Cimple				
Type of	Simple G2C – Government	to Citizon: C	22P Covernment	to Rucinoss	
Transaction:		to Citizeri, G	326 – Government	. IO DUSINESS	
	Entity	Novece busin	000000000		
Who may avail:	Job applicants, emp	loyees, busii	WHERE TO SEC	NIDE	
	REQUIREMENTS	City Llacith			
1. Order of Paymer	AGENCY	FEES TO	Office – Sanitary I	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	PROCESSING TIME	RESPONSIBLE	
Secure Order of Payment for Health fees.	Issue order of payment	None	Refer to City Health Office – Sanitary Division	Issuing Clerk 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	Revenue Collection Clerk City Treasurer's Office	
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	<ul><li>3. Receive payment for the amount due.</li><li>3.1 Prepare official receipt.</li><li>3.2 Release the official receipt with</li></ul>	Refer to CHO – Sanitation None		Revenue Collection Clerk City Treasurer's Office	
	order of payment.  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	City Treasurer's Office				
Division:					
Classification:	Simple				
Type of	G2B – Government	to Business	Entity		
Transaction:					
Who may avail:	Business owners or	perating within			
	REQUIREMENTS		WHERE TO SEC		
1. Order of Paymen			ermits and Licensi		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure order of payment for Mayor's permit fee to operate.	Issue order of payment	None	Refer to BPLO	Issuing Clerk 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	Revenue Collection Clerk 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		Revenue Collection Clerk 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.

21					
Office or Division:	City Treasurer's Office				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	O20 – Government	to Onizen			
Who may avail:	Job applicants who	se work is wit	thin the City		
	REQUIREMENTS	SO WOIK IS WII	WHERE TO SEC	URF	
1. Order of Paymer		Public Emp	loyment and Servi		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure order of	1. Issue order of	None	Refer to PESO	Issuing Clerk	
payment for	payment			PESO	
Mayor's permit					
fee for work.					
2. Proceed to the	2. Check and	None	5 minutes	Revenue	
General	verify the secured			Collection Clerk	
collections	order of payment.			City Treasurer's	
windows 7, 8, 9,				Office	
or 10 and present					
the order of					
payment.	O. Danaina	Demonstrat		D	
3. Pay the amount	3. Receive	Pursuant		Revenue	
due, and wait for the release of the	payment for the amount due.	to the		Collection Clerk	
	amount due.	provision of the		City Treasurer's Office	
Official Receipt with the Order of		Revenue		Office	
Payment		Code			
rayinen		Code			
	3.1 Prepare	None			
	official receipt.				
	3.2 Release the	None			
	official receipt with				
	order of payment.				
	TOTAL:	Pursuant	5 Minutes		
		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	G2C – Government	to Citizen			
Transaction:					
Who may avail:	Owner, owner of do	cument, and	or authorized repr	esentative	
	REQUIREMENTS		WHERE TO SEC		
1. Order of Paymer	nt	Public Emp	loyment and Servi	ces Office	
CLIENT CTEDS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure Order	1. Issue order of	None	Refer to the	Issuing Clerk	
of Payment for	payment		Office issuing		
Certification			the certificate or		
and/or Clearance.			clearance		
2. Proceed to the	2. Check and	None	5 minutes	Revenue	
General	verify the secured			Collection Clerk	
collections	order of payment.			City Treasurer's	
windows 7, 8, 9,				Office	
or 10 and present					
the order of					
payment.					
3. Pay the amount	3. Receive	Pursuant		Revenue	
due, and wait for	payment for the	to the		Collection Clerk	
the release of the	amount due.	provision		City Treasurer's	
Official Receipt		of the		Office	
with the Order of		Revenue			
Payment		Code			
	3.1 Prepare	None			
	official receipt.				
	3.2 Release the	None			
	official receipt with				
	order of payment.				
	TOTAL:	Pursuant	5 Minutes		
		to the			
		provision			
		of the			
		Revenue			
		Code			





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





### 18. Tax Clearance Certificate

Payment of Real Property Tax Clearance.

Office or City Treasurer's Office					
	City Treasurer's Office				
Division:					
Classification: Simple					
Type of G2C – Government to Citizen	G2C – Government to Citizen				
Transaction:					
	Owner of property or authorized representative				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
1. Updated Official Receipt of Real City Treasurer's Office (Owner's Copy)					
Property Tax Payment					
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					
AGENCY FEES TO DECCESSING DED	SON				
CLIENT STEPS ACTIONS BE PAID TIME RESPO	NSIBLE				
1. Proceed to 1. Check and None 8 minutes Co	lerk				
Treasurer's office   verify the required   City Tre	easurer's				
window 1/2 and documents. Of	fice				
present the					
required 1.1 Receive Php C	lerk				
documents. Pay payment for the 100.00/ce City Tree	easurer's				
	fice				
and wait for the prepare the					
release of the requested					
receipt with the certificate.					
requested					
certificates and 1.2 Verify and None City Tr	reasurer				
required sign the					
·	lerk				
City Tre	easurer's				
	fice				
certificates along					
with the required					
documents and					
official receipt.					
TOTAL: Php 8 Minutes					
100.00/ce					
rtificate					





### 19. Traffic Citation Ticket

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

Office or	City Treasurer's Office				
Division:					
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Vehicle drivers with	traffic violation	on/s		
	REQUIREMENTS		WHERE TO SEC		
1. Citation Ticket du	, ,	Public Orde	r and Safety Office	e	
apprehending Office					
2. Order of Paymer			r and Safety Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure order of	None	None	Refer to POSO	Issuing Clerk	
payment for the			– TMU or TRU	POSO	
citation ticket					
(duly signed by					
the apprehending Officer)					
2. Proceed to the	2. Receive	Pursuant	5 minutes	Revenue	
General	payment for the	to the	5 minutes	Collection Clerk	
collections	amount due.	provisions		City Treasurer's	
windows 7, 8, 9,	amount ado.	of the		Office	
or 10, and pay the		Local Tax		011100	
amount due, and		Code			
wait for the		0.00			
release of the	2.1 Prepare	None		Revenue	
Official Receipt	Official Receipt.			Collection Clerk	
with the Order of	•			City Treasurer's	
Payment for the	2.2 Release the	None		Office	
Citation Ticket)	Official Receipt				
	with the Order of				
	Payment for the				
	Citation Ticket.				
	TOTAL:	Pursuant	5 Minutes		
		to the			
		provision			
		s of the			
		Local Tax			
		Code			





### 20. Tricycle Franchise and Other Related Fees

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

Office or	City Treasurer's Office					
Division:	Oirean Le					
Classification:	Simple G2B – Government to Business Entity					
Type of	G2B – Government	to Business	Entity			
Transaction:	Danas as a			vala a		
Who may avail:	Persons engaged in	the busines				
	REQUIREMENTS	Dulalia Orda	WHERE TO SEC			
1. Approved Applica			r and Safety Office			
2. Order of Paymen	AGENCY		r and Safety Office			
CLIENT STEPS	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	Issuing Clerk POSO – TRU		
2. Proceed to the General collections windows 7, 8, 9, or 10, present the requirements, and pay the required	2. Check and verify approved Application Form and Order of Payment Form.	Pursuant to the provisions of the Local Tax Code	5 minutes	Revenue Collection Clerk City Treasurer's Office		
fees.	2.1 Receive payment for the amount due.	None		Revenue Collection Clerk City Treasurer's Office		
	2.2 Prepare the Official Receipt.	None				
	2.2 Release the Official Receipt.	None				
	TOTAL:	Pursuant	5 Minutes			
		to the				
		provision				
		s of the				
		Local Tax				
		Code				





### 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	City Treasurer's Office				
Division:					
Classification:	Simple				
Type of	G2B – Government	to Business	Entity		
Transaction:	A.I				
Who may avail:	All vendors who use	e weights and			
	REQUIREMENTS	O'' T	WHERE TO SEC	URE	
1. Calibrated set of calibration buckets	test weights,	City Treasu	rer's Office		
2. Calibration form/	worksheet and	City Treasu	rer's Office		
stickers					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Vendors –	1. Prepare and	None	15 minutes	Calibration	
Present weighing	explain the			Team	
instrument upon	calibration			City Treasurer's	
inspection.	process.			Office	
For Gas station	1.1 Identify and	None			
managers –	inspect the				
Prepare for the	weighing				
inspection and	instruments/meas				
calibration activity.	uring instruments				
	following the strict				
	protocol of the				
	process.				
	1.2 Conduct a	None			
	series of tests to	None			
	determine				
	acceptability:				
	Loading test, shift				
	test, repeatability test, etc.				
2. Wait for the	2. If test fails,	None			
results of the	inform the owner	INOHE			
calibration test.	and either				
Cambration tost.	confiscate or lock				
	(for pumps and				
	nozzles) and				
	identify the	HIM			
	instrument as			10	
	defective or				





3. If successful,	3. Inform amount,	Pursuant	2 hours	
make the payment on site	post sticker (seal of quality	to the provisions		
or at the City	standard) and	of the		
Treasurer's Office	provide the official	Local Tax		
	receipt.	Code		
	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.			
	TOTAL:	Pursuant	2 Hours and	
		to the provision	15 Minutes	
		s of the		
		Local Tax		
		Code		

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	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	16			





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. Mayors 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	Dublic Employees	and Camina	Office		
Office or Division:	Public Employment and Services Office				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE		
1. Police Clearance	(1 Original Copy)	Police Stati	on where reside	nce is located	
2. NBI Clearance (1	Original Copy)	Nearest NB	I Office		
3. Health Card (1 Or	iginal Copy)	City Health	Office, Sanitatio	n Division	
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Submit	1. Check	None	1 minute	Job Order	
requirements	requirements,			PESO	
	record basic				
	information of				
	clients and issue				
	order of payment.				
2. Proceed to the	2. Review official	Mayor's	1 minute	Labor	
City Treasurer's	receipt.	Clearance		Employment	
Office for payment		- Php		Officer I	
and receive official		100.00		PESO	
receipt.		Working			
		Permit –			
		Php			
	O 4 Dramara	150.00			
	2.1 Prepare	None	5 minutes	Labor	
	Mayor's Clearance and	None	5 minutes	Employment	
	Working Permit.			Officer I	
	Working Fermit.			PESO	
	2.2 Review and			1 200	
	sign clearance	None	1 minute	City PESO	
	and working	110110	1 minuto	Officer V	
	permit.			PESO	
3. Receive the	3. Release			00	
Mayor's Clearance	Mayor's				
and Working	Clearance and				
Permit	Working Permit				
	TOTAL:	Php	9 Minutes		
	ATTE	250.00			





#### 2. Referral and Recommendation Letter

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

			0.00			
Office or	Public Employment and Services Office					
Division:						
Classification:	Simple					
Type of	G2C – Government	to Citizen				
Transaction:						
Who may avail:	All					
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE		
1. Resume/Biodata	with picture (1	Personally i	made by the clie	nt		
Original Copy)						
	AGENCY	FEES TO	PROCESSIN	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1. Submit	1. Receive	None	1 minute	Job Order		
resume/biodata	resume/biodata			PESO		
2. Fill-out the	2. Review filled-	None	2 minutes	Labor		
PESO Skills	out form.			Employment		
Registry Form and				Officer I		
submit it to the				PESO		
PESO Staff						
3. Wait to be	2. Interview client	None	3 minutes	Labor		
interviewed by	and advise them			Employment		
PESO Staff	as to what			Officer I		
	position and			PESO		
	company to apply					
	for (job matching					
4. Wait for the	4. Prepare referral	None	2 minutes	Labor		
release of the	or			Employment		
referral or	recommendation			Öfficer I		
recommendation	letter			PESO		
letter						
	4.1 Review and	None	1 minute	City PESO		
	sign the document			Officer V		
	3			PESO		
	4.2 Release	None	1 minute			
	document			Job Order		
				PESO		
	TOTAL:	None	10 Minutes			
L .		l	l			





### 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	G2B – Government	to Business	Entity			
Transaction:	000000000000000000000000000000000000000		,			
Who may avail:	Business Entities in	the City of S	an Pedro			
CHECKLIST OF F		j	WHERE TO SE	CURE		
1. Business Permit (	1 Photocopy)	BPLO of the	e City/Municipalit			
· ·	1.77	business is				
2. SEC Registration	(1 Photocopy)	Securities a	nd Exchange Co	ommission (SEC)		
3. Company Profile			le by the compar			
4. Letter of Intent (1	Original Copy, 1	Will be mad	le by the compar	ny		
Receiving Copy)						
5. Job Vacancies (1	Original Copy)	Will be mad	le by the compar	ny		
For Local Recruitm						
6. DOLE License (1	6. DOLE License (1 Photocopy)  DOLE Regional Office where the busin located			e the business is		
7. Certificate of No F Photocopy)	7. Certificate of No Pending Case (1			DOLE Region IV-A		
For Overseas Agencies:						
	8. POEA License (1 Photocopy)		Office			
9. Special Recruitme		POEA Main Office				
Photocopy)						
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON		
	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1. Submit	1. Check and	None	3 minutes	Labor		
requirements	validate			Employment		
	requirements			Officer III		
0. Annual (1)	0 A - L - H L'	NI	4	PESO		
2. Answer the	2. Ask the client	None	4 minutes	Labor		
queries of the	the nature of their			Employment		
PESO Officer	business and			Officer III		
	manpower			PESO		
2 Mait for the	requirements.  3. Issue	None	2 minutes			
3. Wait for the		None	2 minutes	Lohor		
accreditation officer to be issued	Accreditation			Labor		
officer to be issued	Certificate		1 minuto	Employment Officer III		
	3.1 Schedule their		1 minute	Officer III		
				PESO		
	recruitment activity					
	L CAS ALLVILV					
	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 C	ity Governme	ent			
	CLIST OF REQUIREMENTS WHERE TO SECURE					
	For incumbent employee:					
1. Request Form (1	Request Form (1 Original Copy)     City Human Resources and Management     Office (CHRMO)					
For separated emp						
1. Appointment form		Requesting				
2. Old Service Reco		Requesting		D=D00N		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON DESPONSIBLE		
1. Secure and fill-	1. Receive and	None	2 minutes	RESPONSIBLE Staff		
out request form	process request form.	None	2 minutes	CHRMO		
	1.1 Service Record forwarded to CHRMO Head for signature	None	2 days 23 hours (Icumbent)	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			





### 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 C	ity Governme	ent			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE		
For incumbent emp	oloyee:					
1. Request Form (1	Original Copy)	City Human Office (CHF	Resources and RMO)	Management		
For separated emp	loyee:					
1. Appointment form	(1 Photocopy)	Requesting	Pary			
2. Old Service Reco		Requesting				
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON		
	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
Secure and fill- out request form	<ol> <li>Receive and process request form.</li> <li>Certificate of Employment forwarded to CHRMO Head for</li> </ol>	None None	2 minutes 2 days 23 hours (Icumbent)	Staff CHRMO  Assistant Department Head CHRMO		
	signature  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	City I I was a a Dagas	was and Management Office		
Office or Division:	City Human Resources and Management Office			
Classification:	Simple			
Type of				
Transaction:	G2G – Governme	nt to Government		
Who may avail:	ay avail: Employees of the City Government			
CHECKLIST OF R		WHERE TO SECURE		
1. Supporting paper	s of the Applicant			
as applicable:				
a) Vacation Le		December 1997		
	ne Philippines -	Requesting Party		
n/a ii. Abroad	- Travel Authority,			
	ce from money			
	k accountability	SPJLAEH, RHU, GALIC		
	xceeding 3 days			
shall be	accompanied by			
	al certificate that			
	nt is fit to work			
	by the City Health			
Officer (1 Original) b) Sick Leave		SPJLAEH, RHU, GALIC		
	Certificate signed	SFILALII, KIIO, GALIO		
	City Health Officer			
(1 Origin	•	Requesting Party		
ii. În case	medical			
	ation was not			
	- an affidavit			
	be executed by the			
c) Maternity Le	nt (1 Original)	Government or Private Physician		
,	pregnancy	Government of Frivate Frigsician		
	und, doctor's			
	te on the expected	Requesting Party		
date of d	delivery) (1			
Original				
	lished Notice of			
	on of Maternity	SPJLAEH, RHU, GALIC		
	redits (CS Form if needed (1			
Original	· · · · · · · · · · · · · · · · · · ·			
<u> </u>	xceeding 3 days			
	accompanied by			
	al certificate that			
applicar	nt is fit to work	PSA, Government or Private Physician		





signed	by	the	City	Health
Officer	(1	Orio	ginal)	

d) Paternity Leave

 i. Proof of child's delivery (birth certificate, medical certificate and marriage contract) (1 Photocopy)

e) Special Privilege Leave

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)

f) Solo Parent Leave

i. Copy of updated Solo Parent Identification Card (1 Photocopy)

g) VAWC Leave

i. Barangay Protection Order (1 Photocopy)

ii. Temporary/Permanent Protection Order (1 Photocopy)

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)

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)

h) Rehabilitation Leave

i. Letter Request (1 Original)

ii. Police Report, if any (1 Photocopy)

iii. Medical Certificate on the nature of injuries, course

Requesting Party

SPJLAEH, RHU, GALIC

Requesting Party

Barangay Court

Barangay, Court

SPJLAEH, RHU, GALIC

Requesting Party Police Station

Government or Private Physician

Government Physician





of treatment involved and the need to undergo rest, recuperation and rehabilitation (1 Original)

- 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)
- 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)
- Special Leave Benefits for Women
  - 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 peroperative period and
    period of recuperation (1
    Original)
- j) Adoption Leave
  - i. Authenticated copy of the Pre-Adoptive Placement Authority (1 Original Authenticated Copy)
- k) Quarantine Requirements
  - i. Certificate issued by government/ private physician that applicant has submitted himself/ herself for monitoring/ investigation (1 Original)
  - ii. Completion of Quarantine Certificate issued by the local quarantine/ health official (1 Original)

SPJLAEH, RHU, GALIC

Government or Private Physician

**DSWD** 

Government or Private Physician

**BHERT** 

SPJLAEH, RHU, GALIC

Attending Physician





		iii.	Medical Certificate that	
			applicant is cleared to	
			report back to work signed	RITM
			by the City Health Officer	
			(1 Original)	Requesting Party
		iv.	Medical Records showing	BHERT
			that applicant was treated	
			with Covid-19 signed by	
			the attending physician (1	
			Original)	
		٧.	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)	
-	3 Sunr	orti	ng papers of the Applicant	
	as appl		•	
`			cation Leave	
	۵,	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)	SPJLAEH, RHU, GALIC
	b)	Sic	k Leave	
		i.	Medical Certificate signed	Requesting Party
			by the City Health Officer	
			(1 Original)	
		ii.	In case medical	
			consultation was not	Covernment or Drivete Dhysician
			availed - an affidavit	Government or Private Physician
			should be executed by the	
	c)	Ma	applicant (1 Original) ternity Leave	
	C)	ivia İ.	Proof of pregnancy	Requesting Party
		1.	(ultrasound, doctor's	Troquesting Fairty
			certificate on the expected	
			date of delivery) (1	THE
			Original)	SPJLAEH, RHU, GALIC
		ii.	Accomplished Notice of	





Allocation of Maternity Leave Credits (CS Form No. 6a) if needed (1 Original)

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)

d) Paternity Leave

 Proof of child's delivery (birth certificate, medical certificate and marriage contract) (1 Photocopy)

e) Special Privilege Leave

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)

f) Solo Parent Leave

i. Copy of updated Solo Parent Identification Card (1 Photocopy)

g) VAWC Leave

i. Barangay Protection Order (1 Photocopy)

ii. Temporary/Permanent Protection Order (1 Photocopy)

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)

 iv. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work PSA, Government or Private Physician

Requesting Party

SPJLAEH, RHU, GALIC

Requesting Party

Barangay Court

Barangay, Court

SPJLAEH, RHU, GALIC

Requesting Party Police Station Government or Private Physician

Government Physician





signed b	y the	City	Health
Officer (	1 Orig	ginal)	

- h) Rehabilitation Leave
  - i. Letter Request (1 Original)
  - ii. Police Report, if any (1 Photocopy)
  - iii. Medical Certificate on the nature of injuries, course of treatment involved and the need to undergo rest, recuperation and rehabilitation (1 Original)
  - 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)
  - 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)
- Special Leave Benefits for Women
  - 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 peroperative period and
    period of recuperation (1
    Original)
- j) Adoption Leave
  - i. Authenticated copy of the Pre-Adoptive Placement Authority (1 Original Authenticated Copy)
- k) Quarantine Requirements
  - i. Certificate issued by government/ private

SPJLAEH, RHU, GALIC

Government or Private Physician

**DSWD** 

Government or Private Physician

**BHERT** 

SPJLAEH, RHU, GALIC

Attending Physician

RITM Requesting Party BHERT





- physician that applicant has submitted himself/ herself for monitoring/ investigation (1 Original)
- ii. Completion of Quarantine Certificate issued by the local quarantine/ health official (1 Original)
- 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)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Submission of filled-out     Application for	Receive application form	None	3 minutes	Staff CHRMO
Leave form with necessary attachments, as	1.1 Process application	None	5 minutes	Staff CHRMO
applicable	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
(6)	1.4 Release application for	None	5 minutes	Staff





	Leave			CHRMO
2. Same documents will be	2. Approval/ Disapproval of		-	Department Head
forwarded to the Department Head for recommendation	Application for Leave from Department Head	None		Department Concerned
3. Same documents will be submitted to HR for recording	3. Receive Application for Leave with recommendation	None	5 minutes	Staff CHRMO
	3.1 Post on Leave Card	None	5 minutes	
	3.2 Record on system	None	5 minutes	
	3.3 Receive application form	None		Staff Office of the Mayor
	3.4 Sign Application for Leave form	None		City Mayor
	3.5 Receive signed application for leave.	None	5 minutes	Staff CHRMO
4. Receive Employee's Copy of the Application for Leave	4. Release Application for Leave	None	5 minutes	Staff 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	City Human Resources and Management Office					
Division:						
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	Employees of the City Government					
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
·	perly accomplished,	City Human Resources and Management				
	filled out, and duly approved by			Office, 4/F		
	uthorized signatory (in					
case of the absence	•					
Head) (1 Original Co		Doguest	ing party			
	nts to support TO such to invitation letters,	Request	ing party			
	hority to conduct such					
	e. (1 Original Copy, 1					
Photocopy)	o. (1 Original Copy, 1					
For department hea	ads:					
	erly accomplished, filled	City Hun	nan Resources ar	nd Management		
	ved by the City Mayor	Office, 4		· ·		
or City Administrate	or and Vice-Mayor (for					
	ungsod) (1 Original					
Сору)						
• • • •						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
CLIENT STEPS						
		TO BE PAID	TIME	RESPONSIBLE		
CLIENT STEPS  1. Submit Request	1. Receive request	TO BE PAID	TIME	RESPONSIBLE  Staff		
CLIENT STEPS  1. Submit Request	Receive request form  1.1 Process request	TO BE PAID	TIME	Staff CHRMO Staff		
CLIENT STEPS  1. Submit Request	Receive request form	TO BE PAID None	TIME 2 minutes	Staff CHRMO		
CLIENT STEPS  1. Submit Request	Receive request form      1.1 Process request form	TO BE PAID None None	TIME 2 minutes 8 minutes	Staff CHRMO Staff CHRMO		
CLIENT STEPS  1. Submit Request	Receive request form      1.1 Process request form      1.2 Travel Order	TO BE PAID None	TIME 2 minutes	Staff CHRMO Staff CHRMO City Human		
CLIENT STEPS  1. Submit Request	Receive request form     1.1 Process request form     1.2 Travel Order forwarded to CHRMO	TO BE PAID None None	TIME 2 minutes 8 minutes	Staff CHRMO Staff CHRMO City Human Resources		
CLIENT STEPS  1. Submit Request	Receive request form      1.1 Process request form      1.2 Travel Order	TO BE PAID None None	TIME 2 minutes 8 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management		
CLIENT STEPS  1. Submit Request	Receive request form     1.1 Process request form     1.2 Travel Order forwarded to CHRMO	TO BE PAID None None	TIME 2 minutes 8 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer		
CLIENT STEPS  1. Submit Request	Receive request form     1.1 Process request form     1.2 Travel Order forwarded to CHRMO	TO BE PAID None None	TIME 2 minutes 8 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management		
CLIENT STEPS  1. Submit Request	1. Receive request form  1.1 Process request form  1.2 Travel Order forwarded to CHRMO Head for signature	TO BE PAID None None	TIME 2 minutes 8 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer CHRMO		
CLIENT STEPS  1. Submit Request	Receive request form     1.1 Process request form     1.2 Travel Order forwarded to CHRMO	None None None	TIME 2 minutes 8 minutes 3 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer		
CLIENT STEPS  1. Submit Request	1. Receive request form  1.1 Process request form  1.2 Travel Order forwarded to CHRMO Head for signature  1.3 Review and sign	None None None	TIME 2 minutes 8 minutes 3 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer CHRMO  City		
CLIENT STEPS  1. Submit Request	1. Receive request form  1.1 Process request form  1.2 Travel Order forwarded to CHRMO Head for signature  1.3 Review and sign for recommending Approval.	None None None	TIME 2 minutes 8 minutes 3 minutes None	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer CHRMO  City Administrator's Office		
CLIENT STEPS  1. Submit Request	1. Receive request form  1.1 Process request form  1.2 Travel Order forwarded to CHRMO Head for signature  1.3 Review and sign for recommending Approval.  1.4 Receive the duly	None None None	TIME 2 minutes 8 minutes 3 minutes	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer CHRMO  City Administrator's Office Staff		
CLIENT STEPS  1. Submit Request	1. Receive request form  1.1 Process request form  1.2 Travel Order forwarded to CHRMO Head for signature  1.3 Review and sign for recommending Approval.  1.4 Receive the duly signed Travel Order	None None None	TIME 2 minutes 8 minutes 3 minutes None	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer CHRMO  City Administrator's Office		
CLIENT STEPS  1. Submit Request	1. Receive request form  1.1 Process request form  1.2 Travel Order forwarded to CHRMO Head for signature  1.3 Review and sign for recommending Approval.  1.4 Receive the duly	None None None	TIME 2 minutes 8 minutes 3 minutes None	Staff CHRMO  Staff CHRMO  City Human Resources Management Officer CHRMO  City Administrator's Office Staff		





	4.5 Davieus and Ciare	Mana	4	City May rain
	1.5 Review and Sign	None	1 minute	City Mayor
	for approval.			City Mayor's
				Office
1				Or
				City Vice-Mayor
				City Vice-
				Mayor's Office
	1.6 Receive the duly	None	1 minute	Staff
	signed Travel Order			CHRMO
	O .			OFFICINO
	from the City Mayor			
	or City Vice-Mayor			
2. Receive Travel	2. Release Travel	Mana	O mainsutas	CHDMO Stoff
Order Form	Order Form	None	2 minutes	CHRMO Staff
			17 Minutes	
	TOTAL:	None	(excluding	
	IOTAL.	140110	•	
			Action 1.3)	

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





### 5. Official Business

Issued when travel is within San Pedro area.

Office or	City Human Resources and Management Office				
Division:					
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Employees of the City	Government			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
filled out, and Department Head/a		City Human Resources and Management Office, 4/F			
Form properly according approved by the Administrator and Sangguniang Panlur.  3. Pertinent docume as but not limited mission orders, authorized.		Requesting party			
		FFFS			

activity and the like.	( i priotocopy/original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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 SEC	URE			
1. Request form (1	Original Copy)	City Cooper	rative and Liveliho	od Dev't. Office			
If Cooperative:							
1. CDA registration	(1 photocopy)	Primary Co	operative Office				
If NGO/Associatio	n:						
1. Certificate of acc photocopy)	reditation (1	Sangguniar	ng Panlungsod				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
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 SEC		
1. Request form (1			rative and Livelihoo		
<ol><li>2. Endorsement lett Original Copy)</li></ol>	ent letter from CDC (1 Chairman – Cooperative Development Council			elopment Council	
If NGO/CSO:					
1. Certificate of Acc Photocopy)	reditation (1	Sanggunian	ng 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	G2C – Government to Citizen				
Transaction:					
Who may avail:	Registered Cooperatives operating in the City of San Pedro			an 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,				
1. Request form (1	Original Copy)	2/F	rative & Livelinood	d Devit. Office,	
2. Endorsement lett Original Copy)	ter from CDC (1	Chairman-	Cooperative Deve	elopment Council	
3. CDA Registration	n (1 Photocopy)	Primary Co	operative Office		
If NGO/Associatio					
1. Certificate of Acc Photocopy)	reditation (1	Sangguniar	ng Panlungsod		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill-out request	1. Check/assess/	None	10 minutes	Staff	
form.	encode details of			CCLDO	
2. Provide details	client				
2 Provide details	O Diagona	Nissa	40	Otaff	
	2. Discuss with	None	10 minutes	Staff	
of	client details of	None	10 minutes	Staff CCLDO	
of training/seminar	client details of training/seminar			CCLDO	
of training/seminar 3. Wait for advice	client details of training/seminar  3. Advise client	None None	10 minutes 2 minutes	CCLDO Staff	
of training/seminar 3. Wait for advice on when to follow-	client details of training/seminar  3. Advise client when to follow-up			CCLDO	
of training/seminar 3. Wait for advice	client details of training/seminar  3. Advise client			CCLDO Staff	
of training/seminar 3. Wait for advice on when to follow-	client details of training/seminar  3. Advise client when to follow-up	None	2 minutes	CCLDO Staff	
of training/seminar 3. Wait for advice on when to follow-	client details of training/seminar  3. Advise client when to follow-up request  3.1 Endorse request and			CCLDO Staff	
of training/seminar 3. Wait for advice on when to follow-	client details of training/seminar  3. Advise client when to follow-up request  3.1 Endorse request and requirements to	None	2 minutes	CCLDO Staff	
of training/seminar 3. Wait for advice on when to follow-	client details of training/seminar  3. Advise client when to follow-up request  3.1 Endorse request and requirements to the Office of the	None	2 minutes	CCLDO Staff	
of training/seminar 3. Wait for advice on when to follow-	client details of training/seminar  3. Advise client when to follow-up request  3.1 Endorse request and requirements to	None	2 minutes	CCLDO Staff	





### 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	G2C – Government	to Client			
Transaction:					
Who may avail:	Registered Coopera	Registered Cooperatives operating in the City of San Pedro.			
	Accredited NGO/CS	SO in the City	of San Pedro		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
1. Request form (1	Original Copy)	City Cooper Office	rative & Livelihood	Development	
2. Endorsement lett Original Copy)	er from CDC (1	Chairman-	Cooperative Deve	elopment Council	
3. Request letter (1	Original Copy)	Requesting	Client		
4. CDA Registration	n (1 Photocopy)	Primary Cooperative Office			
	and other pertinent	Livelihood (	Group Office		
documents (1 Photo	1 7				
If NGO/Associatio					
Certificate of Acc	reditation (1	Sangguniar	ng Panlungsod		
Photocopy)	A O ENOV	FFF0 TO	DD 00500W0	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out request	1. Encode details	None	10 minutes	Staff	
form.	of client			CCLDO	
2. Wait for advice	2. Advise client	None	2 minutes	Staff	
on when to follow-	when to follow-up			CCLDO	
up request	request				
	2.1 Submit	None	2 minutes		
	requirements to				
	the Office of the				
	Mayor for				
	approval				
	TOTAL:	None	14 Minutes		





#### 5. Request to avail Financial Assistance for Micro-entrepreneurs

City Cooperative and Livelihood Development Office

To provide Financial Assistance to Micro-entrepreneurs

Office or Division:

Classification:	Highly Technical	Lighty Tachnical			
Type of	G2C – Government	to Client			
Transaction:	G2C – Government	to Chefft			
	Micro ontropropour				
Who may avail:	Micro-entrepreneurs	5	WHERE TO SEC	UDE	
	REQUIREMENTS	Office of the	WHERE TO SEC	UKE	
1. Request Letter (	Original Copy, 1	Office of the	e Mayor/ CCLDO		
Photocopy)	0:	D	Olivert		
2. Valid ID with 3 specimen Signature (1 Photocopy)		Requesting	Client		
3. Passport-Sized F	Photos of Applicant	Applicant			
(2 Original Copies)					
4. Barangay Certific	cate of Indigency (1	Barangay o	f their Residency		
Original Copy)					
5. Voters Certificati	on or Voter's Stub	San Pedro	COMELEC Office		
(if Newly Registere	d Voter or Newly				
Reactivated Voter of	or Newly				
Transferred Voter to	San Pedro City)				
(1 Photocopy)					
6. DTI Permit (1 Ph	otocopy)	DTI / Online Business Name Registration -			
		BNRS Portal at https://bnrs.dti.gov.ph			
7.Barangay Busine	ss Clearance or	Barangay o	f their Residency		
Barangay Certificat	ion or Business				
Permit or Mayor's S	Special Permit				
8. Picture of Busine	ss (1 Original	Requesting	Client		
Copy)					
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON			
			PROCESSING	PERSON	
	ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit	ACTIONS 1. Endorse letter			RESPONSIBLE Staff	
Request Letter to	Endorse letter to CCLDO upon	BE PAID	TIME	RESPONSIBLE  Staff  Office of the	
	1. Endorse letter to CCLDO upon the	BE PAID	TIME	RESPONSIBLE Staff	
Request Letter to	Endorse letter to CCLDO upon	BE PAID	TIME	RESPONSIBLE  Staff  Office of the	
Request Letter to Office of the	1. Endorse letter to CCLDO upon the	BE PAID	TIME	RESPONSIBLE  Staff  Office of the	
Request Letter to Office of the	Endorse letter     to CCLDO upon     the     recommendation	BE PAID	TIME	RESPONSIBLE  Staff  Office of the	
Request Letter to Office of the	1. Endorse letter to CCLDO upon the recommendation of the Local Chief	BE PAID	TIME	RESPONSIBLE  Staff  Office of the	
Request Letter to Office of the	Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.      In Visit or call the	BE PAID	TIME 5 minutes 5 days upon	Staff Office of the Mayor  Staff	
Request Letter to Office of the	1. Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.	None	TIME 5 minutes 5 days upon receipt from the	RESPONSIBLE Staff Office of the Mayor	
Request Letter to Office of the	Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.      Visit or call the Requestor to validate the	None	TIME 5 minutes 5 days upon	Staff Office of the Mayor  Staff	
Request Letter to Office of the	Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.      1.1 Visit or call the Requestor to	None	TIME 5 minutes 5 days upon receipt from the	Staff Office of the Mayor  Staff	
Request Letter to Office of the	Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.      Visit or call the Requestor to validate the	None	5 days upon receipt from the Office of the	Staff Office of the Mayor  Staff	
Request Letter to Office of the	1. Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.  1.1 Visit or call the Requestor to validate the existence of their business and provide them the	None	5 days upon receipt from the Office of the	Staff Office of the Mayor  Staff	
Request Letter to Office of the	Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.      Visit or call the Requestor to validate the existence of their business and	None	5 days upon receipt from the Office of the	Staff Office of the Mayor  Staff	
Request Letter to Office of the Mayor	1. Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.  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	Staff Office of the Mayor  Staff CCLDO	
Request Letter to Office of the	1. Endorse letter to CCLDO upon the recommendation of the Local Chief Executive.  1.1 Visit or call the Requestor to validate the existence of their business and provide them the List of	None	5 days upon receipt from the Office of the	Staff Office of the Mayor  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	G2C- Government t	o Citizen				
Transaction:	020 00000000000000000000000000000000000	.0 011.12011				
Who may avail:	All	All				
	REQUIREMENTS WHERE TO SECURE					
	th approval from the Office of the Mayor- Secretariat					
office of the mayor	• •					
Photocopy)						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1.1 Receive the	None	15 minutes	Administrative		
letter of request to	letter request to			Aide II		
the office of the	be endorsed to			City Engineering		
mayor.	the office of the			Office		
	Mayor and					
	Report: Design,					
	estimate,					
	Feasibility					
	Studies,					
	Canvassing, Encoding,					
	Reporting.					
	reporting.					
	1.2 Conduct	None	25 days	Surveyor &		
	Inspection/Investi			Surveying Aide		
	gation and survey.			Or Engineer		
				1,11,111		
				City Engineering		
				Office		
	4.0.0	NI.	45 1	Oite Francisco		
	1.3 Preparation of	None	15 days	City Engineer		
	Program of Works.			City Engineering Office		
	VVOIKS.			Office		
	1.4 Approve	None	30 minutes	City Mayor		
	Program of	110110	00 1111110100	Office of the		
	Works.			Mayor		
		HIN				
	1.5	None	5 minutes	Administrative		
	Forwarding/Relea		1	Aide		





sing			II City Engineering Office
1.6 Approval/ BAC for bidding.	None	30 days	BAC Secretariat
1.7 Implementation of project (up to notice to proceed).	None	10 days	Engineer III Or II Or I City Engineering Office
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

Office or	pplication for New I City Environment a			
Division:	Ony Environment a	na rtatarar rt		
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:		All Commercial and Industrial Establishments		
	REQUIREMENTS		WHERE TO SE	
<ol> <li>Business Permit (1 Original Copy)</li> </ol>			ermits and Licen	sing Office
	2. Environmental Clearance Certificate (ECC)/Certificate of Non-Coverage		3 IV-A	
3. Laguna Lake Dev (LLDA) Clearance/D Photocopy)	Pischarge Permit (1	LLDA		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	DEDOOL
				PERSON
	ACTIONS	BE PAID	G TIME	RESPONSIBLE
Sign in client in the office     Logbook	ACTIONS  1. Give Log Book to the Client			
the office	1. Give Log Book	BE PAID	G TIME	RESPONSIBLE Administrative

None

**BPLO** 

environmentally

critical project.

4. Process

inspection.

Administrative





#### 1.2 Business Permit Renewal

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





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

A. Nature of Busines	SS		Amount
a. High Risk or	Environmentally Critic	al Business or	800
Project			
1. Large	6. Waste	11. Cemetery	
scale	treatment	, Memorial	
manufacturin	facilities and	parks,	
g industries	waste treater	Crematorium	
2. Power	7. Hospitals,	12. Junk	
generating	Medical and	shops, Scrap	
plants and	Dental	Buying	
facilities	Clinics	, 0	
3. Fuel depot	8. Housing	13. Electronic	
and fuel	development	s repair	
storage	projects	shops and	
facilities	12.5,55.5	facilities	
4. Gasoline	9. High rise	14. Veterinar	
(Fuel)	buildings	y Clinics	
services and		,	
LPG Filling			
Station			
5. Garbage	10. Funeral	15. Other	
terminal,	services	businesses	
transfer	00111000	or Projects	
stations,		as may be	
Garbage		assessed	
hauling		and	
riadiirig		evaluated	
		high-risk by	
		City ENRO	
h Medium Ris	sk or Business or P		P300
source of pollu		rojoot with potonital	1 000
1. Small-	7.Welding	13. Market,	
scale	shops,	talipapa	
manufacturin	machine		
g industries	shops and		
g maasmos	auto repair		
	with		
	repainting		
	shops		
2. Fast food	8. Animal	14. Computer	
chains/	farm,	shops	
restaurants	piggery,		
	poultry		





3. Commerci al retail store	9. Manufactu rer's procedure, foundry shops,	15. Amusem ent and recreation	
	laboratories and warehouses		
4. Hotel, Motels, Apartelles, Inns	10. Retailer of LPG	16. Lessor	
5. Transport terminal, trucking services	11. Golf course	17. Cooperati ve	
6. Car wash, laundry services	12. Educatio nal institution	18. Other business or project as may be assessed and evaluated medium-risk by CENRO	
negative effect	business or project on environment	with very minimal	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 I	Project Cost		
1. Below P350			P500.00
	350,000.00 but less tha		P750.00
	1,000,000.00 but less t	than P5,000,000.00	P1,000.00
4. More than P	5,000,000.00		P1,500.00
C. Compliance			16





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	
Compliant	P0.00
Non-Compliant:	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	City Environment and Natural Resources Office					
Division:						
Classification:	Simple					
Type of	G2C					
Transaction:						
Who may avail:	All clients within Sa	n Pedro				
CHECKLIST OF I		D 11 11	WHERE TO SE			
Blueprint layout of	•	Building cor	ntractor/ enginee	er		
sewage treatment pl	,					
structure to be const	` •					
Copy, 1 Photocopy)		FFFC TO	DDOCECCIN	DEDCON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Endorsement	1. Receive and	None	5 minutes	EMS II		
for Environmental	Issue Order of	None	5 minutes	EIVIS II		
Permit will be	payment to Client					
transmitted by	payment to olient					
Office of the						
Building Official						
(OBO)						
2. Pay required	2. Receive Official	P150 +	5 minutes	EMS II		
fees at Treasurer's	Receipt for	Environm				
Office, claim	encoding and	ental				
official receipt and	Issue	Protection				
claim	Environmental	and				
Environmental	Permit	Conservat				
Permit		ion Fee				
		(EPC fee)				
		(see table				
		below)				
	TOTAL:	EPC -	10 Minutes			
		Php				
		150.00				





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

A. Nature of Busines	SS		Amount
a. High Risk or	Environmentally Critic	al Business or	800
Project			
6. Large	11. Waste	16. Cemetery	
scale	treatment	, Memorial	
manufacturin	facilities and	parks,	
g industries	waste treater	Crematorium	
7. Power	12. Hospitals,	17. Junk	
generating	Medical and	shops, Scrap	
plants and	Dental	Buying	
facilities	Clinics		
8. Fuel depot	13. Housing	18. Electronic	
and fuel	development	s repair	
storage	projects	shops and	
facilities		facilities	
9. Gasoline	14. High rise	19. Veterinar	
(Fuel)	buildings	y Clinics	
services and			
LPG Filling			
Station			
10. Garbage	15. Funeral	20. Other	
terminal,	services	businesses	
transfer		or Projects	
stations,		as may be	
Garbage		assessed	
hauling		and	
		evaluated	
		high-risk by	
		City ENRO	
	sk or Business or P	roject with potential	P300
source of pollu			
7. Small-	7.Welding	13. Market,	
scale	shops,	talipapa	
manufacturin	machine		
g industries	shops and		
	auto repair with		
	repainting		
	shops		
8. Fast food	13. Animal	19. Computer	
chains/	farm,	shops	
restaurants	piggery,		
	poultry		
-4 -			1





9. Commerci	14. Manufact	20. Amusem	
al retail store	urer's	ent and	
A	procedure,	recreation	
	foundry		
	shops,		
	· · · · · · · · · · · · · · · · · · ·		
	laboratories		
	and		
	warehouses		
10. Hotel,	15. Retailer	21. Lessor	
Motels,	of LPG		
Apartelles,			
Inns			
11. Transport	16. Golf	22. Cooperati	
terminal,	course	ve	
	Course	ve	
trucking			
services			
12. Car	17. Educatio	23. Other	
wash,	nal institution	business or	
laundry		project as	
services		may be	
		assessed	
		and	
		evaluated	
		medium-risk	
		by CENRO	DEO
	business or project	with very minimal	P50
_	on environment		
4. Sari-sari	3.Pawnshops		
store	, Financial		
	institutions		
5. Service	6. Other		
oriented	business or		
offices	project as		
	may be		
	assessed		
	and		
	evaluated		
D. Oom't all and	CENRO		
B. Capitalization or I			B-00.70
5. Below P350			P500.00
	350,000.00 but less that		P750.00
7. More than P	1,000,000.00 but less t	than P5,000,000.00	P1,000.00
8. More than P	5,000,000.00	THE	P1,500.00
			10
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	
Compliant	P0.00
Non-Compliant:	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	City Environment ar	nd Natural Re	esources Office		
Division:					
Classification:	Simple				
Type of	G2C				
Transaction:					
Who may avail:	All violators of envir	onmental lav	VS		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1. Citation ticket (1 C			ntal Enforcers		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
Present copy of citation ticket      Pay penalty at	Receive and indicate amount of penalty (see table below)      Encode Official	Dependin g on law/s violated (see below table) None	5 minutes 5 minutes	EMS II	
Treasurer's office and return to CENRO for encoding	Receipt number and record				
	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		500.00	1,000.00	1,500.00
	Authorizing to smoke (Establishment)		1,000.00	1,500.00	2,500.00
R.A. 9003/M.O. 2008-07					
	Illegal dumping of solid	Individual:	500.00	800.00	1,500.00
	waste/Authorizing to dump in public places	Establishment:	1,000.00	2000.00	Closure
	Open burning	Individual:	500.00	800.00	1,500.00
		Establishment:	1,000.00	2,000.00	Closure
	Unsegregated waste	Individual:	500.00	800.00	1,500.00
		Establishment:	1,000.00	2,000.00	Closure
	Unaccredited solid waste hauler	Individual:	500.00	800.00	1,500.00
		Establishment:	1,000.00	2,000.00	Closure
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		500.00	800.00	1,500.00
	Dirty frontage	Individual:	500.00	800.00	1,500.00
		Establishment:	1,000.00	2,000.00	Closure
	Spitting/Urinating in Public Places	THE	500.00	800.00	1,500.00





	Individual:	500.00	1000.00	2,500.00
	Establishment:	1,000.00	2,000.00	2,500.00
Unregistered/Unaccredite d Waste Collector/Transporter		1,000.00	3,000.00	5,000.00
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
Smoke emission				1,000.00 and recommendati on for suspension of MVR for 1 year
	Medium		1,500.00	2,000.00 and recommendati on for suspension of MVR for 1
			3,000.00	year 5,000.00 and recommendati on for suspension of MVR for 1 year
	Unregistered/Unaccredite d Waste Collector/Transporter  Illegal/Untreated wastewater discharge No oil and grease trap installed  Smoke emission exceeding standards	Unregistered/Unaccredite d Waste Collector/Transporter  Illegal/Untreated wastewater discharge No oil and grease trap installed  Smoke emission exceeding standards  Light vehicles  Medium vehicles	as Packaging  Establishment: 1,000.00  Unregistered/Unaccredite d Waste Collector/Transporter  Illegal/Untreated wastewater discharge No oil and grease trap installed  Smoke emission exceeding standards  Light vehicles  500.00 or seminar  Medium vehicles  1,000.00 or seminar	Establishment: 1,000.00 2,000.00  Unregistered/Unaccredite d Waste Collector/Transporter 2,000.00 4,000.00  Illegal/Untreated wastewater discharge No oil and grease trap installed 300.00 or seminar 500.00  Smoke emission exceeding standards Light vehicles 500.00 or seminar Medium vehicles 1,000.00 or seminar 1,500.00 seminar 5,000.00 or seminar





#### 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	G2Ċ				
Transaction:					
Who may avail:	All clients with trees in Private and Public land				
	F REQUIREMENTS WHERE TO SECURE				
1. Request Letter/Ap Original Copy)	oplication Form (1	Applicant			
2. Sketch Map (1 Or	iginal Copy)	Applicant			
3. Picture of tree/s to Original Copy)		Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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		





#### **5. Tree Cutting Services**

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

Classification: Simple   G2C   G2C   Transaction: Who may avail: All clients with trees in Private and Public land   CHECKLIST OF REQUIREMENTS   WHERE TO SECURE	Office or Division:	City Environment and Natural Resources Office			
Transaction:   Who may avail:   All clients with trees in Private and Public land   CHECKLIST OF REQUIREMENTS   1. Request Letter/Application Form (1 Original Copy)   Office   Offic	Classification:	Simple			
All clients with trees in Private and Public land CHECKLIST OF REQUIREMENTS   WHERE TO SECURE	Type of	G2C			
CHECKLIST OF REQUIREMENTS   Subset of the complete requirement   1.1 Schedule for inspection   1.1 Schedule for inspection   2. Conduct actual tree trimming activity   TOTAL:   None   Total tree trimbung   Total tree t					
1. Request Letter/Application Form (1 Office Office Office 2. Sketch Map (1 Original Copy) Applicant Applicant Applicant Original Copy)  3. Picture of tree/s to be trimmed (1 Original Copy)  4. Certificate of No Objection (1 Original Copy)  5. Copy of Land Title (1 Photocopy) Registry of Deeds  CLIENT STEPS AGENCY ACTIONS  1. Submit complete review letter requirement request, sketch map and pictures  1.1 Schedule for inspection Time depending on request queues (1-7 working days)  2. Conduct actual tree trimming activity  TOTAL: None Variable based on the extent of the scope of the request of the scope of the		All clients with trees in Private and Public land			
Original Copy)  2. Sketch Map (1 Original Copy)  3. Picture of tree/s to be trimmed (1 Original Copy)  4. Certificate of No Objection (1 Original Copy)  5. Copy of Land Title (1 Photocopy)  CLIENT STEPS  ACTIONS  1. Receive and review letter requirement  1.1 Schedule for inspection  1.1 Schedule for inspection  1.2 Conduct actual tree trimming activity  CONDUCTED STEPS  ACTIONS  ACTIONS  ACTIONS  ACTIONS  BE PAID  ACTIONS  ACTION  ACTIONS  ACTION  ACTION  ACTION  ACTION  ACTI					
2. Sketch Map (1 Original Copy) 3. Picture of tree/s to be trimmed (1 Original Copy) 4. Certificate of No Objection (1 Original Copy) 5. Copy of Land Title (1 Photocopy)  CLIENT STEPS  ACTIONS  1. Receive and review letter requirement  1. Receive and review letter requirement  1. Schedule for inspection  2. Conduct actual tree trimming activity  ACTIONS  1. None  Time depending on request queues (1-7 working days)  2. Conduct actual tree trimming activity  Applicant  Berson  RESPONSIBLE  EMS II  Berson  FES TO  None  Variable  based on the extent of the scope of the  extent of the scope of the	•	pplication Form (1		nment and Natur	al Resources
3. Picture of tree/s to be trimmed (1 Original Copy)  4. Certificate of No Objection (1 Original Copy)  5. Copy of Land Title (1 Photocopy)  CLIENT STEPS  AGENCY ACTIONS  1. Receive and review letter requirement  1. Receive and review letter request, sketch map and pictures  1.1 Schedule for inspection  1.1 Schedule for inspection  2. Conduct actual tree trimming activity  Applicant  Applicant  Barangay  PROCESIN PERSON  RESPONSIBLE  None  Time depending on request queues (1-7 working days)  EMS II  EMS II  TOTAL:  None  Variable based on the extent of the scope of the request  Variable based on the extent of the scope of					
Original Copy)  4. Certificate of No Objection (1 Original Copy)  5. Copy of Land Title (1 Photocopy)  Registry of Deeds  CLIENT STEPS  AGENCY ACTIONS  1. Submit complete requirement  1. Receive and review letter requirement  1. 1 Schedule for inspection  1. 2 Conduct tree trimming activity  1. 1 Schedule for inspection  1. 1 Schedule for inspection  1. 1 Schedule for inspection  1. 2 Conduct tree trimming activity  1. 1 Schedule for inspection  1. 2 Conduct tree trimming activity  1. 3 Conduct tree trimming activity  1. 4 Conduct tree trimming activity  1. 5 Conduct tree trimming activity  1. 5 Conduct tree trimming activity  1. 1 Schedule for inspection  1. 1 Schedule for inspection  1. 2 Conduct tree trimming activity  1. 3 Conduct tree trimming activity  2. Conduct tree trimming activity  3. Conduct tree trimming activity  4. Conduct tree trimming activity  4. Conduct tree trimming activity  5. Conduct tree trimming activity  6. Conduct tree trimming activity  8. Conduct tree trimming activity  8. Conduct t					
4. Certificate of No Objection (1 Original Copy)  5. Copy of Land Title (1 Photocopy)  CLIENT STEPS  AGENCY ACTIONS 1. Receive and review letter requirement  1. Receive and pictures  1. Submit complete requirement  1. Schedule for inspection  1. Schedule for inspection  1. Conduct actual tree trimming activity  ACTIONS  1. Registry of Deeds  PROCESSIN RESPONSIBLE  None  Time depending on request queues (1-7 working days)  EMS II  EMS II  EMS II  EMS II  TOTAL:  None  Variable based on the extent of the scope of the  PROCESSIN RESPONSIBLE  FEMS II  EMS		to be trimmed (1	Applicant		
Original Copy)  5. Copy of Land Title (1 Photocopy)  Registry of Deeds  CLIENT STEPS  AGENCY ACTIONS  1. Receive and review letter requirement  1. Receive and review letter request, sketch map and pictures  1. Schedule for inspection  1. Schedule for inspection  Time depending on request queues (1-7 working days)  2. Conduct actual tree trimming activity  TOTAL:  None  None  Variable based on the extent of the scope of the request  None  Variable based on the extent of the scope of		01: (: //	-		
CLIENT STEPS		Objection (1	Barangay		
CLIENT STEPS		the (4 Dhatasan) Degistry of Danda			
1.Submit complete requirement  1.Receive and review letter request, sketch map and pictures  1.1 Schedule for inspection  2. Conduct actual tree trimming activity  TOTAL:  None  S minutes  FMS II  RESPONSIBLE  REMS II  S minutes  EMS II  EMS II  EMS II  EMS II  FMS II	5. Copy of Land Tit				DEDCON
1.Submit complete requirement  1.Receive and review letter request, sketch map and pictures  1.1 Schedule for inspection  1.1 Schedule for inspection  1.2 Conduct actual tree trimming activity  1.3 Conduct tree trimming  1.4 Schedule for inspection  1.5 minutes  EMS II	CLIENT STEPS				
requirement requirement request, sketch map and pictures  1.1 Schedule for inspection  1.1 Schedule for inspection  1.2 Conduct actual tree trimming activity  Total:  None  Time depending on request queues (1-7 working days)  Variable based on the extent of the scope of the request  Total:  None  Variable based on the extent of the scope of the request  Total:  None  Time depending on request  Variable based on the extent of the scope of the request	1 Submit				
requirement request, sketch map and pictures  1.1 Schedule for inspection  1.1 Schedule for inspection  1.2 Conduct actual tree trimming activity  Total:  None  Time depending on request queues (1-7 working days)  EMS II  EMS II  EMS II  EMS II  Total:  None  Variable based on the extent of the scope of the request  Variable based on the extent of the scope of the sc			110110	0 1111114100	EMO II
map and pictures  1.1 Schedule for inspection  None  Time depending on request queues (1-7 working days)  2. Conduct actual tree trimming activity  TOTAL:  None  None  Time depending on request queues (1-7 working days)  Variable based on the extent of the scope of the request  TOTAL:  None  None  Time depending on request pueues (1-7 working days)  Variable based on the extent of the scope o					
inspection  depending on request queues (1-7 working days)  2. Conduct actual tree trimming activity  None  TOTAL:  None  depending on request queues (1-7 working days)  None  Variable based on the extent of the scope of the request  None  Variable based on the extent of the scope of the sc	'	•			
inspection  depending on request queues (1-7 working days)  2. Conduct actual tree trimming activity  None  TOTAL:  None  depending on request queues (1-7 working days)  None  Variable based on the request  None  Variable based on the extent of the scope of the request  scope of the scope o					
2. Conduct actual tree trimming activity  TOTAL:  None  request queues (1-7 working days)  None  Variable based on the extent of the request  None  TOTAL:  None  Variable based on the extent of the scope of the extent of the scope of the extent of the scope of the extent of the scope of the		1.1 Schedule for	None	Time	EMS II
2. Conduct actual tree trimming activity  2. Conduct tree trimming activity  None Variable based on the extent of the scope of the request  TOTAL: None Variable based on the extent of the scope of the scope of the scope of the extent of the scope of th		inspection		depending on	
2. Conduct actual tree trimming activity  2. Conduct tree trimming  TOTAL:  None  Working days)  Variable based on the extent of the request  None  Variable based on the extent of the scope of the scope of the extent of the scope of the scope of the extent of the scope of the s					
2. Conduct actual tree trimming activity  2. Conduct tree trimming  activity  None  Variable based on the extent of the request  None  Variable based on the extent of the based on the extent of the scope of the scope of the scope of the extent of the scope of the s					
trimming activity trimming based on the extent of the scope of the request  TOTAL: None Variable based on the extent of the scope of the scope of the based on the extent of the scope of the					<b>51.10.</b> 11
activity  extent of the scope of the request  TOTAL:  None  Variable based on the extent of the scope of the			None		EMS II
TOTAL:  None  Variable based on the extent of the scope of the	_	trimming			
TOTAL:  None  Variable based on the extent of the scope of the	activity				
TOTAL: None Variable based on the extent of the scope of the				<u>-</u>	
based on the extent of the scope of the		TOTAL:	None		
extent of the scope of the		IOIAL.	None		
scope of the					
IOMMOUL				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	G2C			
Transaction:				
Who may avail:	All clients requestin declogging within the		ays cleanup and	d drainage
	REQUIREMENTS		WHERE TO SE	
Request Letter/A     Original Copy)	pplication Form (1	City Enviror Office	nment and Natur	al Resources
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1.Submit request letter	Receive and review request letter.	None	5 minutes	Utility Foreman
	1.1 Schedule for inspection.	None	Time depending on request queues (1-7 working days)	Utility Foreman
2. Clean-up activity	2. Conduct clean- up activity	None	Variable based on the extent of the scope of the request	Utility Foreman
	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	Simple				
Type of Transaction:	G2C					
Who may avail:	All clients requestin declogging within the		ays cleanup and	d drainage		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
Request Letter/R     Original Copy)	equest Form (1	City Enviror Office	nment and Natur	al Resources		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1.Submit request letter	Receive and review request letter.	None	5 minutes	Utility Foreman		
	1.1 Schedule for inspection.	a special series				
2. Hauling activity	2. Conduct hauling activity	None Variable Utility Foreman based on the extent of the scope of the request				
	TOTAL:					





# 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.

City Health Office – Environmental Health and Sanitation Service					
Simple	Simple				
G2C- Government t	to Citizen				
	shments / bu	sinesses within the	e City of San		
	DOH agara				
	DOH accred	alled medical labor	ratories		
	DOH accred	dited medical labor	ratories		
	DOTTACCIC	anca medicai iabol	atorics		
	DOH accred	dited medical/drug	testing		
laboratories, and other medical tests		_	J		
as may be deemed necessary by each					
r (1 Original Copy)					
en:					
•	DOH accred	dited medical labor	ratories		
		D .			
tter (1 Original	Authorizing	Party			
nal requester (1	Poguesting	Darty			
par requestor ( r	requesting rarry				
esentative (1	Representative				
oomano (1	representative				
AGENCY	FEES TO	PROCESSING	PERSON		
ACTIONS	BE PAID	TIME	RESPONSIBLE		
	None	3 minutes	Staff		
			CHO-EHSS		
•					
	E 300		16		
		1			
	Simple G2C- Government to All individuals seel & Non-Food establic Pedro REQUIREMENTS atory test result for and film. (1 py) atory test result for alysis Laboratory ginal, 1 Photocopy) OH-accredited ther medical tests necessary by each rr (1 Original Copy) en: atory test result for al, 1 Photocopy) representative: atter (1 Original pal requestor (1 pal requesto	Simple G2C- Government to Citizen  All individuals seeking employm & Non-Food establishments / bu Pedro  REQUIREMENTS atory test result for and film. (1 py)  atory test result for allysis Laboratory ginal, 1 Photocopy) OH-accredited her medical tests necessary by each r (1 Original Copy)  en:  atory test result for nal, 1 Photocopy) representative:  atter (1 Original Authorizing pal requestor (1 Requesting Pal requestor (1 Representative:  atter (1 Representative:  The Actions Actions 1 Requesting Representative (1 Representative:  AGENCY ACTIONS 1. Receive and validate the required documents presented, return required documents upon	Simple G2C- Government to Citizen  All individuals seeking employment or currently er & Non-Food establishments / businesses within the Pedro  REQUIREMENTS atory test result for and film. (1 py)  atory test result for allysis Laboratory ginal, 1 Photocopy) OH-accredited her medical tests necessary by each r (1 Original Copy)  en: atory test result for all, 1 Photocopy)  en: atory test result for nal, 1 Photocopy)  en: atory test result for pal, 1 Photocopy)  en: atory test result for nal, 1 Photocopy)  en: atory test result for pal, 1 Photocopy)  en: atory test result for nal, 1 Photocopy)  en: atory test result for pal, 1 Photocopy)  en: atory test result for nal, 1 Photocopy)  en: atory test result for pal, 1 Photocopy  atory test result for pal, 1 Photocopy  atory test result for pal, 1 Photocopy  atory test result for pal, 1 Photocopy  atory test result for pal, 1 Photocopy  atory test result for poly accredited medical laboratories  DOH accredited medical laboratories  DOH accredited medical laboratories  DOH accredited medical laboratories  aboratories  Peresentative  atory test result for poly accredited medical laboratories  atory test result for poly accredited medical laboratories  Accredited medical laboratories  DOH accredited medical laboratories  DOH accredited medical laboratories  Botomaria pal, 1 Photocopy  atory test result for poly accredited medical laboratories  Botomaria pal, 1 Photocopy  atory test result for poly accredited medical laboratories  Botomaria pal, 1 Photocopy  atory test result for poly accredited medical laboratories  atory test result for poly accredited medical laboratories  at		





	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	3.1. Receive original and photocopy of documents	None	2 minutes	Staff CHO-EHSS
documents to the City Health Office- Environmental	3.2 Prepare/type the Health Certificate	None	3 minutes	Staff CHO-EHSS
Health and Sanitation Service.	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	City Health Office –	Environmental Health and Sanitation Service		
Division:	City Fleath Office - Environmental Fleath and Sanitation Service			
Classification:	Simple / Complex (For Water Refilling Station)			
Type of	G2C- Government t			
Transaction:				
Who may avail:	Business Owners			
	REQUIREMENTS	WHERE TO SECURE		
1. Business Permit Photocopy)	(1 Original, 1	Business Permit and Licensing Office		
2. Drinking Water S Water Refilling Stati (1 Photocopy)		Drinking Water Service Provider / Water Refilling Station		
3. Photocopy of He New Food or Non-F the nature of busine	Food(depending on	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)		Private Pest Controller Service Provider		
(original service rep	ers – done monthly ort)			
5. Original copy and photocopy of Ice Test Reports / Result (1 Original, 1 Photocopy))		DOH accredited water testing laboratories		
For Food and Beverage establishments that serves ice - done every other month				
6. Water Test Results (1 Original, 1 Photocopy)		DOH accredited water testing laboratories		
For Restaurants / a. Physical-Chem done once a year	ical Water Test -			





	PHILIP
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	DENR / FDA
Original, 1 Photocopy)	BENKTIDA
	csing roverse legistics and similar
For clinics, laboratories, waste proce	
	d party waste collection / waste hauler / waste
processor:	
Memorandum of Agreement	Waste collection, processing and disposal /
between the establishment /	Hauler service provider / company
company and their service provider	
of waste collection and processing /	
hauler. (1 Photocopy))	
	manufacturing / computer shop / funeral
	ools or establishments located with the
residential area:	
Neighbor's consent (1 Original	Neighbors beside/near the establishment
Copy)	Troighboro boolad/floar the detablichment
For Wet Market, Food Establishments	•
•	
1. Photograph of Kitchen Sink grease	By client
trap (. Can be printed or e-mailed to	
CHO-EHHS, photo must include the	
owner/representative)	
For Wet Market, Food Establishments	
1. Photograph of Kitchen Sink grease	By client
trap (. Can be printed or e-m ailed to	
CHO-EHHS, photo must include the	
owner/representative)	
For establishments with toilet facilities	es / Kitchen Facilities that generate
wastewater:	
Photograph of Septic Tank (Can	By client
be printed or e-mailed to CHO-	<b>2</b> , 55
EHHS, photo must include the owner	
/ representative)	
For establishments that has toilet fac	ilitios:
Photograph of Toilet Facilities	By client
(Can be printed or e-mailed to CHO-	by client
· ·	
EHHS, photo must include the owner	
/ representative)	
For Water refilling stations:	DOLLD : 44 C
1. Initial Clearance / Operational	DOH Region 4A, Quezon City
Permit/feasibility study / Engineering	
report using DOH Standard Form for	
Level I water source only (1 Original	
Copy)	
2. Sanitary Plan and Specifications	Licensed Sanitary Engineer
signed and sealed by a licensed	
Sanitary Engineer (1 Original Copy)	
Carmary Engineer (1 Original Copy)	



Signed and prepared by anyone who



Point/Water Safety Plan (1 Original Copy)		completed the 40-Hour training course for water refilling stations		
4. Certification of DOH / FDA for		From Supplier / Distributor / Manufacturers		
certified containers,				
dispensers to be us	•			
stations (1 Original				
5. Certification of D		Supplier/Dis	stributor/Manufactu	urers
certified / approved				
sanitizing solution to				
stations (1 Original	1 7	DO11	Pr. 1 4 4 C	
6. Recent and prev		DOH accred	dited water testing	iaboratories
test results for Micro	_			
Physical-Chemical	tests (1 Original,			
1 Photocopy) 7. Water Test Resu	Its (For	DOH accred	dited water testing	lahoratories
Water Refilling Stat	•	2011 400160	anda water testing	iaboratorios
Original Copy)				
12.8.1 Physical-Ch	nemical			
Water Test -done				
year				
12.8.2 Microbiologic	cal Water Test -			
done monthly				
8. Certificate of 40-	hour certification	College of F	Public Health, UP,	Manila
course for water ref	• ,			
Original, 1 Photoco				
9. Photocopy of He		•	Office – Environm	ental Health and
all Personnel (1 Ph		Sanitation C		
10. Certificate of P		DOH author	rized installer	
Registration/Specifi				
equipment used (Co	ertified True Copy)			
	tor (1 Original Copy)	Poguesting	Dorty	
2. Valid ID of Princip	ter (1 Original Copy)	Requesting Party Requesting Party		
Photocopy)	pai Ciletti (1	nequesting raity		
3. Valid ID of Repre	sentative (1	Representative		
Photocopy)		Nepresentative		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present	1. Receive and	None	5 minutes	Staff
original copy and	validate the			CHO-EHSS
photocopy of	requirements.			
business permit and other	4.4 Ducinaria (I.)	None	5 minutes	Staff
sanitary	1.1 Prepare the	None	5 minutes	CHO-EHSS
requirements	sanitary permit			0110 21100
Toquilonionio	once requirements are validated.			
	are valluateu.			
	1.2 Assist the	None	2 minutes	Staff
	client in signing		1	CHO-EHSS
	S. S. K. II. O. G. III.			A STATE OF THE PARTY OF THE PAR

3. Hazard Analysis Critical Control





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





#### 3. Cremation Permit

Office or

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.

City Health Office - Environmental Health and Sanitation Service

Division:	City Freditin Chies 2.777 chimerian Freditin and Camidater Co. 7100				
<b>Classification:</b>	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	Spouse, Nearest Rother deceased	elative and/or	Authorized Repre	esentative of	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Death Certificate     Number (1 Original	, 1 Photocopy)		egistrar's Office		
	ody is located in and				
Original Copy)	nsfer of Cadaver (1		Office or the Local where the deceas	Government Unit sed body is	
If done through a		•			
Authorization Let Copy)		Requesting	Client		
Photocopy)	2. Valid ID of the Principal Client (1 Photocopy)		Requesting Client		
3. Valid ID of the Ro Photocopy)		Representative			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present the requirements.	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.  3.2 Prepare the Cremation Permit	None	2 minutes 3 minutes	Staff CHO-EHSS	





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





#### 4. Transfer of Cadaver/Bones/Ashes

Office or

Division:

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.

City Health Office - Environmental Health and Sanitation Service

Classification:	Simple			
Type of	G2C- Government to Citizen			
Transaction:				
Who may avail:	Spouse, Nearest Rethe deceased only	elative and/or	r Authorized Repre	esentative of
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Death Certificate Number (1 Original		City Civil Re	egistrar's Office	
	ody is located in and			
Certificate of Tra     Original Copy)	nsfer of Cadaver (1	City Health Office or the Local Government Unit Department where the deceased body is located		
If done through a	representative:			
1. Authorization Let Copy)		Requesting	Client	
2. Valid ID of the Pr Photocopy)	incipal Client (1	Requesting Client		
3. Valid ID of the Re Photocopy)	epresentative (1	Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirements.	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 unreviewed Death Certificate, the client may proceed to JLAEH & present the said death certificate for review and			





				1
	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	<ul><li>3. Receive original and photocopy of documents.</li><li>3.1 Prepare/type</li></ul>	None	2 minutes	Staff CHO-EHSS Staff
documents to the City Health Office- Environmental Health and Sanitation	the Transfer of Cadaver/ Bones/ Ashes Permit/Certificate.	None	3 minutes	CHO-EHSS
Service.	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

Office or

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.

City Health Office - Environmental Health and Sanitation Service

Division:							
Classification:	Simple						
Type of	G2C- Government to Citizen						
Transaction:							
Who may avail:	Spouse, Nearest R	Spouse, Nearest Relative and/or Authorized Representative of					
	the deceased only						
	REQUIREMENTS		WHERE TO SEC				
Death Certificate		Office of the	e Local Civil Regis	trar			
Number (1 Original							
2. Special Project C		Special Pro	ject Office (SPO)				
Clearance (1 Origin							
	dy is located in and						
1. Certificate of Tra	nsfer of Cadaver (1		Office or the Local				
Original Copy)		•	where the deceas	sed body is			
		located					
If done through a		1_					
1. Authorization Let	ter (1 Original	Requesting	Client				
Copy)			0" 1				
2. Valid ID of the Pr	incipal Client (1	Requesting Client					
Photocopy)		D	· ·				
3. Valid ID of the Re	epresentative (1	Representa	tive				
Photocopy)	AGENCY	FEES TO	PROCESSING	PERSON			
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE			
1. Present the	1. Receive and	None	3 minutes	Staff			
requirements.	validate the			CHO-EHSS			
	required						
	documents.						
	1.1 Issue the	None	2 minutes	Staff			
	order of payment.			CHO-EHSS			
	Note: For cases						
	involving un-						
	involving un- reviewed Death						
	involving un- reviewed Death Certificate, the						
	involving un- reviewed Death Certificate, the client may						
	involving un- reviewed Death Certificate, the client may proceed to JLAEH	The state of the s					
70)	involving un- reviewed Death Certificate, the client may			6			





	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	Treasury Office (Cashier) Employee
3. Present the original copy and photocopy of the Official Receipt, and required	3.1. Receive original and photocopy of documents	None	2 minutes	Staff CHO-EHSS
documents to the City Health Office- Environmental Health and	3.2 Prepare/type the Exhumation Permit	None	5 minutes	Staff CHO-EHSS
Sanitation Service.	3.3. Assist the client in signing and logging, recording of Exhumation Permit	None	2 minutes	Staff CHO-EHSS
	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	G2C – Government to Citizen, G2B – Government to Business Entity,					
Transaction:	G2G – Government to Government					
Who may avail:	All					
CHECKLIST OF RI		WHERE TO SECURE				
Notarized Application	n Form (1 Original	City Planning and Development Coordinator's				
Copy)		Office – Zoning Administration				
2. Signed and sealed A Sets)	rchitectural Plan (6	Licensed Architect or Engineer				
3. Certified True Copy (Photocopy)	of Land Title/s (1	Registry of Deeds				
4. Certified True Copy of	of Tax Declaration	City Assessor's Office				
(1 Photocopy) 5. Current Tax Receipt	(1 Photocopy)	City Treasurer's Office				
6. Ground Verification S		Geodetic Engineer				
Map (1 Original Bluepri	nt/A3 Paper)	Geodetic Engineer				
7. Signed and sealed B	ill of Materials (1	Licensed Engineer				
Original Copy)						
8. Barangay Clearance		Barangay Hall where the project is located				
9. Valid I.D. of Neighbo		Adjacent property owners				
such as but not limited	to:					
<ul><li>✓ National I.D.;</li><li>✓ Driver's License.</li></ul>						
✓ Passport; ✓ Postal I.D.;						
✓ PRC I.D.;						
✓ NBI Clearance;	and					
✓ Other accepted						
identification.	OTTIS OF					
If the property is not u	ınder the name of t	he annlicant:				
10. Proof of ownership						
Photocopy) such as bu	•					
✓ Certificate of Titl		Registry of Deeds				
Declaration;	o or rux	Trogically of Doodo				
✓ Deed of Sale;		Applicant				
✓ Deed of Donatio	n. and	Applicant				
✓ Contract of Leas		Applicant				
If applicant is a corpo		T. Fr				
11. Secretary Certificat		Corporation				
12. Valid I.D. of Authori	1 7/	Authorizing Party and Applicant				
12. Valid 1.D. of Addition Ling 1 dity and						





Representative (1 Photoco	py), such as		
but not limited to:			
✓ National I.D.;		Philippine Statistics Authority (PSA)	
✓ Driver's License;		Land Transportation Office (LTO)	
✓ Passport;		Department of Foreign Affairs (DFA)	
✓ Postal I.D.;		Nearest Post Office	
✓ PRC I.D.;		Philippine Regulatory Commission (PRC)	
✓ NBI Clearance; and		National Bureau of Investigation (NBI)	
✓ Other accepted form	s of	Respective office or agency where the	
identification.		identification is being applied to	
If the project is located in	side a subdivisi	ion:	
1. Homeowner's Associatio	n (HA)	HA Office where the project is located	
Resolution interposing no o	bjection (1		
Photocopy)			
If application is processed	d through a rep	resentative:	
1. Special Power of Attorne		Authorizing Party and Applicant	
(SPA)/Authorization Letter (			
Copy)			
2. Consularized SPA (if app	olicant is	Philippine Embassy abroad where the applicant	
residing abroad)		resides	
3. Valid I.D. of Authorizing F	Party and		
Representative 1 Photocop	y), such as but		
not limited to:			
✓ National I.D.;		Philippine Statistics Authority (PSA)	
✓ Driver's License;		Land Transportation Office (LTO)	
✓ Passport;		Department of Foreign Affairs (DFA)	
✓ Postal I.D.;		Nearest Post Office	
✓ PRC I.D.;		Philippine Regulatory Commission (PRC)	
✓ NBI Clearance; and		National Bureau of Investigation (NBI)	
✓ Other accepted form	s of	Respective office or agency where the	
identification.		identification is being applied to	
If project abuts to adjacer	nt properties:		
1. Neighbor's Consent Form	n (1 Original	Property owners adjacent to project site	
Copy)			
If project will generate a la	arge volume of	traffic:	
1. Traffic Impact Stater			
Original Copy)			
For all development prop	osals in flood p	rone areas and all major proposals likely to	
affect the existing drainage	ge regime:		
1. Drainage Impact Asse	essment Study	Licensed Civil/Sanitary Engineer or	
(DIAS) (1 Original Copy)		Environmental Planner	
For projects located in Ba	rangays near th	he Faultline (Calendola, G.S.I.S., Rosario,	
Sampaguita, San Antonio			
1. Certification of property	distance to the	City Disaster Risk Reduction and Management	
faultline (1 Original Copy)		Office (CDRRMO)	
CLIENT STEPS	AGENCY	FEES TO PROCESSIN PERSON	
CLILITI STEPS	ACTIONS	BE PAID G TIME RESPONSIBLE	
	Explain to the	None 10 minutes Zoning Inspector I	
front desk officer to clie	ent the	Or	
		3	





be oriented on the list of requirements.	requirements for the Locational Clearance.	None		Clerk (Job Order) 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	Planning Officer II Or Draftsman I Or Engineer I CPDCO
	1.2 Review and approve/disapprove the application.	None	10 minutes	Acting Zoning Officer Or Planning Officer II CPDCO
	1.3 Release the approved LC to the client.	None	5 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO
	TOTAL:	Based on the 2013 HLURB Schedule of Fees	55 Minutes	





## Zoning / Locational Clearance Fees

A. Single residential structure attached	d 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-Ind	dustrial 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 (Gase	oline 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	Same as the original application
areas/cost only)	

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 req uired 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).

Di i i	O''   DI   '					
Office or Division:	City Planning and Development Coordinator's Office – Zoning Section					
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	All					
CHECKLIST OF R		WHERE TO SECURE				
1. Application Form wit	h Unified Clearance	Business Permits and Licensing Office (BPLO)				
(1 Original Copy)						
2. Certified True Copy	of Land Title (1	Registry of Deeds				
Photocopy)						
3. Barangay Business	Clearance (1	Barangay where the business is located				
Photocopy)						
4. Picture of business e	establishment (1	Applicant				
Original Copy)						
5. Building Permit (1 Ph		Applicant				
6. Occupancy Permit (1		Applicant				
If the property is not i		he applicant:				
7. Proof of ownership of						
Photocopy), such as bu						
✓ Certificate of Titl	e or Tax	Registry of Deeds				
Declaration;						
✓ Deed of Sale;		Applicant				
✓ Deed of Donatio		Applicant				
✓ Contract of Leas		Applicant				
If the business is loca						
8. Homeowner's Assoc	,	HA where the business is located				
Clearance for Business						
If the applicant is a co	•	I 0				
Secretary Certificate		Corporation				
10. Valid I.D. (1 Photoc	copy), such as but					
not limited to:						
✓ National I.D.;		Philippine Statistics Authority (PSA)				
✓ Driver's License	,	Land Transportation Office (LTO)				
✓ Passport;		Department of Foreign Affairs (DFA)				
✓ Postal I.D.;		Nearest Post Office				
✓ PRC I.D.;		Philippine Regulatory Commission (PRC)				
✓ NBI Clearance;		National Bureau of Investigation (NBI)				
✓ Other accepted	forms of	Respective office or agency where the				
identification.		identification is being applied to				
If application is proce						
1. Special Power of Att	orney	Authorizing Party and Applicant				





(SPA)/Authorization Le	tter (1 Original				
Copy)	Copy)				
2. Consularized SPA (if	applicant is	Philippine E	mbassy abroad	where the applicant	
residing abroad)		resides			
3. Valid I.D. of Authoriz	ing Party and				
Representative 1 Photo	copy), such as but				
not limited to:					
√ National I.D.;		Philippine Statistics Authority (PSA)			
✓ Driver's License	,	Land Transportation Office (LTO)			
✓ Passport;	✓ Passport;		Department of Foreign Affairs (DFA)		
✓ Postal I.D.;		Nearest Post Office			
✓ PRC I.D.;		Philippine Regulatory Commission (PRC)			
✓ NBI Clearance; a	and	National Bureau of Investigation (NBI)			
✓ Other accepted:	forms of	Respective office or agency where the			
identification.			n is being applie	d to	
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Submit the	1. Receive the	None	10 minutes	Clerk	
complete	complete			BPLO	

identification.	identification is being applied to			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	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	Zoning Inspector I Or Draftsman I Or 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	Zoning Inspector I Or Draftsman I Or Inspector (Job Order) 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	Zoning Inspector I Or Inspector (Job Order) Or Draftsman (Job Order) CPDCO





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

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

A. Single residential structure attached	l 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-Inc	lustrial 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 (Gaso	line 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	Same as the original application
areas/cost only)	





# 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).

Earla 600 Flair (6201).						
Office or Division:	City Planning and Development Coordinator's Office – Zoning Section					
Classification:	Simple					
Type of	G2B – Government to Business Entity, G2G – Government to					
Transaction:						
Who may avail:	Existing Business C	wners				
CHECKLIST OF RI		WHERE TO SECURE				
1. Unified Clearance (1	Original Copy)	Business Permits and Licensing Office				
2. Business Permit (1 F		Applicant				
3. Previous Locational	Clearance (1	Applicant				
Photocopy)						
4. Supplemental Docum						
applicable, 1 Photocopy						
✓ Barangay Busine	ess Clearance		here business is	slocated		
✓ Building Permit		Applicant				
✓ Certificate of Oc		Applicant				
✓ Homeowner's Cl	earance		r's Association C	Office where business		
	1.1	is located				
If application is proce			D 1 1 1 1			
5. Special Power of Atte	•	Authorizing Party and Applicant				
(SPA)/Authorization Letter (1 Original						
Copy)	t a contract of the	DI III I E		Lead the second		
6. Consularized SPA (if applicant is			mbassy abroad	where the applicant		
residing abroad)	in a Danti canal	resides				
7. Valid I.D. of Authoriz						
Representative 1 Photo not limited to:	copy), such as but					
✓ National I.D.;		Philippine Statistics Authority (PSA)				
✓ Driver's License		Land Transportation Office (LTO)				
✓ Passport;		Department of Foreign Affairs (DFA)				
✓ Postal I.D.;		Nearest Post Office				
✓ PRC I.D.;			Regulatory Comn	nission (PRC)		
✓ NBI Clearance;	and					
✓ Other accepted		National Bureau of Investigation (NBI) Respective office or agency where the				
identification.			n is being applie			
	AGENCY	FEES TO	PROCESSIN	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1. Submit Unified	1. Receive the	None	5 minutes	Clerk		
Business Application	complete			BPLO		
Form for assessment	requirements and					
and verification.	check for	ETTE		10		

completeness.





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	G2C – Government	G2C – Government to Citizen, G2B – Government to Business Entity,			
Transaction:					
Who may avail:	Simple				
CHECKLIST OF R		WHERE TO SECURE			
1. Letter of Intent (1 Or	iginal Copy, 1	Applicant			
Receiving Copy)					
2. Notarized Application	n Form (1 Original	Zoning Office			
Copy)					
3. Signed and sealed A	rchitectural Plans	Licensed Architect			
(6 Original Sets)					
4. Certified True Copy	of Land Title (1	Registry of Deeds			
Photocopy)					
5. Proof of ownership of		Applicant			
Photocopy), such as bu					
✓ Certificate of Titl	e or Tax				
Declaration;					
<ul><li>✓ Deed of Sale;</li><li>✓ Deed of Donation; and</li></ul>					
✓ Contract of Lease.					
6. Certified True Copy of Tax Declaration		Applicant			
(1 photocopy)	or rax Deciaration	Арріїсані			
7. Current Tax Receipt	(1 Photocopy)	City Treasurer's Office			
8. Ground Verification S		Applicant			
Map (1 Original in Blue	,	, the same			
9. Signed and sealed E		Licensed Engineer			
Original Set)	(	3			
10. Barangay Clearand	e (1 Photocopy)	Barangay where the project will be located			
11. Sangguniang Panlungsod Resolution		Sangguniang Panlungsod Secretariat's Office			
(1 Photocopy) ( <i>Note: No longer required</i>					
for Telecommunications Tower projects)					
If project will generate	e a large volume of	traffic:			
12. Traffic Impact State	ement (1	Licensed Transport Engineer			
Photocopy)					
If applicant is a corpo	ration:				





13. Secretary Certificate	e (1 Photocopy)	Corporation		
14. Valid I.D. (1 Photoc	opy), such as but			
not limited to:				
✓ National I.D.;		Philippine S	tatistics Authorit	y (PSA)
✓ Driver's License;		Land Trans	portation Office (	(LTO)
✓ Passport;		Department	of Foreign Affai	rs (DFA)
✓ Postal I.D.;		Nearest Pos	st Office	
✓ PRC I.D.;		Philippine R	egulatory Comn	nission (PRC)
✓ NBI Clearance; a	and		reau of Investiga	
✓ Other accepted to the property of the p			office or agency	
identification.			n is being applie	
If project abuts to adja	acent properties:		<u> </u>	
15. Neighbor's Consent		Property ow	ners adjacent to	project site
Copy)	(		, , , , , , , , , , , , , , , , , , , ,	p. 1,100
If application is done	through a represen	tative:		
16. Special Power of At			Party and Applic	cant
(SPA)/Authorization Let	,		. a.t., and rippin	· ·
Copy)	(1 Original			
17. Consularized SPA (	if owner is residing	Philippine F	mhassy ahroad	where the applicant
abroad)	ii omioi io looidilig	resides	insuoty abroad	mioro trio applicant
18. Valid I.D. of Authori	zing Party and	1001000		
Representative 1 Photo				
not limited to:	copy), such as but			
✓ National I.D.;		Philippine Statistics Authority (PSA)		
✓ Driver's License:		Land Transportation Office (LTO)		
✓ Passport;		Department of Foreign Affairs (DFA)		
✓ Postal I.D.;		Nearest Pos	•	13 (DI A)
✓ PRC I.D.;			Regulatory Comn	niccion (PRC)
✓ PRC I.D.; ✓ NBI Clearance; and			reau of Investiga	
✓ Other accepted t			office or agency	
identification.	OIIIIS OI	•		
For all development p	roposals in flood n		n is being applie	
affect the existing dra		ione areas a	iliu ali iliajoi pi	oposais likely to
19. Drainage Impact	<u> </u>	Liconcod Ci	vil/Sanitary Engi	incor or
	_			illeel Ol
(DIAS) (1 Original Copy		Environmental Planner Infrastructure (PTTI) fifty (50) meters or higher		
above the elevation of		mmasmuctul	e (F 1 11) 111ty (5	o) meters or migner
		Civil Aviatio	n Authority of the	e Philippines (CAAP)
•	ince remit (I	Civil Avialio	in Authority of the	e Fillippines (CAAP)
Photocopy)	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit the Letter	1. Receive the	None	5 minutes	Receiving Officer
of Intent (LOI) to the	LOI and endorse it	None	J minutes	Sangguniang
` ,	to the Committee.			
Sangguniang Panlungsod through	to the Committee.			Panlungsod Secretariat's Office
the Committee on	1 1 Droparo	None	1 day	Secretariat Sollice
Land Use, Housing	1.1 Prepare endorsement of	None	1 day	
and Urban				Sangguniang
	the request to the Zoning Office for		7	Panlungsod Secretariat's Office
Development and wait for the schedule	evaluation.			Secretariat's Office
wait for the schedule	evaluation.			





of the committee hearing.	1.2 Endorse request to the Zoning Office for evaluation	None	5 minutes	Receiving Staff Sangguniang Panlungsod Secretariat's Office
	1.3 Evaluate the project based on the submitted requirements and compliance to the Zoning Ordinance.	None	10 minutes	Planning Officer II Or Draftsman I Or Engineer I CPDCO
	1.4 Review the project evaluation report and approve or disapprove the application.	None	10 minutes	Acting Zoning Officer Or Planning Officer II CPDCO
2. Attend the scheduled committee hearing for deliberation	2. Conduct committee hearing	None	1 hour	Sangguniang Panlungsod Committee on Land Use, Housing, and Urban Development
3. Submit the approved City Council Resolution and all other requirements	3. Receive and check documents for completeness.	None	5 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO
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	Zoning Inspector I CPDCO
	4.1 Receive and validate Official Receipt	None	2 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO
5. Receive Special Use Permit (SUP)	5. Prepare the SUP.	None	5 minutes	Zoning Inspector I CPDCO
	5.1 Sign LC and SUP and stamp/sign the architectural plans	None	5 minutes	Acting Zoning Officer Or Planning Officer II CPDCO
-0)	5.2 Release the SUP and stamped/signed	None	5 minutes	Zoning Inspector I Or Clerk (Job Order)





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)	OI DOC

### 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.

	lov pr				
Office or Division:	City Planning and Development Coordinator's Office – Zoning Section				
Classification:	Simple				
Type of		G2C – Government to Citizen, G2B – Government to Business Entity,			
Transaction:		G2G – Government to Government			
Who may avail:	Simple	WILEDE TO SECURE			
CHECKLIST OF RI		WHERE TO SECURE			
Notarized Application	n Form (1 Original	Zoning Office			
Copy)	. 51	A 114			
2. Signed and sealed L	-	Architect			
Map, showing the prop	erty with landmarks				
(1 Original Copy)	( ) T ( )	D : ( D )			
3. Certified True Copy	of Land Title (1	Registry of Deeds			
Photocopy)		Angliand			
4. Proof of ownership o		Applicant			
Photocopy), such as bu					
✓ Certificate of Titl	e or rax				
Declaration;					
✓ Deed of Sale;	n, and				
✓ Deed of Donatio					
✓ Contract of Leas		Applicant			
5. Certified True Copy (	or rax Declaration	Applicant			
(1 photocopy)	(1 Dhotocopy)	City Treasurer's Office			
6. Current Tax Receipt (1 Photocopy) 7. Picture of property (1 Original Copy)					
		Applicant			
If applicant is a corpo 8. Secretary Certificate		Corporation			
9. Valid I.D. (1 Photoco		Corporation			
not limited to:	py), such as but				
✓ National I.D.;		Philippine Statistics Authority (PSA)			
✓ Driver's License		Land Transportation Office (LTO)			
✓ Passport;		Department of Foreign Affairs (DFA)			
✓ Postal I.D.;		Nearest Post Office			
✓ PRC I.D.;		Philippine Regulatory Commission (PRC)			
✓ NBI Clearance;	and	National Bureau of Investigation (NBI)			
✓ Other accepted		Respective office or agency where the			
identification.	IOITIIS OI	identification is being applied to			
If application is done	through a renresen				
10. Special Power of A		Authorizing Party and Applicant			
(SPA)/Authorization Le	•	Transming Farty and Applicant			
Copy)	(1 Original				
11. Consularized SPA	if owner is residing	Philippine Embassy abroad where the applicant			
abroad)	chinor io rooiding	resides			
12. Valid I.D. of Authori	zing Party and				
Representative (1 Phot					





#### not limited to:

✓ National I.D.;

✓ Driver's License;

✓ Passport;

✓ Postal I.D.;

✓ PRC I.D.;

✓ NBI Clearance; and

✓ Other accepted forms of identification.

Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Nearest Post Office Philippine Regulatory Commission (PRC)

Philippine Statistics Authority (PSA)

National Bureau of Investigation (NBI)

Respective office or agency where the identification is being applied to

identification.		identification is being applied to		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
Submit the complete requirements.	1. Verify the correctness and completeness of the requirements.	None	10 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO
	1.1 Verify the zoning classification of the subject property.	None	10 minutes	Acting Zoning Officer CPDCO
2. Pay the required fee at the Treasury Office and present	2. Prepare Order of Payment	None	5 minutes	Zoning Inspector I CPDCO
the official receipt to the Zoning Office.	2.1 Receive payment and issue official receipt.	Certificati on fee: P720/ha.	5 minutes	Collection Clerk Treasury Office
	2.2 Receive and verify official receipt.	None	5 minutes	Zoning Inspector I CPDCO
3. Receive Zoning Certification and sign in the releasing	3. Prepare Zoning Certification	None	10 minutes	Zoning Inspector I CPDCO
logbook.	3.1 Sign Zoning Certification	None	5 minutes	Acting Zoning Officer Or Planning Officer II
	3.2 Release Zoning Certification	None	5 minutes	CPDCO Zoning Inspector I Or Clerk (Job Order) CPDCO
	3.3 Assist client in signing the logbook.	None	5 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO
_(0)_	TOTAL:	Certificati on fee: P720/ha	1 Hour	46





#### 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	G2C – Government to Citizen, G2B – Government to Business Entity,				
Transaction:		G2G – Government to Government			
Who may avail:	Simple				
CHECKLIST OF R		WHERE TO SECURE			
Request Letter address	•	Applicant (template can be secured from the			
Mayor through the San	• •	Zoning Office			
Panlungsod (1 Original	Copy, 1 Receiving				
Copy)	of Land Title /4	De sistem of Decade			
2. Certified True Copy	of Land Title (1	Registry of Deeds			
Photocopy)		Angliagna			
3. Proof of ownership of		Applicant			
Photocopy), such as bu					
<ul><li>✓ Certificate of Titl Declaration;</li></ul>	e or rax				
✓ Deed of Sale;					
✓ Deed of Sale, ✓ Deed of Donatio	n: and				
✓ Contract of Leas					
4. Certified True Copy		Applicant			
(1 photocopy)	or rax beclaration	Тррпсан			
5. Current Tax Receipt	(1 Photocopy)	City Treasurer's Office			
6. Vicinity Map (1 Origin		Licensed geodetic engineer			
7. Zoning Certification (1 Original Copy)		Zoning Office			
8. Locator Map with Landmark (1 Original		Applicant			
Copy)		T. P.P. III S. II.			
9. Certificate from the A	Assessor's Office (1	City Assessor's Office			
Photocopy)					
10. Barangay resolution	n interposing no	Barangay Hall where the property is located			
objection (1 Photocopy					
If property is inside a					
11. Homeowner's Asso		Homeowner's Association Office where the			
interposing no objection	n (1 Photocopy)	property is located			
If applicant is a corpo	ration:				
12. SEC Registration (	1 Photocopy)	Securities and Exchange Commission (SEC)			
13. Secretary Certificat	, , ,	Corporation			
14. Valid I.D. (1 Photoc	copy), such as but				
not limited to:					
✓ National I.D.;		Philippine Statistics Authority (PSA)			
✓ Driver's License	,	Land Transportation Office (LTO)			
✓ Passport;		Department of Foreign Affairs (DFA)			
✓ Postal I.D.;		Nearest Post Office			
✓ PRC I.D.;		Philippine Regulatory Commission (PRC)			
✓ NBI Clearance;	and	National Bureau of Investigation (NBI)			





	✓ Other accepted	forms of	Respective	office or agency	where the	
	identification.		identification is being applied to			
	If application is done	through a represent				
	9. Special Power of Att			Party and Applic	cant	
	(SPA)/Authorization Le	•	ranszing rang and replicant			
	Copy)	uoi (i oiigiilai				
10. Consularized SPA (if applicant is		Philippine F	mhassy ahroad	where the applicant		
			resides	.iiibassy abioau	where the applicant	
	residing abroad)	ining Dorty and	resides			
	11. Valid I.D. of Author	•				
	Representative 1 Photo	ocopy), such as but				
	not limited to:		Disilia a in a C	Madiatiaa Audhaui	(DCA)	
	✓ National I.D.;		• •	Statistics Authorit		
	✓ Driver's License	•		portation Office		
	✓ Passport;			of Foreign Affai	rs (DFA)	
	✓ Postal I.D.;		Nearest Po			
	✓ PRC I.D.;			Regulatory Comm		
	✓ NBI Clearance;			reau of Investiga		
	✓ Other accepted	torms of		office or agency		
	identification.			n is being applie		
	CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
		ACTIONS	BE PAID	G TIME	RESPONSIBLE	
	1. Submit the	1. Verify the	None	10 minutes	Zoning Inspector I	
	complete	correctness and			Or Clerk (Job Order)	
	requirements.	completeness of			CPDCO	
		the requirements.				
	2. Assist the	2. Conduct	None	1 day	Zoning Inspector I	
	personnel in	inspection of the			Or Draftsman (Job	
	conducting inspection	property.			Order)	
	of the property (if				CPDCO	
	necessary)					
	3. Attend the	3. Prepare	None	5 minutes	Zoning Inspector I	
	committee hearing to	endorsement to			CPDCO	
	deliberate on the re-	the Sangguniang				
	zoning of the	Panlungsod.				
	property.	· ·				
	,					
		3.1 Forward	None	5 minutes	Zoning Inspector I	
		signed			CPDCO	
_		endorsement with			0.200	
		requirements to				
		the Mayor's Office				
		through the City				
		Administrator for				
		approval.				
		2.2 Ciana	Niere	1 4	City Advantaion (111)	
		3.2 Sign	None	1 day	City Administrator	
		endorsement.	THE		City Administrator's	
			BIRN		Office	
				1		





	3.3 Forward endorsement to the Vice-Mayor's Office	None	5 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO
	3.4 Attend scheduled committee hearing	None	1 hour	Acting Zoning Officer Or Planning Officer II CPDCO
4. Receive copy of resolution approving the re-zoning (through the Sangguniang Panlungsod)	4. Receive file copy of the resolution approving the rezoning of the property	None	5 minutes	Zoning Inspector I Or Clerk CPDCO
	TÓTAL:	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	G2C or G2B		
Transaction:			
Who may avail:	All		
CHECKLIST OF REQ	UIREMENTS	WHERE SECURE	ТО
PRELIMINARY REQU	JIREMENTS		
1. Letter of Intent (1 O	riginal Copy)	Applicant	
2. Site Development F	Plan (Schematic Plan) at a scale ranging from 1:200	Applicant	
to 1:2,000 showing	the proposed layout of streets, lots, parks and		
	r features in relation to existing conditions in the area		
	sealed by any licensed and registered architect,		
	r, civil engineer, or geodetic engineer (2 Original		
Sets).		A 11 (	
	ments duly signed and sealed by a licensed geodetic	Applicant	
	map indicating the adjoining land uses, access, as ies and utilities at least within 500 meters from the		
•	of the project, drawn to any convenient scale; (b)		
• • •	nclude the following (1 Set):		
	bearings, distances tie point or reference point,		
	es of the tie point or Bureau of Lands Locational		
Monument (BLLM);			
(2) Streets, easement	s, width and elevation of road right-of-way within the		
project and adjacent s	ubdivisions/areas;		
(3) Utilities within a	nd adjacent to the proposed subdivision project;		
	evert elevations of sanitary and storm or combined		
	as lines, fire hydrants, electric and telephone poles		
•	any. If water mains and sewers are not within or		
	rision, indicate the direction and distance to and size		
The state of the s	ng invert elevations of sewers, if applicable.		
` '	of the subdivision: for ground that slopes less than		
	evations at all breaks in grade, along all drainage ected points not more than 25 meters apart in all		
	that slopes more than 2%, either indicate contours		
	t more than 0.5 meter if necessary due to irregular		
	ore detailed preparation of plans and construction		
drawings.	proposed proposed and constitution		
_	marshes, rock and wooded areas, presence of		
· ·	caliper diameter of 200 millimeters, houses, barns,		
shacks, and other sign			
(6) Proposed public in	nprovements: highways or other major 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 (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.	Applicant
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.)	
<ol> <li>Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following:         <ul> <li>Road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer (2 Original Copies).</li> <li>Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction.</li> <li>Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others.</li> <li>Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping and retaining wall.</li> <li>Storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer (At least 2 Original Copies).</li> <li>Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line.</li> <li>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.</li> <li>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).</li> </ul> </li> </ol>	Applicant





ı		
	4. Water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a	Applicant
	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).	
	5. Certified true copy of Tax Declaration covering the property (ies) subject	City Assessor's
	of the application for the year immediately preceding.	Office
	6. Certified true copy of Environmental Compliance Certificate (ECC) or	DENR
	Certificate of Non-coverage (CNC), whichever is applicable.	
	7. Zoning Certificate	Office of the
		Zoning
		Administrator
	8. Project description for projects having an area of 1 hectare and above to	Applicant
	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.	
	9. Plans, specifications, bills of materials and cost	Applicant
	<ul><li>9. Plans, specifications, bills of materials and cost</li><li>10. Application for permit to drill.</li></ul>	NWRB
	<ul><li>9. Plans, specifications, bills of materials and cost</li><li>10. Application for permit to drill.</li><li>12. Copy of the special/temporary permit from the Professional Regulation</li></ul>	NWRB PRC, DOLE and
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For subdivision p						
18. Traffic impact a	\ /			Applicant		
CLIENTS STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in the Client Logbook in the Front Desk	Give the Logbook to the Client	None	5 minutes	Zoning Inspector I Zoning Office- Receiving Section		
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)	Zoning Inspector I Zoning Office- Receiving Section  Acting Zoning Officer CPDCO		
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	Zoning Staff(Billing Section)		
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	Zoning Staff Zoning Office- Receiving/Releasin g Section		
	4.2 Sign all plans and documents and issue approved alteration permit.	None	2 days	Acting Zoning Officer		
	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:						
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE				
PRELIMINARY REQUIR	REMENTS					
1. Letter of Intent (1 Orig	jinal Copy)	Applicant				
· · · · · · · · · · · · · · · · · · ·	an (Schematic Plan) at a scale ranging from	Applicant				
	g the proposed layout of streets, lots, parks					
	her features in relation to existing conditions					
	signed and sealed by any licensed and					
	nvironmental planner, civil engineer, or					
geodetic engineer (2 Ori						
	ents duly signed and sealed by a licensed	Applicant				
	Vicinity map indicating the adjoining land					
	s existing facilities and utilities at least within					
	roperty boundaries of the project, drawn to					
	(b) Topographic Plan to include existing					
conditions a follows (1 C	9					
	rings, distances tie point or reference point, s of the tie point or Bureau of Lands					
Locational Monument (B						
•	, width and elevation of road right-of-way					
	ljacent subdivisions/areas;					
	djacent to the proposed subdivision project;					
	vert elevations of sanitary and storm or					
The state of the s	ion of gas lines, fire hydrants, electric and					
	eet lights, if any. If water mains and sewers					
	ent to the subdivision, indicate the direction					
	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					
	or ground that slopes more than 2%, either					
indicate contours with						
necessary due to irre						
preparation of plans and						
	shes, rock and wooded areas, presence of					
•	preservable trees in caliper diameter of 200 millimeters, houses,					
barns, shacks, and other	- I I I I I I I I I I I I I I I I I I I					
(6) Proposed public	improvements: highways or other major					





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	See details above
	See details above
development plan as specified above.	Ammlinant
2. Subdivision Development Plan consisting of the site development	Applicant
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.)	
3. Civil and Sanitary Works Design Engineering plans/construction	Applicant
drawings based on applicable engineering code and design criteria	Applicant
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).	16
4. Water System layout and details duly signed and sealed by a	Applicant
T. Water Cystem layout and details duly signed and sealed by a	Арріїсані





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	City Assessor's Office
subject of the application for the year immediately preceding.	City Assessor's Office
6. Certified true copy of Environmental Compliance Certificate	DENR
(ECC) or Certificate of Non-coverage (CNC), whichever is	
applicable.	
7. Zoning Certificate	Office of the Zoning
	Administrator
8. Project Description for projects having an area of 1 hectare and	Applicant
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
<ul><li>9. Plans, specifications, bills of materials and cost</li><li>10. Application for permit to drill from the National Water Resources</li></ul>	Applicant NWRB
9. Plans, specifications, bills of materials and cost	
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9. Plans, specifications, bills of materials and cost  10. Application for permit to drill from the National Water Resources Board (NWRB).  11. Traffic impact assessment (TIA) for subdivision projects 30 ha. & above.  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)  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)  14. DAR Clearance  15. Barangay Clearance	Applicant  PRC, DOLE and Applicant  Applicant, City Treasurer's Office and BIR  Existing Lot owner/s Barangay Hall Concern
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DENR-MGB, NAPOCOR, CENRO, City Engineering Office

				ering Office
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
Sign in the     Client Logbook     in the Front     Desk	1.Give the Logbook to the Client	None	5 minutes	Zoning Staff(Receivi ng Section)
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 Receiving Section  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</i> Section)
Submit Receipt for processing and releasing of Alteration Permit	<ul> <li>4.1 Accept official receipt and submit the same to the Mayor's Office for approval.</li> <li>4.2 Signing of all plans and documents and issue approved alteration permit.</li> </ul>	None	5 minutes (excluding Office of the Mayor) 2 days	Acting Zoning Officer (Acting Zoning Officer)  Zoning Staff (Receiving/R eleasing Section)
	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)

	UBDIVISION AND CONDOMINIUM PROJECTS (Under P.D. 957)  A. Subdivision Project						
1.	Approval of Subdivision Plan (including Town House	ses)					
	<ul> <li>a. Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP)</li> <li>Processing Fee</li> </ul>	P360.00/ha. or a fraction thereof P1,500.00/ha.					
	Inspection Fee	regardless of density					
	<ul> <li>b. Final Approval and Development Permit</li> <li>Processing Fee</li> <li>Additional Fee on Floor Area of houses &amp; building sold with lot</li> <li>Inspection Fee</li> </ul>	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						
	Processing Fee     Additional Fee on Floor Area of houses     Additional Fee on Floor Area of houses	216.00/saleable lot 14.40/sq. m.					
	<ul><li>and building sold with lot</li><li>Inspection Fee</li></ul>	1,500.00/ha. regardless of density					
4.	Certificate of Completion						
	Certificate Fee	216.00					
	<ul> <li>Processing Fee</li> </ul>						
	Inspection Fee	1,500.00/ha. regardless of density					
5.	Extension of Time to Develop						
	<ul> <li>Processing Fee         Additional Fee (unfinished area for development</li> </ul>	504.00 14.40/sq. m.					
	Inspection Fee	1,500.00/ha. regardless of density					
	An application for CR/LS with DP issued by LGU shall be charged inspection fee						
	3. SUBDIVISION AND CONDOMINIUM PROJECTS (Under B.P.220)						
	Subdivision Project						
1.	<ul> <li>Approval of Subdivision Project</li> <li>a. Preliminary Approval and Locational Clearance</li> <li>Processing Fee</li> </ul>						
	<ul><li>a. Socialized Housing</li><li>b. Economic Housing</li></ul>	90.00/ha 216.00/ha.					





	<ul> <li>Inspection Fee</li> </ul>	1,500.00/ha.
	a. Socialized Housing	1,500.00/ha.
	b. Economic Housing	
	2. Essivering Fredering	
	b. Final Approval/Development Permit	
	Processing Fee	
	a. Socialized Housing	600.00/ha.
	b. Economic Housing	1,400.00/ha.
	C C	
	Inspection Fee	
	a. Socialized Housing	1,500.00/ha.
	b. Economic Housing	1,500.00/ha.
/Dro	l pject already inspected for PALC application may not be	charged inspection fee
(FIC	c. Alteration of Plan (affected areas only	Same as Final Approval
	c. Alteration of Flan (affected areas only	and Development
		Permit
	d. Building Permit (floor area of housing unit)	7.20/sq. m.
2	Certificate of Registration	7.20/04.111.
	Processing Fee	
	a. Socialized Housing	420.00
		720.00
	b. Economic Housing	720.00
3	License to Sell (per saleable lot)	
	Processing Fee	
	a. Socialized Housing	24.00/saleable lot
	b. Economic Housing	72.00/saleable lot
	Additional fee on floor area of housing	3.00/sq. m.
	component	
	Inspection Fee	
	a. Socialized Housing	1,500.00/ha.
	b. Economic Housing	1,500.00/ha.
4	Extension of Time to Develop	
	Processing Fee	100.00
	a. Socialized Housing	420.00
	b. Economic Housing	540.00
	Additional Fee (unfinished floor area for	2.88/sq m.
	development)	
	Inspection Fee	4 500 00/5 -
	a. Socialized Housing	1,500.00/ha.
	Economic Housing	1,500.00/ha.
5	Certificate of Completion	
	Certificate Fee     Secialized Housing	420.00
	a. Socialized Housing	420.00 540.00
	b. Economic Housing	340.00
	Additional Fee (unfinished floor area for	
	development)	
6	Occupancy Permit	
	Occupancy Formit	





The second second		
	Processing Fee     Secialized Housing	6.00/cg m
	c. Socialized Housing	6.00/sq. m.
	d. Economic Housing	7.20/sq. m.
	Inspection Fee (Saleable floor area of the bausing compause)	
	housing compound)	1,500.00/ha.
	b. Socialized Housing	1,500.00/ha.
	c. Economic Housing	.,
	2. Condominium Project	
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational	720.00
	Clearance (PALC)	720.00
	b. Final Approval and Development Permit	
	<ul> <li>Processing Fee</li> </ul>	
	a. Total Land Area	144.00/ floor
	b. No. of Floors	5.80/sq. m. of GFA
	c. Building Areas	
	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
	S. Commordia	area
	Inspection Fee	1,500.00/ha.
4	Extension of Time to Develop	
	Processing Fee	3.00/ sq. m.
	Inspection Fee (Unfinished area for	1,500.00/ha.
	development)	
5	Certificate of Completion	
	Certification Fee	216.00
	Processing Fee	
	Inspection Fee	1,500.00/ha.
4 IN	NDUSTRIAL/COMMERCIAL SUBDIVISION	
7. 11	A. Subdivision Project	
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance	
	Processing Fee	432.00/ha.
	Inspection Fee	1,500.00/ha.
	b. Final Approval/Development Permit	
	Processing Fee	720.00/ha.
	Inspection Fe	1,500.00/ha.
(Pro	jects already inspected for PALC application may not be	pe charged inspection





fee)		
	c. Alteration of Plan (affected areas only	Same as Final
		Approval and
		Development Permit
2	Extension of Time to Develop	2,880.00
3	·	2,880.00
3	License to Sell	0.00/
	Processing Fee	3.00/sq. m. of land
	Inspection Fee	area
		1,500.00/ha.
4	Extension of Time to Develop	
	Processing Fee	504.00
	Additional Fee (Unfinished area for	14.40/sq. m.
		1,500.00/ha.
	development)	1,500.00/11a.
	Inspection Fee	
5	Certificate of Completion	
	Certificate Fee	216.00
	Processing Fee	
	a. Industrial	504.00
	b. Commercial	720.00
	c. Inspection Fee	1,500.00/ha.
	c. Inspection ree	1,000.00/11α.
5 F	ARMLOT SUBDIVISION	
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance	200.00
	Processing Fee	288.00
	Inspection Fee	1,500.00/ha.
	b. Final Approval/Development Permit	
	Processing Fee	1,400.00/ha.
	Inspection Fe	1,500.00/ha.
	- mopositori i c	.,
	pjects already inspected for PALC application may not be	charged inspection
fee) <b>2.</b>		2 000 00
3.	Certificate of Registration License to Sell	2,880.00
ა.		700.00/1-4
	Processing Fee	720.00/lot
	Inspection Fee	1,500.00/ha.
4.	Extension of Time to Develop	3.00/sq. m. of land
	Processing Fee	area
	Additional Fee (Unfinished area for	
	development)	14.40/sq. m.
	·	1,500.00/ha.
F	Inspection Fee  Contificate of Completion	1,000.00/11a.
5	Certificate of Completion	040.00
	Certification Fee	216.00
	Processing Fee	
	d. Industrial	504.00
	e. Commercial	720.00
	f. Inspection Fee	1,500.00/ha.
	i. inspection rec	1,000.00/1101





#### 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	G2C – Government to Citizen, G2B – Government to Business Entity,					
Transaction:	G2G – Government to Government					
Who may avail:	Simple					
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
1. Application letter add Zoning Board of Appea (CZBAA) (1 Original, 1	als and Adjustment Photocopy)	Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	Zoning Inspector I Or Clerk (Job Order) 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	Acting Zoning Officer CPDCO		
	2.1 Inform client of the scheduled meeting with the TWG once available.	None	5 minutes	Zoning Inspector I Or Clerk (Job Order) CPDCO		
3. Attend the meeting of the CZBAA TWG.	3. Hold meeting with the CZBAA TWG.	None	2 hours	CZBAA TWG		
	3.1 Inform client of the next meeting with the Executive CZBAA once available.	None	1 minute	Zoning Inspector I Or Clerk (Job Order) CPDCO		
4. Attend the meeting of the Executive CZBAA.	1. Hold meeting with the Executive CZBAA.	None	2 hours	Executive CZBAA		
5. Pick up CZBAA	1. Prepare	None	1 day	CZBAA Secretariat		





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





13. Valid I.D. of applicant and authorized representative (1 Colored Photocopy) – If

Applicant and authorized representative

done through a representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	Zoning Inspector I Or Clerk (Job Order) CPDCO
2. Wait for the scheduled inspection and accommodate the inspector during its conduct.	2. Endorse application to inspector.	None	1 minute	Clerk (Job Order) CPDCO
	2.1 Conduct inspection of the project.	None	1 day	Engineer I Or Draftsman 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	Clerk (Job Order) CPDCO
	TOTAL:	None	1 Day and 16	





# 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
  - 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	Office of the Building Official			
Division:				
Classification:	Complex / Highly Te			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Any persons who in	tend to construct, erect, alter, repair, convert,		
		ny building may apply for a building permit.		
CHECKLIST OF	REQUIREMENTS	CHECKLIST OF REQUIREMENTS		
1. Set of Plans, Bill	of Materials,	Respective Architect/Engineers		
Specifications (Sign	ed and Sealed by			
Respective Architec	•			
Development Plan				
Original)				
2. Building Permit F	orms (Signed and	Office of the Building Official		
Sealed by Respecti		, and the second		
Architect/Engineers				
Original)	, (			
3. Relocation Surve	y with Certificate.	Respective Geodetic Engineer		
<b>Ground Verification</b>	•	·		
Vicinity Map / Topo	•			
Certificate / Structui				
and Sealed by Geodetic Engineer) (1				
Blueprint/A3)	3 / ( -	3 / (		
4. PRC ID & PTR o	f all Signing	Respective Architect/Engineers		
Architect/Engineers				
Sealed by Architect/Engineers) (1 Photocopy)				





5. Locational Clearance (1 Original	Office of the Zoning Administrator
Copy)	Office of the Zorling Authinistrator
6. DOLE Certificate of Approval for	Department of Labor and Employment /
Construction Safety Program (1	Applicant
Original and 1 Photocopy)	Applicant
7. Environmental Clearance (1 Original	City Environment and Natural Resources
and 1 Photocopy)	Office
8. Barangay Clearance for	Barangay Office
Construction (1 Original and 1	Darangay Office
Photocopy)	
Real Property Tax Receipt (Current)	City Assessor's Office
Year) (2 Photocopies)	Oity 76363301 3 Office
10. Neighbors' Consent with attached	Adjacent Neighbors / Applicant
Government issued ID of Neighbors	Adjacent Neighbors / Applicant
(construction of firewall along	
boundary) (1 Original and 1	
Photocopy)	
11. Fire Safety Evaluation Certificate	Bureau of Fire Protection
(1 Original – OBO Copy)	24.344 51 110 1 10000001
For Institutional, Commercial and Ind	ustrial only:
1. Electronics Diagram (5 Sets, all	Respective Electronics Engineer
Original)	Treepoure Liesaremes Linguises
For 2-storey & above buildings:	
Structural Computation signed and	Respective Engineer
sealed by engineer (2 Sets)	3
For 2-storey & above buildings with d	leck:
1. Soil Boring Test (Signed and Sealed	Respective Engineer
by Engineer) (2 Sets)	·
2. Structural Safety Certification signed	Respective Engineer / Applicant
and sealed by respective engineer (1	
Original and 1 Photocopy)	
3. Risk / Hazard Assessment (1	PHIVOLCS / Applicant
Original and 1 Photocopy)	
For areas with known faultline:	
PHIVOLCS Clearance for areas	CDRRMO / PHIVOLCS / Applicant
near with known fault line (1 Original	
and 1 Photocopy)	
If submitted lot title is not under appli	icant's name:
Certified True Copy of Title (with	Registry of Deeds / Applicant
Attached Contract to Sell/Deed of	
Absolute Sale/Lease of Contract/ any	
proof of ownership (1 Photocopy)	
2. Valid I.D. (1 Photocopy)	Applicant
If applicant is a corporation:	
Duly notarized Secretary Certificate	Corporation
(1Original Copy)	
2. Valid I.D. (1 Photocopy)	Applicant
If done through a representative:	
Authorization Letter/Consularized	Authorizing Party





	Special Power of At applicants residing and 1 Photocopy)	• `			
	2. Valid I.D. (1 Phot	ocopy)	Authorizing	Party and Represe	entative
		nd renewal applicat			
	1. Previous Building		Applicant		
	As the case may b				
	1. Certificates or cle		PHILVOCS	, LLDA, DENR, NA	APOCOR,
	Different Agency (1	Photocopy)	CENRO, DO	OH, CAAP, DPWH	
	2. Notarized Affidav	rit of Undertaking (1	Applicant		
	Original and 1 Photo	ocopy)			
	If applicable:				
	1. Developer / HOA	Clearance (1	Developer /	HOA Office	
	Original and 1 Photo				
	2. Certified True Co		City Assess	or's Office	
	Declaration - Land a	and Building (1			
	Original and 1 Photo	ocopy)			
Other legal documents as the case arises:					
	<ul> <li>Notice of Aw</li> </ul>	ard	Applicant		
	<ul> <li>Deed of Don</li> </ul>	ation			
	<ul> <li>Authority to 0</li> </ul>	Construct			
	<ul> <li>Affidavit of C</li> </ul>	onsent from Lot			
	Owner				
	<ul> <li>Deed of Usur</li> </ul>	fruct			
	<ul> <li>Affidavit of H</li> </ul>				
	<ul> <li>Extra Judicia</li> </ul>	I Settlement of			
	Estate				
	<ul> <li>Death Certification</li> </ul>	cate of the			
	deceased ow				
		ertificate of Heir/s (if			
		d owner is the			
	•	se/children/etc. of			
	applicant)				
	Marriage Contract				
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Secure Building	1. Provide	None	5 minutes	Assistant
	Permit Application	Application Form			Building Official
	form with the list	and list of			Ŏr
	of requirements.	requirements			Officer of the

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Building	1. Provide	None	5 minutes	Assistant
Permit Application	Application Form			Building Official
form with the list	and list of			Or
of requirements.	requirements			Officer of the
				Day
2. Submit duly	2.1 Receive and	None	15 minutes	Clerk
accomplished	check documents			Receiving
form and required	for compliance.			Section
documents for	All			
verification and	2.2 Return	None	5 minutes	Clerk
evaluation, and if	documents with			Receiving
compliant, secure	list of lacking		1	Section
Fire Safety	documents to			





Inspection Certificate (FSIC)	owner.			
from Bureau of Fire and Protection (BFP).	2.3 Endorse client to the BFP.	None	5 minutes	Clerk Receiving Section
3. Wait for the checking and evaluation	3. Evaluate and and assess if it conforms to the technical	None	5 days for Complex 19 days for	Architect Or Engineer Or Staff OBO
	requirements of the National Building Code and compute the overall amount of regulatory fees.		Highly Technical	
	3.1 If the plans don't conform to PD 1096, recommend it for redraft and inform	None	10 minutes	Engineer Receiving & Releasing Division Or Clerk
	the owner through letter.			Receiving Section
	3.2 Deliver/Call the owner the letter of disapproval.	None	5 minutes	Field Inspectors OBO
	3.3 Conduct site inspection and send pictures and remarks through Telegram.	None	30 minutes	Field Inspectors OBO
	3.4 If found to be compliant, prepare order of payment.	None	10 minutes	Clerk Billing Division
	3.5 Review and recommend plans and sign order of payment	None	30 minutes	Assistant Building Official OBO
6	3.6 Approve the	None	30 minutes	Head





		order of payment, application forms, and plans.			OBO
4. Ask for C Payment, p to City's Treasurer's Office, pres order of pa pay prescri fee/s and re official rece (O.R.). Ret OBO and w the release approved p	sent the yment, bed eceive eipt urn to vait for	4. Receive a Photocopy of the official receipt, prepare and release the permit.	Based on PD 1096 Schedule of Fees	30 minutes	Staff 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	Office of the Building Official			
Division:				
Classification:	Simple/ Complex/H			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:		had been issued a building permit may apply for		
	. , ,	fter the building construction has been		
	completed			
	REQUIREMENTS	WHERE TO SECURE		
1. Approved Buildin	ig Permit (1	Applicant		
Photocopy)				
2. Approved Electric	cal Permit (1	Applicant		
Photocopy)				
3. Approved Plumb	ing Permit (1	Applicant		
Photocopy)				
4. Approved Mecha	inical Permit (1	Applicant		
Photocopy)				
	Plans (Original Set)	Office of the Building Official / Applicant		
8. Certificate of Cor		Respective Architect/Engineers		
	/Architect in Charge			
of Construction as f				
Civil/Structural, Plu				
Electrical, Mechanic	cal, Electronic (if			
needed) (3 Sets)	P C	December 1 - April 1 - 1/0: 11 Feet and		
9. Unified Form Application signed and		Respective Architect/Civil Engineer		
sealed by Architect	Civil Engineer (3			
Sets)	of all almain a	Description Applitant/Fundance		
10. PRC ID & PTR		Respective Architect/Engineers		
Architect/Engineers	•			
Sealed (1 Photocop	• /	Purpose of Fire Protection		
	ection Certificate (1	Bureau of Fire Protection		
Original – OBO Cop	• /	Applicant		
12. Pictures showing		Applicant		
and inner view of th	e bulluling (1			
	Original Copy)  If changes were made:			
1. As-Built Plan		Respective Architect/Engineers		
If done through a	renresentative:	Trespective Atomicov Engineers		
1. Authorization Let		Authorizing Party		
of Attorney (SPA) (		Authorizing Faity		
2. Valid I.D. (1 Phot		Authorizing Party and Representative		
If applicable:	.осору)	Authorizing Fairly and Nepresentative		
	nice Pormit if	Applicant		
1. Approved Electro	HICS PEHHIL — II	Applicant		





applicable (1 Photocopy)	
As the case may be arises:	
Certificate from Structural Engineer	Respective Structural Engineer
signed and sealed by respective	
Engineer (1 Original and 1 Photocopy)	
Other legal documents as the case ar	ises:
- Notice of Award	Applicant
<ul> <li>Deed of Donation</li> </ul>	
<ul> <li>Authority to Construct</li> </ul>	
<ul> <li>Affidavit of Consent from Lot</li> </ul>	
Owner	
<ul> <li>Deed of Usufruct</li> </ul>	
- Affidavit of Heirs	
<ul> <li>Extra Judicial Settlement of</li> </ul>	
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	

Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure	1. Provide	None	5 minutes	Assistant
Certificate of	Application Form			Building Official
Completion Form	and list of			OBO Or
with the list of requirements.	requirements			Officer of the Day
2. Submit duly	2. Receive and	None	15 minutes	Clerk
accomplished	check documents	110110	10 1111114100	Receiving
form and required	for compliance			Section
documents for				
verification and	2.1 Return	None	5 minutes	Clerk
evaluation	documents with			Receiving
	list of lacking			Section
	documents to owner			
	OWITEI			Clerk
	2.2 Prepare	None	5 minutes	Receiving
	Certificate of			Section
	Occupancy			
3. Secure Fire	3. Endorse to	None	5 minutes	Clerk
Safety Inspections	Bureau of Fire			OBO-Receiving
Certificate from	Protection for Fire			Section)
Bureau of Fire Protection	Safety Certificate	The same of		
4. Wait for the	4. Conduct	None	1 day for	Architect Or
inspection to be	inspection and	140110	Simple	Engineer Or
conducted by the	prepare	- V	5 days for	Staff





Permit and	investigation		Complex	OBO
Enforcement	report, and		19 days for	
Division	evaluate and		Highly	
2)	assess if it		Technical	
	conforms to the			
	submitted and			
	approved Building			
	Permit and			
	computation of			
	overall amount of			
	regulatory fees.			Olamb
	1 1 If the	None	10 minutes	Clerk
	4.1. If the	None	10 minutes	Receiving Section
	inspectors find that the completed			Section
	project has			
	deviated from the			
	approved plans,			
	the permit is			
	recommended for			
	return/amendatory			
	/ disapproval.			
	4.0.166	NI	40 1	Faringe
	4.2. If for	None	10 minutes	Engineer
	amendatory, client is advised to apply			Receiving & Releasing
	for Amendatory			Division
	Permit			DIVISION
	1 Olline	None	10 minutes	Engineer
	4.3 If disapproved,			Receiving &
	send letter to the			Releasing
	owner the			Division
	reason/s for			
	disapproval and			
	then they can		40	
	appeal to DPWH.	None	10 minutes	Engineer
	4.4 Propers the			Receiving &
	4.4. Prepare the letter to owner			Releasing Division
	with			DIVISION
	corresponding			
	lists of needed			
	requirements /			
	documents			
5. None	5. If found to be	None	10 minutes	Clerk
	compliant,			Billing Section
	prepare order of			
	payment.	BIRD		10
6. None	6. Review and	None	10 minutes	Assistant
0.140110	o. Itoviow and	110110	10 111114103	riodidian





	Recommend application for payment, and have the certificate of completion and evaluation report signed.			Building Official OBO
7. None	7. Approve the order of payment and sign the Certificate of Occupancy.	None	5 minutes	Head OBO
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	Staff OBO-Releasing Section
арргочеа реппи	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.

20					
Office or	Office of the Buildin	g Official			
Division:					
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:					
		who intend to construct a fence.			
	REQUIREMENTS	WHERE TO SECURE			
J	Forms (Signed and	Respective Architect/Engineers			
	/Engineer) (3 Sets)	December 5 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -			
2. Structural Plan S	•	Respective Engineers			
by Engineer (3 Sets		Dana ativa Anabita at/Fanisa ana			
3. Site Developmen		Respective Architect/Engineers			
	n of the Lot (3 Sets)	Depositive Aughitest/Fusingson			
4. Bill of Materials (		Respective Architect/Engineers			
by Architect/Engine		Deep estive Condetia Francisca			
5. Relocation Surve		Respective Geodetic Engineer			
Ground Verification					
Vicinity Map (Signe Geodetic Engineer)					
Photocopy)	(1 Original and 1				
6. PRC ID & PTR of	of all Signing	Respective Architect/Engineers			
Architect/Engineers		Nespective Atomiced/Engineers			
7. Barangay Cleara		Barangay Office			
Construction (1 Original		Barangay Omoc			
Photocopy)	giriai aria 1				
8. Developer / HOA	Clearance (if	Developer / HOA Office			
applicable) (1 Origin	·				
Photocopy)					
9. Certified True Co	ppy of Tax	City Assessor's Office			
Declaration (1 Origi					
Photocopy)					
	ax Receipt (Current	City Assessor's Office			
Year) (2 Photocopie					
11. Detailed Topog		Respective Geodetic Engineer			
	vicinity (signed and				
sealed by Geodetic	· ,				
Original and 1 Phot					
For fences higher					
Structural Computations (1 Original		Structural Engineer			
and 1 Photocopy)					
	der applicant's nam				
1. Certified True Co		Registry of Deeds			
Contract to Sell/Dec					
Sale/Lease of Cont					
ownership (1 Photo		Applicant			
2. Valid I.D. (1 Phot	(ocopy)	Applicant			





If applicant is a corporation:				
1. Duly notarized Secretary Certificate	Corporation			
(1 Original Copy)				
2. Valid I.D. (1 Photocopy)	Applicant			
If done through a representative:				
1. Authorization Letter / Special Power	Authorizing Party			
of Attorney (SPA) (1 Original Copy)				
2. Valid I.D. (1 Photocopy)	Authorizing Party and Representative			
Other legal documents as the case ar	ises:			
<ul> <li>Notice of Award</li> </ul>	Applicant			
- Deed of Donation				
- Authority to Construct				
<ul> <li>Affidavit of Consent from Lot</li> </ul>				
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)				
<ul> <li>Marriage Contract</li> </ul>				

- Marriage Contract				
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	Assistant Building Official OBO Or Officer of the Day
2. Submit duly accomplished form and required documents for	2. Receive and check documents for compliance.	None	15 minutes	Clerk Receiving Section
verification and evaluation	2.1 If incomplete, return documents with lists of lacking requirements.	None	5 minutes	Clerk 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	None	2 days	Architect Or Engineer OBO
20	compute regulatory fees.			





	3.1 Conduct inspection and send pictures/remarks through Telegram.	None	30 minutes	Field Inspectors OBO
4. None	4. If found to be compliant, prepare order of payment.		10 minutes	Clerk OBO-OBO- Billing Section
5. None	5. Review and recommend for payment, and sign the application forms and plans.	None	5 minutes	Assistant Building Official OBO
6. None	6. Approve the order of payment and sign application forms and plans.	None	10 minutes	Head 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	Staff 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 of the Duthling Official					
Office or Division:	Office of the Building Official				
Classification:	Simple				
Type of	Simple G2C – Government to Citizen				
Transaction:	O20 – Government	to Ottizeri			
Who may avail:	Any individual who	intend to demolish their structure			
	REQUIREMENTS	WHERE TO SECURE			
1. Demolition Forms		Office of the Building Official / Respective			
Sealed by Architect	•	Architect/Engineers			
2. Sketch plan/Lot p		Respective Architect/Engineers			
to be demolished (1		3			
Photocopy)	•				
3. Transfer Certifica	ate of Title (TCT)	Registry of Deeds / Applicant			
	plicant is the owner				
of the building to be					
Photocopy)					
4. PRC ID&PTR of		Respective Architect/Engineers			
Architect/Engineers					
5. Barangay Cleara		Barangay Office			
(1 Original and 1 Pl					
7. Certified True Co		City Assessor's Office			
Declaration – Land	(1 Original and 1				
Photocopy)	1 (0	Other Assessment Office			
8. Real Tax Receip	t (Current Year) (2	City Assessor's Office			
photocopies)  If applicable:					
1. Developer / HOA	Cloaranco (1	Developer / HOA Office			
Original and 1 Phot		Developer / FIOA Office			
If applicant is a co					
1. Duly notarized S		Corporation			
(1 Original Copy)	obiotary continuate	Corporation			
2. Valid I.D. (1 Phot	tocopy)	Applicant			
If done through a					
1. Authorization Let	•	Authorizing Party			
of Attorney (SPA) (		3 ,			
Photocopy)					
2. Valid I.D. (1 Phot	tocopy)	Authorizing Party and Representative			
Other legal docum	nents as the case ar	ises:			
- Notice of Aw		Applicant			
- Deed of Donation					
- Authority to 0					
	Consent from Lot				
Owner					
- Deed of Usu					
- Affidavit of H					
- Extra Judicia	al 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				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILITI OTLI O	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Secure	1. Provide	None	5 minutes	Assistant
Demolition Permit	Demolition Form			Building Official
Application form	and list of			Or
with the list of	requirements			Officer of the
requirements.				Day
0.01.11.1	0.0		45	OBO
2. Submit duly	2. Receive and	None	15 minutes	Clerk
accomplished	check documents			Receiving
form and required documents for	for compliance.			Section
verification and	2.1 If not		10 minutes	Engineer I
evaluation	compliant, return		10 minutes	Receiving and
Cvaldation	documents with			Releasing
	lists of lacking			Section
	requirements.			300
3. Wait for the	3. Evaluate,	None	1 hour	Engineer
checking and	assess, and			OBO-Technical
evaluation	compute overall			Division
	amount of			
	regulatory fees.			
				=:
	3.1 Conduct site	None	30 minutes	Field Inspectors
	inspection and			
	send pictures and			
	remarks through			
4. None	Telegram.  4. If found to be	None	10 minutes	Clerk
4. NOTIC	compliant,	None	10 minutes	Billing Section
	prepare order of			Diming Occitori
	payment.			
5. None	5. Review and	None	5 minutes	Assistant
	recommend			Building Official
	payment, then			OBO
	sign forms.			
6. None	6. Approve order	None	5 minutes	Head
	of payment and			OBO
	sign forms.			0. "
7. Ask for Order of	7. Receive	Based on	30 minutes	Staff
Payment, proceed	Photocopy of the	PD 1096		OBO-Releasing
to City's	official receipt,	Schedule		Section





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





#### 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	Office of the Building Official				
Division:					
Classification:	Simple / Complex /				
Type of	G2C – Governmen	t to Citizen			
Transaction:					
Who may avail:		intend to construct or install mechanical			
	systems/machinerie				
	REQUIREMENTS	WHERE TO SECURE			
1. Mechanical Form		Office of the Building Official /			
Signed and Sealed	•	Registered/Professional Mechanical Engineer			
Registered/Profess	ionai iviecnanicai				
Engineer (3 Sets)	Cook of Estimate	Designate and Durate and an all the single Figure 2			
2. Bill of Materials /		Registered/Professional Mechanical Engineer			
Specifications (3 Second 3. PRC ID & PTR of	,	Pagistarad/Professional Machanical Engineer			
Registered/Profess		Registered/Professional Mechanical Engineer			
•					
Engineer (1 Photoc 4. Barangay Cleara		Barangay Office			
(1 Original and 1 Pr		Barangay Office			
6. Certified True Co		City Assessor's Office			
Declaration (1 Origi		Oity Assessor's Office			
Photocopy)	narana i				
7. Real Tax Receipt (Current Year) (2		City Assessor's Office			
photocopies)	( ( ) ( ) ( )	City / isosoco C Cities			
If applicant is a co	rporation:				
1. Duly notarized So		Corporation			
(1 Original Copy)	,				
2. Valid I.D. (1 Phot	тосору)	Applicant			
If done through a	representative:				
1. Authorization Let		Person Being Represented			
of Attorney (SPA) (	•				
Photocopy)					
2. Valid ID (1 Photo	copy)	Applicant			
If applicable:					
1. Developer / HOA	Clearance (1	Developer / HOA Office			
Original and 1 Photocopy)					
	Other legal documents as the case arises:				
- Notice of Aw		Applicant			
- Deed of Don					
- Authority to (					
	consent from Lot	FILE			
Owner					
- Deed of Usu					
<ul> <li>Affidavit of H</li> </ul>	eirs				





- 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

Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure	1. Provide	None	5 minutes	Engineer
Mechanical	Mechanical Form			Mechanical
Permit Application	and list of			Division
form with the list	requirements			
of requirements.				
2. Submit duly	2. Receive and	None	15 minutes	Clerk
accomplished	check documents			Receiving
form and required	for compliance.			Section
documents for				
verification and	2.1 If non-	None	5 minutes	Clerk
evaluation	compliant, return			Receiving
	documents with			Section
	lists of lacking			
	requirements			
3. Wait for the	3. Evaluate,	None	1 day for	Engineer
checking and	assess, and		Simple	OBO-
evaluation	compute overall		5 days for	Mechanical
	amount of		Complex	Division
	regulatory fees.		19 days for	
			Highly	
			Technical	
	3.1 Conduct site	None	30 minutes	
	inspection and	None	50 minutes	Field Inspectors
	send pictures and			OBO
	remarks through			OBO
	Telegram.			
4. None	4. If found to be	None	10 minutes	Clerk
	compliant,			Billing Section
	prepare order of			Ö
	payment.			
5. None	5. Review and		5 minutes	Assistant
	recommend for			Building Official
	payment, and sign			OBO
	the forms, plans			
	and order of			
	payment.			
6. None	6. Approve Order	None	5 minutes	Head
	of Payment, and			Charge





			1		
		sign forms and			OBO
		plans.			
7.	Ask for Order of	7. Receive	Based on	30 minutes	Staff
Pa	yment, proceed	Photocopy of the	PD 1096		Releasing
	Ćity's	official receipt,	Schedule		Section
	easurer's	prepare and	of Fees		0000
	fice, present the	release permit.,	0.1000		
	der of payment,	then prepare and			
		release the			
	y prescribed	mechanical			
	e/s and receive				
	icial receipt	permit.			
,	.R.) Return to				
_	BO and wait for				
	e release of				
ар	proved permit				
		TOTAL:	Based on	Simple: 1 Day,	
			PD 1096	1 Hour, and 45	
			Schedule	Minutes	
			of Fees		
				Complex: 5	
				days, 1 Hour,	
				and 45	
				Minutes	
				Highly	
				Technical: 19	
				days, 1 Hour,	
				and 45	
				Minutes	
				Miliatos	





#### 6. Electrical Permit Application

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

Office or	Simple / Complex /	Highly Technical		
Division:				
Classification:	G2C – Government			
Type of		intend to install/upgrade electrical		
Transaction:	system/equipment			
Who may avail:				
	REQUIREMENTS	WHERE TO SECURE		
1. Electrical Forms	` •	Office of the Building Official / Registered /		
	istered/Professional	Professional Electrical Engineer		
Electrical Engineer)				
2. Bill of Materials /		Registered/Professional Electrical Engineer		
Specifications (3 Se	,			
3. PRC ID & PTR of		Registered/Professional Electrical Engineer		
Registered/Profess				
Engineer (1 Photoc	1 0 /	0//		
4. Barangay Cleara		Barangay Office		
(1 Original and 1 Pl		/// // // // // // // // // // // // //		
5. Developer / HOA		Developer / HOA Office		
applicable) (1 Origin	nal and 1			
Photocopy)	, <del>-</del>	0.1. 4		
6. Certified True Co		City Assessor's Office		
Declaration (1 Original Diseases)	nal and 1			
Photocopy)		City Assessed Office		
7. Real Tax Receipt (Current Year) (2		City Assessor's Office		
photocopies)	unavatian.			
If applicant is a co		Comparation		
1. Duly notarized Swith attached Gove		Corporation		
(if applicant is Corp and 1 Photocopy)	oration) (1 Original			
2. Valid ID (1 Photo	ocony)	Applicant		
If done through a		Applicant		
1. Authorization Let		Person Being Represented		
of Attorney (SPA) (	• · · · · · · · · · · · · · · · · · · ·	I erson being izepresented		
2. Valid ID (1 Photo		Authorizing Party and Representative		
` `	nents as the case ar			
- Notice of Aw		Applicant		
- Deed of Don		Αρριισαίτι		
- Authority to 0				
-	Consent from Lot			
Owner	ondone nom Loc			
- Deed of Usu	fruct			
- Affidavit of H		HIM		
	al Settlement of	- 300		
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

Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Electrical Permit Application form with the list of requirements.	Provide     Electrical Form     and list of     requirements	None	5 minutes	Staff Electrical Division
2. Submit duly accomplished form and required documents for	2. Receive and check documents for compliance.	None	15 minutes	Clerk OBO-Receiving Section
verification and evaluation	2.1 If non- compliant, return documents with lists of lacking requirements.	None	5 minutes	Clerk 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	Staff Electrical Division
	3.1 Conduct site inspection and send pictures and remarks through Telegram.	None	19 days for Highly Technical 30 minutes	Field Inspectors OBO
4. None	4. If compliant, prepare order of payment.	None	10 minutes	Clerk Billing Section
5. None	5. Review and recommend for payment, and sign forms, plans and Order of Payment	None	5 minutes	Assistant Building Official OBO
6. None	6. Approve Order of Payment, and sign forms and plans and permit.	None	5 minutes	Head OBO
7. Ask for Order of Payment, proceed to City's	7. Receive Photocopy of the receipt, prepare	None	30 minutes	Staff OBO-Releasing Section





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	and release the electrical permit.			
	TOTAL:	Based on PD 1096	Simple: 1 Day, 1 Hour, and 45	
		Schedule of Fees	Minutes	
		011 663	Complex: 5	
			Days, 1 Hour,	
			and 45 Minutes	
			iiiiiiatoo	
			Highly	
			Technical: 19	
			Days, 1 Hour, and 45	
			Minutes	





#### 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	Office of the Divilation	on Official		
Office or	Office of the Building Official			
Division:				
Classification:	Simple / Complex / Highly Technical			
Type of	G2C – Government	t to Citizen		
Transaction:				
Who may avail:		intend to install/construct cell site tower or install		
	cabling system			
	REQUIREMENTS	WHERE TO SECURE		
For cell site tower				
1. Electronics Form	s and Plans	Office of the Building Official / Professional		
(Signed and Sealed	d by Professional	Electronics Engineer		
Electrical Engineer)	) (5 Sets)			
2. Structural Plans		Civil/Structural Engineer		
(Signed and sealed	by Civil/Structural			
Engineer) (2 Sets)				
3. Soil Test (Signed	and Sealed by	Civil Engineer		
Civil Engineer) (2 S				
4. Electrical Forms		Office of the Building Official / Professional		
and Sealed by Prof	essional Electrical	Electrical Engineer		
Engineer) (5 Sets)				
5. Relocation Surve	ey Certificate &	Geodetic Engineer		
Ground Verification				
Vicinity Map (Signe	•			
Geodetic Engineer)				
6. Bill of materials/0		Respective Architect/Engineers		
Specifications				
7. if submitted Lot 7	Title is not under	Registry of Deeds		
applicant's Name) (	1 Photocopy)			
8. PRC ID & PTR (		Respective Architect/Engineers		
Engineers (1 Photo				
9. Barangay Clearance for		Barangay Office		
Construction (1 Original and 1		J ,		
Photocopy)				
10. Developer / HO	A Clearance (if	Developer / HOA Office		
applicable) (1 Origin				
Photocopy)				
11. Certified True C	Copy of Tax	City Assessor's Office		





Declaration (1 Original and 1	
Photocopy)	
12. Real Tax Receipt (Current Year) (2	City Assessor's Office
photocopies)	
13. Neighbor's Consent with attached	Adjacent Neighbors / Applicant
Government issued ID of neighbors	
14. Certificates or clearances from	PHILVOCS, LLDA, DENR, NAPOCOR,
Different Agency (as the case maybe	CENRO, DOH, CAAP, DPWH, NTC, BFP,
arises) (1 Photocopy)	DICT, DILG
15. Construction Logbook	Applicant
16. Annex 2 of JMC (signed and	Revised JMC No. 1, Series of 2021,
sealed by Engineer) – for existing	"Streamlined Guidelines for the Issuance of
building/rooftop	Permits, Licenses, And Certificates For The
47 Assess 0 of IMO /signal and	Construction of PTTIs"
17. Annex 3 of JMC (signed and	Revised JMC No. 1, Series of 2021,
sealed by Geodetic Engineer and	"Streamlined Guidelines for the Issuance of
stamped by CAAP) – for vacant	Permits, Licenses, And Certificates For The
lots/greenfield	Construction of PTTIs"
For underground cabling:	
1. Electronics Forms and Plans	Office of the Building Official / Professional
(Signed and Sealed by Professional	Electronics Engineer
Electrical Engineer) (5 Sets)	
2. Excavation Plans and Details	Respective Engineers
(Signed and sealed by Civil Engineer)	
(5 Sets)	
3. Underground/Excavation (Fiber	City Engineering Office
Optic Cables, Manholes, Ducting, etc.)	City Inginioning Cities
Recommendation Letter (1 Photocopy)	
4. Bill of materials/Cost Estimate and	Respective Engineers
Specifications (5 Sets)	Nespective Engineers
5. PRC ID & PTR of All signing	Respective Engineers
Engineers (1 Photocopy)	Nespective Engineers
	Davas and Office
6. Barangay Clearance for	Barangay Office
Underground Cabling (1 Original and 1	
Photocopy)	
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 / Applicant
City Engineering Office	
For aerial cabling:	
Electronics Forms and Plans	Office of the Building Official / Professional
(Signed and Sealed by Professional	Electronics Engineer
Electrical Engineer) (5 Sets)	9
27. Request to Attach from Utility Pole	Utility Pole Owner
Owner (2 photocopies)	Camily 1 010 Chillon
2. Aerial Attachments (Utilities)	City Engineering Office
Recommendation Letter (1 Photocopy)	Oity Engineering Office
	Professional Flastranias Engineer
3. Bill of materials/Cost Estimate and	Professional Electronics Engineer





Specifications (5 Sets)		
4. PRC ID & PTR of All signing	Professional Electronics Engineer	
Engineers (1 Photocopy)	- 1.9	
5. Barangay Clearance (1 Original and	Barangay Office	
1 Photocopy)	Barangay Omoo	
6. DOLE Clearance	Department of Labor and Employment	
7. Recommendation and Report from	City Engineering Office / Applicant	
· · · · · · · · · · · · · · · · · · ·	City Engineering Office / Applicant	
City Engineering Office  If submitted Lot Title is not under app	Nicent's name:	
Certified True Copy of Title (with Attached Contract to Sell/Deed of	Registry of Deeds:	
Absolute Sale/Lease of Contract/ any		
proof of ownership (1 Photocopy)		
If applicant is a corporation:		
1. Duly notarized Secretary Certificate	Corporation	
(1 Original Copy)		
2. Valid ID (1 Photocopy)	Applicant	
If done through a representative:		
1. Authorization Letter / Special Power	Person being represented	
of Attorney (SPA) (1 Original Copy)		
2. Valid ID (1 Photocopy)	Authorizing Party and representative	
If the need arises:		
Certificates or clearances from	PHILVOCS, LLDA, DENR, NAPOCOR,	
Different Agency (as the case maybe	CENRO, DOH, CAAP, DPWH, NTC, BFP,	
arises) (1 Photocopy)	DICT, DILG, Provincial Government	
If applicable:		
1. Developer / HOA Clearance (1	Developer / HOA Office	
Original and 1 Photocopy)		
Other legal documents as the case ar	ises:	
<ul> <li>Notice of Award</li> </ul>	Applicant	
<ul> <li>Deed of Donation</li> </ul>		
<ul> <li>Authority to Construct</li> </ul>		
<ul> <li>Affidavit of Consent from Lot</li> </ul>		
Owner		
- Deed of Usufruct		
- Affidavit of Heirs		
<ul> <li>Extra Judicial Settlement of</li> </ul>		
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 PROCESSING PERSON BE PAID TIME RESPONSIBLE	
1. Submit Letter of 1. Receive Letter	None None Staff	
Intent to Office of of intent for	Mayor's Office	





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





8. None	8. Approve the order of payment, sign forms and plans.	None	30 minutes	Head 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	Staff 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	Office of the Building Official			
Division:				
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Any individual who	intend to install signage		
	REQUIREMENTS	WHERE TO SECURE		
New Application:				
1. Signage Forms a		Office of the Building Official / Respective		
and Sealed by Arch	itect/Engineer) (3	Architect/Engineer		
Sets)	0			
2. Bill of Materials /	·	Respective Architect/Engineer		
Specifications (3 Se		0 1 1 5 1		
	gned and sealed by	Geodetic Engineer		
Geodetic Engineer	in (Oinne I an I	Oi: il/Otarratural Facility		
4. Structural Analys		Civil/Structural Engineer		
sealed by Civil/Stru	cturai Engineer) (2			
Sets)	f all aignine	Deep estive Architect/Consider		
5. PRC ID & PTR o	0 0	Respective Architect/Engineer		
Engineer (1 Photoc		Parangay Office		
6. Barangay Cleara		Barangay Office		
(1 Original and 1 Ph		City Assessor's Office		
7. Certified True Condition (1 Original Property Condition)		City Assessor's Office		
Photocopy)	nai and i			
8. Real Tax Receip	t (Current Year) (2	City Assessor's Office		
photocopies)	(Sanoni Toai) (Z	City / 10000001 0 Office		
9. Building Permit of	f Base Building (1	Applicant		
Photocopy)	_ 300 _ 3.1011.19 (1	. 4. L		
	mit of Base Building	Applicant		
(1 Photocopy)	9			
11. Joint Structural	Stability	Applicant		
Certification (1 Pho	•			
12. Consent from A		Applicant		
Lot/Property Owner	•			
Government issued				
13. DPWH Clearan		Department of Public Works and Highways /		
		Applicant		
14. PHIVOLCS Cle	arance	PHIVOLCS / Applicant		
Renewal of Applic	ation:			
1. Previous Sign Pe	ermit (1 Photocopy)	Applicant		
2. PRC ID & PTR of all signing		Respective Architect/Engineer		
Engineer (1 Photoc				
3. Barangay Cleara		Barangay Office		
(1 Original and 1 Ph				
4. Certified True Co	py of Tax	City Assessor's Office		





Declaration (1 Original and 1	
Declaration (1 Original and 1 Photocopy)	
5. Real Tax Receipt (Current Year) (2	City Assessor's Office
photocopies)	
6. Joint Structural Stability Certification (1 Photocopy)	Applicant
7. Consent from Adjacent Lot/Property	Applicant
Owners with attached Government	
issued ID (1 Photocopy)	
8. DPWH Clearance	Department of Public Works and Highways /
	Applicant
If submitted Lot Title is not under app	
1. Certified True Copy of Title (with	Registry of Deeds
Attached Contract to Sell/Deed of	
Absolute Sale/Lease of Contract/ any	
proof of ownership if submitted (1	
Photocopy)	
If applicant is a corporation:  1. Duly notarized Secretary Certificate	Corporation
(1 Original Copy)	Corporation
2. Valid ID	Applicant
If done through a representative:	7.45
1. Authorization Letter / Special Power	Authorizing Party
of Attorney (SPA) (1 Original Copy)	ů ,
2. Valid ID	Authorizing Party and representative
If applicable:	
1. Developer / HOA Clearance (1	Developer / HOA Office
Original and 1 Photocopy)	
Other legal documents as the case ar	
- Notice of Award	Applicant
- Deed of Donation	
<ul><li>Authority to Construct</li><li>Affidavit of Consent from Lot</li></ul>	
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  AGENCY	FEES TO PROCESSING PERSON
CLIENT STEPS ACTIONS	BE PAID TIME RESPONSIBLE
1. Secure Sign 1. Provide Sign	None 5 minutes Engineer
Permit Application   Form and list of	Sign Division





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





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	





## 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	G2C – Government to Citizen					
Transaction:						
Who may avail:	Any individual who intend to excavate					
	REQUIREMENTS		WHERE TO SEC	URE		
1. Excavation Form	s and Plans	Office of the	Building Official /	Respective		
(Signed and Sealed	d by Engineer) (5	Engineer				
Sets)						
2. Bill of Materials /	Cost of Estimate,	Respective Engineer				
Specifications (5 Se	ets)					
3. PRC ID & PTR o	f all signing	Respective	Engineer			
engineers (1 Photo						
4. Barangay Cleara		Barangay C	Office			
(1 Original and 1 Pl						
	itle is not under app					
1. Certified True Co	. ,	Registry of	Deeds			
Attached Contract t						
Absolute Sale/Leas	,					
proof of ownership	(1 Photocopy)					
If applicable:	01 /4		1104 000			
1. Developer / HOA		Developer /	HOA Office			
Original and 1 Phot						
If applicant is a co		0				
1. Duly notarized S	ecretary Certificate	Corporation				
(1 Original Copy)	2001/	Applicant				
2. Valid ID (1 Photo		Applicant				
If done through a		Authorizing	Dorty			
of Attorney (SPA)	tter / Special Power	Authorizing	Party			
2. Valid ID (1 Photo	ocopy)	Authorizing Party and representative				
2. Valid ID (1 Filoto	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Secure	1. Provide	None	5 minutes	Assistant		
Excavation Permit	Excavation Form	110110	0 11m1d100	Building Official		
Application form	and list of			OBO		
with the list of	requirements			Or		
requirements.		Any Officer				
				the Day		
2. Submit duly	2.1 Receive and	None	15 minutes	Clerk		
accomplished	check documents			OBO-Receiving		
form and required	for compliance.			Section		
documents for	2.2 Return	None	10 minutes	Engineer		
verification and	documents with		1	OBO-Receiving		
evaluation	lists of lacking			and Releasing		





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





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	





#### 10. Excavation Bond Refund

This process shall be done prior to refund of Excavation Bond

Office or	Office of the Buildin	g Official			
Division:	0: 1				
Classification:	Simple	1. 0:0:			
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:					
CHECKLIST OF REQUIREMENTS		Δ Ι'	WHERE TO SEC	URE	
1. Pictures of excavation works		Applicant			
(before, during, and after) (1 Original					
Copy)		A madia and			
2. Sketch of Location (1 Original Copy)		Applicant			
3. Official Receipt for Excavation Bond		Applicant			
(1 Original Copy and 1 Photocopy)		Applicant			
4. Request Letter for Refund (1		Applicant			
Original Copy) 5. Recommendation and Report letter		City Engine	oring Office / Appl	ioont	
		City Engineering Office / Applicant			
of City Engineering	Office (1 Offgirla)				
Copy)					
If applicant is a company:  1. Duly notarized Secretary Certificate		Corporation			
(1 Original Copy)	ecicially Certificate	Corporation			
	(conv)	Authorizing Party and representative			
2. Valid ID (1 Photocopy)  If done through a representative:		Authorizing	i arty and represe	TILATIVE	
Authorization Letter / Special Power		Authorizing	Party		
of Attorney (SPA) (	•	ratiforizing	1 dity		
2. Valid ID (1 Photocopy)		Authorizing Party and representative			
Other legal documents as the case ar					
- Notice of Aw		Applicant			
- Deed of Don					
- Authority to Construct					
- Affidavit of Consent from Lot					
Owner					
- Deed of Usufruct					
- Affidavit of Heirs					
<ul> <li>Extra Judicial Settlement of</li> </ul>					
Estate					
- Death Certificate of the					
deceased owner					
- PSA Birth Certificate of Heir/s (if					
the deceased owner is the					
•	se/children/etc. of				
applicant)	ntroot				
- Marriage Co		FEEC TO	DDOCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
EOD COVEDNMEN	NT ROADS AND TUI			KLOPONSIBLE	





	1. Submit Sketch	1. Receive	None	5 minutes	Clerk
	of Location and	documents and	110110	o minatoo	OBO-Receiving
	Pictures of	endorse			Section
	excavation works	application to City			
		Engineering			
	0.147.14.4	Office.			0: 5
	2. Wait for the	2. Conduct	None	None	City Engineering Office Staff
	inspection of City Engineering	inspection for the excavation works			Office Staff
	Office	excavation works			
-	3. Wait for the	3. Submit	None	None	City Engineering
	evaluation of City	endorsement			Office Staff
	Engineering	letter to OBO			
	Office	regarding the			
F	4. Annanas da	findings	Nissa	40	Ola vi ODO
	4. Approved: Submit Request	4. Approved: Receive	None	10 minutes	<i>Clerk</i> OBO- Receiving
	letter for Refund,	documents for			Section
	Official Receipt for	endorsement and			00011011
	Excavation Bond	endorse			
	and Valid ID	application to the			
		Office of the			
L	5 D'	Mayor.	N.I.	NI.	0'' 5
	<ol><li>Disapproved:</li><li>Coordinate with</li></ol>	5. Conduct re-	None	None	City Engineering Office Staff
	City Engineering	inspection of application			Office Staff
	Office until the	αρριισατιστί			
	restoration is	Note: If approved,			
	completed	proceed to Step 4			
L	0.5.11.	0.00	N.I.	NI	O''. T
	6. Follow up	6. Release check	None	None	City Treasurer's Office Staff
	application to City Treasurer's Office				Office Staff
F	Trododror o omoo	TOTAL:	None	15 Minutes,	
				excluding	
				processing	
				time from	
				other	
F	FOR PRIVATE SUI	BUINISIONS		departments	
		AGENCY	FEES TO	PROCESSING	PERSON
	CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
	1. Submit Sketch	1. Receive	None	5 minutes	Clerk
	of Location and	documents for			OBO-Receiving
	Pictures of	endorsement			Section
F	excavation works	2. Condust	Mona	20 minutes	Field Increases
	2. Wait for the inspection	2. Conduct inspection for the	None	30 minutes	Field Inspector
	mapedion	excavation works		7	16
	4. Approved:	4. Approved:	None	10 minutes	ClerkOBO-





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 reinspection of application  Note: If approved, proceed to Step 4	None	30 minutes	Field Inspector
6. Follow up application to City Treasurer's Office	6. Release check	None	None	City Treasurer's Office Staff
	TOTAL:	None	1 Hour and 15 Minutes, excluding processing time from other departments	





### 11. Temporary Electrical Connection Application

**OBO-Electrical** 

Division

application and site complies with

the provision of

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

seus electrical service	e ioi construction equ	iipinent.		
Office or Division:	Office of the Buildin	Office of the Building Official		
Classification:	Complex			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All residential, comr	All residential, commercial, institutional and industrial buildings		ial buildings
	REQUIREMENTS		WHERE TO SEC	
1. List of Applicants	(emailed)	MERALCO		
2. Building Permit (	, ,	Applicant		
3. Duly Accomplish			Building Official /	Respective
application duly sign	ned and sealed by		Master electrician/	· ·
	electrician/Electrical	Engineer		
Engineer (if applica		Ū		
If done through a representative:				
1. Authorization Let		Authorizing	Party	
of Attorney (SPA) (	1 Original Copy)			
2. Valid ID (1 Photo	сору)	Authorizing	Party and represe	ntative
Other legal docum	ents as the case ar	ises:		
<ul> <li>Notice of Aw</li> </ul>	ard	Applicant		
- Deed of Don	ation			
- Authority to (	Construct			
<ul> <li>Affidavit of C</li> </ul>	onsent from Lot			
Owner				
<ul> <li>Deed of Usu</li> </ul>	fruct			
<ul> <li>Affidavit of H</li> </ul>	eirs			
<ul> <li>Extra Judicia</li> </ul>	I Settlement of			
Estate				
<ul> <li>Death Certifi</li> </ul>	cate of the			
deceased ov	vner			
- PSA Birth Ce	ertificate of Heir/s (if			
the decease	d owner is the			
parent/spous	se/children/etc. of			
applicant)				
Marriage Contract				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLILINI STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Apply to	1. Check if	None	5 minutes	Clerk
MERALCO	application is			Receiving
	emailed			Section
2. Wait for the	2. Conduct	None	5 days	Staff
inspection to be	Inspection to			Electrical
conducted by the	check if the			Division





existing Philippine Electrical Code.			
3. Evaluation and Assessment and computation of overall amount of	None	30 minutes	Staff Electrical Division
4. If found to be compliant, prepare order of payment and prepare Certificate of Temporary Electrical Connection	None	10 minutes	Clerk Billing Section
5. Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	Assistant Building Official OBO
6. Approve the order of payment, and sign permit.	None	5 minutes	Head OBO
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	Clerk Billing Section
8. Forward approved permit for Temporary Electrical Service Connection to be to MERALCO via email. (hard copy will be sent every	None	30 minutes	Clerk Releasing Section
	Electrical Code.  3. Evaluation and Assessment and computation of overall amount of regulatory fees.  4. If found to be compliant, prepare order of payment and prepare Certificate of Temporary Electrical Connection  5. Review and recommend for payment, and sign forms, plans and order of payment.  6. Approve the order of payment, and sign permit.  7. Receive Photocopy of the official receipt, prepare and release permit, then encode details of the payment.  8. Forward approved permit for Temporary Electrical Service Connection to be to MERALCO via email. (hard copy	Electrical Code.  3. Evaluation and Assessment and computation of overall amount of regulatory fees.  4. If found to be compliant, prepare order of payment and prepare Certificate of Temporary Electrical Connection  5. Review and recommend for payment, and sign forms, plans and order of payment.  6. Approve the order of payment, and sign permit.  7. Receive Photocopy of the official receipt, prepare and release permit, then encode details of the payment.  8. Forward approved permit for Temporary Electrical Service Connection to be to MERALCO via email. (hard copy will be sent every	Electrical Code.  3. Evaluation and Assessment and computation of overall amount of regulatory fees.  4. If found to be compliant, prepare order of payment and prepare Certificate of Temporary Electrical Connection  5. Review and recommend for payment, and sign forms, plans and order of payment.  6. Approve the order of payment, and sign permit.  7. Receive Photocopy of the official receipt, prepare and release permit, then encode details of the payment.  8. Forward approved permit for Temporary Electrical Service Connection to be to MERALCO via email. (hard copy will be sent every)





	TOTAL:	Based on	5 Days, 1	
		PD 1096	Hour, and 30	
/		Schedule	Minutes	
		of Fees		





# 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	G2C - Government	to Citizen		
<b>Transaction:</b>				
Who may avail:	All residential, comr	mercial, instit	utional and industr	ial buildings
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. List of Applicants	1	MERALCO		
	ed Electrical permit		e Building Official /	•
application duly sig			Master electrician/	/Electrical
_	electrician/Electrical	Engineer		
Engineer (if applica				
3. CUDHO Certifica	ation (1 Original		and Development	Housing Office /
Copy)		Applicant		
If applicable:	1. (4. 51			
1. Occupancy Pern	1 1 7	Applicant		
If done through a				
	tter / Special Power	Authorizing	Party	
of Attorney (SPA) (		A	Danta and an area	-1-1
2. Valid ID (1 Photo		Authorizing Party and representative		
- Notice of Aw	nents as the case ar			
- Notice of Aw		Applicant		
- Authority to				
	Consent from Lot			
Owner	onsent nom Lot			
- Deed of Usu	fruct			
- Affidavit of H				
	al Settlement of			
Estate				
<ul> <li>Death Certifing</li> </ul>	cate of the			
deceased ov	vner			
- PSA Birth C	ertificate of Heir/s (if			
the decease	d owner is the			
parent/spous	se/children/etc. of			
applicant)				
Marriage Contract				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1 Apply to	ACTIONS	BE PAID	TIME 5 minutes	RESPONSIBLE
1. Apply to MERALCO	1. Check if application is	None	5 minutes	Clerk OBO-Receiving
IVILINALOU	emailed.			Section
2. Wait for the	2. Conduct	None	5 days	Staff
inspection to be	Inspection to	140116	Juays	OBO-Electrical
mapection to be	mapeonon to			ODO LICCITICAL





conducted by the OBO-Electrical Division	check if the application and site complies with the provision of existing Philippine Electrical Code.			Division
3. None	3. Evaluate, assess, and compute regulatory fees.	None	30 minutes	Staff OBO-Electrical Division
4. None	4. If found to be compliant, prepare order of payment and prepare certificate of Final Electrical Inspection	None	10 minutes	Clerk OBO-Billing Section
5. None	5. Review and recommend for payment, and sign forms, plans, certificate, and order of payment.	None	5 minutes	Assistant Building Official OBO
6. None	6. Approve the order of payment, and sign Certificate of Final Electrical Inspection	None	5 minutes	Officer-in- Charge OBO
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	Clerk OBO-Billing Section
8. Coordinate with MERALCO for their Service Connection.	8. Forward approved Certificate of Final Electrical Inspection (CFEI)	None	30 minutes.	Clerk OBO-Releasing Section





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.

000	- C(1 - D 11 11 -	0000		
Office or	Office of the Buildin	g Official		
Division:				
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:	All registers tiel come			ial buildiana
	All residential, com	nerciai, instit		
	REQUIREMENTS	Motor Com	WHERE TO SEC	UKE
Investigation For Order (1 Original Co		Water Servi	ice Provider	
2. Barangay Cleara		Barangay		
Connection (1 Origi		Darangay		
3. Recommendation		City Engine	ering Office / Appli	icant
from City Engineering		Oity Engine	ching Office / Appli	loant
Original Copy)	ing Office (1			
If applicable:				
1. Developer / HOA	Clearance (1	Developer/l	HOA Office	
Original Copy)				
If applicant is a co	rporation:			
1. Duly notarized Se		Corporation		
(1 Original Copy)		·		
2. Valid ID (1 Photo	copy)	Applicant		
If done through a				
1. Authorization Let		Authorizing	Party	
of Attorney (SPA) (	1 Original Copy)			
2. Valid ID (1 Photo	copy)	Authorizing	Party and represe	ntative
If excavation is ald	ong a National High	way:		
1. DPWH Clearance	e (1 Original Copy)	DPWH		
Other legal docum	ents as the case ar	ises:		
<ul> <li>Notice of Aw</li> </ul>		Applicant		
<ul> <li>Deed of Don</li> </ul>				
- Authority to (				
	onsent from Lot			
Owner	<b>.</b>			
- Deed of Usu				
- Affidavit of H				
	I Settlement of			
Estate	cate of the			
	<ul> <li>Death Certificate of the deceased owner</li> </ul>			
	- PSA Birth Certificate of Heir/s (if			
	the deceased owner is the			
	parent/spouse/children/etc. of			
applicant)	3.0.0.0.0.0			
Marriage Contract		HIM		
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE





1. Submit Investigation Form or Construction Order and other pertinent documents.	Receive and check documents      1.1 Provide     Waiver/     Pagpapaubaya	None	5 minutes	Clerk OBO-Receiving Section
2. Fill out Waiver / Pagpapaubaya	2. Provide Waiver Pagpapaubaya and receive filledout waiver after and other pertinent documents.	None	5 minutes	Clerk OBO-Receiving Section
3. None	3. Signing Of Concerned Division	None	15 minutes	Officer-in- Charge OBO Or Assistant Building Official
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	Clerk OBO-Receiving Section
5. None	5. If found to be compliant, prepare order of payment and permit.	None	10 minutes	Clerk OBO-Billing Section
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	Officer-in- Charge OBO
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	Clerk OBO-Releasing Section





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

<u> </u>		o rippiloditorio	
Office or	Office of the Building Official		
Division:			
Classification:	Simple / Complex / Highly Technical		
Type of	G2C – Government	to Citizen	
Transaction:	A		
Who may avail:		prise who intend to start business	
	REQUIREMENTS	WHERE TO SECURE	
1. Building Permit of	of Building (1	Applicant	
Photocopy)	ad Unified	Pusings Parmits and Licensing Office /	
2. Duly accomplished		Business Permits and Licensing Office / Applicant	
Clearance for Busir Copy)	iess (i Original	Applicant	
	nce for Business (1	Barangay Office	
Photocopy)	TICC IOI DUSITICSS (I	Barangay Office	
4. Pictures of Locat	ion of Business	Applicant	
(front, rear and side		, .ppoan.	
Copy)	, (		
	tle is not under app	blicant's Name:	
1. Certified True Co		Registry of Deeds	
Attached Contract t			
Absolute Sale/Leas	e of Contract/ any		
proof of ownership)	(1 Photocopy)		
If applicable:			
6. Occupancy Perm	<b>O</b> (	Applicant	
applicable) (1 Photo			
7. Safety Certification		Applicant	
(Civil, Structural, El			
Mechanical) (1 Pho		D ////////////////////////////////////	
8. Developer / HOA	Clearance (1	Developer / HOA Office	
Photocopy)	roprocentative.		
If done through a		Authorizing Party	
1. Authorization Let of Attorney (SPA)	•	Authorizing Party	
2. Valid ID (1 Photo		Authorizing Party and representative	
	nents as the case ar		
- Notice of Aw		Applicant	
- Deed of Don		Applicant	
- Authority to 0			
	consent from Lot		
Owner			
- Deed of Usu	fruct		
<ul> <li>Affidavit of H</li> </ul>	leirs		
- Extra Judicia	I Settlement of		
Estate			
<ul> <li>Death Certifi</li> </ul>			
deceased ov	vner		





 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
Submit Unified Clearance for Business	Receive the required document and check for completeness	None	None	Business Permits and Licensing Office Staff
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	Engineer OBO-Business Section
	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.

	000 (4 5 11 11	0,000		
Office or Division:	Office of the Building Official			
Classification:	Highly Technical			
Type of	G2C – Government	to Citizen		
Transaction:	O20 – Government	to Citizen		
Who may avail:	Any individual who	is an adminis	trator or an owner	of a building
	REQUIREMENTS		WHERE TO SEC	
1. Approved Plans		Applicant	WILKE TO SEC	ONE
Structural, Electrica	•	, ipplicant		
Electronics, Mechai				
2. Approved Certific	<u> </u>	Applicant		
3. Notice for Annua			Building Official /	Applicant
appointment) (1 Ori	•			
4. List of Machineric		Applicant		
Original Copy)				
If applicable:				
1. Electrical Load S	chedule (1 Original	Applicant		
Copy)				
	ents as the case ar			
- Notice of Aw		Applicant		
- Deed of Don				
- Authority to (				
- Allidavit of C	onsent from Lot			
- Deed of Usu	fruct			
- Affidavit of H				
	I Settlement of			
Estate				
- Death Certifi	cate of the			
deceased ov	vner			
- PSA Birth Ce	ertificate of Heir/s (if			
the decease	d owner is the			
parent/spous	se/children/etc. of			
applicant)				
<ul> <li>Marriage Co</li> </ul>				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME 5 minutes	RESPONSIBLE
2. Submit Annual Inspection Notice	2. Receive Annual Inspection Notice	None	5 minutes	Clerk OBO-Receiving
with requirements	with requirements			Section
With requirements	and schedule for			Collon
	ocular inspection.			
3. Accompany the	3. Conduct Ocular	None	1 day for	Architect Or
inspectors for	Inspection		Simple	Engineer Or
checking and				Staff
2			V-1200-1100-1100-1100-1100-1100-1100-110	0.0





evaluation on site	3.1 Prepare the reports and assessment of fees		5 days for Complex 19 days for Highly Technical	ОВО
4. None	4.1 Review and recommend for payment, and sign forms, plans and order of payment.	None	5 minutes	Assistant Building Official OBO
	5. Approval and Signing of the Building Official on the Order of Payment	None	10 minutes	Head 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	Staff 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
- I) Internal Combustion Engine
- m) Machinery
- n) Elevator / Dumbwaiter
- o) Escalator

Office or

p) Air-conditioning / Refrigeration

Office of the Building Official

Division:	Chiec of the Building Chiefal				
Classification:	Simple / Complex /	Highly Techr	nical		
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	Any individual who	is an adminis			
	REQUIREMENTS		WHERE TO SEC		
1. Mechanical Form		Respective	Engineer / Applica	int	
(signed and sealed	by Respective				
Engineer) (3 Sets)	and Diana (aigned	Doopostiyo	Engineer / Applie	0.04	
2. Electrical Forms	and Plans (signed bective Engineer) (3	Respective	Engineer / Applica	anı	
Sets)	beclive Engineer) (3				
3. PRC ID and PTR	of All Signing	Respective	Fngineer		
engineers (1 Photo	0 0	reopedave			
4. Bill of Materials/C		Respective Engineer			
and Specifications	(signed and sealed	•	ŭ		
by Respective Engi	neers)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure	1. Provide	None	5 minutes	Staff	
Electrical/	Application Form			Electrical	
Mechanical	and list of	Division Or			
Permit Application	requirements	Engineer			
form with the list		Mechanical Pivisian On			
of requirements.		END		Division Or	
			1	Any Officer of the day	
				li le day	





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





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	





## 17. Complaints and Disputes

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

- <u></u>				
Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Any individual who i	s an adminis	trator or an owner	of a building
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Letter of Complain	int (1 Original Copy,	Complainar	nt	
1 Receiving Copy)				
	m Barangay Office /	Barangay /	HOA	
HOA Office (1 Origi				
3. Notice of Invitation			Building Official /	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Receive	None	10 minutes	Clerk
Complaint letter	Complaint Letter			OBO-Receiving Section
	and prepare endorsement to			Section
	City Legal Office			
	for schedule of			
	technical			
	conference.			
	1.1 Conduct site	None	30 minutes	Field Inspectors
	inspection and			OBO
	send pictures and			
	remarks through			
	Telegram.			
	1.2 Prepare	None	10 minutes	Clerk
	Notice of Invitation			OBO-Receiving
	for schedule of			Section
	meeting			
	405 " 11 11			
	1.3 Deliver Notice	None	30 minutes	Field Inspectors
	of Invitation to			ОВО
	complainant and			
2. Cubmit Nation	respondent	None	2 hours	OPO
2. Submit Notice	2. Attend technical	None	3 hours	OBO
of Invitation	conference	None	4 Hours and	Legal Office
	TOTAL:	None	20 Minutes	
			20 Williates	





# Public Affairs and Information Office Internal Services





#### 1. News Coverage

The Public Affairs and Information Office provides news coverage of programs, projects and events ofthe 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	G2G – Government to Government			
Transaction:				
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE
1. Request Slip (1 C	riginal Copy)	Public Affai	rs and Information	on Office
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STELS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present	1. Check and	None	1 minute	Office Staff
received request	verify if request			PAIO
letter to PAIO	letter has been			
	approved by the			
	City Mayor			
2. Secure and fill-	2. Release	None	1 minute	Office Staff
out request form	request form to			PAIO
	client			
3. Advise where	3. Discuss with	None	5 minutes	Office Staff
and when the	client details of			PAIO
event will take	event			
place				
	3.1 Assign staff	None	2 minutes	Head
	who will be in			PAIO
	charge			
	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	G2G – Government	to Governm	ent	
Transaction:				
Who may avail:	All			
CHECKLIST OF I	REQUIREMENTS WHERE TO SECURE			
1. Request Slip (1 O	riginal Copy)	Public Affai	rs and Information	on Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	G2G – Government	to Governm	ent	
Transaction:				
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	
1. Request Slip (1 C			rs and Information	
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 fillout 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  2.1 Post materials to the official website and social media accounts	None	2 minutes 5 minutes	Office Staff PAIO
	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	G2G – Government to Government			
Transaction:				
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
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 fillout 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	G2C – Government	to Citizen, G	32B – Governme	nt to Business
Transaction:	Entity			
Who may avail:	All			
CHECKLIST OF I			WHERE TO SE	
1. Request Slip (1 O	• • • •		rs and Information	on Office
2. Received request Copy)	letter (1 Original	Requesting	Client	
3. Sketch of Physica 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	Review and validate request if already approved by the City Mayor	None	2 minutes	Office Staff PAIO
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	Public Affairs and Information Office			
Division:	ion:			
Classification:	Simple			
Type of	G2C – Government	to Citizen, G	32B – Governme	nt to Business,
Transaction:	G2G – Government	to Governm	ent	
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
1. Request Slip (1 O		Public Affai	rs and Information	on Office
2. Received request Copy)	letter (1 Original	Requesting	Client	
3. Layout of graphics	s (1 Original Copy)	Requesting	Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present received request letter to PAIO	Check and     verify if request     letter has been     approved by the     City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fillout request form	2. Release request form to client	None	1 minute	Office Staff PAIO
	2.1 Endorse client to any available graphic artist	None	1 minute	Head PAIO
3. Provide layout to graphic artist	3. Receive layout	None	1 minute	Graphic Artist 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	Graphic Artist 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	Public Affairs and Information Office				
Division:					
Classification:	Simple				
Type of	G2C – Government			nt to Business	
Transaction:	Entity, G2G – Gove	rnment to Go	overnment		
Who may avail:	All				
CHECKLIST OF I			WHERE TO SE		
1. Request Slip (1 O			rs and Information	on Office	
2. Received request Copy)	letter (1 Original	Requesting	Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present	1. Check and	None	1 minute	Office Staff	
received request	verify if request			PAIO	
letter to PAIO	letter has been				
	approved by the				
0.0	City Mayor	N	4	0.65	
2. Secure and fill-	2. Release	None	1 minute	Office Staff	
out request form	request form to client			PAIO	
	Client				
	2.1 Endorse client	None	1 minute	Office Staff	
	to personnel-in-	INOTIC	i illillate	PAIO	
	charge			1 AIO	
3. Advise where	3. Discuss with	None	5 minutes	Office Staff	
and when the	client details of		3	PAIO	
event will take	event				
place					
	3.1 Schedule	None	2 minutes	Office Staff	
	event			PAIO	
	TOTAL:	None	10 Minutes		





# City Tourism Culture and Arts Office External Services





# 1. Request for Assistance

Various requests received from clients.

Office or	City Tourism Culture and Arts Office			
Division:				
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All employees, clier	its, and other		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	
1. Filled-out Reques		Tourism Cu	Iture and Arts Of	ffice
2. Request Letter, if	applicable (1	Requesting	Client	
Original Copy, 1 Pho				
CLIENT STEPS	AGENCY FEES TO PROCESSING PERSON			
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Secure and	1. Receive and	None	10 minutes	Office Staff
fill0out request	review			TCAO
form.	documents.			
	1.1 Document			
	stamp receives			
	and issues.			
	1.2 Endorse to the			
	Department Head			
	for appropriate			
	action.			
2. Receive	2. Record and	None	10 minutes	Office Staff
feedback.	give feedback of			TCAO
	the request.			
	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	City Tourism Cultur	City Tourism Culture and Arts Office			
Division:	Cinamia	0: 1			
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
1. Proposal Letter (1	Original Copy)	Requesting	Party		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLILINI SILI S	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. E-mail the	Acknowledge	None	1 day	Department	
proposal to	receipt of the e-			Head	
tourism@cityofsan	mail and review			TCAO	
pedrolaguna.gov.p	the proposal.				
<u>h</u>					
_	1.1 Contact the	None	1 day	Office Staff	
	client to schedule	110110	· aay	TCAO	
	a meeting			10/10	
	regarding the				
	possible				
	partnership/collab				
	oration				
	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	G2C – Government to Citizen				
Transaction:					
Who may avail:	All Concerned Citize	ens			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
1. Filled-out request Copy)	form (1 Original	Tourism Cu	Tourism Culture and Arts Office		
2. Request Letter, if Original Copy, 1 Pho		Requesting	Requesting Party		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit the required documents.	1. Receive, record and forward to the Department Head for appropriate action.	None	5 minutes	Office Staff 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	Office Staff 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> <li>Indigent residents of the City of San Pedro</li> <li>Incoming freshman in the college level</li> <li>Has a general average of 85% in the Senior High School Grade 12 report card.</li> <li>Must not be a recipient of other scholarship programs for college.</li> <li>Those whose joint family income must not exceed P300,000.00</li> <li>Will be enrolling in a school accredited by the ILSP</li> </ul>		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Passport-sized pictures (2 Original	Requesting Client		
Copies)			
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	From institution where applicant was last		
copy) or Grade 12 report card (for	enrolled		
incoming freshmen applicants) (1 Certified Copy)			





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 Transact	tion:	Citizens to	Government		
Who may avail:		Applicants who have applied and have been issued test permits			
CHECKLIST OF REQUIREMENTS		WHERE TO	WHERE TO SECURE		
1. Test permits du	lly signed by the	ILSP Office	e during the applic	cation period	
ILSP (1 Original C	Copy)				
2. School ID (Orig	inal Copy)	Institution v	where the applica	nt is enrolled	
CLIENT SCHOOLS	AGENCY ACTIONS	FEES TO BE PAID			
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. Advice the examinees	None	1 hour and 30 minutes	Exam Proctor	





TOTAL: N	None	1 hour and 31	
		minutes	





## 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 Divisio	n:	City Educa	tion and Develop	ment Office	
Classification:		Simple	Simple		
Type of Transac	tion:	G2C – Gov	ernment to Citize	izen	
Who may avail:		Applicants exam	who have passed	the qualifying	
CHECKLIST OF REQUIREMENTS	5	WHERE TO	O SECURE		
Certificate of G     Character (1 Orig		From institution enrolled	ution where applic	cant was last	
If not working:					
BIR Certific filing of ITF Original Co	R of Parents (1	Bureau of Internal Revenue (BIR)		(BIR)	
If working:					
Income Ta     Original Co	•	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			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:	Classification:		Simple		
Type of Transaction:	Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Applicants who have passed the qualifying exam			
CHECKILIST OF REC	UIREMENTS	WHERE	TO SECURE		
Awardee Information F	orm	City Educ	cation and Develo	opment 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 Licensure Exam Passe	•	PRC			
Parent's/Guardian's/Av Voter's Certification	wardee's	COMELEC			
Graduation Portrait Ph Resolution	oto in High	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  Awardee Information Form is completely filled- out. Accept the Form. File		None	3 minutes	CEDO STAFF	





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





## 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	G2C – Government to Citizen; G2G – Government to Government						
Transaction:	0_0 00.0	Covernment to Chizen, C2C Covernment to Covernment					
Who may avail:	I: Walk-in clients or individuals						
	REQUIREMENTS		WHERE TO SEC	URE			
Request Letter (1 Original Copy, 1 Requesting Client Photocopy)							
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Sign in the visitors/client logbook and	1. Receive Request Letter	None	1 minute	Nutrition Staff CHO-Nutrition			
submit the request to CHO-Nutrition Office	1.1 Validate the request	None	2 minutes	Nutrition Staff CHO-Nutrition			
	1.2 Forward request to City Nutrition Action Officer for approval	None	3 minutes	Nutrition Staff CHO-Nutrition			
	1.3 The City Nutrition Action Officer evaluate & approved the client request and provide data needed	None	3 minutes	City Nutrition Action Officer CHO-Nutrition			
2. Receive the nutrition related data and signed the acceptance logbook	2. Assist clients in signing the acceptance logbook	None	1 minute	Nutrition Staff 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	G2C – Government	G2C – Government to Citizen					
Transaction:							
Who may avail:	All						
	REQUIREMENTS		WHERE TO SEC	URE			
1. Request Form (1		CHO-Nutriti					
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	Nutrition Staff 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	City Nutrition Action Officer 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	City Health Office – Nutrition						
Division:							
Classification:	Simple						
Type of	G2C – Government	G2C – Government to Citizen					
Transaction:							
Who may avail:	All						
	REQUIREMENTS		WHERE TO SEC	URE			
1. Request Letter (* Photocopy)		Requestor					
2. Request form (1	Original Copy)	CHO-Nutriti	on				
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	Nutrition Staff CHO-Nutrition			
	1.1 Forward request to City Nutrition Action Officer for approval	None	2 minutes	Nutrition Staff 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	City Nutrition Action Officer CHO-Nutrition			
	2.1 Prepare and issue IEC materials to the requesting clients	None	2 minutes	Nutrition Staff 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	G2C – Government	to Citizen			
Transaction:					
Who may avail:	Informal Sector				
CHECKLIST OF F					
1. Philippine Nationa	al ID or Voter's ID In	PSA, COM	ELEC or c/o Clie	nt	
case Philippine Nation					
Unavailable (1 photo					
2. Barangay Clearar		Barangay w	here the applica	nt resides or	
Clearance/NBI Clear			on or NBI Brancl		
Any of the three )	`				
3. 2x2 picture (1 orig	jinal)	c/o Client			
4. Latest Community	/ Tax	Barangay w	here the applica	nt resides/City	
Certificate/Cedula (1	photocopy)	Treasury Of			
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
CLILINI STEFS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Fill out the	1. Issuance of	None	2 minutes	Office Staff	
office client slip	client slip to the			CUDHO	
	client				
2. Submit	2. Accept and	None	5 minutes	Office Staff	
requirements	check			CUDHO	
	requirements				
	submitted by				
	client				
				0.00	
3. Undergo	3. Conduct	None	10 minutes	Office Staff	
interview	interview with the			CUDHO	
	client				
	0.4 5	NI	0	Office Otaff	
	3.1 Encode name	None	3 minutes	Office Staff	
	of the client in the			CUDHO	
	list of applicants				
	3.2 File submitted	None	2 minutes	Office Staff	
		None	Zillillutes	CUDHO	
	requirements			CODIO	
	TOTAL:	None	22 Minutes		





## 2. Endorsement for MERALCO/SPWD Line Application

Office or	City Urban Development and Housing Office			
Division:				
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Informal Sector			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal:	
1. Homeowners Clearance /	From Association
Association Clearance (1 photocopy)	
2. MERALCO/SPWD Application Form	MERALCO/SPWD c/o Client
(1 original)	
3. Philippine National ID or Voter's ID	PSA, COMELEC or c/o Client
Incase Philippine National ID is	
Unavailable	
(1 photocopy)	
4. Barangay Clearance (1 photocopy)	Barangay c/o Client
5. Proof of ownership (Title - 1	PSA, COMELEC or c/o Client
photocopy)	
Representative:	
Authorization letter (1 original)	c/o Principal Client
2. Philippine National ID or Voter's ID	PSA, COMELEC or c/o Representative
Incase Philippine National ID is	
Unavailable	
(1 photocopy)	
3. Philippine National ID or Voter's ID	PSA, COMELEC or c/o Principal Client
(In case Philippine National ID is	
Unavailable)	
(1 photocopy)	

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

charge to conduct

TOTAL:

inspection

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

properties.				
Office or	City Urban Develop	ment and Ho	ousing Office – A	nti-Squatting Task
Division:	Force			
Classification:	Simple			
Type of	G2C – Government	to Client		
Transaction:				
Who may avail:	Residents of San Pedro			
CHECKLIST OF I			WHERE TO SE	CURE
1. Documents showing	g proof of ownership	Registry of D	Deeds	
(1 photocopy) 2. Homeowner's Clear	rance (1 original)	Homeowners	s' Association	
3. Complaint Letter (1	, , ,	c/o Client	5 ASSOCIATION	
4. Picture/s of the illeg		c/o Client		
(original)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
CLILINI SILI S	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Fill out the office	1. Issuance of	None	2 minutes	Office Staff
client slip	client slip to the			CUDHO
	client			
2. Submit	2. Check and	None	5 minutes	Office Staff
complaint letter	accept submitted	INOTIC	3 minutes	CUDHO
complaint letter	complaint letter			OODITO
3. Submit	3. Validate and	None	3 days	Office Staff
documents	accept submitted			CUDHO
showing proof of	proof of ownership			Or
ownership	through			HHRO IV
(Title/s/DOAS)	verification (if			CUDHO
	needed)			
				0.00
4. Assist and guide	4. Inspection of	None	1 hour	Office Staff
assigned	the area being			CUDHO
personnel in-	complained			

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	Office of the City Vice-Mayor			
Division:				
Classification:	Simple			
Type of	G2G – Government	to Governm	ent	
Transaction:				
Who may avail:	Departments of the City Government of San Pedro			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			URE
1. Transmittal Lette	r (1 Original Copy,	Requesting	Client	
1 Photocopy)				
2. Additional Attach	ments to be taken	Requesting	Client	
up as an agenda (1	Original Set)			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILIAI OILI O	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Receive the	None	3 minutes	Private
transmittal letter,	transmittal letter			Secretary I
along with	and agenda			Office of the
pertinent	documents.			Vice-Mayor
documents to be				
included in the	1.1 Review the	None	15 minutes	Private
agenda.	submitted			Secretary I
	documents and			Office of the
	transmit to the			Vice-Mayor
	City Vice-Mayor			
	for endorsement.			
	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	Office of the City Vi	ce-Mayor			
Division:					
Classification:	Simple				
Type of	G2G – Government	G2G – Government to Government			
Transaction:					
Who may avail:	Departments of the	City Governr	ment of San Pedro		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
	Receiving Copy or Transmittal     Letter (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Receive the	None	3 minutes	Private	
transmittal letter	transmittal letter			Secretary I	
or receiving copy	and agenda			Office of the	
of letter that	documents.			Vice-Mayor	
require the signature of the	1.1 Review the	None	15 minutes		
Vice-Mayor.	submitted	None	13 111111111111111111111111111111111111	Private	
VICE-IVIAYOI.	documents and			Secretary I	
	transmit to the			Office of the	
	City Vice-Mayor			Vice-Mayor	
	for endorsement.			vioc iviayor	
	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	Complex			
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Request Letter (	1 original copy, 1	Requesting	Client		
Photocopy)					
2. Valid I.D. (1 Pho	tocopy)	Requesting	Client		
For medical assis					
1. Medical Certifica	te or Abstract (1	Hospital			
Photocopy)					
For burial assistance:					
Death Certificate		Local Civil Registrar's Office			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Receive the	None	3 minutes	Local	
correspondences,	correspondences,			Legislative Aide	
request letters,	request letters,			Office of the	
checks	checks and other			Vice-Mayor	
and other similar	similar documents				
documents to the	and indicate the				
Office	date and time.				
of the Vice Mayor					
Secretariat	0. D	NI.	45 1	1 1	
2. Wait for the	2. Process and	None	15 days	Local	
request to be	release the			Legislative Aide	
processed	request.			Office of the Vice Mayor	
	TOTAL:	None	15 Days and 2	vice Mayor	
	IUIAL.	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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Citizens of San Pedro			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
	1. Request Letter (1 Original copy, 1		Client	
Photocopy)				
	AOFNOV	FEEO TO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS  1. Submit request	ACTIONS 1.1 Receive			RESPONSIBLE Private
	ACTIONS	BE PAID	TIME	RESPONSIBLE Private Secretary I
1. Submit request	ACTIONS  1.1 Receive request letter.	BE PAID	TIME 1 minutes	RESPONSIBLE  Private  Secretary I  Office of the
1. Submit request	ACTIONS 1.1 Receive	BE PAID	TIME	RESPONSIBLE Private Secretary I
1. Submit request	ACTIONS  1.1 Receive request letter.	BE PAID	TIME 1 minutes	RESPONSIBLE  Private  Secretary I  Office of the
1. Submit request	ACTIONS 1.1 Receive request letter. 1.2 Endorse	BE PAID	TIME 1 minutes	RESPONSIBLE  Private  Secretary I  Office of the
1. Submit request	ACTIONS  1.1 Receive request letter.  1.2 Endorse request to the	BE PAID	TIME 1 minutes	RESPONSIBLE  Private  Secretary I  Office of the
1. Submit request	ACTIONS  1.1 Receive request letter.  1.2 Endorse request to the Sangguniang	BE PAID	TIME 1 minutes	RESPONSIBLE  Private  Secretary I  Office of the





## 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	Office of the City Vice-Mayor				
<b>Division:</b>					
Classification:	Simple				
Type of	G2C - Government	G2C – Government to Citizen			
Transaction:					
Who may avail:	Citizens of San Ped	Iro			
CHECKLIST OF	REQUIREMENTS	EQUIREMENTS WHERE TO SECURE			
1. Letter of Invitatio	n (1 Original Copy,	Requesting Client			
1 Photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter of	1. Receive	None	1 day	Private	
invitation.	request letter and			Secretary I	
	advise client on			Office of the	
	availability of the			Vice-Mayor	
	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			
	•	45 0:4:		
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Citizens of San Pedro			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Letter of Invitatio	n (1 original copy,	Requesting	Client	
1 Photocopy)				
For medical assistance:				
1. Medical Certifica	ate or Abstract (1	Hospital		
Photocopy)				
For burial assistar	nce:			
1. Death Certificate	e (1 Photocopy)	Local Civil F	Registrar's Office	
For motor vehicle	assistance:			
1. Request slip (1 0	Original Copy, 1	Office of the Mayor		
Photocopy)	0 177			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit request	1. Receive	None	5 days	Private
letter along with	request letter and			Secretary I
pertinent	process the			Office of the
attachments.	request.			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	Sangguniang-Panlungsod Secretariat Office			
Division:	Cimple			
Classification:	Simple	000.0	'avaramant ta Cav	various and COC
Type of Transaction:	Government to Citiz	zen – Gzc, G	overnment to Gov	remment – G2G
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	URF
1. Letter request (1		Requesting		
Photocopy)	он.gа. сору, .			
2. Request Slip (1 0	Original Copy)	Sangguniar	ng Panlungsod Se	cretariat Office
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Provide the	None	2 minutes	Clerk IV Or
letter-request or	requesting party			Steno. Reporter
fill-out the Request Slip	the log book to log the			/// /// SP Secretariat's
Nequest Slip	request and			Office
	endorse them to			Onioc
	the record			
	custodian.			
	1.1			
	Research/verify	None	5 minutes	Loc. Leg. Officer
	the records on file			/// /// SP Secretariat's
	for the requested document and			Office
	endorse the letter-			Office
	request or			
	Request Slip to			
	the Board			
	Secretary/SP			
	Secretary for			
	notation/review.			
	1.2 Instruct	None	3 minutes	Board Secretary
	Record Custodian	140116	O minutes	IV
	for the			SP Secretariat's
	document/s			Office
	requested.			
	1 - 6			
	* For Certified	E 180		15
	Copy – Sign and			
	certify the			





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





## 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	G2G – Government to Government; G2C – Government to Citizen			
Transaction:				
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	URE
1. Notarized sworn		Complainar	nt	
affidavit (5 Original	Copies, 10			
Photocopies)	- Chamina	Compleinen	1	
2. Certificate of Nor	n-Forum Snopping	Complainar	IT	
(1 Original Copy) 3. Evidences of the	complaint	Complainar	\ <del>t</del>	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Check the	None	7 minutes	Board.
documentary	documents and			Secretary IV Or
requirements.	have it received			<i>Clerk IV</i> Or
	by the receiving			Loc. Leg. Officer
	person and to be			III
	docketed by the			SP Secretariat's
	Record Custodian			Office
	and issue Order of			
O. Davidha	Payment.	Disa	Fasiantas	D
2. Pay the	2. Receive	Php	5 minutes	Revenue Collection Clerk
required Filing Fee at the City	payment and issue official	500.00		
Treasury Office	receipt			Treasury Office
showing the Order	receipt			
of Payment.				
3. Present the	3. Photocopy	None	2 minutes	Loc. Leg. Officer
Official Receipt	Official Receipt			III
	for recording			SP Secretariat's
	purposes.			Office
	TOTAL:	Php	14 Minutes	
		500.00		





# 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	G2G – Government to Government			
Transaction:				
Who may avail:	Departments and O	ffices in the (	City Government	t of San Pedro
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Approved Letter o Photocopy)	f Request (1	Office of the Mayor		
2. Clear copy of TCT Description (1 Photo		Client		
3. Project Description		Client		
address and client de				
printed on Letter or F	Folio sized paper			
(1Original Copy)	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit	1. Review and	None	10 minutes	Draftsman Or
documentary	assess			Architect
requirements	documents			City Architect's Office
	1.1 Schedule and conduct field inspection and survey.	None	2 days <sup>2</sup>	Draftsman Or Architect City Architect's Office
	1.2 Prepare conceptual design drawings and specifications.	None	5 days	Draftsman Or Architect City Architect's Office
2. Attend office/site meeting	2. Present conceptual design drawings for client conformity.	None	1 day <sup>3</sup>	Draftsman Or Architect City Architect's Office
	2.1 Conduct revisions, if any.	None	1 day <sup>4</sup>	Draftsman Or Architect City Architect's Office





2.3 Prepare detailed design drawings and specifications. <sup>6</sup>	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	City Budget Office				
Division:	City Budget Office				
Classification:	Highly Technical	4- 0	a.a.t		
Type of	G2G – Government	to Governm	ent		
Transaction:	D		Later E. Lander	( () 0'(	
Who may avail:	Barangays and San	gguniang Ka			
	REQUIREMENTS		WHERE TO SEC		
	egular Expenditures				
1. Obligation reques		Concerned	Office, Departmen	t, or Unit	
the end user (1 Orig	ginal Copy, 1				
Photocopy)					
2. Approved Activity	<b>o</b> , <b>o</b>	Concerned	Office, Departmen	t, or Unit	
copy), 1 Photocopy)					
3. Duly signed payroll sheet (1 original		Concerned	Concerned Office, Department, or Unit		
copy), 1 Photocopy)					
4. Medical Assessment Report with		Concerned	Office, Departmen	t, or Unit	
	supporting documents from CSWDO				
(1 original copy), 1 I					
For Procurement F	Request (varies with			()	
	Duly signed BAC Documents		City Procurement Office		
2. Duly signed Purc		City Procurement Office			
(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 Pho	otocopy)				
CLIENT STEPS	AGENCY FEES TO PROCESSING PERSON ACTIONS BE PAID TIME RESPONSIBL				

511g.116.11 5 5 p j / j 1 1 1 1 1	17/			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an     Obligation request	Receive the documents and	None	1 minute per document	Admin Aide II City Budget
to the front desk for assessment as	assess the following:			Office
to the				
completeness of the documents.	a. Appropriate signature b. Completeness of documents			
	1.1 Evaluate the	None	3 minutes per	Budgeting
	request and update the		document	Assistant City Budget





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





## 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	City Budget Office				
Division:					
Classification:	Complex G2G – Government to Government				
Type of	G2G – Government	to Governm	ent		
Transaction:	Danaston and Office		D	il and atlant	
Who may avail:	Department, Offices NGAs	s, Unit Heads	s, Barangay Counc	and other	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Request for Appro	priation Balances				
1. Request Letter (	1 Original Copy, 1	Requesting	Client		
Photocopy)					
Request for Use o	f Savings				
1. BED No. 1 – Fina	ancial Plan (1	Requesting	Client		
Original Copy, 1 Ph	otocopy)				
2. BED No. 2 – Phy	sical Plan (1	Requesting	Client		
Original Copy, 1 Ph					
3. Certification on h	ow the savings	Requesting	Client		
generated pursuant	to the AIP (1				
Original Copy, 1 Ph	otocopy)				
4. Request letter wi	th justification duly	Requesting Client			
approved by the LC	E (1 Original				
Copy, 1 Photocopy)					
5. Details of Saving		Requesting	Client		
Augmentation of De					
Original Copy, 1 Ph	otocopy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
For Appropriation					
1. Submit an	1. Evaluate the	None	1 day	Budget Officer II	
Obligation request	request and			Or	
to the front desk	prepare the			Budgeting	
for assessment as	Appropriation Slip			Assistant	
to the	Document.	City Budget			
completeness of				Office	
the documents.	TOTAL	NI	4 Day ( )		
	TOTAL:	None	1 Day (or may		
			vary		
			depending on the number of		
		HIM	PPAs)		
For Paguest on He	se of Savings		PFAS		
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	None	3 days	City Government Department Head I (City Budget Officer) Or Budget Officer III
	expenditure class and office.			Or <i>Budgeting</i> <i>Assistant</i> City Budget
				Office
	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	Highly Technical			
Type of	G2G – Government	to Government			
Transaction:	220 201011111011				
Who may avail:	Barangays and Sar	ngguniang Kabataan Federations of the City.			
	REQUIREMENTS	WHERE TO SECURE			
For Annual Budge	et				
	r (1 Original Copy,	Respective Barangay			
1 Photocopy)					
2. BBP Form No. 1	Budget –				
Expenditure and So	ources of Financing				
duly approved by C	•				
Barangay Officials	(1 Original Copy, 1				
Photocopy)					
	to BBP Form No. 4				
(2 Original Copies,	. ,				
4. Appropriation Or					
Copies, 20 Photoco					
5. Plantilla of Perso	` •				
Copies, 20 Photoco					
6. List of Projects c					
20% Development	` <u> </u>				
Copies, 20 Photoco					
7. Statement of ind	•				
Original Copies, 20 8. Sangguniang Ap					
Investment Program					
Copies, 20 Photoco	, , ,				
9. DILG-endorsed (					
Budget (2 Original					
Photocopies)					
10. Others as indicate	ated in the DBM				
Local Budget Memo					
_	. (2 Original Copies,				
20 Photocopies)					
For SK Annual Bu	dget				
	Youth Investment	Respective Sangguniang Kabataan			
Plan (ABYIP) (2 Or	iginal Copies, 20				





	Charles Phillippe	•
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		
Transmittal Letter (1 Original Copy,	Respective Sangguniang Kabataan	
1 Photocopy)	. toop source Caring garmang radiatari	
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	1. Give the	None	1 minute	Admin Aide II
logbook.	logbook to the			City Budget
	client.			Office
2. Submit a copy	2. Check the	None	20 minutes	Budget Officer
of the Annual	completeness of			III
and/or	the required			City Budget
supplemental	supporting			Office
budget.	documents.			
400	*If incomplete,		7	(6)





	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	3. Acknowledge the submission of the Annual and Supplemental Budget.	None	5 minutes	Budgeting Assistant City Budget Office
Budget with the stamp received.	3.1 Proceed with the technical review and ensure compliance with the mandatory requirements.	None	12 days per annual budget 5 days per supplemental budget	City Budget Officer Or Budget Officer III City Budget Office
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	City Government Department Head I (City Budget Officer) Or Budget Officer III City Budget Office
5. Return the final Annual and/or Supplemental Budget.	5. Check the completeness of the required supporting documents.  *If incomplete, return immediately to the client thru acknowledgment in the logbook or accomplish the return slip form	None	10 minutes	Budget Officer II Or Budgeting Assistant City Budget Office
6. Receive the Acknowledgement receipt/copy for the final Annual and/or Supplemental	6. Acknowledge the submission of the Annual and Supplemental Budget.	None	5 minutes	Budgeting Assistant City Budget Office
budget.		None	5 days per	City





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





# **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, F	lighly Technic	cal		
Type of	G2C - Government			to Business,	
Transaction:	G2G – Government				
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Request Form (1	Original Copy)	City Legal C	Office		
2. Legal document/	s to be reviewed	Requesting	Party		
(Original Copy)					
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.	Receive and record the submitted form and document/s.      Review the	None None	2 minutes 5 minutes	Legal Secretary Legal Office  Legal Secretary	
reviewed.	request form and the submitted requirements.	None	3 minutes	Legal Office	
	1.2 Forward the Request Form with the attached document/s to the City Legal Officer.	None	1 minute	Legal Secretary 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	City Legal Officer Legal Office	
2. Receive reviewed document	2. Forward the Request Form with the attached drafted document or written comment.	None	1 minute	Legal Secretary Legal Office	





record to Request with the drafted or writted comme photocold documents.	attached document en nt, and opy drafted	None	5 minutes	Legal Secretary Legal Office
drafted or writte comme	wards the document en to the ing party	None	2 minutes	Legal Secretary Legal Office
	OTAL:	None	Simple - 1 Day and 8 Minutes  Complex- 2 Days and 8 Minutes  Highly Technical - 6 Days and 8 Minutes	





#### 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	G2C – Government			to Business,			
Transaction:	G2G – Government						
Who may avail:	All						
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE			
1. Request Form (1	• • • •						
2. Legal document/	s to be reviewed	Requesting Party					
(Original Copy)							
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON			
	ACTIONS	BE PAID	TIME	RESPONSIBLE			
1. Fill-out the	Receive and record the	None	2 minutes	Legal Secretary			
request form and submit it along	submitted form			City Legal Office			
with the legal	and document/s.						
document/s to be	and doodinonyor						
reviewed.	1.1 Review the	None	5 minutes	Legal Secretary			
	request form and	City Legal Of					
	the submitted						
	requirements.						
2. Wait to be	2. Forward or	None	2 minutes	Legal Secretary			
endorsed to the	refer to the City			City Legal Office			
City Legal Officer.	Legal Officer the request or call the						
	name of the client						
	on a first come						
	first served basis						
3. Receive legal	3. Provide legal	None	Simple- 23	City Legal			
advice, opinion	advice, opinion		hours and 51	Officer			
and/or information	and/or information		minutes	Legal Office			
from the City			Complex- 55				
Legal Officer.			hours and 51				
		minutes Highly					
			Technical - 159				
			hours and 51				
			minutes				
4. Receive the	4. Forward the	None 2 minutes Legal Secretary					
written opinion or	CLO Request			City Legal Office			
research from the	Form with the						
City Legal Office.	attached written		7	6			
None	opinion or						





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





#### 3. Litigation and Case Management Service

Office or Division:	City Legal Office				
Classification:	Highly Technical				
Type of	G2C – Government	to Citizen G	2B – Government	to Business	
Transaction:	G2G – Government			. to Basilioss,	
Who may avail:	All				
	REQUIREMENTS		WHERE TO SEC	URE	
1. Request Form (1	Original Copy)	City Legal C	Office		
2. Pleadings or Mot		City Legal C			
3. Pleadings,		City Legal C	Office		
Order/Resolution/D	ecision				
4. Judgment		City Legal C			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	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	Requesting Party or Unit	
	1.1 Receive and record the case documents or communications along with the request form.	None	5 minutes	Legal Secretary Legal Office	
	1.2 Forward the Request Form with the attached case document request and its requirements to the City Legal Officer.	None	2 minutes	Legal Secretary Legal Office	
2. Be interviewed by the City Legal Officer on the	2. Interview the concerned respondent and	None	15 minutes	City Legal Officer Legal Office	





	TOTAL:	None	50 Minutes (excluding the	0
	case to the City Mayor.	HAS		City Legal Office
	2.7 Report the decision on the	None	15 minutes	City Legal Officer
	scheduled Mediation / Conciliation / Arbitration / Trial.			
	2.6 Represent the City of San Pedro and attend to	None	As required or as per schedule	City Legal Officer City Legal Office
	2.5 File records and registry receipts in case folder.	None	2 minutes	Legal Secretary Legal Office
	2.4 Files pleadings or motions personally or by registered mail.	None	5 minutes	Legal Secretary Legal Office
	2.3 Receive and record the Request Form with the attached pleadings or motions.	None	2 minutes	Legal Secretary Legal Office
	2.2 Forward the CLO Request Form with the attached pleading or motion.	None	2 minutes	Legal Secretary Legal Office
	2.1 Draft pleadings and motions.	None	As required or as per schedule set by the judicial or quasi-judicial body	City Legal Officer City Legal Office
details of the complaint or case.	evaluate the case for appropriate action.			





	drafting pleadin motion	gs and ns and	
	tri	aı	
	represe	entation	





#### 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, H	liahly Technic	cal	
	Type of	G2C – Government			to Business:
	Transaction:	G2G – Government			10 20011000,
	Who may avail:	All		•	
		REQUIREMENTS		WHERE TO SEC	URE
	1. Request Form (1				
	2. Document/s to be		Requesting		
	Original Copy)		, 0		
	CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	CLILINI SILFS	ACTIONS	BE PAID	TIME	RESPONSIBLE
	<ol> <li>Submit request</li> </ol>	1. Receive,	None	7 minutes	Legal Secretary
	form and	record, and review			City Legal Office
	document/s to be	the documents			
	reviewed for	submitted.			
	statutory	4.4.5			
	compliance.	1.1 Forward	None	2 minutes	Legal Secretary
		and/or refer to the			City Legal Office
		City Legal Officer			
	2. Be provided	the request. 2. Provide legal	None	Simple- 23	City Legal
	legal compliance	compliance or	None	hours and 51	Officer
	or opinion by the	opinion to the		minutes	City Legal Office
	City Legal Officer.	requesting party		Complex-55	Only Logar Omeo
	ony logar omeon	or unit.		hours and 51	
				minutes	
				Highly	
				Technical-159	
				hours and 51	
				minutes	
	3. Receive the	3. Forward the	None	2 minutes	Legal Secretary
	compliance notice	Request Form			City Legal Office
	or opinion.	with the			
		attachments.			
		3.1 Receive and	None	5 minutes	Legal Secretary
		record the	None	J Illillules	City Legal Office
		Request Form			Oity Legal Office
		with the attached			
		compliance notice			
		or opinion and file			
		written opinion or	HIM		
		research.			16
W.					





3.2 Forward the compliance notice or opinion.	None	2 minutes	Legal Secretary 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	City Legal Office			
Division:	Cimple			
Classification:	Simple	40 O:4: O	20D Cay (a may as a safe	to Dunings
Type of	G2C – Government G2G – Government			to Business,
Transaction:	All	to Governm	ent	
Who may avail:	REQUIREMENTS		WHERE TO SEC	HIDE
1. Request Form (1		City Logal C		UKE
,	Original Copy) City Legal Office  AGENCY FEES TO PROCESSING PERSON			
CLIENT STEPS	ACTIONS	BE PAID	TIME	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	Legal Secretary City Legal Office
	1.1 Confirm availability with the City Legal Officer or inform the City Legal Officer of scheduled hearing.	None	5 minutes	Legal Secretary 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	Legal Secretary City Legal Office
	1.3 Attend the scheduled appointment or hearing.	None	As per schedule	City Legal Officer City Legal Office
-0>	TOTAL:	None	9 Minutes (excluding attending the scheduled appointment or hearing).	6





#### 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	G2C – Government	to Citizen; G	2B – Government	to Business;
Transaction:	G2G – Government			
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Document/s to be	e Notarized (1	Requesting	Party	
Original Copy)				
2. Valid ID (1 Origin		Requesting	•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Receive	None	5 minutes	Legal Secretary
document/s to be	document/s and	None	J Illillutes	City Legal Office
notarized and	review the notarial			Oity Logar Office
present a valid ID.	requirements			
process a rame is				
	1.1 Forward the	None	2 minutes	Legal Secretary
	document to the			City Legal Office
	City Legal Officer.			
	1.2 Review the	None	5 minutes	City Legal
	requested			Officer
	document for			City Legal Office
	notarization and forward it to Legal			
	Secretary.			
2. Wait for your	2. Stamp the	None	2 minutes	Legal Secretary
document/s to be	name and details			City Legal Office
notarized	of the commission			, ,
	and number the			
	document and			
	return the			
	document to the			
	City Legal Officer.			
	2.1 Attest to and	None	5 minutes	City Logol
	sign the document	None	5 minutes	City Legal Officer
	and return it to the			City Legal Office
	Legal Secretary.			Only Logar Office
3. Pay the	3. Record the	Subject to	3 minutes	Legal Secretary
required notarial	notarized	the table		City Legal Office
fees and receive	document in the	of Notarial		
the notarized	Notarial Book and	Fees		
document.	issue the same			16
	TOTAL:	Subject	22 Minutes	





to the	
table of	
Notarial	
Fees	





# 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	City Planning and D	evelopment)	Coordinator's Office	ce – Research &	
Division:	Statistics Section				
Classification:	Simple				
Type of	G2C - Government	G2C – Government to Citizen, G2B – Government to Business			
Transaction:	Entity, G2G – Government to Government				
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. Letter request ad	dressed to the	Requesting Client			
head of CPDCO (1	Original/Electronic				
Copy, 1 Receiving (	Copy)				
2. External storage	device for soft	Requesting	Client		
copies of files (USE	s, external hard				
drive) or email addr					
CLIENT STEDS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
For Face to Face Transactions:					

drive) or email address				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Face-to-Face 1	Fransactions:			
Submit request letter to the front desk	Receive request letter.	None	1 minute	Clerk (Job Order) CPDCO
	1.1 Endorse request to the City Administrator's Office for approval.	None	2 minutes	Clerk (Job Order) CPDCO
	1.2 Approve the request and endorse the same to the CPDCO	None	1 day	City Administrator 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	Clerk (Job Order) CPDCO
	1.1 Endorse request to the department head for assignment.	None	1 minute	Clerk (Job Order) CPDCO





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

O(() D'   1 - 1 - 1 - 1	0:1 DI : 15		0 1: 1 2	(f) O = 1 = = 1
Office or Division:	City Planning and D Coordination and P	•		nice – Sectoral
Classification:	Simple	eople s Faili	Sipation Section	
Type of		to Citizen G	2B – Governme	ent to Business Entity
Transaction:	O20 – Government	. to Ottizeri, O	izb – Governine	THE TO DUSTITIESS ETHING
Who may avail:	CSOs and NGOs			
CHECKLIST OF R		WHERE TO SECURE		
1. Request Letter (1 Or		Requesting		ZOUNZ
Photocopy)	.gc cop), .			
2. Duly accomplished a	application for	Requesting	Client	
accreditation of NGO (				
3. Duly accomplished 0		Requesting	Client	
(1 Original Copy)				
4. Duly approved Board	d Resolution	Requesting	Client	
signifying intention for a	accreditation (1			
Original Copy)				
5. Duly notarized Swor	•	Requesting	Client	
Original Copy, 1 Photocopy)				
5. List of Current Office	ers and Members (1	Requesting Client		
Original Copy)		D		
6. Latest Minutes of the	e Meeting (1	Requesting Client		
Original Copy)	t D t /4	Paguagting Client		
7. Latest Accomplishm	ent Report (1	Requesting Client		
Original Copy)	omant (1 Original	Requesting Client		
8. Latest Financial Stat	ement (1 Onginal	Requesting Client		
Copy)  9. Certificate of Registr	ation (1 Original	Registering or Accrediting Agency (i.e.		
Copy)	ation (1 Original	SEC, HLURB, etc.)		
Сору)	AGENCY	FEES TO		PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit the	1. Check the	None	30 minutes	Planning Officer III
required documents.	completeness of			CPDCO
	the requirements.			
	1.1 Receive	None	2 minutes	Clerk (Job Order)
	requirements if			CPDCO
	complete.			
	Otherwise, return	E		
	it to the client.		V	
			F	7





2. Be advised when to pick up Certificate of Accreditation.	2. Advise client when to pick up Certificate of Accreditation	None	1 minute	Planning Officer III CPDCO
	2.1 Prepare endorsement letter to the Office of the Vice-Mayor and scan the submitted documents for filing purposes.	None	1 hour	Planning Officer III CPDCO
	2.2 Endorse submitted requirements to the Officer-in-Charge.	None	5 minutes	Planning Officer III CPDCO
	2.3 Sign the endorsement letter.	None	1 day	Planning Officer IV CPDCO
	2.4 Forward endorsement letter and requirements to the Office of the Vice-Mayor.	None	5 minutes	Planning Officer III 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:	Office or Division: City Planning and Development Coordinator's Office – Sectoral				
Cinico di Dividicini	Coordination and P			noo Coolorai	
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	City Barangays				
	LIST OF REQUIREMENTS WHERE TO SECURE				
Barangay Development Plan (1 Original Copy)  Requesting Client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Submit the BDP to CPDCO	1. Review the BDP.	None	30 minutes	Planning Officer III CPDCO	
	1.1 Receive the BDP. Otherwise, return the BDP to the client.	None	2 minutes	Planning Officer III CPDCO	
2. Receive the Certificate of Endorsement.	2. Sign the Certificate of Endorsement.	None	30 minutes	Planning Officer IV CPDCO	
	2.1 Release the Certificate of Endorsement.	None	1 minute	Planning Officer III 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	G2G – Government	to Governm	ent		
Transaction:					
Who may avail:	City Barangays				
	REQUIREMENTS WHERE TO SECURE				
Gender and Develop and Budget (1 Original	·	Requesting Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
Submit the Gender and Development	1. Review GPB.	None	30 minutes	GAD Focal Person	
(GAD) Plan and Budget to the GAD Focal Person.	1.1 Endorse the GAD Plan and Budget to the CPDCO	None	2 minutes	Clerk (Job Order) GAD Office	
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	Planning Officer III CPDCO	
	2.2 Endorse the GAD Plan and Budget to the City DILG.	None	1 minute	Planning Officer III CPDCO	
	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	General Services Office				
Division:					
Classification:	Complex				
Type of	G2G – Governmer		nent		
Transaction:	G2C – Government				
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who				
	may be from a government office or private sector				
	REQUIREMENTS		WHERE TO SEC		
	ssue Slip for newly-		ded by the City Pro		
acquired PPE (3 Or	riginal Copies)		, or department he		
			quest for transfer o		
			ity will only affect t		
			or City Mayor in ca		
	<ul> <li>accountability involves two offices.</li> <li>Approved letter request for transfer</li> <li>Department Head (if the request for transfer)</li> </ul>			ices.	
2. Approved letter r		Department     of property	nt Head (if the req accountability will	uest for transfer	
of property account	ability (1 Original	department	concerned)	only affect the	
Copy)			ne Mayor (if the re	quest for transfer	
		of property accountability is from one office to			
		another)			
OLIENT OTERO	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
FOR ISSUANCE O	F PROPERTY ACKI	VOWLEDGE	MENT RECEIPT (	PAR) FOR	
<b>NEWLY ACQUIRE</b>	D PROPERTY, PLA	NT AND EQU	JIPMENT (PPE):		
1. Submit a letter	1. Procure the	None	30 minutes	Office Staff	
request to the			00 1111110100	Office Staff	
	requested item/s		oo miinatoo	Procurement	
Office of the	and provide three		00 11111100		
Office of the Mayor for	and provide three (3) original copies			Procurement	
	and provide three (3) original copies of the Requisition			Procurement	
Mayor for	and provide three (3) original copies of the Requisition and Issue Slip to			Procurement	
Mayor for	and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon			Procurement	
Mayor for	and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon approval of the			Procurement	
Mayor for provision of PPE	and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon approval of the request.			Procurement Office	
Mayor for	and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon approval of the request. 2. Prepare the	None	15 minutes	Procurement Office	
Mayor for provision of PPE	and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon approval of the request.	None		Procurement Office	





	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	
1. Submit to the	DR TRANSFER OF F 1. Prepare the	None PROPERTY A	15 minutes	<u>Y:</u> Office Staff
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.	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			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





transferee of PPE TOTAL:	None	20 Minutes	
the transferor and			





#### 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 Resource s 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.

	10 10 1				
Office or Division:	General Services Office				
Classification:	Simple				
Type of	G2G – Government	to Governm	ent; G2C – Goveri	nment to Citizen	
Transaction:					
Who may avail:	Any current city gov	ernment emp	oloyee or former er	mployee	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Duly-accomplish emanating from the		CHRMO			
Copy)	` ` `				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present a duly-	Check property	None	30 minutes	General	
accomplished	accountability			Services Officer	
clearance form	records of the			General	
issued by the	client. If there is			Services Office	
HRMO	none, the client				
	will be cleared				
	from any property accountability.				
	Otherwise, a list of				
	property issued to				
	the client will be				
	provided.				
2. Present copy of	2. Verification of	None	30 minutes	General	
Property Return	the records	140110	oo minates	Services Officer	
Slip or other proof	submitted			General	
of extinguishment	00.01.11.000			Services Office	
of property					
accountability, if					
there is any.					
3. Receive duly	3. Issue Property	None	5 minutes	General	
signed Property	Clearance.			Services Officer	
Clearance from				General	
the GSO				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	G2G – Government to Government; G2C – Government to Citizen			
Transaction:	, , , , , , , , , , , , , , , , , , , ,			
Who may avail:	Authorized end use	r identified in	the Requisition ar	nd Issue Slip who
	may be from a gove			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Maintenance Red		GSO		
Order Form (1 Orig				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
0	1.2 If the maintenance work	None	5 minutes (for	0





	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	Building Maintenance Personnel 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.

General Services Office

Office or

_	ce oi	General Services Office				
Divi	ision:					
Clas	ssification:	Complex				
Тур	e of	G2G - Government	to Governm	ent; G2C – Goverr	nment to Citizen	
Trar	nsaction:					
Who	o may avail:	Authorized end user identified in the Requisition and Issue Slip who				
		may be from a gove		•		
CH	HECKLIST OF	REQUIREMENTS		WHERE TO SEC		
		ut Property Return	GSO			
	(2 original)	act roporty restain				
		ut Inventory and	GSO			
		f Unserviceable	000			
	perty (1 original)					
		vledgement Receipt	GSO			
		wedgement Receipt	G30			
	opy)	au in mont	Deguactica	Client		
4. 0	Inserviceable Ed		Requesting FEES TO		DEDCOM	
CL	IENT STEPS	AGENCY		PROCESSING	PERSON	
4 0	and a second and a second	ACTIONS	BE PAID	TIME	RESPONSIBLE	
	Submit duly	1. Check the	None	30 minutes	Office Staff	
	omplished	details provided in			General	
	perty Return	the PRS, IIRUP			Services Office	
	(PRS),	and PAR forms				
	entory and	and ensure that				
	ection Report	the specifications				
	Inserviceable	are the same with				
	perty (IIRUP)	the unserviceable				
_	ether with a	equipment to be				
	y of Property	returned. Upon				
	nowledgement	verification of the				
	eipt (PAR)	details, a photo				
and	the	will be taken on				
unse	erviceable	the subject				
equi	ipment subject	unserviceable				
_	eturn.	equipment. The				
		printout of the				
		photograph shall				
		be attached to the				
		PRS,IIRUP and				
		PAR.				
		I AIX.				
2 P	eceive a copy	2. The GSO	None	5 minutes	Office Staff	
	PRINT WINE.		None	Jillillules	General	
UI th	ne PRS Form	personnel who		The state of the s	General	





	unserviceable equipment shall sign the PRS form and provide a copy to the accountable officer.			
	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	G2G – Government to Government; G2C – Government to Citizen				
Transaction:					
Who may avail:	Authorized end user identified in the Requisition and Issue Slip who				
	may be from a gove	ernment office			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
For ICT Equipmen					
1. Request Letter (1	Original, 1	Requesting	Client		
Photocopy)					
2. MIS Recommend		MISD			
For Non-ICT Equip					
1. Request Letter (	1 Original, 1	Requesting	Client		
Photocopy)					
2. PPE that needs t		Requesting			
CLIENT STEPS	AGENCY	FEES TO		PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
For ICT Equipmen  1. Submit the		Niere	E mains at a a	Ott:	
	1. Receive the	None	5 minutes	Offi	
letter requesting	letter requesting			ce Staf	
for repair of ICT	for repair of ICT			Stai f	
Equipment together with MIS	Equipment, MIS Recommendation			General	
Recommendation	Form and the			Services Office	
Form and the	equipment that			Oct vices Office	
equipment that	needs to be				
needs to be	repaired.				
repaired.	ropanoa.				
. орош оон	TOTAL:	None	5 Minutes		
For Non-ICT Equip					
	1. Receive the	None	5 minutes	Offi	
letter requesting	letter requesting			ce	
for repair of PPE,	for repair of			Staf	
and the subject	PPE and the			f	
equipment that	subject equipment			General	
needs to be	that needs to be			Services Office	
repaired.	repaired.				
2. None	2. Submit a letter	None	5 minutes		
	to the Office of the				
	Mayor requesting				
	for procurement of				
	parts and labor for	END		11	
	the repair of		1	0	
	equipment.				





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	Staf f 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

Office or

Division: Classification:

Type of

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.

G2B - Government to Business Entity

General Services Office

Simple

Transaction:						
Who may avail:	Supplier, Contracto	r				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE		
1. Approved Purcha		c/o Office of	f the Mayor			
Contract (1 Certifie	d True Copy and					
Digital Copy)	011 / 0	To be provided by the City Dressure result				
Requisition and I     Original Copies)	ssue Slip (3	To be provided by the City Procurement Office to the General Services Office				
	I in the Purchase		ded by the City Pro e General Services			
Order or Services		Office to the	e General Services	o Office		
Purchase Order or	as per approved					
Services as per ap	•					
4. Sales or Service		Supplier or	Contractor			
complete delivery (		0.000				
and 1 Duplicate Co	py) or Delivery					
Receipt for partial d	• ` •					
and 1 Duplicate Co						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. None	1. Provide a	None	5 minutes	Staff		
	certified true copy			Procurement		
	and a soft copy of			Office		
	the approved Purchase Order or					
	Contract together					
	with 3 original					
	copies of					
	Requisition and					
	Issue Slip to the					
	General Services					
O. Niews	General Services Office.	Mana	20 minute	Cto#		
2. None	General Services Office. 2. Draft the	None	30 minutes	Staff General		
2. None	General Services Office.  2. Draft the Acceptance and	None	for small	General		
2. None	General Services Office.  2. Draft the Acceptance and Inspection Report	None	for small number of			
2. None	General Services Office.  2. Draft the Acceptance and	None	for small	General		





	the City Procurement Office.		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	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
delivery.	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;  1 hour for voluminous number of items	Staff General Services Office
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





#### 2. Issuance of Goods and Services to End-User

Office or

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.

General Services Office

Office of	General Services O	TIICE			
Division:					
Classification:	Complex				
Type of	G2G – Government to Government; G2C – Government to Citizen				
Transaction:					
Who may avail:	Authorized end use			•	
	may be from a government office or private sector.				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE	
Requisition and Is	ssue Slip (3	c/o Office o	f the Mayor		
Original Copies)					
If end-user is a pri					
2. Valid governmen	t-issued ID in case	Private end	-user		
the End User is a p	rivate individual				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. If the End-User	1. Verify the	None	30 minutes	Office Staff	
is a city	information			General	
government	indicated in the			Services Office	
employee, submit	RIS, check the				
a properly filled	stock cards based				
out Requisition	on the approved				
and Issue Slip	Project				
(RIS) form duly	Procurement				
approved by the	Management Plan				
approving	(PPMP) and				
authority.	prepare the item/s				
	to be issued.			0.00	
2. If the End User	2. Verify the	None	1 minute	Office Staff	
is not a	identity of the End			General	
government	User using the			Services	
employee,	presented ID and			Office	
present a valid	the name				
government-	appearing on the				
issued I.D. to the	RIS. Scrutinize				
storekeeper. If the claimant is	the authorization letter vis- à-vis the				
not the End User					
	name and	H B			
identified in the	signature of the		7		
RIS, an	End User that	1			





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	Office Staff General Services Office
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	Office Staff General Services Office
	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	Simple				
Type of Transaction:	G2G – Government	to Governme	ent			
Who may avail:	Office of the City Ma	ayor				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE		
1.Instructional Note Mayor (1 Original o	•	Office of the	e Mayor			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit     Instructional note     to Admin Office.	Receive the Instructional Note	None	3 minutes	Admin Staff City Administrator's Office		
	1.1 Submit the instructional note to City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office		
	1.2 Read the note and instruct the concerned staff to draft the Executive Order (E.O.).	None	5 minutes	City Administrator 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	None	1 hour	Admin Staff City Administrator's Office		
	the same, and then submit to City Administrator	FIR		6		





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	Admin Staff City Administrator's Office
1.5 If there are corrections and/or additional inputs, the edit the E.O.	None	15 minutes	Admin Staff 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	Admin Staff 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 Ma	ayor				
	REQUIREMENTS		WHERE TO SEC	URE		
1.Instructional Note Mayor (1 Original o	r 1 Photocopy)	Office of the				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit     Instructional note     to Admin Office	1. Receive the Instructional Note	None	3 minutes	Admin Staff City Administrator's Office		
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office		
	1.2 Read the note and instruct the concerned staff to draft the circular	None	5 minutes	City Administrator 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	Admin Staff City Administrator's Office		
(0)	1.4 If there are corrections and/or	None	10 minutes	Admin Staff City		









#### 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					
<b>Classification:</b>	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	City Mayor, Executi	ve Assistant	and City Administr	ator		
	REQUIREMENTS WHERE TO SECURE					
1.Instructional Note Mayor, City Admini Assistant (1 Origina	strator or Executive al or 1 Photocopy)	OM/CAO/O				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit     Instructional note     to Admin Office.	Receive the Instructional Note.	None	3 minutes	Admin Staff City Administrator's Office		
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office		
	1.2 Read the note and instruct the concerned staff to draft the memo.	None	5 minutes	City Administrator City Administrator's Office		
	1.3 Draft the memo and submit the same to the City Administrator for finalization.	None	20 minutes	Admin Staff City Administrator's Office		
	1.4 If there are corrections and/or additional inputs, edit the memo.	None	10 minutes	Admin Staff City Administrator's Office		
-0>	1.5 Submit finalized memo to	None	10 minutes	Admin Staff 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 q	ualifications	match the require	ments of PUP		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE		
1. Copy of the letter applicant addressed the Polytechnic Unit Philippines Main Copy)	to the President of versity of the	Applicant				
2. Endorsement Let the Mayor from the San Pedro Campus Copy)	Director of PUP	Office of the PUP Campus Director				
3. Supporting paper such as Resumes, Records, Clearance Copy for every supprexcept TOR where suffices)	Transcript of es, etc. (1 Original porting paper,	Issuing government agencies such as DEPED police Station, barangay, etc				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBL				
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	Admin Staff City Administrator's Office		

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	Admin Staff City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office
70>	1.2 Approve or disapprove, and subsequently,	None	3 minutes	City Administrator 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	Admin Staff City Administrator's Office
1.4 Sign the Endorsement.	None	3 minutes	City Administrator 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	G2C – Government	to Citizen		
Transaction:		PUPCET Examinees who failed the exam		
Who may avail:		es who failed		LIDE
	REQUIREMENTS		WHERE TO SEC	UKE
1.PUPCET Result/S Copy)		PUP San P	edro Registrar	
2.Junior and Senior (1 Original Copy ea	r High School Cards (ch)	School(s) w	here examinee gr	aduated
3. Letter Request o Original Copy)	f Examinee (1	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.  1.1 Submit the Request Letter to the City Administrator for appropriate action.	None None	5 minutes for all the documents  2 minutes	Admin Staff City Administrator's Office  Admin Staff City Administrator's Office
	1.2 Prepare the letter.	None	5 minutes	Admin Staff City Administrator's Office
	1.3 Sign of the approved endorsement letter.	None	2 minutes	City Administrator 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 Examinee	s who failed	the exam		
	REQUIREMENTS		WHERE TO SEC	URE	
Medical Certifica     Certified True Copy	te/Abstract (1	Hospital wh	ere patient is conf		
2. Hospital Bills/Qui Protocol (1 Certified	otation/Treatment	Hospital wh	ere patient is conf	ined	
3. Certificate of Indi		Barangay g	overnment where	patient resides	
	dy (1 Original Copy)	CSWDO			
5. Letter Request o Member (1 Original	f Patient or Family	Patient's fai	mily		
6. Certificate of Vot	Certificate of Voter's Registration (optional) (1 Original or 1 Certified		Local COMELEC		
	ACENCY				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
1. Submit all documents listed above to any employee of the	1. Receive the Required Documents and review the same	RE PAID  None	7 minutes for all documents	PERSON RESPONSIBLE  Admin Staff City Administrator's Office	
Submit all documents listed above to any	ACTIONS  1. Receive the Required Documents and	BE PAID	<b>TIME</b> 7 minutes for all	RESPONSIBLE  Admin Staff City Administrator's	
1. Submit all documents listed above to any employee of the	ACTIONS  1. Receive the Required Documents and review the same  1.1 Prepare the	None	7 minutes for all documents	RESPONSIBLE  Admin Staff City Administrator's Office  Admin Staff City Administrator's	





#### 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	G2C – Government to Citizen		
Who may avail:	Residents of San P	edro searchir		
	REQUIREMENTS		WHERE TO SEC	URE
1.Resume of the Ap Copy)		Applicant		
2.Letter request for Original Copy)	endorsement (1	Applicant		
3. Clearances (Bara etc. (1 Original Cop		Concerned	Government Agen	cies
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.  1.1 Submit the Request Letter to the City Administrator for appropriate action.	None None	5 minutes for all documents  2 minutes	Admin Staff City Administrator's Office  Admin Staff City Administrator's Office
	1.2 Prepare the letter.	None	5 minutes	Admin Staff City Administrator's Office
	1.3 Sign the Approved endorsement letter	None	2 minutes	City Administrator 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 Pedro who are requ			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
Original Copy)	r data/information (1	Applicant		
Endorsement fro     Original Copy)			re applicant is enr	
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	Admin Staff City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office
	1.2 Approve or disapprove the request.	None	5 minutes	City Administrator 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	Admin Staff 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 SEC	URE
1.Resume of the Ap	oplicant (1 Original	Applicant		
2.Letter request for Original Copy)	endorsement (1	Applicant		
3. Endorsement fro Original Copy)	m the School (1	School whe	re applicant is enr	olled
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  1.1 Submit the Request Letter to the City Administrator for appropriate action.	None None	5 minutes for documents  2 minutes	Admin Staff City Administrator's Office  Admin Staff City Administrator's Office
	1.2 Prepare the endorsement letter.	None	5 minutes	Admin Staff City Administrator's Office
	1.3 Sign the endorsement letter.	None	2 minutes	City Administrator 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			he city
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1.Checklist of requ LGU where applical Original Copy)		Office of the	e Mayor of LGU Co	oncerned
2. Proof that application the LGU (1 Original		Would-be e	mployer	
	Proof of residence of applicant (Clearance Certificate) (1 Original		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	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	Admin Staff City Administrator's Office
Administrator's Office	1.1 Prepare the endorsement letter.	None	5 minutes	Admin Staff City Administrator's Office
	1.2 Sign the endorsement letter.	None	2 minutes	City Administrator City Administrator's Office

None

12 Minutes

TOTAL:





# 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 F	edro applyin		
	REQUIREMENTS		WHERE TO SEC	URE
Barangay Cleara Copy)		0 ,	Sovernment where	
2. Police Clearance		San Pedro	City Police Station	
3. Nat'l Bureau of Ir Clearance (1 Origin	al Copy)	National Bu	reau of Investigation	on (NBI)
4. Court Clearances		Regional/M	unicipal Trial Cour	ts
5. Prosecutor's Clean Copy)	arance (1 Original	City Prosec	utor's Office	
6. Board/NAPOLCO	•	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	1. Receive the Required Documents and review the same.	None	5 minutes in reviewing all documents	Admin Staff City Administrator's Office
Administrator's Office.	1.1 Staff of the City Administrator prepares the letter.  1.2 The City	Php 100.00 for every endorsem ent	5 minutes	Admin Staff City Administrator's Office
	Administrator sign the endorsement letter.	None	2 minutes	City Administrator 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 F	Pedro applyin	g for enlistment at	PNP and/or AFP
	REQUIREMENTS	appiyiii	WHERE TO SEC	
1. Barangay Cleara Copy)		Barangay G	overnment where	
2. Police Clearance	(1 Original Copy)	San Pedro	City Police Station	
3. Nat'l Bureau of Ir Clearance(1 Origina	nvestigation		reau of Investigation	
4. Court Clearances		Regional/M	unicipal Trial Cour	ts
5. Prosecutor's Clean Copy)			utor's Office	
6. PRC Board Resu Result (For PNP) (		Professiona Napolcom E	al Regulations Con Board	nmission (PRC),
7. Official Receipt (payment (1 Origina		City Treasurer's Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. Cultimate all	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all documents listed above to any employee of the	1. Receive the Required Documents and review the same.	None	7 minutes in reviewing all documents	Admin Staff City Administrator's Office
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	Admin Staff City Administrator's Office
	1.2 Receive the Official Receipt and prepare the clearance.	None	5 minutes	Admin Staff City Administrator's Office
462	1.3 Sign the Mayor's	None	2 minutes	City Administrator





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 cit	у		
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			URE
Request Letter a and/or complaints f sectors (1 Original controls)	Copy)		ctors/Organization	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter- request and/or complaints on certain issue/concern	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
affecting them the sector concerned	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
70)	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	
1			the number of	
			invitees)	





#### 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 establishr	nents and/or		
	REQUIREMENTS		WHERE TO SEC	
Barangay Business Clearance (1 Original Copy)		Barangay Government where the event is to take place		
Letter request for event(1 Original Co)	py)	Applicant		
3. Authority/Contract owner of the venue would be held (1 C	where the event original Copy)	Owner of ve	enue	
4. Official Receipt (payment (1 Origina	l Copy)	City Treasu		
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	Admin Staff 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	Admin Staff City Administrator's Office
	1.2 Receive the Official Receipt and prepare the Special Permit. 1.3 Sign the Special Permit.	None	5 minutes 2 minutes	Admin Staff City Administrator's Office City Administrator
				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	G2G – Government to Government			
Transaction:				
Who may avail:	Any current city government employee or former employee			
CHECKLIST OF				
1. IT Equipment Repair/Maintenance Request Form (1 Original Copy)				
2. IT Equipment Re	commendation	CICTO		
Form (1 Original Co			DD COFOON C	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Repair and Maintenance Request Form	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 enduser 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		Computer Technician 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:	Compley					
	Complex					
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	Any current city government employee or former employee					
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
1. IT Equipment Re Request Form (1 or		CICTO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit the Repair and Maintenance Request Form.	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-	4. Install and	None	Simple – 4	Computer		
charge to set up	configure LAN		hours	Technician		
LAN Cables.	cables.		Moderate – 3	CICTO		
			days			
			Complex – 7			
			days			
	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	G2G – Government to Government				
Transaction:					
Who may avail:	Various City Depart	ments and O	ffices		
	REQUIREMENTS		WHERE TO SEC		
Approved letter recopy)		City Departi	City Department/Office Heads		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit     approved letter     request for the     acquisition of IT	Receive     approved letter     request.	None	1 day	Administrative Staff CICTO	
equipment/softwar e.	1.1 Conduct interview to the requesting department/office	None	1 day	Action Officer CICTO	
2. Wait for the recommendation of CICTO	2. Draft comments/recommendation letter with appropriate IT equipment/software specifications.	None	1 day	Action Officer CICTO	
3, Receive final recommendation from the CICTO.	4. Release comments/recom mendation letter with appropriate technical specifications.	None		Administrative Staff 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	City Information and	City Information and Communication Technology Office			
<b>Division:</b>					
Classification:	Simple				
Type of	G2B – Government	to Business	Entity		
Transaction:					
Who may avail:	Supplier, Contractor				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE		URE		
1. Purchase Order	or Contract	General Services Office and Procurement			
2. Acceptance and	Inspection Report	Office			
3. Delivered equipn	nent/peripherals				
4. Technical Specif	fications				
5. Notice of Deliver					
	AGENCY	FFFS TO	PROCESSING	PERSON	

J. NOTICE OF DELIVER	<b>y</b>			
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	Administrative Staff 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	Action Officer CICTO
3. Receive final recommendation with technical specifications.	3. Release comments/recommendation letter with technical specification.	None	5 minutes	Administrative Staff 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 Ma	ayor		
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All Departments of t	the City Gove	ernment	
	REQUIREMENTS	j	WHERE TO SEC	URE
1. Letter Request (7 Photocopy)	1 Original Copy, 1	Requesting	Department/Unit	
2. All attachments to Original Copy, 1 Phon the document)	o the letter (1 notocopy depending	Requesting	Department/Unit	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit letter request for approval of the City Mayor.	Receive and encode the request letter.	None	2 minutes	Clerk City Mayor's Office
	1.1 Segregate incoming documents and prepare summary.	None	3 minutes	Private Secretary Or Administrative Officer IV Or Executive Assistant IV City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and its related documents.	None	1 day	City Mayor Or Executive Assistant IV City Mayor's Office
	1.3 Encode the outgoing documents and forward it to the respective department or office.	None	3 minutes	Clerk City Mayor's Office
	TOTAL:	None	1 Day and 8	
			Minutes	





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

Office of the City Mayor

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.

Division:	Office of the Oity Mayor			
Classification:	Simple			
Type of	G2G – Government	to Governme	ont	
Transaction:	G2G = Government	to Governine	511t	
Who may avail:	All Departments of t	the City Gove	rnment	
	REQUIREMENTS	I	WHERE TO SEC	HIDE
Medical Abstract		Hospital wh	ere the client is ac	
(1 Original Copy)	iviedicai Certificate	i iospitai wii	ere the chefit is ac	iriilleu
Certificate of Indi	gency (1 Original	Barangay H	all where the clier	nt recides
Copy)	gency (1 Original	Darangay 11	all where the one	it resides
3. Funeral Contract	(1 Original or	Funeral Par	lor	
Certified True Copy		i diletati ai	101	
4. Death Certificate		City Civil Re	egistrar's Office (C	CRO)
Copy) – in case of E		Oity Oivii 130	gistiai 3 Onice (O	
5. Voter's Certificati		COMELEC	San Pedro	
Copy)	on (1 Original	JOIVILLEO	Carri Caro	
6. Valid Governmer	nt Issued I D (1	Any governi	ment agency that	issues valid
Photocopy)	11 1000CG 1.D. (1	identification	•	Journal Valla
1.27	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit financial assistance	1. Check, receive and encode the	None	5 minutes	Clerk City Mayor's
request with the attached case	Financial, Medical or Burial			Office
study signed by the CSWDO Head and other supporting	Assistance and endorse to the City Mayor for approval.	None	3 minutes	
documents.	1.1 Review, approve and indicate the amount of financial assistance to be given.	None	1 day	City Mayor Or Executive Assistant IV City Mayor's Office
-60	1.2 Encode the approved Financial Assistance and forward to the City	None	3 minutes	Clerk 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	Office of the City Mayor			
Division:				
Classification:	Simple			
Type of	G2C – Government	t to Citizen		
Transaction:				
Who may avail:	Citizens of San Ped	iro	W///EDE E0 0E0	
	REQUIREMENTS		WHERE TO SEC	URE
1. Letter Request (	1 Original Copy, 1	Requesting	Department/Unit	
Photocopy)	4	Danisation	Olimat	
2. Valid I.D. (1 Pho	1 7 /	Requesting		DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter	1. Receive the	None	3 minutes	Clerk
request for	request letter and			City Mayor's
approval of the	hand the Client			Office
City Mayor.	Borrower's			
	Information Slip to			
	be filled-out.			
	1.1 Forward	None	2 minutes	Private
	request letter to	INOTIC	Z minutes	Secretary Or
	the City Mayor or			Clerk
	Executive			City Mayor's
	Assistant IV for			Office
	approval.			
	1.2 Affix note for	None	1 day	City Mayor Or
	approval and			Executive
	endorsement to			Assistant IV
	concerned			City Mayor's
	personnel.			Office
	1.3 Schedule the	None	5 minutes	Private
	delivery of said	inone	5 minutes	Secretary
	items upon the			City Mayor's
	approval of the			Office
	City Mayor or			Onico
	Executive			
	Assistant IV a day			
	before the event			
	or occasion.			
	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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Citizens of San Ped	dro		
	REQUIREMENTS		WHERE TO SEC	URE
1. Letter Request (7 Photocopy)		Requesting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	Receive the request letter for vehicle.	None	2 minutes per request	Clerk City Mayor's Office
	1.1 Forward the letter to the City Mayor/Private Secretary for approval.	None	3 minutes per request	Administrative Officer IV Or Clerk City Mayor's Office
	1.2 Affix note for approval and endorsement to the concerned personnel.	None	1 day	City Mayor Or Executive Assistant IV Or Private Secretary II City Mayor's Office
	1.4 Endorse the approved letter to General Services Office for dispatch.	None	5 minutes per request	Administrative Officer Or Clerk 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	Office of the City M	0) (O F		
Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Citizens of San Pec	Iro		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Letter Request (	1 Original Copy, 1	Requesting	Client	
Photocopy)	1.0711011			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter	1. Receive and	None	5 minutes	Clerk
request for	encode the			City Mayor's
approval of the	request.			Office
City Mayor.	1.1 Forward the	None	5 minutes	Clerk
	request to the City	None	3 minutes	City Mayor's
	Mayor/Executive			Office
	Assistant IV for			
	approval.			
				0". 14
	1.2 Review, sign and make the	None	1 day	City Mayor Or Executive
	appropriate			Assistant IV
	marginal note on			City Mayor's
	the request and its			Office
	related			
	documents.			
	4.4.0	None	5 minutes	Private
	1.4 Coordinate			Secretary
	with the supplier on the order and			City Mayor's Office
	processing of food			Onice
	request.			
				Private
	1.5 Contact the	None	5 minutes	Secretary
	requestor as to			City Mayor's
	the place and time			Office
	of pick-up and delivery.			
	TOTAL:	None	1 Day and 20	
		1.0110	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	Simple		
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Citizens of San Ped	Iro		
	REQUIREMENTS		WHERE TO SEC	URE
1. Letter Request (*) Photocopy)	1 Original Copy, 1	Requesting	Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	Receive and encode the request letter.	None	5 minutes	Clerk 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	Clerk City Mayor's Office
	1.2 Prepare the appropriate schedule based on the availability and approval of the LCE.	None	1 day	Private Secretary 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 Ma	ayor		
Division:		Office of the City Mayor		
Oleasifications	Circuita			
Classification:	Simple G2C – Government	to Citizon		
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Citizens of San Ped	Iro		
	REQUIREMENTS		WHERE TO SEC	IIRE
1. Letter Request (		Requesting		OKL
Photocopy)	r Original Copy, 1	rtoquootiiig	Chork	
1 3 /	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit letter request for approval of the	Receive and encode the request letter.	None	5 minutes	Clerk City Mayor's Office
City Mayor.	1.1 Forward the letter request for approval.	None	5 minutes	Clerk City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and endorse it to the respective	None	1 day	City Mayor Or Executive Assistant IV City Mayor's Office
	1.3 Prepare the appropriate schedule based on the availability of the events place.	None	15 minutes	Clerk 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	Clerk City Mayor's Office
100	TOTAL:	None	1 Day and 30 Minutes	6





# 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	G2C – Government	to Citizen		
Transaction:	OZO COVOITIMON	10 01112011		
Who may avail:	Citizens of San Ped	Iro		
	REQUIREMENTS		WHERE TO SEC	URE
1. Medical Abstract		Hospital wh	ere the client is ac	lmitted
Certificate (1 Certifi	ed True Copy)			
2. Certificate of Indi	gency (1 Original	Barangay h	all where the clien	t resides
Copy)				
3. Funeral Contract	(1 Original or	Funeral par	lor	
Certified True Copy				
4. Death Certificate	(1 Certified True	City Civil Re	egistrar's Office (C	CRO)
Сору)				
5. Voter's Certificati	ion (1 Original	COMELEC	San Pedro	
Copy)	· · · · · · · · · · · · · · · · · · ·	D	Ol' 1	
6. Valid I.D. (1 Phot		Requesting		DEDCON
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)  1.1 Review and assess each FA documents and indicate the	None	5 minutes 3 minutes	Clerk City Mayor's Office  Executive Assistant IV Or Private Secretary II
	indicate the amount of financial assistance to be given.  1.2 Prepare the Obligation Requests with the	None	1 Hour	Secretary II City Mayor's Office  Private Secretary II Or Clerk





	attached batches for signature of the Mayor.			City Mayor's Office
	1.3 Approve and sign the Obligation Requests and the batches of FA documents.	None	1 day	City Mayor City Mayor's Office
	1.4 Endorse the Obligation Request to the City Budget for signature and encoding in the system.	None		Clerk City Mayor's Office
	1.5 Receive and record the Obligation Request from the Budget Office.	None	5 minutes	Clerk City Mayor's Office
	1.6 Endorse the signed obligation request to the Accounting Office.	None	5 minutes	Clerk City Mayor's Office
	1.7 Process the OBR and DV for signature of Budget, Accounting and Check Preparation for Treasury.	None	1 day	Accounting Staff City Accounting Office
	1.8 Sign the financial check and its DV.	None	1 day	City Mayor City Mayor's Office
	1.9 Record signed check and forward to the City Accounting Office.	None	5 minutes	Private Secretary II Or Clerk City Mayor's Office
402			V	6





	1.10 Inform/contact client through text or call for the date and time of release for the Araw ng Mamamayan.	None	5 minutes	Clerk 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	Clerk City Mayor's Office Or Disbursing Clerk City Treasurer's Office
	TOTAL:	None	3 Days, 1 Hour and 28 Minutes	





## VI. Feedback and Complaints

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





### **VII. Office Directory**

Trunkline Number: (02) 8808-2020

Office	Addross	Contact Information
Office Of the Mayor	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	Local 411/412
The state of the s	Pedro City	
Office of the Executive	4/F, City Hall of San Pedro, San	Local 413
Assistant	Pedro City	(02) 8869-2706
Office of the City	4/F, City Hall of San Pedro, San	Local 320/410
Administrator	Pedro City	
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	Local 405
	Pedro City	(02) 8847-6606
City Planning and	4/F, City Hall of San Pedro, San	Local 406/407
Development	Pedro City	
Coordinator's Office		
City Information and	4/F, City Hall of San Pedro, San	Local 403
Communications	Pedro City	
Technology Office	0/5 0% 11 # 40 D 1 0	1 1000
Office of the Vice-Mayor	3/F, City Hall of San Pedro, San Pedro City	Local 323 (02) 8292-8227
Sangguniang Panlungsod	3/F, City Hall of San Pedro, San	(02) 8553-0773
Sangguniang Panlungsod Secretariat	Pedro City	(02) 8555-0775
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	2/F, City Hall of San Pedro, San	Local 217
Information Office	Pedro City	(02) 8847-6417
City Environment and	2/F, City Hall of San Pedro, San	Local 208
Natural Resources Office	Pedro City	2000. 200
City Health Office –	2/F, City Hall of San Pedro, San	Local 207
Sanitation	Pedro City	
City Planning and	2/F, City Hall of San Pedro, San	Local 204
Development	Pedro City	
Coordinator's Office –		
Zoning Administration		
City Cooperative and	2/F, City Hall of San Pedro, San	Local 119
Livelihood Development	Pedro City	
Office	0/5 0% 11 11 (0 5 1 0	11.000/000
City Engineering Office	2/F, City Hall of San Pedro, San	Local 202/203
Office of the Building	Pedro City	L 2001 205 /200
Office of the Building Official	2/F, City Hall of San Pedro, San	Local 205/206
Official	Pedro City	





G/F, City Hall of San Pedro, San Pedro City	Local 116/117
G/F, City Hall of San Pedro, San Pedro City	Local 108
G/F, City Hall of San Pedro, San Pedro City	Local 104/105
G/F, City Hall of San Pedro, San Pedro City	Local 112/113/114
G/F, City Hall of San Pedro, San Pedro City	Local 110/111 (02) 8868-0143
G/F, City Hall of San Pedro, San Pedro City	Local 107
G/F, City Hall of San Pedro, San Pedro City	Local 102/103
B/F, City Hall of San Pedro, San Pedro City	Local 109
B/F, City Hall of San Pedro, San Pedro City	Local 109
B/F, City Hall of San Pedro, San Pedro City	Local 211
B/F, City Hall of San Pedro, San Pedro City	Local 127
B/F, City Hall of San Pedro, San	Local 214
Pedro City	(02) 8533-3384
B/F, City Hall of San Pedro, San Pedro City	Local 210
B/F, City Hall of San Pedro, San Pedro City	Local 122
	Pedro City G/F, City Hall of San Pedro, San Pedro City G/F, City Hall of San Pedro, San Pedro City G/F, City Hall of San Pedro, San Pedro City G/F, City Hall of San Pedro, San Pedro City G/F, City Hall of San Pedro, San Pedro City G/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City B/F, City Hall of San Pedro, San Pedro City